

SHOBAK 45 MW WIND POWER PROJECT

STAKEHOLDER ENGAGEMENT PLAN (SEP)



13 September 2017

REV – 3



شركة الشوبك لطاقة الرياح
AL-SHOBAK WIND ENERGY PSC

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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, Shobak Wind Power Company (hereafter referred to as ‘the Developer’) has been selected by MEMR for the development of a 45 MW Wind Power Project in Ma’an Governorate (hereafter referred to as ‘the Project’). The Developer has signed a Power Purchase Agreement (PPA) in September 2016 with the National Electric Power Company (NEPCO).

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.

The SEP is one document that is part of the Environmental and Social Impact Assessment (ESIA) and the environmental and social management of the Project.

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 for the Project;
- 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 – 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 7 – Contact Details: provides contact details of the Developer for communication with all relevant stakeholders of the Project;
- Chapter 8 – 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.

2. PROJECT DESCRIPTION

2.1 Project Location

The Project is located within Ma'an Governorate in the south of Jordan approximately 160 km south of the capital city of Amman. More specifically, The Project is located within Shobak District which hosts 11 villages where the closest to the Project site include Mdhaibie' (also known as Al-Faisaliyeh and which is located around 1 km to south), Zaitooneh (located 1 km to the west), Zobeiriyeh, (located around 1.3km to west) and Al-Shobak (located around 1 km to the west).

The Project is accessed by Highway #15 (also known as the Desert Road) – a major highway which connects south of Jordan with the capital city of Amman. From Highway #15, the Shobak exit leads directly to the Project site as shown in Figure 1 below. The total Project area is around 14.5 km² equivalent to 14,500 Dunums. All lands for the Project development are government owned.



Figure 1: Overview of Project Location

2.2 Project Components

The key components of the Project are the wind turbines which rely on harvesting the kinetic energy in wind (i.e. movement of wind) and turning it into mechanical energy which in turn is used for electricity generation.

Throughout the site the total number of wind turbines will be 13 for a total capacity of 45 MW. Each turbine will be of 3.45MW capacity with a hub height of around 112m, rotor diameter of 136m (or blade length of 68m) and thus a tip height of around 180m (Figure 2).

Other buildings and infrastructure required onsite include:

- Crane pad next to each wind turbine to accommodate cranes for the installation of the wind turbines and for maintenance activities during operation;
- Underground cables which will connect the wind turbines with a substation located onsite;
- Substation which will collect electricity generated from the Project and convert the output to a voltage that allows for connection with the High Voltage National Grid;
- Office buildings used for normal daily operational related work;
- A warehouse for storage of equipment and machinery;

- A road network will be required for installation of the turbines during the construction process and for ease of access to the turbines for maintenance purposes during operation.



Figure 2: Typical Wind Turbine with 180m Tip Height

The Project is expected to provide around 174 Gigawatt Hour (GWh) of electricity per year. As a base for comparison, such electricity is enough to power over 18,000 average local households in Jordan. In addition, 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. Such positive impacts underpin rationale for the Project. These include the following:

- 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 contribute to lowering electricity generation costs when compared to the current costs associated with liquid fuels, and thus leads to a substantial decrease in the Government’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, this Project is expected to offset more than 100,000 ton of CO₂ per year, apart from the reduction of air pollutants emitted from conventional power plants.

2.3 Project Schedule

Construction activities of the Project are expected to commence in the second-quarter of 2018 for a duration of 16 months (i.e. till October 2019). Commercial operation of the Project is therefore anticipated in November 2019 and for a period of 20 years.

2.4 Job Opportunities

Summarized below are the job opportunities anticipated for the construction and operation phase of the Project.

- The Project will provide approximately 60 job opportunities during the construction phase for duration of 12 months which will include unskilled labour (mainly labour force but will also include a number of security of security personnel), semi-skilled labour (electricians, welders, fitters, etc.) and skilled labour (engineers, technicians, consultants, surveyors). Where relevant, the Developer will prioritize all job opportunities to the local communities and/or Jordanian residents with required qualifications and skills and ensure contract terms are clearly explained through effective management mechanisms.
- During operation, the Project will provide approximately 3 jobs for a duration of 20 years, which will include skilled labour (such as engineers) and unskilled labour (such as security personnel, drivers, etc.). Where relevant, the Developer will prioritize all job opportunities to the local communities and/or Jordanian residents with required qualifications and skills and ensure contract terms are clearly explained through effective management mechanisms.

