Stakeholder Engagement Plan (SEP) for Abour Energy Company Wind Farm Project in Abour-Governorate of Tafila, Jordan

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Issued By

Abour Energy Company PSC

December 2016

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1.0 Introduction – Summary of Project

Abour Energy Company (“AEC”) was established in 2013 by Xenel International under the laws of The Hashemite Kingdom of Jordan as a Private Shareholding Company. The purpose of AEC is to develop, own and operate a wind farm Project comprising of 15 Vestas V117 / 3.3 MW turbines, with a total installed capacity of 49.5 MW. The Project will be located in the Village of Abour in the Governorate of Tafila. The annual electrical energy to be generated by the wind farm is estimated as 152 GWh. The wind farm will be connected to the 132 kV transmission grid system of National Electric Power Company (“NEPCO”).

The Project Area is located 140 km south of Amman. Project location is provided in **Error! Reference source not found.** below. Closest settlements to the Project Area are:

- Town of Tafila: about 8.3 km northwest of the Project site;
- Village of Umm Sarab: about 4.2 km southwest of the Project site; and
- Village of Alayn Al-Byyda: about 8 km west of the Project site.

This Stakeholder Engagement Plan (SEP) has been prepared for the Project in accordance with the IFC Performance Standards (PSs).

In accordance with the international good practice, the purpose of the SEP is to:

- Ensure a technically and culturally appropriate approach to engagement with all key stakeholders;
- Ensure the adequate and timely sharing of information with affected stakeholders and other interested parties;
- Provide sufficient opportunity for stakeholders to express their opinions and concerns; and
- Ensure that these concerns are incorporated into project decision-making processes during all stages of the project lifecycle.

This SEP includes: the identification of stakeholders for the Project; details of consultation methodologies, details of the process for managing stakeholders’ concerns and grievances; and how the stakeholder engagement process will be recorded, monitored, evaluated and reported. SEP presents the grievance mechanism to be established by the company; how the grievances will be received and responded.

