

ABOUR WIND POWER PROJECT (51.75 MW)

Stakeholder Engagement Plan (SEP)



Abour Energy

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1. INTRODUCTION

The renewable energy sector in Jordan is gaining momentum since the “Renewable Energy and Energy Efficiency Law No. (13) of the year 2012 and its amendments No. (33) of the year 2014” entered into force. This law established the basis in Jordan for the ‘Direct Proposal Submission’ of renewable energy projects to the Ministry of Energy and Mineral Resources (MEMR), where investors were allowed to develop renewable grid-connected electricity production projects.

Within this context, Abour Energy PSC (hereafter referred to as ‘the Developer’ or ‘AEC’) has been qualified by the Ministry of Energy and Mineral Resources (MEMR) for the development of a 51.75 Mega Watt (MW) Wind Farm Project in Tafileh Governorate (hereafter referred to as ‘the Project’), with a Power Purchase Agreement (PPA) signed in March 2016.

This document constitutes a Stakeholder Engagement Plan (SEP) to be implemented by the Developer throughout the construction and operation phase for the Project. The SEP outlines a systematic approach to stakeholder engagement that will help the Developer build and maintain over time a constructive relationship with their stakeholders, in particular the locally affected communities. The SEP is a live document which will be updated throughout the Project construction, operation and implementation and will be published on the Abour website (abourenergy.com).

The Project welcomes suggestions for improvement of this SEP. Suggestions can be submitted via the contact information for the Developer at the end of this document (Chapter 7).

In particular, this SEP includes the following:

- Chapter 2 – Project Description: provides a summary of the Project location, main Project components, Project schedule and job opportunities;
- Chapter 3 – Regulatory Context: highlights the main requirements that are relevant for stakeholder engagement to the Project to include Jordanian regulations and international best practice requirements;
- Chapter 4 – Summary of Past Stakeholder Engagement Activities: provides a summary of past stakeholder engagement activities undertaken for the Project during the planning and design phase of the Project;
- Chapter 5 – Identification of Stakeholders: identifies all relevant stakeholders for the construction and operation phase of the Project at all geographic levels to include national, regional and local levels as well as communities within the area of influence of the Project.
- Chapter 6 – Summary of Socioeconomics: provides summary of socio-economic development in-line with the SEP as required and defined in the ESIA.
- Chapter 7 – Stakeholder Engagement Strategy and Plan: identifies an engagement strategy for each stakeholder group to include objective for engagement, communication methods and tools, timeframe and responsibilities.
- Chapter 8 – Contact Details: provides contact details of the Developer for communication with all relevant stakeholders of the Project;
- Chapter 9 – Stakeholder Grievance Mechanism: identifies a mechanism for managing and handling any concerns or complaints related to the Project during the construction and operation phase, particularly from affected stakeholder and communities.
- Chapter 10 – Roles and Responsibilities: identifies the roles and responsibilities of the key staff related to the implementation of the SEP.

2. PROJECT DESCRIPTION

2.1 Project Location

The project is located approximately 130 km south of the capital city of Amman. More specifically, the project site is located within Tafileh District in Tafileh Governorate which hosts several communities, the closest of which being: (i) El Ees and Tafileh which are located to the north western border of the project site at a distance of 4 km and 6 km respectively (ii) Abel and Ain Al Baida which are located around 6.5km to the east of the project site (iii) Um Sarab which is located around 6 km to south-west of the project site.

The project site can be accessed from Highway #15 (known as the Desert Highway), considered the main highway in Jordan that connects the capital city of Amman with the southern Governorates (including Tafileh). From Highway #15, an exit leads to Highway #60 which then connects to the project area.

There are two categories of Project land; (1) Private (1,358.090m²) and (2) Governmental (432,300m²) and all have been leased by Abour Energy. The maximum total footprint of the project is 377,448m². distributed as follows:

- One turbine: 5000m² X 15= 75,000m² including crane pad.
- Two Permanent Met Mast: 2,200m².
- Access roads: 280,500m².
- Three storage areas approx.: 12.500m².
- Substation Area. 7,284.8m².

The remaining lands will be left to its original status to be used by the owners for grazing and agriculture taking into account the safe distances from the crane pads and roads been identified since the wind farm design stage and safety barriers along with warning signs will be installed to indicate the safe distances in dual language (English/Arabic).

