

**Falcon Ma'an Solar Power LLC Solar PV Project in
Ma'an Development Area
(21 MW)**

Stakeholder Engagement Plan (SEP)



August 2016



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1. INTRODUCTION

Falcon Ma’an Solar Power LLC (hereafter referred to as the ‘Developer’) developed a solar photovoltaic (PV) project of 21 Mega Watt (MW) capacity (hereafter referred to as the ‘Project’) in Ma’an Governorate. The Project has been developed within Jordanian legislative requirements and those of the International Finance Corporation (IFC), who are providing a loan to finance the Project.

This document constitutes a Stakeholder Engagement Plan (SEP) to be implemented by the Developer throughout the operation phase of the Project. The plan has been developed with participation of an independent Consultant (ECO Consult). The SEP outlines a systematic approach to stakeholder engagement that will help Falcon Ma’an build and maintain over the 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 operation and implementation.

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 operation phase;
- Chapter 3 – Regulatory Context: highlights the main requirements that are relevant for stakeholder engagement to the Project to include Jordanian regulations, international best practice requirements as well as the Company Policy with regards to stakeholder engagement;
- Chapter 4 – Summary of Past Stakeholder Engagement Activities: provides a summary of past stakeholder engagement activities undertaken for the Project during the planning/design and construction phase of the Project;
- Chapter 5 – Identification of Stakeholders for the Operation Phase: identifies all relevant stakeholders for the operation phase of the Project at all geographic levels to include national, regional and local levels as well a 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 operation phase, particularly from affected stakeholder and communities.



2. PROJECT DESCRIPTION

2.1 Project Location

The Project is located within Ma'an Governorate in South of Jordan, approximately 200 km south of the capital city of Amman. The Project site is 8 km southeast of Ma'an City (population around 42,00), while the closest village (Al-Mahata Village, population 300) is located approximately 5 km to the northwest.

In addition, the Project site is near a major highway which runs from Ma'an city to the Saudi Arabian Border in the South (known as the Mudawwara Borders). Also, located 1.5 km to the North of the Project site is an Industrial Park which houses several industrial facilities. The Project area is around 0.5km² and can be characterized as being dominantly of fairly flat surfaces and as a desert-like habitat that is barren and arid mostly covered with Chert Pebbles.