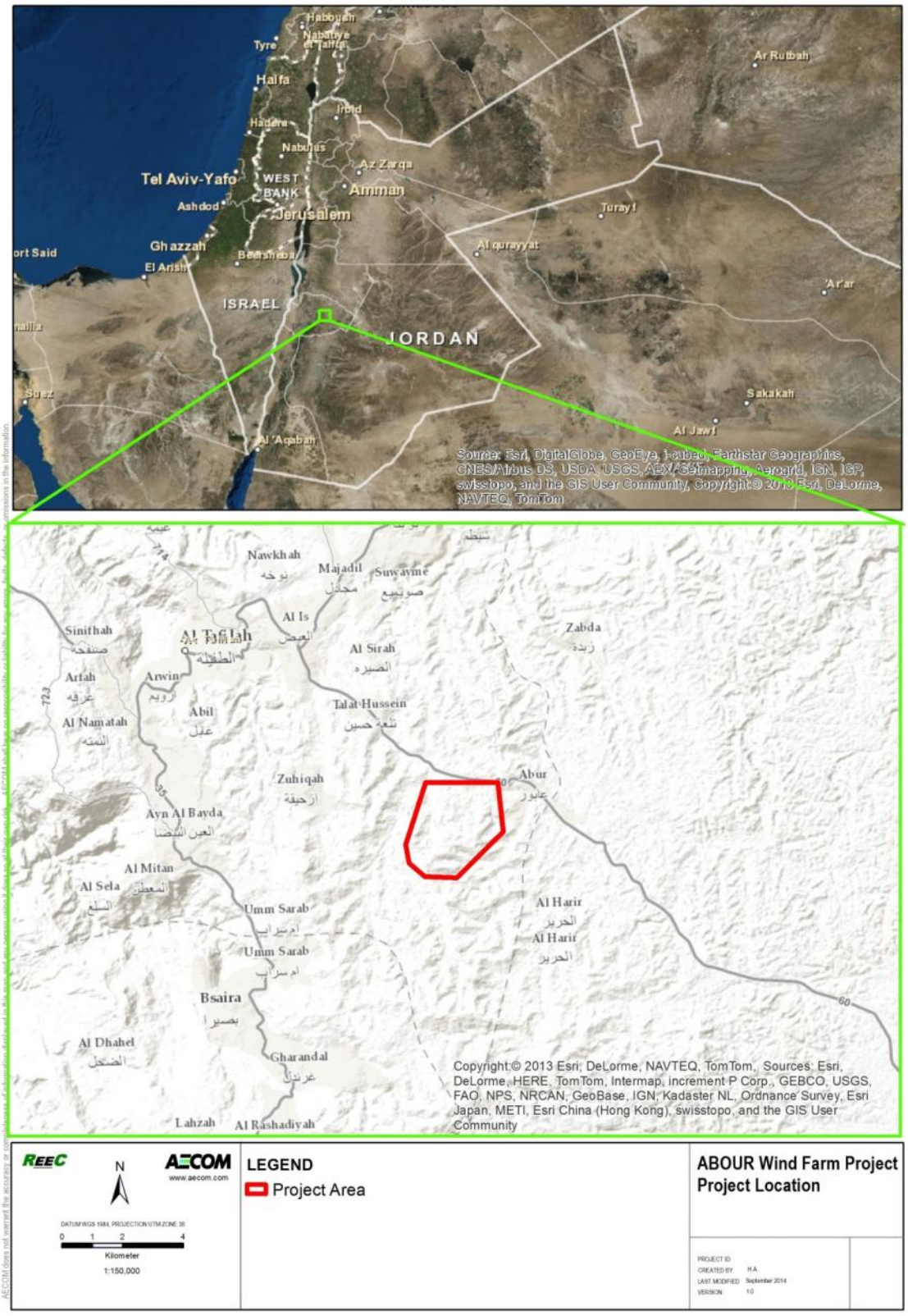

Figure 1-1 Project Location

2.0 Regulatory Requirements

Jordan Legislative Requirements

The Project is subject to environmental permit to be secured from the Ministry of Environment (MoEnv) in accordance with “Environmental Protection Law No. 52” of 2006 and “Environmental Impact Assessment Regulation No. 37” of 2005.

The legal system in Jordan includes the requirements and instructions for protecting the environment, so that the project owner takes the responsibility for any project impact that is likely to affect the environment. These requirements fall within the framework of the legal system. These include requirements to conduct environmental assessment procedures which are necessary to prevent the negative effects on the environment and improve the economic efficiency of the project.

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.

IFC Performance Standards

According to the IFC Performance Standards on Environmental and Social Sustainability (2012); there are 8 PSs that a Project must follow. It articulates the Company's strategic commitment to sustainable development and risk management. These are:

PS 1: Assessment and Management of Environmental and Social Risks and Impacts

PS 2: Labor and Working Conditions

PS 3: Resource Efficiency and Pollution Prevention

PS 4: Community Health, Safety and Security

PS 5: Land Acquisition and Involuntary Resettlement

PR 6: Biodiversity Conservation and Sustainable Management of Living Natural Resources

PS 7: Indigenous Peoples

PS 8: Cultural Heritage

The Environmental, Health, and Safety (EHS) Guidelines of the World Bank Group are technical reference documents with general and industry-specific examples of Good International Industry Practice (GIIP), as defined in IFC's “Performance Standard 3: Resource Efficiency and Pollution Prevention”. IFC uses the EHS Guidelines as a technical source of information during project appraisal activities. For the wind energy projects, an updated specific EHS Guideline is available as of August 2015.

The IFC/WB expects clients to identify and interact with their stakeholders on an ongoing basis as set out in IFC’s Performance Standard 1: Assessment and Management of Environmental and Social Risks and Impacts, and to engage with potentially affected communities through disclosure of information, consultation, and informed participation in a manner deemed by the Bank to be commensurate to the impacts associated with the Project.

3.0 Summary of Previous Stakeholder Engagement Activities

Stakeholder engagement is an integral part of ESIA and also mandatory requirement of EIA legislation of Jordan and also IFC Performance Standards.

3.1 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 Qadisiyah/Tafila

Non-governmental organizations:

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

The participants list of the scoping session is provided in Appendix 1.