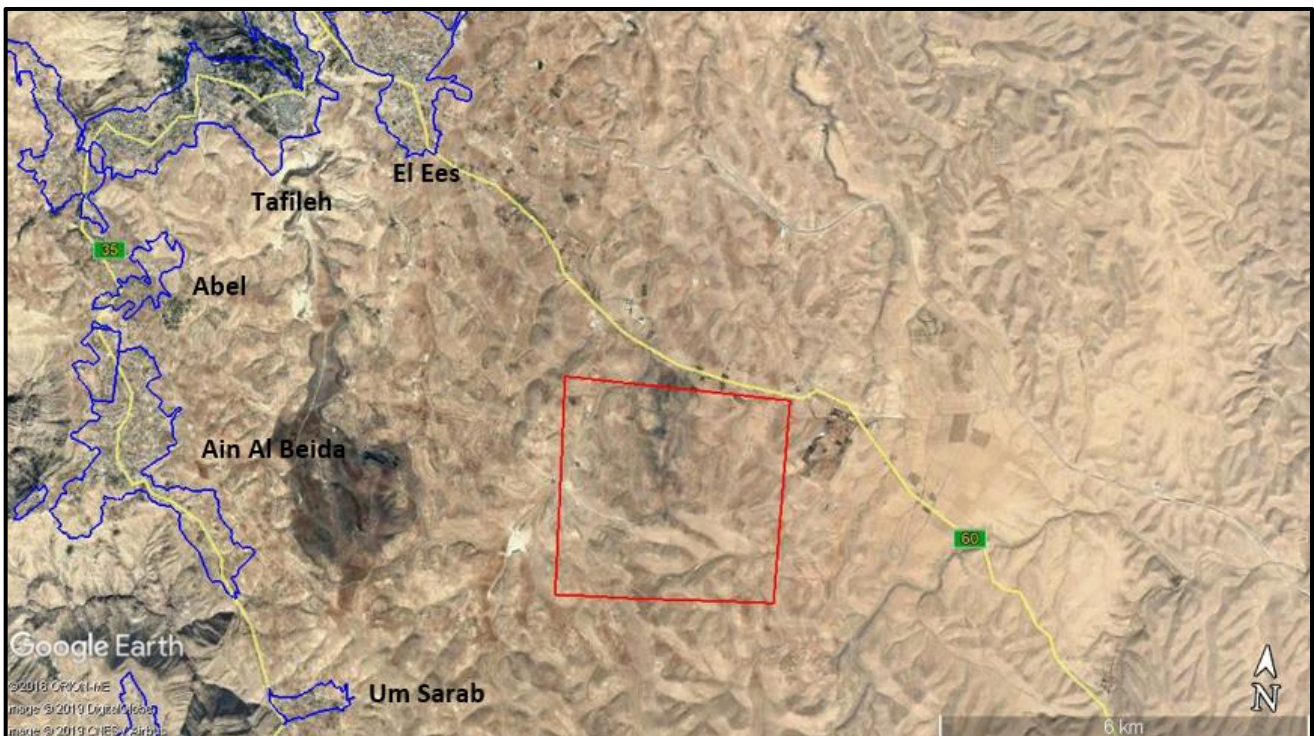


Figure 1: Project Area

2.2 Project Rationale

The Project will result in crucial positive environmental and economic impacts on the strategic and national level given the current challenges the energy sector in Jordan is facing, these include:

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- The Project allows for more sustainable development and shows the commitment of the Government of Jordan to realizing its Energy Strategy and meeting the set targets for renewable energy sources;
- The Project will contribute to increasing energy security through reliance on an indigenous, inexhaustible and mostly import-independent energy resource;
- The Project will produce clean energy which will contribute to lowering electricity generation costs when compared to the current costs associated with liquid fuels, and thus leads to a decrease in the Government of Jordan’s fiscal deficit; and
- Generating electricity through wind power is rather pollution-free during operation. Compared with the conventional way of producing electricity in Jordan, the clean energy produced is expected to reduce the consumption of liquid fuels and reduce greenhouse gas emissions and air pollution.

2.3 Project Components

The project consists of the following major components:

- 15 wind turbine generators (WTG) with tubular steel towers. The proposed turbine for the project is the Vestas V136 with a capacity of 3.45 MW and a hub height of 112m. The rotor has a diameter of 136m;
- 15 steel-reinforced concrete foundations (1 per turbine) as well as 15 crane pads;
- Underground electrical cables which will connect each turbine with 1 project substation;
- Grid connection from substation to existing overhead line;
- Access roads;
- Laydown areas; and
- Site operation building.

2.4 Project Phases and Schedule

- Planning and Construction (September 2019 – July 2021): this mainly includes preparing a detailed design for the project, transportation of the various project components to the site, and site preparation activities for installation of the wind turbines and various other components. Site preparation will include excavations and land clearing activities. Such activities will be undertaken by an Engineering, Procurement, and Construction (EPC) Contractor;
- Operation (2021 – 2041): Such a project requires limited operational activities which mainly include maintenance of the turbines and the various electrical equipment. This includes for example, turbine and rotor maintenance, lubrication of parts, washing of blades, maintenance of electrical components, etc.; and
- Decommissioning (to be determined): In the case of decommissioning, the tower and blades of the removed wind turbine will be taken down by crane, disassembled into components, and then cut into sizes suitable for scrap. The turbine foundation will be removed to a depth of approximately 1 m and refilled. The whole site, including all flattened areas (e.g. storage- and crane pad areas) will be reclaimed to a close natural status and tracks used for maintenance vehicles will be covered over.

3. REGULATORY CONTEXT

3.1 Relevant Jordanian Stakeholder engagement requirements and legislation

Stakeholder engagement in Jordan is connected to the preparation of an Environmental and Social Impact Assessment (ESIA) as per the “EIA Regulation No. (37) of 2005”. For those projects which require an ESIA (as

the case for this Project), the Regulation requires a scoping session with potentially affected stakeholders at the onset of the ESIA, in order to provide information and allow them to participate in the ESIA process.

In addition, the Regulation specifies that the outcomes of the ESIA are to be announced to the public and stakeholders in a manner that the Ministry of Environment deems appropriate and is dealt with on a case by case basis – taking into account the type and nature of the project development.

3.2 IFC Requirements

The Developer obtained financing for the Project from International Financial Institutions (IFIs) – to include the International Finance Corporation (IFC).

Therefore, the Developer wishes to design and manage the project in accordance with good international industry practice and standards. The SEP has been prepared in accordance with the IFC Policy on Social and Environmental Sustainability including the IFC Performance Standards (PS) and the Environmental, Health & Safety (EHS) Guidelines. The IFC requirements have become the *de facto* international environmental and social performance benchmark for project financing.