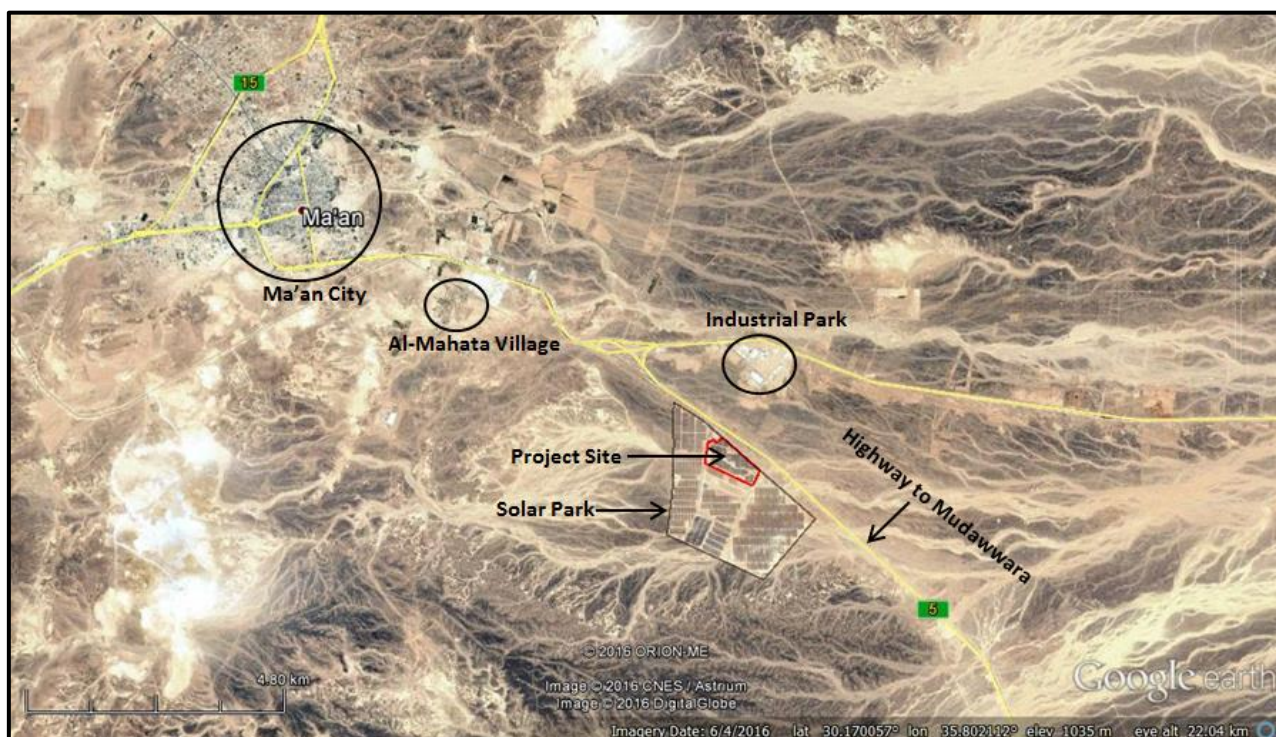


Figure 1: Project Site Location

The Project is located within a Development Area (known as the Ma'an Development Area Solar Park) – an area of 5 km² to be developed with Solar PV projects by 9 developers for a total capacity of 160MW (including Falcon Solar Power LLC). The other projects located within the MDA Solar Park are summarized in the table below.

Table 1: Summary of Solar PV Projects in the MDA Solar Park

No.	Developer	Capacity (MW)
1	Falcon Ma'an	20
2	Shams Ma'an	50
3	EJRE	20
4	SunEdison	20
5	Arabia One	10
6	GLAE	10
7	Martifer	10
8	Bright Group Investments	10
9	CEC	10
Total		160



2.2 Project Components

The Project area is divided into 12 zones, and each zone has a total capacity of 1.9 MW. Each zone is composed of distributed PV power arrays for a total of 6,110 PV panels per zone. Each array is supported on a one-axis tracker metal supporting structure.

In addition, there are infrastructure and utilities which will serve the Project and which include underground cabling, inverter cabins, building infrastructure (control room and storage), fencing, internal road network and on-site water tanks.

The Project aims to contribute towards increasing energy security in Jordan through development of local energy resources and reducing dependency on external energy sources. Producing clean energy will also contribute to lowering electricity generation costs compared to the current costs associated with liquid fuels in Jordan.

The Project will provide around 41 Gigawatt Hour (GWh) of electricity annually which will feed electricity directly to the High Voltage National Grid (located just north of the Project site). Such electricity produced is enough to cover the average annual electricity consumption of around 10,000 households in Jordan and offset around 26,000 ton for CO₂ per year, apart from the reduction of air pollutants emitted from typical thermal power plants.

2.3 Project Schedule

The Project started construction activities in May 2015 and will be completed in September 2016 for a total duration of 17 months. Therefore, the operation phase of the Project will commence in October 2016 for a period of 20 years (i.e. till 2026).

2.4 Job Opportunities

Summarized below are the job opportunities that were provided during the construction phase as well as the job opportunities anticipated for the operation phase of the Project.

- During the construction phase, the Project required around 100 job opportunities for a duration of approximately 17 months. This mainly included engineers, electrical and mechanical technicians, as well as unskilled workers (e.g. site cleaning, array mounting and installation, etc.). The Developer aimed to hire local community members for such opportunities to the greatest extent possible.
- In particular, during the operation phase 16 job opportunities are required to include skilled labor (such as engineers and technicians) and unskilled labor (such as module cleaners and security personnel) for a duration of 20 years. The table below provides a breakdown of the job opportunities required for the operation phase. The Developer is aiming to hire local community members to the greatest extent possible for such opportunities.