The Scoping Session consisted of below 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 template forms are provided in Appendix 2). 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.

Below VECs were considered during the ESIA study for the project:

- Public health;
- Occupational health and safety;
- Water resources;
- Socio-economic conditions;
- Archaeology;
- Biodiversity; and
- Traffic.

3.2 Other Stakeholder Consultations

The land use and future expansion in housing will not be an issue for the Project area as it is designated in an agricultural land. Currently, there is no housing in the Project area, and dense housing is not expected to occur in the area.

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 and completed in February 2016.

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 Abour Energy Project. The meetings were held 11 February, 14 April, 11 June and 17 December 2015 with the participation of IFC representatives and local PEA/ESIA consultant of the Project.

4.0 Identification of Stakeholders and Communication

4.1 Identification of Project Stakeholders

In order to develop an effective SEP, it is important to determine who will be directly or indirectly affected by the Project and understand their priorities and objectives in relation to the Project.

Stakeholders can be either external or internal to the Company and can be defined as people or groups of people that:

- are directly or indirectly affected by the Project;
- have interest in the Project and its activities; or
- have the ability to affect the Project and its planned outcome.

The main groups of stakeholders identified so far are listed in Table 4-1 below. The list can be updated and modified in the course of the Project development and as a result of cooperation of the parties. The contact details of individual stakeholders will also be compiled to readily communicate with each stakeholder. This information will be retained, but will not be shared with any third party.

Table 4-1 Identified Groups of Stakeholders

Level of Stakeholder interest in/involvement to the Project
Stakeholders who may be directly or indirectly benefited/affected by the Project
Cities & Villages in the vicinity of the Project: *City of Tafila (With a population of 27,559 residents)* *Village of Abour (With a population of 69 residents)* *Village of Umm Sarab (With a population of 744 residents)* *Village of Alayn Al-Byyda (With a population of 10,448 residents)*
Community Based Organizations
Local Academic Institutions
Local enterprises and businesses
Youth and the unemployed
Stakeholders who may participate in implementation of the Project
Investor/Lender
Local Construction Contractors
Employees of construction companies, contractors and subcontractors
Equipment and service Suppliers
Possibility to influence and make decision on implementation of the Project
Central Government
Ministry of Environment (MoEnv)
Ministry of Public Works and Housing
Ministry of Tourism and Antiquities
Central Traffic Department – Public Security Directorate
Local Government
Greater Tafila Municipality
Municipality of Qadisiyah
Tafila Governorate
Tafila Public Works Directorate
Department of Antiquities – Tafila

Civil Defense Directorate – Tafila
Non-Governmental Organizations (NGOs)
Royal Society for the Conservation of Nature (RSCN)
BirdLife International
Stakeholders who are not affected by the Project development but may be interested in the Project
Government Stakeholders
Ministry of Energy and Mineral Resources
Ministry of Water and Irrigation
Ministry of Agriculture
Ministry of Labor
Ministry of Municipal Affairs
Ministry of Health
Ministry of Public Works and Housing
Ministry of Industry and Trade
Jordan Institute for Standards and Metrology
National Electric Power Company
Other Local Authorities/Agencies
Tafila Agriculture Directorate
Tafila Health Directorate
Tafila Agricultural Research Center
Non-Government Organizations (NGOs) and other Organizations
Jordan Engineers Association (JEA)
Jordan Environment Society (JES) National Environment and Wild Life Society (NEWS)
The Jordan Society for Sustainable Development
EDAMA
Environmental Societies Association
Energy Conservation and Environmental Sustainability Society
Friends of Environment Society
Jordan Green Building Council
Renewable Energy and Environment Investment Society
Jordan River Foundation

Affected communities

The Project site is located in the Village of Abour in Tafila Governorate, 140 km south of Amman. Communities that are located in the vicinity of the Project site are as follows:

- Town of Tafila- about 8.3 km northwest
- Village of Umm Sarab- about 4.2 km southwest
- Village of Alayn Al-Byyda- about 8 km west

Approximately 69 people live within Al Abour community. Some of the families are semi-permanently settled in the area, and other families work as shepherds. The area is considered to be an open grazing land with a very low percentage of cultivated land mainly located near the wind mast and includes 4-5 cypress trees.