The IFC Performance Standards form part of their Sustainability Framework, where the “IFC Performance Standard 1” (IFC, 2012) sets out the following recommendations for stakeholder engagement:

- Stakeholder Engagement is an on-going process that may involve: stakeholder analysis & planning, disclosure & dissemination of information, consultation & participation, grievance mechanism, and on-going reporting to Affected Communities.
- A Stakeholder Engagement Plan (SEP) will be developed and implemented that is scaled to the project risks and impacts and development stage, and be tailored to the characteristics and interests of the Affected Communities.
- Affected Communities will be provided with access to relevant information on: (i) the purpose, nature, and scale of the project; (ii) the duration of proposed project activities; (iii) any risks to and potential impacts on such communities and relevant mitigation measures; (iv) the envisaged stakeholder engagement process; and (v) the grievance mechanism.
- When Affected Communities are subject to identified risks and adverse impacts from a project, a process of consultation will be undertaken in a manner that provides the Affected Communities with opportunities to express their views on project risks, impacts and mitigation measures, and allows the client to consider and respond to them.
- The extent and degree of engagement should be commensurate with the project’s risks and adverse impacts and concerns raised by Affected Communities.
- The consultation process will be tailored to language preferences of Affected Communities, their decision-making process, and the needs of disadvantaged or vulnerable groups.
- For projects with potentially significant adverse impacts, the client will conduct an Informed Consultation and Participation (ICP).
- A grievance mechanism will be established to receive and facilitate resolution of Affected Communities’ concerns and grievances about the client’s environmental and social performance.

4. SUMMARY OF PAST STAKEHOLDER ENGAGEMENT ACTIVITIES

As discussed earlier, Stakeholder engagement is an integral part of ESIA and also a mandatory requirement of EIA legislation of Jordan and also IFC Performance Standards.

4.1 ESIA Scoping Stage

The Scoping Stage is the first stage of an ESIA study. In this stage stakeholders have the opportunity to participate in the ESIA process and to be introduced to the Project. One of the main purposes of the Scoping Stage is to get the public and the regulatory authorities involved in the course of the ESIA and to present their concerns about the Project in a formal manner.

Decision for conducting a Scoping Session for the purpose of the ESIA was made by the Ministry of Environment (MoEnv).

The purpose of the Scoping Session is to:

- Identify key environmental and social issues to be included in the assessment
- Identify legal requirements and framework for the Project through its life.
- Identify relevant component studies to establish the appropriate baseline for the area of the Project.
- Finalize the proposed scope of the ESIA.

The Scoping Session was held in Amman at the Holiday Inn Hotel on December 28, 2015. The stakeholder list for the Project was prepared by MoEnv. Stakeholder list included governmental and non-governmental organizations as given below.

Governmental organizations:

- Ministry of Environment
- Ministry of Health
- Ministry of Water and Irrigation
- Ministry of Energy and Mineral Resources
- Ministry of Industry and Trade
- Ministry of Municipal Affairs
- Civil Defence Directorate
- Central Traffic Department – Public Security Directorate
- The Royal Department for Environmental Protection RANGERS
- Municipality of Tafileh/Qadisiyah

Non-governmental organizations:

- Jordan Engineers Association
- Union of Environmental Societies/ Royal Society for the Conservation of Nature (RSCN)

The Scoping Session consisted of the following activities:

- Presentation on the Project (Project location, Project components, Project activities).
- Key environmental and social issues to be assessed in the ESIA.
- Identification of potential interactions between the Project activities and the Valued Ecosystem Components (“VECs”).

- Identification of the scope of the ESIA.
- Identification of legal requirements for the Project.
- Collection of opinions of the participants on the scope of the ESIA and legal requirements of the Project.
- Collection of concerns (if any) of the participants on the Project.

The participants were given enough time to reflect upon in writing their concerns regarding the Project. The forms were collected by the MoEnv and also by the ESIA consultant of the Project. The concerns of the participants were considered during the ESIA process and addressed in the relevant chapters of the ESIA. During the meeting it was observed that the general approach of the participants was positive towards the proposed project.

During the discussions at the scoping session, the participants raised the following points:

- Dust impact on public health is not required to be included for the operation phase of the Project.
- Public safety should be considered for the construction phase of the Project.
- Occupational health and safety should be considered for the decommissioning phase of the Project.
- Personal protective equipment for workers and staff should be provided
- Emergency plan should be prepared for the Project

All the above concerns have been considered and addressed in the Scoping Report which was approved by the MoEnv.

4.2 Other Stakeholder Consultations

Land owners were consulted for the areas to be used for the project. The private lands which are required for the Project have been leased for 22 years from the owners by the Project owner. Leasing was carried out voluntarily and according to the Jordanian legislation.

During the Site visit on 30 November 2016, IFC representatives had the opportunity to meet two of the land owners in Tafila and discussed with them the leasing process. IFC was satisfied that the land owners were content with the overall process.

There were meetings at IFC offices in Amman during ESIA stage in order to discuss performed and future avifauna monitoring studies for the Project and cumulative impact assessment study for all the projects in the area including the About Energy Project. The meetings were held 11 February, 14 April, 11 June and 17 December 2015 with the participation of IFC representatives and local PEA¹/ESIA consultant of the Project as part of the “Tafila Region Wind Power Projects Cumulative Effects Assessment” (IFC, 2017).

5. IDENTIFICATION OF STAKEHOLDERS

In order to define a communication process with stakeholders, several stakeholder groups that may be interested and/or affected by the project development and implementation have been identified. There are a number of groups of people and social groups who are interested in the project on different levels. These may be described as following:

1. People and social groups who will be directly or indirectly affected by the Project (such as local communities as well as nomadic groups). Key affected communities include: (i) El Ees and Tafileh which are located to the north western border of the project site at a distance of 4 km and 6 km respectively, (ii) Abel and Ain Al Baida which are located around 6.5km to the east of the project site, (iii) Um Sarab which is located around 6 km to south-west of the project site. It is important to note that there are no physical or economical displacement impacts anticipated from the Project. However, the Project area is considered to be an open grazing land and therefore grazing activities practiced by local communities in the area may be affected by project activities.