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 EBRD Requirements

The Developer will be seeking financing for the Project from International Financial Institutions (IFIs) – to include the European Bank for Reconstruction and Development (EBRD). Therefore, the Developer wishes to design and manage the project in accordance with good international industry practice and standards.

The EBRD 2014 Environmental and Social Policy includes a comprehensive set of Performance Requirements (PRs) covering key areas of environmental and social impacts and issues. EBRD’s PR10 sets out the following requirements of stakeholder engagement during project preparation:

- The first step in successful stakeholder engagement is for the client to identify the various individuals or groups who (i) are affected or likely to be affected (directly or indirectly) by the project (“affected parties”), or (ii) may have an interest in the project (“other interested parties”). Resources for public information and consultation should focus on affected parties, in the first instance.
- As part of the stakeholder identification process, the client will identify individuals and groups that may be differentially or disproportionately affected by the project because of their disadvantaged or vulnerable status. The client will also identify how stakeholders may be affected and the extent of the potential (actual or perceived) impacts. Where impacts are perceived, additional communication may be required to provide information and reassurance of the assessed level of impacts. An adequate level of detail must be included in the stakeholder identification and analysis so as to enable the Bank to determine the level of communication that is appropriate for the project under consideration. Employees are always considered stakeholders.
- The Client will inform the EBRD how communication with the identified stakeholders will be handled throughout project preparation and implementation, including the type of grievance procedure envisaged.

3.3 IFC Requirements

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

The table below provides a summary of all stakeholders that were previously consulted and engaged throughout the Project – mainly as part of the ESIA. The table provides a summary of the stakeholder engagement activities, date of engagement, and the main objective and outcome.

Table 1: Summary of Previous Stakeholder Engagement Activities

Date	Engagement Activity	Summary of Stakeholder Engagement Activities
10 January 2017	Scoping Session	<p>In accordance with the “EIA Regulation No. (37) of 2005”, a scoping session was held for the Project in Amman. The Project was introduced and various components explained. The proposed methodology for the ESIA was outlined and anticipated impacts throughout the Project’s phases were discussed.</p> <p>Stakeholders were identified and invited through formal letters, issued by the Ministry of Environment, to participate in the scoping of environmental impacts into the ESIA. The list of stakeholders was identified by the ESIA Team and the Ministry of Environment. The list of invites mainly included the following stakeholders: (i) national governmental entities (ii) local governmental agencies (iii) non-governmental organizations (iv) academic and research institutions and (v) local community representatives.</p> <p>The main issues raised by stakeholders during the session were related to (i) land use; (ii) birds; (iii) noise; and (iv) occupational health and safety. Such issues are discussed further in Section 6.5.1/Table 13 of the ESIA which also summarizes how such issues were taken into account as part of the ESIA. The ESIA is available on the Developer’s website as detailed within ‘Chapter 7’.</p>
10 May 2017	Local Community Consultation Session	<p>A local community consultation session was undertaken with the local community representatives. The meeting was coordinated and headed by the Local Governor of Shobak District.</p> <p>Stakeholders were identified and invited through formal letters issued by Shobak District. The list of invitees mainly included the following stakeholders: (i) members of the Municipal Council which are elected as representatives of the local community (and includes both males and females); (ii) elder representatives of tribal groups; (iii) Community Based Organizations; (iv) local enterprises and businesses; (v) women groups; (vi) local governmental institutions; (vii) youth and the unemployed.</p> <p>Throughout the session, discussions were undertaken about the project, environmental and social impacts, land use patterns in the area, and socio-economic conditions and development. Additional details are provided in ‘Section 6.5.2’ of the ESIA which is available on the Developer’s website as detailed within ‘Chapter 7’.</p>
August 2016 - August 2017	Specialist Consultation	<p>Specialized consultations and engagements have been undertaken as part of the ESIA process with various stakeholder groups to include national and local governmental entities, Non-Governmental Organizations (NGOs), land users and nomads, and other. Such engagements are identified in Section 6.5.3/ Table 14 of the ESIA which is available on the Developer’s website as detailed within ‘Chapter 7’.</p>

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:

1. People and social groups who will be directly or indirectly affected by the project (such as local communities as well as nomadic groups);
2. People and social groups who may participate in the implementation of the project (such as investors lenders, workers/employees, etc.); and ;
3. People and social groups whom 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 are listed in Table 2. The list can be updated and modified in the course of the Project development and as a result of cooperation of the parties.