There will be no physical displacement within the scope of the Project. However, sheep herding activities of the locals may be affected by the Project activities.

Land owners

The land use and future expansion in housing will not be an issue for the Project area as it is designated in an agricultural land. Currently, there are no housing structures in the area, and dense housing is not expected to occur in the area. The private lands which are required for the Project have been leased for 22 years from the owners by the Project owner. Additional lands are subject to leasing in the future for access road construction.

4.2 Communication Process and Methods

Table 4-2 presents the specific communication methods and tools for each stakeholder group to ensure easy, transparent, direct, open and interactive communication with all stakeholders and to get as earlier as possible their feedback in the different phases of project implementation.

Table 4-2 Identified Stakeholders and Likely Communication Methods

Identified Stakeholders	Likely Communication Methods	Objectives
Local Community		
- Representative of local community (Cities & Villages in the vicinity of the Project) - Community Based Organizations - Local Academic Institutions - Local enterprises and businesses - Youth and the unemployed	- Direct meetings or Group meetings or public meetings - Municipal bulletin boards - Emails with Project updates - Media - Website disclosure	Provide necessary information and communication required throughout the Project development. This includes, but is not limited to, the following: - Grievance mechanism and procedures; - Reporting to provide regular project updates and obtain feedback and concerns; - Provide affected communities with information on stakeholder engagement program and keep them updated on Project activities.
- Workers (including any subcontractors' workers)		To include amongst others information or communication related to : - ESMP - work contract - occupational health and safety plan - company policies and procedures - grievance mechanism
National and Local Governmental Entities		
Ministry of Environment and local governmental agencies	- Official correspondence - meetings as necessary	To include amongst others information or communication related to ESMP implementation
Non-Governmental Organizations (NGOs)		
RSCN/ BirdLife International/ JEA/ JES/ EDAMA/ NEWS/ Jordan Society for Sustainable Development/ Environmental Societies Association/ Energy Conservation and Environmental	- Official correspondence - meetings - emails as necessary - media - website disclosure	To include amongst others information or communication related to ESMP implementation;

Sustainability Society/ Friends of Environment Society/ Jordan Green Building Council/ Renewable Energy and Environment Investment Society/ Jordan River Foundation		

5.0 Stakeholders' Engagement Approach

The Project will maintain on-going engagement with Jordan authorities, affected stakeholders and other interested parties to ensure that they are informed about Project progress and receive information on environmental and social performance, can provide feedback on the effectiveness of mitigation and management measures and have the opportunity to raise any concerns or grievances.

To ensure effective stakeholder engagement, the SEP will be reviewed annually by the authorized person working in the Company during the life of the Project.

AEC submitted the first ESIA report to the Jordan MoEnv in October 2016. An executive summary of the ESIA Report of the Project will be distributed to all stakeholders of the Project. A copy of the document will be available at the Project office in Amman.

AEC will ensure that the stakeholder engagement continue for the whole lifespan of the Project.

Priority will be given to qualified local contractors for construction works and local workers for recruitment. AEC will encourage activities in order to upgrade skills and training in the project region to enable the locals to work for Project activities.

AEC will repair the roads in case they are damaged due to Project activities. Road traffic rules will be complied with in order to prevent any disturbance to local people within the vicinity of the Project.

The plan will be updated as the Project develops to include actions during construction and operation.

6.0 Disclosure of Information

Stakeholder engagement during project preparation and implementation phases will be carried out in accordance with the IFC Performance Standards on Environmental and Social Sustainability (2012).

AEC will make sure that all affected parties, particularly affected settlements, the local community organizations, NGOs, and local governmental agencies will be informed about the Project and will be involved in the process of identifying the important issues of the Project.

Stakeholder engagement will continue throughout construction and operation phases. Key stakeholders will be kept informed about the Project progress, have the opportunity to feedback on the effectiveness of mitigation and enhancement measures and to raise any concerns or grievances on, but not limited to the following:

- the impacts that have been identified as a result of the Project
- the impacts and mitigation or enhancement measures that are being implemented;
- the implementation schedule;
- roles and responsibilities;

- monitoring and management measures; and
- information on the grievance mechanism of the Project.