In addition, the area in general is also known for some semi-nomadic activity. Such groups move up to the Tafileh area in general during summer time due to its higher altitude and cooler climate. During this period (i.e. May – September), they settle in tents throughout the area in general mainly undertaking grazing activities for their livestock. During autumn/winter they move out to lower altitude areas with warmer climate (such as Wadi Araba).

2. People and social groups who may participate in the implementation of the Project (such as investors, lenders, workers/employees, etc.);
3. People and social groups who are not affected by the Project development per se may but have a possibility to influence and make decisions on implementation of the Project and/or may have an interest in the Project.

The main groups of stakeholders identified so far based on risk assessment (See Figure 2 RA Matrix) are listed in Table 1 (colour codes correspond between Table 1 and Figure 2, representing level of interest combined with level of influence). The list can be updated and modified in the course of the Project development and as a result of cooperation of the parties.

Table 1: Identified Groups of Stakeholders

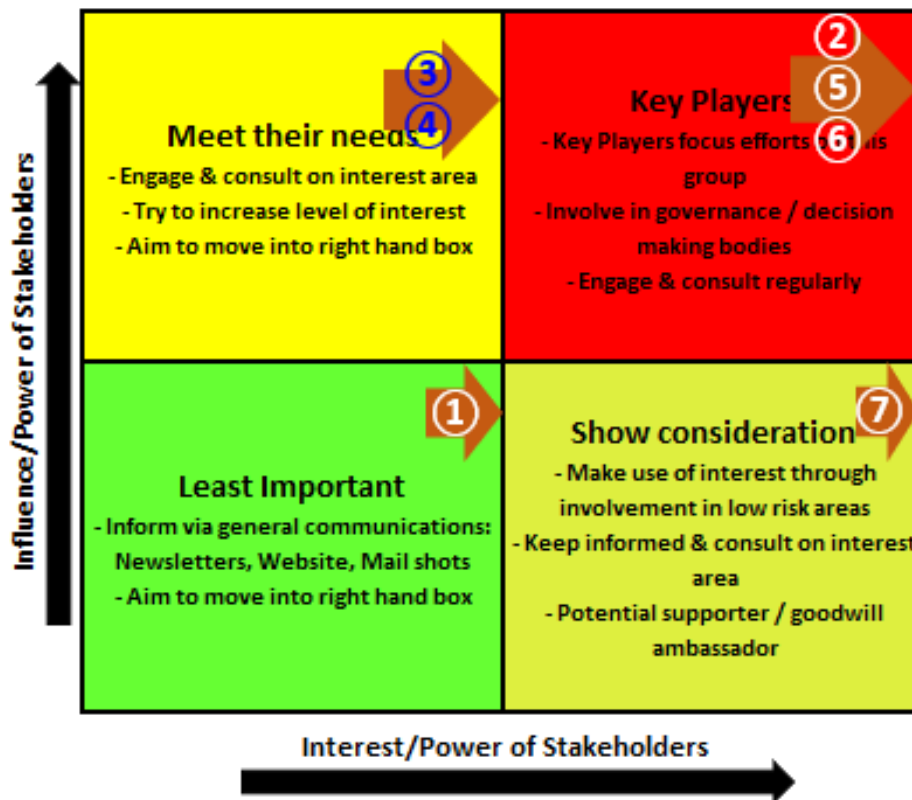
Level of Stakeholder Interest In/Involvement to the Project	Relevance / Risks
Stakeholders who may be Directly or Indirectly Affected by the Project	
Residents of the Villages in the vicinity of the Project and which include El Ees, Tafileh, Abdel, Ain Al Baida and Um Sarab	<ul style="list-style-type: none"> • Interest in employment and/or procurement opportunities within the project which is critical specially with relatively high unemployment rates within nearby villages • Potential impacts during the operational phase of the project including in particular issues such as noise and/or shadow flicker, restrictions on land access, and other
Semi-Nomadic groups that settle within the area in general	
Stakeholders who may Participate in Implementation of the Project	
Investor/Lender	Ensure compliance with E&S requirements/obligations of the Project
Stakeholders who may have a possibility to influence and make decisions on implementation of the project and/or may have an interest in the Project	
Group (1): Local NGO's	
Tafila Model Young Women Centre.	

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Federation of Women's Association.	Obtaining updates on project development in general including and ESMP implementation, CSR implementation, and other as applicable
Agricultural Association.	
Union of Charitable Societies.	
Environmental Associations.	
Voluntary Organization (CSO's): We Are All Jordan Youth, Injaz Foundation, Hemmitna Gheer.	
Tafila Model Young Women Centre.	
Group (2): Governmental	
Ministry of Interior.	Issues related to potential security incidents related to project that require intervention of governmental entities
Ministry of Public Works and Housing.	Mainly for construction phase related to traffic and transportation of project components (mainly turbines) to the project site
Ministry of Environment.	Ensure compliance in implementation of ESMP and adherence to environmental permit requirements
Ministry of Health.	Ensure protection of community health and safety from any potential impacts related to project development
Ministry of Labor.	Ensure adherence to Jordanian Labor laws for workers and employment including occupational health and safety,
National Center of Security and Crisis Management.	Issues related to potential security incidents related to project that require intervention of governmental entities
Department of Antiquities	Protection and conservation of archaeological sites including those located within the Project area
Royal Air Forces.	Potential impacts on military air navigational requirements and infrastructure
Civil Aviation Authorities.	Potential impacts on civil air navigational requirements and infrastructure
Investment Promotion and Protection Commission.	Issues related to potential security incidents related to project that require intervention of governmental entities
Tafila / Directorate of Labor	Employment of local communities within the project development
Tafila / Directorate of Health.	Ensure protection of community health and safety from any potential impacts related to project development
Tafila / Directorate of General Security.	Issues related to potential security incidents related to project that require intervention of governmental entities
Tafila / Directorate of Antiquities.	Protection and conservation of archaeological sites including those located within the Project area
Tafila / Directorate of Water and Irrigation Authority.	Provision of water supply and wastewater management services for project development
Greater Tafila Municipality.	Providing municipal services for project such as waste collection services
Tafila Jordanian Contractors Association.	Potential involvement in management/ of procurement opportunities as relevant for the project

