

# ABOUR WIND POWER PROJECT (51.75 MW)

## Workers Grievance Mechanism (WGM)



# About Energy

**23 Sep 2021**

**REV 1**

Document title    Abour Wind Farm Project – Workers Grievance Mechanism  
Status                REV – 2  
Date                  30 Oct 2021

REVISION RECORD						
Rev. No.	Created By	Internal Review By	Date	Submission Status	Reviewed By	Date
Rev 0	Azzam Azzam	M. Mahasneh	3 Aug. 2021	Draft	M. Mahasneh	4 Aug 2021
Rev 1	Azzam Azzam	M. Mahasneh	23 Sep 2021	Final	M. Mahasneh	23 Sep 2021
Rev 2	Azzam Azzam	M. Mahasneh	30 Oct 2021	Final	M. Mahasneh	30 Oct 2021

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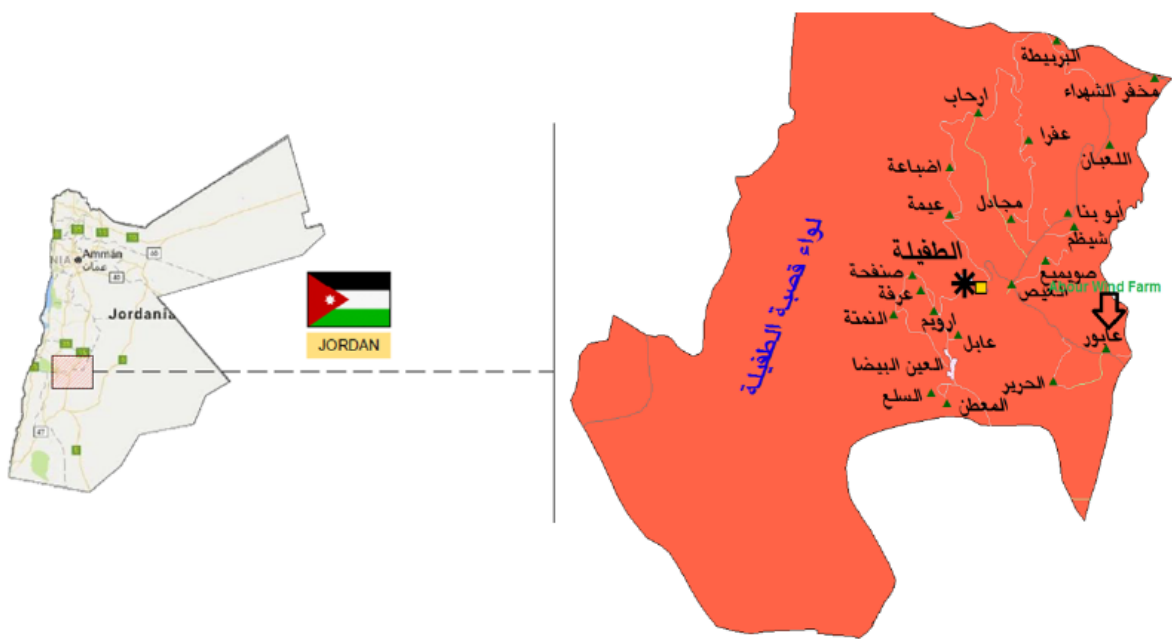
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## 1. INTRODUCTION

Abour Wind Power Company (hereafter referred to as the ‘Developer’) has been qualified by the Ministry of Energy and Mineral Resources (MEMR) as a project developer for a 51.75 MW Wind Power Project in Tafilah Governorate in Jordan, with a Power Purchase Agreement (PPA) signed in December. Abour Wind Power Company has appointed Vestas Services as the Operation and Maintenance (O&M) Contractor for the Wind Power Project.

The Project is located in Tafilah Governorate in the South of Jordan approximately 180 KM south of the capital city of Amman. The project is located within the District of Tafilah where the closest villages include Al-Eis village located around 5.4km to the northwest; Abel located around 7.4km to the west; and Ain Al Beida located around 6.7km to the west.

This document is a Workers Grievance Mechanism to be implemented by Abour and its Contractors for the project as part of the Environment, Health, Safety and Social (EHSS) Management System (MS).



(Fig. 1) Project Location

## 2. OBJECTIVES

This document is a project specific Worker Grievance Mechanism (WGM) which provides a transparent and fair mechanism that is accessible to all workers for managing any reasonable workplace related grievance or concern in a timely manner, to be implemented by AEC throughout the project’s operation phase.

This project specific worker grievance mechanism will be reviewed and updated after any change in the context in which the project operates during the operation phase of the project.

## 3. APPLICABILITY

The WGM is robust, comprehensive and strives to capture, document, resolve and close out any grievance, whether formal or not. This WGM is applicable to complaints and grievances from workers and contractors on the project site. The WGM addresses social, cultural, ethical, environmental, security and safety concerns brought forth by workers.