An executive summary including the project information, environmental and social impacts and the mitigation measures defined for the project will be available at the Project office in Amman.

7.0 Resources and Responsibilities

AEC is responsible for the implementation of the stakeholder engagement plan. AEC has designated a local resident of Tafila, Mr. Ahmad Al-Qaisi, as the “Community Liaison Officer ”of the Project in order to manage consultation and grievance mechanism for the Project. AEC will also monitor the environmental and social impacts of the project as described in the Environmental and Social Management Plan developed for the Project within the scope of the ESIA studies.

8.0 Grievance Mechanism

A mechanism to address affected communities’ concerns and complaints— a grievance mechanism— is an important pillar of the stakeholder engagement process, since it creates opportunities for companies and communities to identify problems and discover solutions together.

A project-level grievance mechanism for affected parties is a process for receiving, evaluating, and addressing project-related grievances from affected communities at the level of the company or the Project. This mechanism offers companies and affected communities an alternative to external dispute resolution processes (legal or administrative systems or other public or civic mechanisms). These grievance mechanisms differ from other forms of dispute resolution in that they offer the advantage of a locally based and simplified.

A grievance management process will be established for the Project. Grievance management will provide a formal and on-going avenue for stakeholders to engage with the Project. This grievance mechanism will be accessible to all sections of the affected community, at no cost and will not prevent access to other judicial or administrative remedies. Affected communities will be repeatedly informed about the grievance process in the course of community engagement activities, a separate grievance mechanism will be established for workers during operation periods.

The Project’s grievance mechanism will be designed to ensure that all grievances that are received are acknowledged and logged and that the complainant knows what to expect in terms of response and when. Grievance procedures will be coordinated through the nominated Community Liaison Officer who is the primary interface between the stakeholders and AEC.

A robust grievance mechanism for workers in both construction and operation stages will be developed by AEC before commencement of either activity. Once finalized, this process will be managed separately to the public grievance mechanism, but employees will retain their right to access the public grievance mechanism for non-employment-related issues.

AEC will follow the below basic elements for operating the grievance mechanism:

AEC has generated a Grievance Form for Grievances which can be seen in Appendix 3. AEC will monitor the grievances through a register form for which a typical example is provided in Appendix 4.