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Group (3): Local Community	
Farmers.	<ul style="list-style-type: none"> • Interest in employment and/or procurement opportunities within the project which is critical specially with relatively high unemployment rates within nearby villages • Collection of rent for land owners • Potential impacts during the operational phase of the project including in particular issues such as noise and/or shadow flicker
Livestock Owners.	
Neighbouring Community.	
Landowners.	
Non-leasing Landowners	
About Village.	
Al Ais Village.	
Group (4): Local Business and Industries	
Tafila / Electricity Distribution Company.	Obtaining updates on project development in general
Tafila / About Industrial City.	
Tafila / Energy and Minerals Regulatory Commission.	
Central Governorate Council.	
Tafila / District Administration.	
Group (5): Employees	
Employees of About (Developer).	Issues related to worker grievances
Employees of Contractor/Subcontractors (Operator).	
Group (6): Social Media	
Tafila Technical University Radio.	Obtaining updates on project development in general
Civil Society Facebook Groups.	
WhatsApp Groups.	
Group (7): National NGO's	
The Royal Society for the Conservation of Nature.	Obtaining updates on project development in general including and ESMP implementation, CSR implementation, and other as applicable
EDAMA.	
Jordanian Friends of Environment JOFOE.	



(Fig. 2) Risk Assessment Matrix

6. SOCIOECONOMIC CONTEXT

The baseline socio-economic conditions is described in the ESIA (2016) – see Annex #20. It provides a summary of the relevant socio-economic data and information collected, to enable the identification of the socio-economic impacts and guide stakeholder engagement related to the project. It includes detailed information on the following socio-economic aspects:

- Overview of Project Area: Tafila Governorate, districts, sub-districts, and the administrative structure of Project area;
- Demographics: Population and housing for Jordan in general, and the focus area in particular;
- Medical Provisions: Statistics on hospitals and health care facilities in the area;
- Land use/land use plans and patterns: Including agriculture (types of crops and annual productions), and industrial facilities; and
- Economic Activity: Educational institutions, transportation (road, rail, air), communication and overall economy (i.e. employment and revenue for agriculture and industry).

About prepares an annual CSR Plan - see Annex #21 for CSR Plan2022. This document is envisaged to provide all information and concrete action plans necessary to achieve community engagement and socio-economic development in-line with About SEP. The Plan will aim to support the local economy stating its aims and objectives and should acknowledge the importance of building a strong socio-economic relationship with the local community through a participatory planning program (in which the local community can express their concerns, strengths and limitations) even before the development is in place. If possible, this will be developed in conjunction with other developers in the area.

7. STAKEHOLDER ENGAGEMENT STRATEGY AND PLAN

Table 2 below identifies the stakeholder engagement strategy and plan to include stakeholders relevant to the Project (as identified in Table 1 earlier), objective of consultation with each group, the communication methods and tools, time frame and responsible entity for undertaking such consultations.

In particular, it is important to note that at this point, the following additional plans have or are being developed which are considered an integral aspect of this SEP.

Community Integration Plan (CIP)

The community integration plan demonstrates how the local communities will be involved and integrated in the Project in terms of job opportunities as well as procurement opportunities and how the CSR strategy will be implemented. The CIP conforms to the requirements of the recently issued “Regulation for Obligatory Employment of Jordanian Workforce from Surrounding Communities in Development Projects No. (131) for the year 2016”. The Regulation requires the obligatory employment of local communities within development projects to include fresh graduate engineers, technicians, labourers, etc. and specifies requirements for training as well as giving priority to local contractors. The Regulation identifies local communities as Jordanians from the Governorate within which the project is implemented. The number of job opportunities is specified based on the investment amount of the development projects. The Plan also demonstrate providing priorities to local communities. Taking the above into account, the community integration plan includes the following:

- Local recruitment procedure
- Local procurement procedure
- The plan also considers allocating funds for social responsibility programs to be implemented for the local communities.

The CIP has been implemented for the construction phase and has been developed in accordance with “Regulation for Obligatory Employment of Jordanians within Governorates in Development Projects No. 131 for 2016”.

Annual Environmental and Social Report

The Developer will be preparing an annual environmental report which provides a summary of the environmental and social performance for the Project during the reporting year. The Report will be made available to public through various means as discussed throughout the table below.

Note: stakeholder engagement activities will take into account the relevant health and safety measures for COVID-19 as required by the Ministry of Health and IFC requirements – mainly “Interim Advice for IFC Clients on Safe Stakeholder Engagement in the Context of COVID-19”

https://www.ifc.org/wps/wcm/connect/topics_ext_content/ifc_external_corporate_site/sustainability-at-ifc/publications/publications_tipsheet_covid-19_stakeholderengagement

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Table 2: Stakeholder Engagement Strategy and Plan