Table 2: Summary of Anticipated Job Opportunities for the Operation Phase of the Project

Job Description	Number
Operation and Maintenance Manager	1
Maintenance Engineer	1
Maintenance Technician	2
Module Cleaners	6
Security and Protection Officer	6
Total	16



3. REGULATORY CONTEXT

3.1 Relevant Jordanian Stakeholder Engagement Requirements & Legislation

Stakeholder engagement in Jordan is connected to the preparation of an Environmental and Social Impact Assessment (ESIA) and is a requirement of 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 stakeholders with project information and allow them to participate in the ESIA process.

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 will be seeking financing for the Project from International Financial Institutions (IFIs) – to include mainly 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.



3.3 Company Policy

The Developer has integrated stakeholder engagement as a core constituent as part of its operations as emphasized within its “Health, Safety, and Environment Management System (HSEMS)”. The HSEMS refers to stakeholder engagement and states the following:

The Health, Safety, and Environment Management System (HSEMS) applied is a continuous process for managing environmental and social risks and impacts that allows the engagement between the Project Company, its workers and the local communities affected by the project.



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 – this mainly includes the planning and design phase as well as the construction phase.

The table provides a summary of the stakeholder groups that were engaged, date of engagement, and the main objective and outcome.

Table 3: Summary of Previous Stakeholder Engagement Activities

Stakeholder	Date of Engagement	Objective and Outcome
Various National Governmental Entities, Local Community Representatives, Non-Governmental Organizations, Academic and Research Institutions, Media, etc.	May 2014	<ul style="list-style-type: none"> ▪ As part of the Environmental and Social Impact Assessment (ESIA) study that was prepared for the Project and in accordance with the “EIA Regulation No. (37) of 2005”, a scoping session was held for the Project in Amman. <p>The objective of the scoping session included the following:</p> <ul style="list-style-type: none"> - Introduce and inform all relevant stakeholders of the Project; - Present and discuss the methodology that will be implemented for the ESIA study; - Allow stakeholders to participate in the process of scoping of the environmental and social impacts anticipated from the Project; and - Allow stakeholders to identify and discuss any other thoughts or concerns they might have regarding the Project development. <p>The list of stakeholders was identified jointly by the Ministry of Environment (MoEnv) and the ESIA consultant to participate in the scoping session.</p> <p>The main issues raised by stakeholders during the session are summarized below. For additional details on the scoping session to include list of participants and attendees, minutes of meeting, comments raised by stakeholders, etc. refer to the ESIA study as well as the Terms of Reference (ToR) (Chapter 7).</p> <ul style="list-style-type: none"> - Socio-economic development; - Geology and hydrology; - Water resources; and - Infrastructure and utilities.
National Electric Power Company (NEPCO)	2014 – Present	<ul style="list-style-type: none"> ▪ Discussions and negotiations regarding signing of the Power Purchase Agreement (PPA) for the Project; and ▪ Following the PPA, the Developer and NEPCO established a technical and commercial relationship on issues related to connection to substation, grid impact study, etc.
Ministry of Energy and Mineral Resources (MEMR)	2013 – Present	<ul style="list-style-type: none"> ▪ Approval of Falcon Ma’an for development of the Project through the “Direct Proposal Submission Procedure”; and ▪ Technical and commercial relationship with MEMR being the overall regulator of the Project.
Ma’an Development Company (MDC)	2014 – Present	<ul style="list-style-type: none"> ▪ Discussions and negotiations for signing of a Land Lease Agreement for the Project site for the duration of the Project. ▪ Technical and commercial relationship with MDC being the master developer of the Solar Park area on issues related to roads, security, etc.