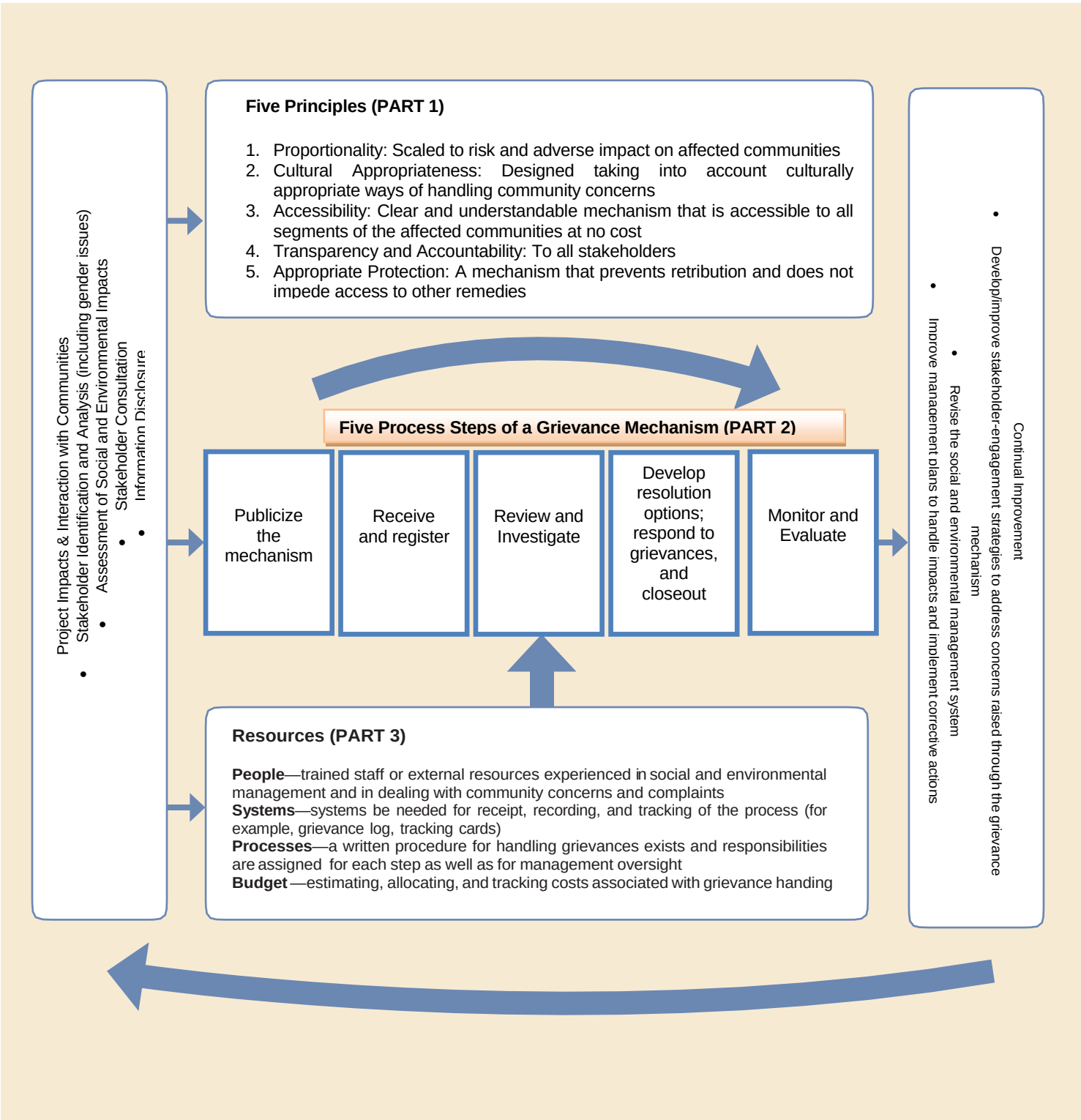

Figure 2: Basic Design Elements of Project Level Grievance Mechanism for the Project

(***Source: Good Practice Note Addressing Grievances from Project-Affected Communities***)

Grievance Procedure: Channels of Communication

Various tools will be used for stakeholders to submit their respective complaints and requests:

Telephone – All incoming calls will be registered and information summarized daily and sent to the relevant department for processing and action in accordance with the grievance procedure outlined above. The grievance procedure will be managed by the Community Liaison Officer who has been assigned by AEC. The stakeholders will present their queries, requests, complaints and comments to AEC via telephone to Mr. Ahmad Al-Qaisi, the Community Liaison Officer of the Project.

Electronic channels – Stakeholders have the opportunity to send comments, remarks, requests and complaints to the Company by e-mail to Mr. Ahmad Al-Qaisi at ahmadal_qaisi@yahoo.com .

All incoming grievances will be documented and recorded as well as the responses sent to the originating party in accordance with the grievance procedure outlined above.

Any queries, requests, complaints and comments can be brought to the attention of AEC in writing to the AEC's address P.O. Box 851875, Amman 11185. The grievance form is presented below in Appendix 3.

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9.0 Timetable

Planned and performed activities throughout SEP process for the Project are given below (Table 9-1).

Table 9-1 Time table for Abour Company WF Project

Date	Activity	Definition
December 28, 2015	Scoping Session	During Scoping Session, possible environmental and social impacts and ESIA process were explained and also information about the Project was given. At the end of the meeting questions raised by locals were answered.
December1, 2016	Assigning Community Liaison Officer	AEC will assign a "Community Liaison Officer" for the Project in order to follow national regulations and IFC PSs for engagement and grievance management.
October 10, 2016	Submission of ESIA report	AEC submitted the ESIA report to the Ministry of Environment.
To be determined	Disclosing ESIA report	AEC will disclose the Executive Summary of the ESIA report in Arabic online. Also, hard copies will be available in the Project area for all parties.
July 2017	Construction Start of the Project	Construction of Abour WF and ETL route of the Project.
March 2019	Start of Operation of the Project	Energy generation will start in 2019 and operation will last for 20 years.