Stakeholder	Objectives	Communication Methods and Tools	Timeframe	Responsibility
Stakeholders who may be directly or indirectly affected by the project				
Group (3): Local Community & Group (4): Local Business and Industries				
Residents of the Villages in the vicinity of the Project and which include Al Ais, Abour, Um Sarab and Bseira, Gharandal, Ain Baida, Farmers, Livestock Owners, Neighbouring Community, Landowners, Tafila Electricity Distribution Company, Tafila Abour Industrial City, Tafila Energy and Minerals Regulatory Commission, Central Governorate Council and Tafila District Administration..	As per CIP requirements, implement local recruitment and procurement plan	1. Refer to CIP for additional details	When required during operation	Project Manager / Project Operator
	Disclosure of Stakeholder Engagement Plan (SEP) including grievance mechanism.	1. Hardcopy of SEP in Arabic to be available at Tafileh Municipality and on AEC website.	Once before operation (updated when required)	Developer (CLO)
		2. Summary advertisement in Arabic of grievance mechanism to be posted at key local community platforms. Refer to Chapter 8 for additional details.	Once before operation (to be checked regularly to ensure advertisement in place)	Developer (CLO)
	Updates on the Project including environmental and social issues (e.g. environmental performance, grievance mechanism implementation, community integration plan, etc.)	1. Prepare leaflet in Arabic with updates on project and its environmental and social issues. This could include updates on the project's development, number of employment opportunities, the bidding process for project components, construction plans, etc. Leaflet to be disclosed at key local community platforms to include municipalities and Community Based Organization's (CBO's).	Annually during operation	Developer (CLO)
2. Prepare an annual environmental and social summary report which provide key updates and summary of E&S performance for that year in Arabic to be available at Tafileh Municipality.		Annually during operation	Developer (CLO)	
Nomadic Groups	Updates on Project Development	1. Community Liaison Officer (CLO) must undertake site visits every 2 weeks within the Project area to provide updates on the Project development for nomadic groups as present in the area and any potential land users from local communities (e.g. grazers).	Site visits every 2 weeks during construction and operation	Developer (CLO)

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Stakeholder	Objectives	Communication Methods and Tools	Timeframe	Responsibility
		The objective is to undertake consultations to: (i) provide project schedule and duration for which such construction activities will take place (for construction phase only); (ii) emphasize that grazing and/or agriculture activities may take place outside of project footprint areas at all times; (iii) provide details on the grievance mechanism; (iv) provide details on shadow flicker and noise impacts through explaining prorogation maps and identify areas where such impacts are expected to be acceptable for nomads to settle in (for operation phase only).		
Stakeholders who may participate in implementation of the project				
Investor/Lender	Updates on the Project including environmental and social issues (e.g. environmental performance, grievance mechanism implementation, community integration plan, etc.)	1. Individual/Internal Meetings (if required)	Monthly	Project General Manager / Project Manager
		2. Submission of Annual Monitoring Report (AMR) that is required as per the lenders template.	Annually – 1 st quarter of each year	Developer (CLO)
Stakeholders who may have a possibility to influence and make decisions on implementation of the project and/or may have an interest in the Project				
Group (6): Social Media				
1. Tafila Technical University Radio. 2. Civil Society Facebook Groups. 3. WhatsApp Groups.	Updates on the Project including environmental and social issues (e.g. environmental performance, grievance mechanism implementation, community integration plan, employment, etc.)	1. Individual/Internal Meetings (if required) 2. CLO interacting and follow-up	Upon occurrence	Developer (CLO)
Group 2: Central Governmental				
4. Ministry of Interior. 5. Ministry of Public Works and Housing. 6. Ministry of Environment. 7. Ministry of Health.	Some governmental stakeholders might require to undertake certain inspections or auditing exercises and/or might require certain updates/information on the implementation of the project	1. Individual/Internal Meetings (if required) 2. Correspondence and official letters (if required)	Upon occurrence Upon occurrence	Developer (CLO) Developer (CLO)

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Stakeholder	Objectives	Communication Methods and Tools	Timeframe	Responsibility
8. Ministry of Labor. 9. Ministry of Public Sector Development. 10. Ministry of Agriculture. 11. National Centre of Security and Crisis Management. 12. Ministry of Public Antiquities. 13. Royal Air Forces. 14. Civil Aviation Authorities. 15. Investment Promotion and Protection Commission. 16. National Centre of Agricultural and Research's. 17. National Geographic Centre.	Updates on the Project including environmental and social issues (e.g. environmental performance, grievance mechanism implementation, community integration plan, etc.)	1. Prepare an annual environmental and social summary report which provides key updates and summary of E&S performance for that year to be disclosed on company website	Annually during operation	Developer (CLO)
Ministry of Environment	Coordination for list of private contractors approved for collection of hazardous waste from the site to the Swaqa Hazardous Waste Treatment Facility.	1. Individual/Internal Meetings (if required) 2. Correspondence and Official Letters	As needed, and at least: Once before operation	Developer (CLO)
	The Ministry of Environment established an internal committee with key members including EDAMA and RSCN (Jordanian NGOs) and comprising representatives of wind power projects participating in the Tafila Region Cumulative Effects Assessment (CEA) process to review all reporting relating to operational bird monitoring and mitigation.	3. Participate in MoEnv Internal Committee Meetings including submitting monitoring data and reports	Every 2 months on average	Project General Manager / Project Manager
Group (2): Local Governmental				
Tafileh Governorate	Identify key selected projects that the company can provide support to in Tafileh Governorate as part of the CSR program.	1. Individual/internal meetings with the Local Development Unit (LDU) to identify key projects for implementation of CSR activities	Annually during operation	Developer (CLO)
Tafileh Municipality	Coordination for the collection of solid waste from the site to the municipal approved landfill	2. Individual/Internal Meetings (if required) 3. Correspondence and Official Letters	As needed, and at least: Once before operation	Developer (CLO)

About Wind Energy Project – Stakeholder Engagement Plan (SEP)