For grievances related to stakeholders and local communities, those will be handled in accordance with the Stakeholder Grievance Mechanism included within the Stakeholder Engagement Plan (SEP).

## 4. DEFINITIONS

- Access channels: The point of contact by which a complainant can lodge a grievance e.g. via a company staff member, email, dedicated phone number, a hotline etc.
- A complainant: An employee working with Abour, the main contractor or sub-contractor.
- CLO: Person assigned by the company to follow up and close out grievances. The case handler is an employee assigned to always receive the grievances, register it and follow-up till closing report issued.
- Grievance: Complaints or concerns referring to a specific incident that has been alleged, as well as to any damage, impact or dissatisfaction that allegedly occurred as a result of company or contractor actions, perceived or actual.
- Grievance Mechanism: Set of procedures, roles and rules for methodically addressing any complaints in a timely, fair and consistent manner.
- Grievance Template: Abour internal tool to communicate and address and formalize the received grievance that must contain information about on every step/action that is taken before the grievance is closed.
- Grievance Committee: A Committee formed by the company to settle grievances according to the company formal approved procedures.
- Operations: Every activity carried out by Abour or any other company on behalf of Abour during the lifetime of the wind farm.
- Abour Website: An online service available to both Abour own employees and Contractor/Sub-contractor employees.

## 5. POLICIES AND STANDARDS

The relevant policies and standards that are related to this worker grievance mechanism are identified below.

### 5.1 Abour AEC

The following company policies and documents guide the worker grievance mechanism and/or are referenced within this document:

- Environmental and Social Impact Assessment (ESIA) for the Abour Wind Farm Project.
- HR Policy and Procedure.
- EHSS Manual
- Security Management Plan

### 5.2 JoEagle (Security Provider)

- Site Security Plan

### 5.3 Vestas Services (O&M)

- Occupational Health and Safety Plan

### 5.4 Relevant Laws and Standards

Abour adheres to the following national legal requirements and international standards and which have been taken into account where relevant as part of this worker grievance mechanism.

#### National Legislations

- Labor Law No. (8) for the year 1996 and its Amendments

#### International Standards and Requirements

- International Finance Corporation (IFC) Performance Standard 2: Labor and Working Conditions.

## 6. WORKERS GRIEVANCE MECHANISM

The Grievance mechanism process below shows the steps in order to ensure an effective handling of inputs received from workers, the Contractor and Sub-contractor and Community during the operations and maintenance. The process is divided into four steps as described in the table below:

### 6.1 Reception

All grievances will be received via one or several of the following access channels:

Method of Complain	Who?	How?
Telephone	Workers can call Abour Energy office and request to speak to an employee or responsible person.	About Energy Tel: +962 6 582 8900
Face to Face	Workers can voice their grievance to any Abour employee who will then escalate using the correct process.	e.g., the project manager, CLO, HSE manager authorized to receive and manage grievances
Anonymous lodging	Grievance sheets and Grievance box will be made available	Tafilah Municipality, Location: Tafilah – Tafilah City  Tafilah District Office, Location: Tafilah – Tafilah City
Workers representatives and unions	Workers can voice their grievance to their worker representative or union representative if available.	When applicable
Electronic media	Grievances can be sent to:	<a href="http://www.Abourenergy.com">http://www.Abourenergy.com</a>

The grievance could be received by any employee and shall be informed to the Project Manager and HSE Manager at the same time the grievance is registered in Abour Grievance Log Sheet, in order to address the grievance in an effective way it is important that the receptor asks the employee as many details as possible related to the complaint – ensure the issue is properly classified and addressed.

The employee shall always act in an emphatic/positive way, giving priority to listening and receiving the information as well as trying to reduce the negative sentiment if that is the case.

Acting in an aggressive or non-emphatic way could provoke a bad/worse reaction from the communicator.

## 6.2 Registration and Assessment

Many complaints can be addressed quickly by the CLO, HSE Manager or other Abour project-level team member, while others will need more in-depth investigations to understand the complainant's perception of the issue and what should be done about it. Each complaint received, whether a grievance, claim, doubt, comment, and whether it is AEC related or not, will be captured and registered as follows;

- Grievance registration form: registration of details about the issue being raised, which entails pictorial evidence and GPS coordinates of specific location. All cases will be referenced with stakeholder (worker or contractor) receiving a reference number.
- Workers Grievance Reporting: capturing details in Abour database. It will capture both Abour and not-Abour related issues.
- Excel Spread sheet: case details captured in the registration form will be entered in an excel sheet for reference and monitoring purposes, for both Abour and not-Abour related issues.

## 6.3 Addressing and follow-up

All complaints, whether Abour related or not, as long as they were presented to Abour should be handled within the shortest possible period. The case handler jointly with the Project Manager or HSE Manager shall have the first approach with the stakeholder within the first 24 hours after receiving the grievance, comment or doubt. The worker will be informed within 7 working days on whether or not the grievance proceeds and what the next steps will be.