10.0 Reporting

As stated above, throughout the Project, AEC will communicate with relevant stakeholders and inform them on any significant issues, for example, changes in the Project program deadlines. In addition, AEC will provide Project updates on its website that will be established prior to the start of construction of the Project.

Contacts details for the public:

Attention: Mr. Ahmed Al-Qaisi

Postal Address: P.O. Box 851875, Amman 11185

Telephone: 06 582 8900

Fax: 06 582 8911

Email address: ahmadal_qaisi@yahoo.com

Appendix 1: Participants List of Scoping Session

REEC

Al RAWABI Environment & Energy Consultancies

الروابي لإستشارات البيئة و الطاقة

Scoping Session Attendance – Holiday Inn
For Abour Wind Energy Farm Project
Abour - Tafila Governorate

Date: 28 /12/2015

No. الرقم	Name of Participant أسم المشارك	Participating Organization الجهة المشاركة	Signature التوقيع	Phone No. رقم الهاتف
21.	د. ناصر حصوه	شركة عابور للطاقة		٠٧٧٧٤٢٩٥٤٩
22.	م. نواف عدلي	نقابة المهندسين		079-5702435
23.	م. إلياء فايز الحنيطي	ادارة السير المركزية		0797078694
24.	الرائد [illegible]	الدفاع المدني		0772580358
25.	م. علي الخوالده	وزارة الطاقة		0772271087
26.	ريتا حسين	إتحاد الجمعيات البيئية - RSCN		0785822739
27.	م. عبدالكريم شلبي	وزارة البيئة		0795661654
28.	م. رامي [illegible]	وزارة المياه والري		0799592999
29.	خالد الشرقاوي	وزارة الصحة		٠٧٨٥١٢٩٣٩٨
30.	عمر سعيد عشا	وزارة الصحة/الصحة المجتمعية		٠٧٨٧٤٦٢١٥
31.	م. ابتسام فريحات	وزارة البيئة		٠٧٧٦٧٨٧٧٧٣
32.	م. ريما الكوشة	وزارة البيئة		0772126351
33.	علي محمد الخوالدة	بلدية القادسية		٠٧٧٢٩٨٢٧٦٤
34.	طارق احمد الخوالدة	بلدية القادسية		٠٧٧٢١٩٤٤٩٧
35.	ملازم سالم فهد النواورة	الادارة الملكية لحماية البيئة		0795234989
36.	الرائد [illegible]	وزارة الزراعة		0796195990
37.	م. نعمة قدسوع	وزارة البيئة		0799865456
38.	د. سماء الغزاوي	وزارة الشؤون البلدية		0777272008
39.	م. نزار [illegible]	مكتب عقاري		٠٧٧٢٤٠٠٩٢٢
40.	ابراهيم [illegible]	الصناعة والتجارة والتموين		٠٧٧٣٦٧٧٢٦

REEC

Al RAWABI Environment & Energy Consultancies
الروابي لإستشارات البيئة و الطاقة

Scoping Session Attendance – Holiday Inn
For Abour Wind Energy Farm Project
Abour - Tafila Governorate

Date: 28 /12/2015

No. الرقم	Name of Participant أسم المشارك	Participating Organization الجهة المشاركة	Signature التوقيع	Phone No. رقم الهاتف
41.	أمين عبد الهادي	وزارة العمل		٠٧٩٥١٤٦١٠٥
42.	[illegible]			
43.	[illegible]			
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Participants List of Scoping Session