The stakeholder list below also targets vulnerable groups. Vulnerable groups include those who by their inherent characteristics are expected to be disproportionately affected by the Project, or are less able to manage project impacts and therefore require special consideration throughout the consultation process. Vulnerable groups are project specific and depend on range of issues which must be understood such as project location, socio-economic and demographic context, as well as the nature of the development and type of impacts anticipated. The vulnerable groups within the context of this Project include the following;

- Women groups: due to the cultural norms in Jordan (and specifically within the context and settling of the Project area), the participation of woman groups in the decision making process is limited which could result in overlooking any specific concerns they might have.
- Nomadic groups: those are people that travel in different areas on a seasonal basis with no fixed residence. As they could not be present in an area year round, this could limit their participation in the decision-making process which could result in overlooking any specific concerns they might have.

Table 2: Identified Groups of Stakeholders

Level of Stakeholder interest in/involvement to the Project
1. Stakeholders who may be directly or indirectly affected by the Project
Residents of Villages in the vicinity of the Project site to include Mdhaibie', Zaitooneh, Zobeiriyeh, and Al-Shobak. This includes in particular: <ul style="list-style-type: none"> - Community Based Organisations, - Youth and unemployed, - Woman groups, - Local academic institutions, and - Local enterprises and businesses.
Nomadic groups that occupy the Shobak area
2. Stakeholders who may Participate in Implementation of the Project
Investor/Lenders
Employees / workers including contracted and third party workers
3. 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
Central Government
Ministry of Environment
Ministry of Agriculture
Ministry of Labour
Ministry of Municipal Affairs
Ministry of Energy and Mineral Resources
Ministry of Health
Ministry of Finance
Ministry of Public Works and Housing
Ministry of Industry and Trade
Ministry of Water and Irrigation/Water Authority of Jordan
Ministry of Tourism and Antiquities
Social Security Corporation
Energy and Minerals Regulatory Commission
Jordan Institute for Standards and Metrology
National Electric Power Company
Jordan Engineers Association
Jordan Contractors Association
Department of Antiquities
The General Directorate of Jordan Civil Defence
Civil Aviation Regulatory Commission
Royal Jordanian Air Force

Local Governmental Agencies
Shobak District Office
New Shobak Municipality
Ma’an Water Directorate
Ma’an Public Works and Directorate
Department of Antiquities – Ma’an
Non-Governmental Organizations (NGOs) and Other Organisations
Jordan Environment Society
Friends of Environment Society
National Environment and Wild Life Society
The Jordan Society for Sustainable Development
EDAMA
Environmental Societies Association
Jordan Green Building Council
Energy Conservation and Environmental Sustainability Society
Renewable Energy and Environment Investment Society
Jordan River Foundation
Jordanian Hashemite Fund for Human Development
RSCN
BirdLife International

6. STAKEHOLDER ENGAGEMENT STRATEGY AND PLAN

Table 3 below identifies the stakeholder engagement strategy and plan to include stakeholders relevant to the Project (as identified in Table 2 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 from the onset of the Project, the Developer will adopt and implement a community integration plan. The community integration plan will demonstrate how the local communities will be involved and integrated in the Project in terms of job opportunities and other indirect socio-economic benefits (e.g. accommodation services). The plan will conform 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 for local contractors. The number of job opportunities is specified based on the investment amount of the development projects. The Plan will also demonstrate providing priorities to local communities starting at the municipal level, district level, and finally at the Governorate level.

Taking the above into account, the community integration plan will include the following:

- Manage expectations so that local communities are realistic about opportunities from the Project;
- Include a local hiring plan to identify the number of skilled and unskilled job opportunities targeted at the local community throughout the construction and operation phases. This will be provided in detail to include the qualifications and skills required for each job opportunity as well as the limitations and constraints of local community members and how and to which extent those could be addressed through training and capacity building. The Plan is to include a transparent recruitment procedure for the local community, to be adopted and implemented in the various construction and operation contracting arrangements. Such procedures must provide equal opportunities for all, including females as well as nomadic groups to the greatest extent possible. In addition, procedures should clearly present contract terms.
- Local content plan which details additional areas where local community members can benefit or be involved besides job opportunities provided they have the required skills and expertise needed to meet the development standards. For example, during construction the Project shall consider local sourcing of materials and supplies (if available);
- Ensure timely and continuous communication and dissemination of information with the local community members to alleviate potential sense of social marginalization and improve their understanding and perception of the benefits associated with development. Communication will also include information and updates on the project development, number of employment opportunities, the bidding process for project components, construction plans, etc. In addition, communication should also highlight the long term benefits of the Project beyond immediate community benefits
- The plan will also consider allocating funds for social responsibility programs to be implemented for the local communities. The program must be structured and based on the priority needs for the village along with a structured approach for selection of projects and programs (e.g. through a committee with representatives from local communities, local governmental agencies, CBO’s, etc.). The mechanism for such a fund will be developed in greater details as part of the community integration plan.

Table 3: Stakeholder Engagement Strategy and Plan

Stakeholder	Objectives	Communication Methods and Tools	Timeframe	Responsibility
Stakeholders who may be directly or indirectly affected by the project				
<p>1. Residents of Villages in the vicinity of the Project site and which include Mdhaibie', Zaitooneh, Zobeiriyeh, and Al-Shobak. In particular, this includes:</p> <ul style="list-style-type: none"> - Community Based Organisations, - Youth both boys and girls, - Woman groups, - Local academic Institutions, and - Local enterprises and businesses. - People seeking work from local communities 	<p>Disclose information and outcomes of the ESIA to the local communities through a local community disclosure session</p>	<ol style="list-style-type: none"> 1. Local community disclosure session to be held with the local community to inform them on the main outputs and outcomes of the ESIA study. The session is to be held in coordination with the Shobak District Office and Shobak Municipality for local community representatives to include elected member of municipal council, elder representatives of tribal groups, community based organizations, women groups, youth and unemployed, local enterprises and businesses, and local governmental institutions. Mixed and specific group meetings will be held at a time that is convenient for the community groups. Presentation material will be prepared in local language. Whether there is a focus on written or verbal methods of information dissemination will depend on the particular group being addressed. 2. Care will be taken to ensure that vulnerable groups are equally informed about the project. 	<p>One time before construction. To be held during spring/summer (around May) to ensure nomadic groups are present. If it is to be undertaken before, then special disclosure mechanisms will be developed for nomadic groups who may not be present before construction starts.</p>	<p>Developer/Environmental consultant</p>
<p>2. Nomadic groups that occupy the Shobak area</p>	<p>Disclose information and outcomes of the Community Integration Plan – Refer to Section 6 for additional details.</p>	<ol style="list-style-type: none"> 3. Awareness session will be held for the local community to inform them on the outcomes of the Community Integration Plan. The session is to be held in coordination with Shobak District Office and Shobak Municipality. for local community representatives to include elected member of municipal council, elder representatives of tribal groups, community based organizations, women groups, youth and unemployed, local enterprises and businesses, and local governmental institutions. 4. Awareness session above is to include nomadic groups as well. Representatives from nomadic groups can be identified in coordination with Shobak District Office and Shobak Municipality. 	<p>One time before construction. To be held during spring/summer (May – September) to ensure nomadic groups are present</p> <p>One time before operation. To be held during during spring/summer (May – September) to ensure nomadic</p>	<p>Developer / EPC Contractor / Project Operator</p>

Stakeholder	Objectives	Communication Methods and Tools	Timeframe	Responsibility
	Disclose information on Project	5. Awareness session discussed above to include disclosure on land use agricultural baseline mapping (discussed in further details in ESIA Section 9.2.2); (ii) announce construction and operation areas and emphasize that agriculture and/or grazing activities cannot take place in such assigned construction and operation areas; (iii) provide construction schedule and duration for which such construction activities will take place; (iv) emphasize that grazing and/or agriculture activities may take place outside of construction and operation areas at all times; (v) provide details on the relocation assistance if required by any agricultural user and agree crop compensation process and rates (if applicable); and (vi) provide details on the grievance mechanism. 6. The information will be provided in group sessions, some of which may be mixed groups and others may be special interest groups or groups formed based on a specific characteristic. 7. Female facilitators/community liaison officers will lead the discussion for women based groups.	groups are present	
		8. Inform local communities on any significant changes on Project and its activities, community risk, impacts and mitigations. This could take place through an update session with the local communities or through project leaflets in Arabic to be disclosed at key local community platforms to include Developer Local Office, Shobak District Office, Shobak Municipality, women CBO's, youth CBO's, etc.	Upon occurrence.	Developer
	In particular, and based on outcomes of community integration plan (and local hiring and content plan), notify local communities on all job opportunities for the Project.	1. Run advertisements in local newspapers. 2. Post advertisements in Arabic at key local community platforms to include Developer local office, Shobak District Office, Shobak Municipality, women CBO's, youth CBO's, etc.	At least 2 months prior to construction and 2 months prior to operation	Developer / EPC Contractor / Project Operator Developer / EPC Contractor / Project Operator