Once a resolution has been agreed or a decision made within 3 weeks, the CLO, HSE Manager or case handler will monitor the implementation of the response. This is to ensure that changes in the situation are identified and addressed on time. Throughout the process the complainant(s) will be kept informed through the company CLO by phone if face to face visits not possible.

## 6.4 Closure

After the implementation of an agreed resolution has been verified the grievance close-out will take place after 3 weeks from submission . It will entail reaching a unanimous agreement, clearly communicated to avoid misunderstandings. In cases where the process has been appealed to e.g. an Ombudsman, the Lender's Grievance Mechanism, the parties involved are asked to evaluate the process and its outcome.

The close-out report will be shared internally. Evidence to support closure (e.g. photos) will be attached, and all close-out details captured in Abour database. The complainant will receive a copy of the close-out agreement.

## 7. TRAINING REQUIREMENTS

- Training will take into account requirements presented within the EHSS Manual to include the following:
  - For Abour and subcontractor employees, the induction training prepared and delivered by the HSE Manager will include a module on the worker grievance mechanism;
  - Worker grievance mechanism will be communicated to workers via repeated Toolbox Talks (TBT) by the HSE Site Supervisors.
- Specific training for entities involved in implementing the worker grievance mechanism on how to receive, register and manage cases, how to deal with workers lodging grievances, how to investigate cases and principles for resolution of cases, how to report on cases, etc.

## 8. MONITORING, REPORTING AND NON-COMPLIANCE

- Monitoring and reporting will take into account requirements presented within the EHSS Manual to include the following:
  - CLO Officer will prepare monthly reports for issue to Project Manager to include general compliance with the Worker Grievance Mechanism including updates on worker grievances, information outlining the number of grievances, time to resolution, outcome.
- All information concerning the case will be captured and registered in Abour Grievance Log Sheet.
- Closing report for each worker grievance will be provided.

## 9. ROLES AND RESPONSIBILITIES

### 9.1 Project Manager

- Disclose Abour WGM to customer, contractors and subcontractors, and workers on the Project;
- Receives complaints or comments from any employee, subcontractor or customer;
- Registered as case handler where relevant;
- Monitoring all grievances until closing jointly with Abour HSE Manager and CLO Officer.
- Informs next organizational level depending on the relevance of the grievance.

### 9.2 HSE Manager

- Disclose Abour' WGM to customer, contractors and subcontractors, and workers on the Project;
- Train Abour staff in the grievance mechanism;
- Monitoring all grievances until closing jointly with the project manager and CLO Officer;
- Prepare and share the closing report with external stakeholders involved and customer

### 9.3 CLO Officer

- Inform to Project manager about the grievance and follow up;
- Assess whether the grievance shall proceed or can be closed here and now and inform the worker or contractor;
- Clarify who is the responsible party i.e. Abour, Contractor or Sub-contractor;
- Evaluate the grievance and define task and responsible. Follow task assigned until closing;
- Register at Grievance Log Sheet any task, action and closing action;
- Conduct second level investigation of claims and pursue resolution to the satisfaction of all parties;
- Inform the responsible company, if not Abour;
- Define tasks and responsibilities for addressing grievances;
- Liaise with the Project manager about the ongoing grievance handling process;
- Update the Grievance Log Sheet with tasks, action and closing action

### 9.4 Grievance Committee

- Constitute representation across Abour departments.
- Handles grievances where the project team is unable to close.
- Committee Members: Project Manager, CLO and HSE Manager.

## 10. ANNEXES (WILL BE ATTACHED INDEPENDENTLY)

### 10.1 Annex I – Grievance registration form.



#### Grievance Register Form

نموذج تسجيل الشكاوى

Grievance Type:  Employees  Local Community

نوع الشكاوى:  موظفين  مجتمع محلي

General		بيان المشكلة / الحادث / الشكاوى	
Project Name		وصف المشكلة / الحادث / الشكاوى	ما هي المشكلة / الحادث / الشكاوى؟ ما الذي حدث؟ أين حدث؟ مع من حدث؟ ما هي نتيجة المشكلة؟
Name of Complainant			
Contact Number			
Date			
(Complaint / Issue/Incident) Description			
What is the complaint? What happened? Where did happen? With Whom? Cause of the problem / issue?			
Date of (Complaint / Issue/Incident)	One-time (Complaint / Issue/Incident) Date _____ Happened more than one time (How many times) _____ Continually _____	شكاوى لمرة واحدة (التاريخ) _____ حدثت أكثر من مرة (عدد المرات) _____ مستمر (مشكلة يتم اعلانها بشكل مستمر) _____	تاريخ المشكلة / الحادث / الشكاوى
Solution Suggestion		مقترح الحل	
What do you think is the possible solution to this issue?			ماذا برأيك الحل الممكن لهذه المشكلة؟
Please put this template in the grievance boxes, or give it to the company's official CSR.		نرجو وضع هذا النموذج في صناديق الشكاوى، أو إعطائها للمسؤولين الرسميين عن المسؤولية الاجتماعية للشركات	

Classification: Confidential