No.	Name of Participant	Participating Organization	Phone No.
1	Dr. Naser Hasweh	Abour Energy Company	0777439549
2	Eng. Nawaf Hadaddin	Jordan Engineers Association	0795702435
3	Eng. Alaa Huniti	Central Traffic Department – Public Security Directorate	0797076694
4	Major. Rashid Abdullah	Civil Defense Directorate	0772580358
5	Eng. Ali Khawaldeh	Ministry of Energy and Mineral Resources	0772271087
6	Rasha Haimor	Union of Environmental Societies/ Royal Society for the Conservation of Nature (RSCN)	0785827739
7	Eng. Abd Alkareem Shalabi	Ministry of Environment	0795661654
8	Eng. Rami Rawaq	Ministry of Water and Irrigation	0799592999
9	Khalid Sharqawi	Ministry of Health	0785149398
10	Omar Saeed	Ministry of Health/ Occupational Health	0787463150
11	Eng. Ibtesam Fruihat	Ministry of Environment	0776787773
12	Eng. Rima kusha	Ministry of Environment	0772126351
13	Ali Mohammad	Municipality of Qadisiyah/Tafila	0772983764
14	Tariq Khawaldeh	Municipality of Qadisiyah/Tafila	0772194497
15	Salim Fahed	The Royal Department for Environmental Protection RANGERS	0795234989
16	Elham Joulani	Ministry of Agriculture	0796195990
17	Eng. Ne'ma Qasho	Ministry of Environment	0799865456
18	Dr. Asma Ghazawi	Ministry of Municipal Affairs	0777272008
19	Eng. Nizar Hawamdeh	Real estate office/Tafila	0773420933

20	Ibrahim Suliman	Ministry of Industry and Trade	0773607736
21	Ayman Tahboub	Ministry of Health	0795146105
22	Maysaa Ziad	-	-
23	Hana Ghazi	-	-

Appendix 2: Stake holders Forms used during Scoping Session

For Public Health (الصحة العامة), Water Resources(مصادر المياه), Biodiversity (التنوع الحيوي), Socio-Economic (لظروف الاقتصادية – الاجتماعية), Occupational Health and Safety (الصحة والسلامة المهنية), Archeology (لاثار)

Issue القضية	Construction Phase مرحلة البناء	Operation Phase مرحلة التشغيل	Decommissioning Phase مرحلة الانتهاء من المشروع

Appendix 3: Public Grievance Form

Reference No:	
Full Name	
Contact Information **Please mark how you wish to be contacted (mail, telephone, e-mail).**	☐ **By Post: Please provide mailing address:** _____ _____ _____ ☐ **By Telephone:** _____ ☐ **By E-mail** _____
Description of Incident or Grievance:	What happened? Where did it happen? Who did it happen to? What is the result of the problem?
Date of Incident/Grievance	
	☐ **One time incident/grievance (date _____)** ☐ **Happened more than once (how many times? _____)** ☐ **On-going (currently experiencing problem)**
What would you like to see happen to resolve the problem?	

Signature: _____

Date: _____

Please return this form to: Ahmad Al-Qaisi

Address: P.O. Box 851875

Tel.: 06 582 8900
Fax.: 06 582 8911

Appendix 3 (Arabic) ملحق 3 : صيغة التظلم (الشكوى) العامه

رقم المرجع:	
الاسم الكامل:	
معلومات الاتصال: يرجى وضع علامة كيف ترغب أن يتم الاتصال بك (البريد، الهاتف، البريد الاليكتروني)	o بواسطة البريد : الرجاء كتابة العنوان البريدي o بواسطة الهاتف: o بواسطة البريد الاليكتروني:
وصف الحادث أو التظلم: ماذا حدث ؟ اين حدث هذا ؟ لمن حدث ذلك ؟ ما هو نتيجة المشكلة؟	
تاريخ الحادث او الشكوى	
	o مره واحدة (التاريخ ----------) o أكثر من مره (كم مرة ؟ ----------) o حاليا (تواجه مشكلة)
ماذا تريد أن يحدث لحل المشكلة؟	

التوقيع: ----------
التاريخ ----------

الرجاء اعادة هذه الصيغة الى: أحمد القيسي
العنوان:
صندوق بريد 851875
هاتف: 06-582 8900
فاكس:06-582 8911

Appendix 4: Grievance Register Form

No	Date	Name of the Grievant	Method of Submittal	Subject of Grievance	Action Taken	Target date for Closure	Status	Date of Closure	Duration / Days
1									
2									
3									
4									
5									
6									
7									
8									
9									