Stakeholder	Objectives	Communication Methods and Tools	Timeframe	Responsibility
	Disclosure of Stakeholder Engagement Plan (SEP) including grievance mechanism.	1. Hardcopy of O&M SEP in Arabic to be available at Tafileh Municipality.	Once before operation (updated when required)	Developer (CLO)
		2. Summary advertisement in Arabic of grievance mechanism to be posted at key local community platforms. Refer to Chapter 8 for additional details.	As needed, and at least: Once before operation	Developer (CLO)
Tafileh Water Directorate	Coordination for list of private contractors approved for collection of waste water from Project site.	1. Individual/Internal Meetings (if required) 2. Correspondence and Official Letters	As needed, and at least: Once before operation	Developer (CLO)
	Coordination to secure the water requirements of the Project	1. Individual/Internal Meetings (if required) 2. Correspondence and Official Letters	As needed, and at least: Once before operation	Developer (CLO) / Project Manager
Ministry of Public Works and Housing / Tafileh Public Works Directorate	Submission of traffic management plan and discussions on outcomes and its implementation.	1. Individual/Internal Meetings (if required) 2. Correspondence and Official Letters	As needed, and at least once before operation	Project Manager / Developer (CLO)
Department of Antiquities – Tafileh	Reporting and communication in case of any changes/damage observed on the five archeological sites within About Wind Farm boundary (Which marked-up since the early stage of the construction) along with chance find procedures implemented.	1. Individual/Internal Meetings (if required) 2. Correspondence and Official Letters	Upon occurrence	Developer (CLO)
Tafileh Labour Office	As per CIP requirements, implement local recruitment and procurement plan	1. Refer to CIP for additional details	When required during O&M	Developer (CLO) / Project Manager
Tafileh Civil Defence Unit	Coordinate requirements and process to be considered for Emergency Preparedness and Response Plan for fire safety, OHS and other as applicable	1. Individual/Internal Meetings (if required) 2. Correspondence and Official Letters	As needed, and at least: Once before operation	Project Manager
Tafileh Police Department				

About Wind Energy Project – Stakeholder Engagement Plan (SEP)

Stakeholder	Objectives	Communication Methods and Tools	Timeframe	Responsibility
Group 1: Local Non-Governmental Organizations (LNGOs)				
<ol style="list-style-type: none"> 1. Tafila Model Young Women Centre. 2. Federation of Women's Association. 3. Agricultural Association. 4. Union of Charitable Societies. 5. Environmental Associations. 6. Voluntary Organization (CSO's): We Are All Jordan Youth, Injaz Foundation, Hemmitna Gheer. 	<p>Updates on the Project including environmental and social issues (e.g. environmental performance, grievance mechanism implementation, community integration plan, etc.)</p>	<p>Prepare an annual environmental and social summary report which provides key updates and summary of E&S performance for that year to be disclosed on company website</p>	<p>Annually during operation</p>	<p>Developer (CLO)</p>
Group 7: National Non-Governmental Organizations (NNGOs)				
<ol style="list-style-type: none"> 1. The Royal Society for the Conservation of Nature (RSCN). 2. EDAMA. 3. Jordanian Friends of Environment JOFOE. 	<p>Updates on the Project including environmental and social issues (e.g. environmental performance, grievance mechanism implementation, community integration plan, etc.)</p>	<p>Prepare an annual environmental and social summary report which provides key updates and summary of E&S performance for that year to be disclosed on company website</p>	<p>Annually during operation</p>	<p>Developer (CLO)</p>

8. CONTACT DETAILS AND REPORTING

Throughout the Project, all stakeholders can contact the Developer throughout the contact details provided below.

Community Liaison Officer – Abour Wind Energy

Name: Ahmad Al Qaisi

Telephone: 0776956980

In addition, the Developer intends to provide all relevant information to the public to include:

- Environmental and Social Impact Assessment (ESIA)
- Non-Technical Summary (NTS)
- Stakeholder Engagement Plan (SEP) including grievance mechanism (this document)
- Community Integration Plan (CIP)
- Annual Environmental Report.

In addition, hard copies of the above documents are available at the following entities:

Ministry of Environment (MoEnv)

Location: Amman – Um Uthaina – King Faisal bin Abdul Aziz Street – Building No. 83

P.O. Box: 1408

Postal Code: 11941

City: Amman

Phone: 962 6 5560113

Fax: 962 6 5560288

Email address: info@moenv.gov.jo

Tafileh Municipality

Location: Tafileh City

Phone: 962 3 2241316

Fax: 962 3 2241316

9. GRIEVANCE PROCEDURE

The Developer understands that management of grievances is a vital component of stakeholder engagement and an important aspect of risk management for a project. Grievances can be an indication of growing stakeholder concerns (real and perceived) and can escalate if not identified and resolved. Identifying and responding to grievances supports the development of positive relationships between projects, communities and other stakeholders. Monitoring of grievances will signal any recurrent issues, or escalating conflicts and disputes.

The Developer will implement a Grievance Mechanism to ensure that it is responsive to any concerns and complaints particularly from affected stakeholders and communities. The Developer will accept all comments and complaints associated with the Project and individuals who submit their comments or grievances have the right to request that their name be kept confidential. At all times, complainants are also able to seek legal remedies in accordance with the laws and regulations of Jordan.

The Developer will monitor the way in which grievances are being handled and ensure they are properly addressed within deadlines specified within the mechanism presented below. The Developer will also report regularly to the public on the grievance mechanism implementation, protecting the privacy of individuals.

Stakeholder Grievance Mechanism

1. A Grievance Disclosure Sheet (Annex 1) will be prepared and disclosed at the locations identified below. The Grievance Disclosure Sheet will inform the local communities on how and where to lodge a grievance in accordance with step 2 below.
 - a. Tafileh Municipality Bulletin Board
 - b. Abour Site Office
 - c. Selected key CBOS's to include Women & Youth CBO's (this includes Tafileh Sports Club and Tafileh Female Club)
2. Stakeholders willing to lodge a grievance should be able to use the following avenues:
 - a. Grievance Sheets (Annex 2) and Boxes will be made available at the following locations:
 - **Tafileh Municipality**
Location: Tafileh City
Phone: 962 3 2241316
Fax: 962 3 2241316
 - **Abour Site Office**
 - b. Direct Contact through the following:
 - **Community Liaison Officer – Abour Energy**
Name: Ahmad Al Qaisi
Telephone: 0776956980
3. All grievances (whether submitted through a grievance form, e-mail, telephone, etc.) will be recorded on a grievance log sheet by the CLO (Annex 3).
4. Grievance procedure starts with formal acknowledgment in accordance with the preferred method of communication specified by the complainant within 7 working days of submission. If the grievance is not well understood or if additional information is required, clarification will be sought from the complainant during this step.