Stakeholder	Objectives	Communication Methods and Tools	Timeframe	Responsibility
	Disclosure of Stakeholder Engagement Plan (SEP) including grievance mechanism.	1. E-mail notification. SEP in Arabic to be disclosed on company website.	Once before construction when (updated required)	Developer
		2. Hardcopy of SEP in Arabic to be available at Developer Local Officer, Shobak District Office and Shobak Municipality.	Once before construction when (updated required)	Developer
		3. Summary advertisement in Arabic of grievance mechanism to be posted at key local community platforms to include Developer Local Office, Shobak District Office, Shobak Municipality, women CBO's, youth CBO's, etc.	Once before construction (to be checked regularly to ensure advertisement in place)	Developer
	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 projects development, environmental and social monitoring data, number of employment opportunities, the bidding process for project components, construction plans, etc. Leaflet to be disclosed at key local community platforms to include Developer Local Office, Shobak District Office, Shobak Municipality, women CBO's, youth CBO's, etc.	Semi-annually during construction Annually during operation	Developer
		2. Leaflet prepared above is to be distributed to nomadic groups	Once during spring/summer during construction (May – September) Once during spring/summer during operation (May – September)	Developer

Stakeholder	Objectives	Communication Methods and Tools	Timeframe	Responsibility
		3. Email notification. Annual environmental report to be disclosed on company website.	Annually – December of each year	Developer
		4. Hardcopy of Project Update Report in Arabic to be available at Developer Local Office	Annually – December of each year	Developer
	Produce informative maps in Arabic of noise and shadow flicker propagations from the turbines to explain to nomads to build up their tents in less affected areas.	1. Site visits to the Project area to explain informative maps throughout the active period of nomads	Once per month during arrival period (May and June)	Developer
Land users – those who have cultivated the land and also nomadic herders.	This group will be addressed through the Livelihood Restoration Plan which will also incorporate a specific stakeholder engagement/ participatory planning in relation to livelihood impact. Please refer to Livelihood Restoration Framework/Plan for further details.			
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)	TBD	Developer
		2. Submission of annual environmental report as per lender requirements and template.	To be determined	Developer
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				
Central Government				
<ol style="list-style-type: none"> 1. Ministry of Environment 2. Ministry of Agriculture 3. Ministry of Labour 4. Ministry of Municipal Affairs 5. Ministry of Energy and Mineral Resources 6. 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)	Upon occurrence	Developer
		2. Correspondence and official letters (if required)	Upon occurrence	Developer

Stakeholder	Objectives	Communication Methods and Tools	Timeframe	Responsibility
7. Ministry of Finance 8. Ministry of Public Works and Housing 9. Ministry of Industry and Trade 10. Ministry of Tourism and Antiquities 11. Ministry of Water and Irrigation 12. Social Security Corporation 13. Energy and Mineral Regulatory Commission 14. Jordan Institute for Standards and Metrology 15. National Electric Power Company 16. Jordan Engineers Association 17. Jordan Contractors Association 18. Department of Antiquities 19. The General Directorate of Jordan Civil Defence	Updates on the Project including environmental and social issues (e.g. environmental performance, grievance mechanism implementation, community integration plan, etc.)	1. Email notification. Project Updates Report to be disclosed at Developer Local Office	Annually – December of each year	Developer
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	Once before construction Once before operation	Developer/EPC Contractor/ Project Operator
Civil Aviation Regulatory Commission	Submit application to obtain their approval for Project development	1. Individual/Internal Meetings (if required) 2. Correspondence and Official Letters	Once before construction.	Developer /EPC Contractor
Royal Jordanian Air Force	Submit application to obtain their approval for Project development	1. Individual/Internal Meetings (if required) 2. Correspondence and Official Letters	Once before construction.	Developer /EPC Contractor
Local Government				

Stakeholder	Objectives	Communication Methods and Tools	Timeframe	Responsibility
Shobak Municipality	Coordination for the collection of solid waste from the site to the municipal approved landfill	<ol style="list-style-type: none"> 1. Individual/Internal Meetings (if required) 2. Correspondence and Official Letters 	<p>Once before construction.</p> <p>Once before operation.</p>	Developer/EPC Contractor/ Project Operator
	Disclose information and outcomes of the Community Integration Plan – Refer to Section 6 for additional details.	<ol style="list-style-type: none"> 1. Awareness session will be held for the local community to inform them of the Community Integration Plan. Session to be undertaken in coordination with Shobak Municipality. 	<p>Once before construction</p> <p>Once before operation</p>	Developer / EPC Contractor / Project Operator
	Updates on the Project including environmental and social issues (e.g. environmental performance, grievance mechanism implementation, community integration plan, etc.)	<ol style="list-style-type: none"> 2. Prepare leaflet in Arabic with updates on project and its environmental and social issues. This could include updates on the projects development, environmental and social monitoring data, number of employment opportunities, the bidding process for project components, construction plans, etc. 	Semi-annually during construction and annually during operation	Developer
Shobak District Office	Disclose information and outcomes of the Community Integration Plan – Refer to Section 6 for additional details.	<ol style="list-style-type: none"> 1. Awareness session will be held for the local community to inform them of the Community Integration Plan. Session to be undertaken in coordination with Shobak District Office. 	<p>Once before construction</p> <p>Once before operation</p>	Developer / EPC Contractor / Project Operator
	Updates on the Project including environmental and social issues (e.g. environmental performance, grievance mechanism implementation, community integration plan, etc.)	<ol style="list-style-type: none"> 2. Prepare leaflet in Arabic with updates on project and its environmental and social issues. This could include updates on the projects development, environmental and social monitoring data, number of employment opportunities, the bidding process for project components, construction plans, etc. 	Semi-annually during construction and annually during operation	Developer
Ma'an Water Directorate	Coordination for list of private contractors approved for collection of wastewater from Project site.	<ol style="list-style-type: none"> 1. Individual/Internal Meetings (if required) 2. Correspondence and Official Letters 	<p>Once before construction</p> <p>Once before operation</p>	Developer/EPC Contractor/ Project Operator

Stakeholder	Objectives	Communication Methods and Tools	Timeframe	Responsibility
	Coordination to secure the water requirements of the Project	1. Individual/Internal Meetings (if required) 2. Correspondence and Official Letters	Once before construction Once before operation	Developer/EPC Contractor/ Project Operator
Ministry of Public Works and Housing / Ma'an Public Works and Directorate	Submission of traffic and transport plan and discussions on outcomes and its implementation.	1. Individual/Internal Meetings (if required) 2. Correspondence and Official Letters	Once before construction	Developer / EPC Contractor
Department of Antiquities – Ma'an	Submission of final detailed design of the Project	1. Individual/Internal Meetings (if required) 2. Correspondence and Official Letters	Before construction	Developer / EPC Contractor
	Reporting and communication in case archeologically remains are found through construction of project along with chance find procedures implemented.	1. Individual/Internal Meetings (if required) 2. Correspondence and Official Letters	Upon occurrence	Developer / EPC Contractor
Non-Governmental Organizations (NGOs) and Other Organisations				
1. Jordan Environment Society (JES) 2. Friends of Environment	Disclosure of ESIA, NTS and Stakeholder Engagement Plan (SEP) including grievance mechanism.	1. E-mail notification. ESIA, NTS and SEP to be disclosed on company website.	Once before construction.	Developer

Stakeholder	Objectives	Communication Methods and Tools	Timeframe	Responsibility
<p>Society</p> <p>3. National Environment and Wild Life Society (NEWS)</p> <p>4. The Jordan Society for Sustainable Development</p> <p>5. EDAMA</p> <p>6. Environmental Societies Association</p> <p>7. Jordan Green Building Council</p> <p>8. Energy Conservation and Environmental Sustainability Society</p> <p>9. Renewable Energy and Environment Investment Society</p> <p>10. Jordan River Foundation</p> <p>11. Jordanian Hashemite Fund for Human Development</p> <p>12. RSCN</p> <p>13. BirdLife International</p>	<p>Updates on the Project including environmental and social issues (e.g. environmental performance, grievance mechanism implementation, community integration plan, etc.)</p>	<p>1. Email notification. Project updates report to be disclosed at Developer Local Office</p>	<p>Semi-annually during construction and annually during operation</p>	<p>Developer</p>