About Wind Energy Project – Stakeholder Engagement Plan (SEP)

5. In coordination with the relevant personnel, the CLO will analyse the root cause of the grievance, investigate if the grievance is eligible or not, and identify the required actions to be implemented to deal with the issue and identify the timeline for their completion (if applicable).
6. The CLO will prepare a grievance resolution form (see Annex 4) which includes the nature of the grievance, date of its submission, actions implemented to resolve the grievance and date of implementation, or proposed actions to be implemented to resolve the grievance along with the timeline for their completion. Grievance resolution form will be submitted to Project Manager within twenty (20) days of receiving the grievance.
7. The grievance resolution form must be approved and signed-off by the Developer's Project Manager.
8. The outcomes of the grievance resolution form will be communicated to the complainant by the CLO in accordance with the preferred method of communication specified and within the twenty (20) days timeline indicated above.
9. In the case the grievance resolution form identifies proposed actions to be implemented, the CLO will monitor and follow up to ensure that such actions have been implemented in accordance with the timeline proposed within the grievance resolution form. The CLO will contact the complainant once such actions are completed in accordance with the preferred method of communication specified.
10. The CLO will ensure that the grievance forms, grievance log sheet, and grievance resolution form are updated and maintained onsite at all times.
11. The grievance mechanism will be implemented promptly and at no cost and without retribution to the party that originated the issue or concern.
12. The use of grievance mechanism shall not impede access to judiciary means.
13. The grievance mechanism allows submission of anonymous complaints by community members.

Annex 1 – Grievance Disclosure Sheet



Abour Energy

Any stakeholder or local community members willing to lodge a grievance related to the project should use the following avenues:

1. Grievance Sheets with grievance boxes will be made available at the following locations:

- **Tafileh Municipality**

Location: Tafileh City

Phone: 962 3 2241316

Fax: 962 3 2241316

- **Abour Site Office**

2. Direct Contact through the following:

Community Liaison Officer (CLO) – Abour Energy

Name: Ahmad Al Qaisi

Telephone: 0776956980

Annex 2 – Grievance Sheet

PUBLIC GRIEVANCE FORM

Reference No.	
Full Name:	
Contact Information Please mark how you wish to be contacted and add contact details	<input type="checkbox"/> By Post: <input type="checkbox"/> By Telephone: <input type="checkbox"/> By E-mail: <input type="checkbox"/> Other (please specify)
Description of Concern, Incident or Grievance	What is your concern/grievance/what happened? Where did it happen? Who did it happen to? What is the result of the problem?
Date of concern, incident, or grievance	
<input type="checkbox"/> One-time incident/grievance (date) <input type="checkbox"/> Happened more than once (how many times?) <input type="checkbox"/> On-going (currently experiencing problem)	
What would you like to see happen to resolve the problem?	
Signature:	
Date:	
Please insert this form in one of the grievance boxes	

Annex 3 – Grievance Log Sheet

Ref No.	How Was grievance submitted	Date of Submission of Grievance	Name and Contact Information	Description of Grievance	Actions Taken to Resolve the Grievance	Date of Communication of Solution	Has grievance been resolved (Y/N) if not explain why

Annex 4 – Grievance Resolution Form

GRIEVANCE RESOLUTION FORM

How was grievance received	<input type="checkbox"/> Grievance Box (specify which box) <input type="checkbox"/> Directly contact with CLO
Reference No:	
Description of Concern, Incident or Grievance: <i>What is the grievance/ What happened? Where did it happen? Who did it happen to? What is the result of the problem?</i>	
Date of Grievance	
Has the Grievance been Resolved?	<input type="checkbox"/> Yes <input type="checkbox"/> No; <i>if not provide a justification below</i>
Fill Out Either Section 1 OR Section 2 below	
Section 1	
Summary of Actions Undertaken to Resolve Grievance	
Date of Implementation	
Section 2	
Summary of Proposed Actions to be Implemented to Resolve Grievance	
Timeline for Implementation	

CLO Signature:

Project Manager Signature:

Date:

Date:

10. ROLES AND RESPONSIBILITIES

Abour Project Manager

- Oversee overall implementation of the Stakeholder Engagement Plan (SEP) by the CLO
- Oversee implementation of grievance mechanism to include signature of grievance resolution form

Abour Community Liaison Officer (CLO)

- Monitor and maintain a positive profile of the project with the community and required stakeholders while informing them of the project updates
- Manage day to day interaction with all stakeholders during construction and operation as indicated within the Stakeholder Engagement Plan (SEP) including (but not limited to) local community members and other
- Accompany project staff, introduce them to community leaders and members, and assist them to behave in
- Implement and manage stakeholder grievance mechanism
- Participate in implementation of the CSR plan and activities for the Project
- Monitor the implementation of social requirements and grievances and report to the communities
- Report to Site Project Manager

CLO Background

- Post graduated in MBA.
- Sales and marketing expert.
- Born and raised in Tafileh, his family being well respected within the local communities with whom he maintains sustainable relationships, and as such considered to be representative of the community and appreciative of the communities' concerns.

Contractor Staff (Vestas Services & JoEagle Security Provider)

- Participate in implementation of stakeholder interactions as indicated within the Stakeholder Engagement Plan (SEP) as per Site Project Manager and CLO instructions
- Participate in implementation of the stakeholder grievance mechanism as per CLO and the Project Manager instructions.