7. CONTACT DETAILS AND REPORTING

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

Contact Details for the Public

Community Liaison Officer – Shobak Wind Power Company

Ret. Col. Mr. Khalil Odeh Al Hawartheh
Telephone: +962772151728

In addition, the Developer intends to provide all relevant information to the public and which will include but not limited to the following:

1. Environmental and Social Impact Assessment (ESIA);
2. Stakeholder Engagement Plan including community grievance mechanism (SEP);
3. Non-Technical Summary (NTS);
4. Community Integration Plan (once available)

Such documents will be made available on the Developer website (<http://alcazarenergy.com/our-projects/>). In addition, hard copies 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

Shobak Municipality

Location: Shobak – Najjal Main Road
Tel: (962) 3 2164973
Fax: (962) 3 2164973

Shobak District office

Location: Shobak – Najjal Main Road
Tel: (962) 3 2164052
Fax: 03- 2164107

Shobak Wind Power Company Local Office

Samer Bulos
Mobile: +962 (78) 7733542
E-mail: Sbulos@alcazarenergy.com

8. GRIEVANCE MECHANISM

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. As part of the Project updates report, the Developer will also report regularly to the public on the grievance mechanism implementation, protecting the privacy of individuals (semi-annually during construction and annually during operations).

Stakeholder Grievance Mechanism

1. A Grievance Disclosure Sheet 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. Shobak Wind Power Company Local Office in Shobak
 - b. Shobak District Office Bulletin Board
 - c. Shobak Municipality Bulletin Board
 - d. Selected key CBO's to include Women & Youth CBO's [locations to be provided prior to construction commencing]
2. Stakeholders willing to lodge a grievance should be able to use the following avenues:
 - a. Grievance Sheets and Boxes will be made available at the following locations:
 - Shobak Municipality**
Location: Shobak – Najjal Main Road
Tel: (962) 3 2164973
Fax: (962) 3 2164973
 - Shobak District Office**
Location: Shobak – Najjal Main Road
Tel: (962) 3 2164052
Fax: 03- 2164107
 - Shobak Wind Power Company Local Office in Shobak**
Samer Bulos
Mobile: +962 (78) 7733542
E-mail: Sbulos@alcazarenergy.com

- b. Direct Contact through the following:

Community Liaison Officer – Shobak Wind Power Company

Ret. Col. Mr. Khalil Odeh Al Hawartheh

Telephone: +962772151728

The Community Liaison Officer will take special care to ensure that the grievance mechanism is available to groups that may have restrictions on their movement such as women, the elderly, children and disabled. There will also be outreach to the nomadic herders to keep them informed about the grievance mechanism and to facilitate capture of grievances if required.

3. All grievances (whether submitted through a Grievance Disclosure Sheet , e-mail, telephone, etc.) will be recorded on a grievance log sheet by the CLO.
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.
5. The CLO will analyse the root cause of the grievance and identify the required actions to be implemented to deal with the issue (in coordination with the relevant personnel) and identify the timeline for their completion (if applicable).
6. A response is going to be developed by the CLO (in coordination with the relevant personnel) and which will be communicated to the complainant in accordance with the preferred method of communication specified. The response will be signed-off by the Project Manager. This sign-off may be a signature on the grievance log or in correspondence which should be filed with the grievance. All grievances will be responded to within 20 working days. If a longer period is needed, the complainant will be kept informed.
7. Response of the complainant is recorded within the grievance log to help assess whether the grievance is closed or whether further action is needed.

A workers' grievance mechanism will be established for the employees of the Developer and his contractors as a separate system. The grievance mechanism should guarantee confidentiality. Workers will be given the possibility to lodge grievances both through workers representatives and unions and independently, personally, regardless of the matter of the complaint. Anonymous lodging will also be made possible (grievance boxes). The Grievance Procedure will be free, open and accessible to all and comments and grievances will be addressed in a fair and transparent manner. Information about the procedures, who to contact and how, will be made available as described above. In particular all workers will be informed of the Grievance Process and new workers will be informed when they join the Project. Information on Contact Points will be posted on staff information boards and on site information boards.