Ministry of Environment (MoEnv)	2014	<ul style="list-style-type: none"> Submission and approval of Environmental and Social Impact Assessment (ESIA) study to include the Environmental and Social Management Plan (ESMP) and issue of environmental permit for the Project.
Energy and Minerals Regulatory Commission (EMRC)	2015	<ul style="list-style-type: none"> Discussions and negotiations to obtain and issue the Power Generation Licence (PGL) for the Project.
Ministry of Public Works and Housing (MPWH)	2015	<ul style="list-style-type: none"> Overall approval and registration process for the foreign Engineering, Procurement, and Construction (EPC) Contractor of the Project.
Jordan Investment Commission (JIC)	2015	<ul style="list-style-type: none"> Overall approval and registration process for the foreign Engineering, Procurement, and Construction (EPC) Contractor of the Project. Communications and approvals related to financial issues of the Project to include but not limited to tax exemptions, custom exemptions, etc.
Ministry of Finance (MoF)	2015	<ul style="list-style-type: none"> Communications and approvals related to financial issues of the Project to include but not limited to tax exemptions, custom exemptions, etc.
Jordan Contractors Association (JCA)	2015	<ul style="list-style-type: none"> Overall approval and registration process for the foreign Engineering, Procurement, and Construction (EPC) Contractor of the Project.
Jordan Engineers Association (JEC)	2015	<ul style="list-style-type: none"> Submission and approval of final detailed designs and drawing of the Project; and Overall approval and registration process for the foreign Engineering, Procurement, and Construction (EPC) Contractor of the Project.
The General Directorate of Jordan Civil Defence (JCD)	2015	<ul style="list-style-type: none"> Submission and approval of final detailed designs and drawings of the Project.
Social Security Corporation (SSC)	2015	<ul style="list-style-type: none"> Overall process for registration of employees involved in the design/planning phase as well as the construction phase of the Project.
Department of Antiquities (DoA)	2015	<ul style="list-style-type: none"> Undertake a survey for the MDA Solar Park to identify any archaeological or cultural heritage sites. In addition, protection and management measures were also identified and agreed with the DoA.
Ma'an Municipality	2015-2016	<ul style="list-style-type: none"> Coordination to hire an approved private contractor for collection of waste streams from the Project site to the final approved designations during the construction phase of the Project – this includes solid waste, wastewater and hazardous waste.
Local Community/Local Equipment and Services Providers / Local Construction Contractors	2015-2016	<ul style="list-style-type: none"> The Developer has appointed a Community Liaison Officer (CLO) for the Project's construction phase. The CLO is considered a local community representative of Ma'an city and Al-Mahata village. All potential local employment opportunities were handled and managed by the CLO in collaboration with appropriate local community platforms. Local construction contractor was appointed through a competitive tendering process. Service providers were handled and managed through the CLO to include but not limited to lodging services for foreign workers (e.g. apartments for rent), food and beverage services, etc.



5. IDENTIFICATION OF STAKEHOLDERS FOR THE OPERATION PHASE

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);
2. People and social groups who may participate in the implementation of the project (such as investors and lenders); 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 4. The list can be updated and modified in the course of the Project development and as a result of cooperation of the parties.

Vulnerable Groups

As part of the social groups who will be directly or indirectly affected by the Project, the stakeholder list also targets vulnerable groups. Vulnerable groups are those groups which are expected to be disproportionately affected by the Project. Such groups are project specific and depend on a 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 this context were identified in collaboration with the Social and Local Development Unit (SDU) of Ma'an Governorate and the Ma'an Development Company (MDC). Such vulnerable groups include the following:

- Women groups – because of cultural norms in Jordan which could limit their participation in decision-making and employment opportunities over males; and
- Youth and unemployed – given that one of the key socio-economic challenges facing the area is unemployment particularly for the youth.

Given the nature and location of the Project there are considered to be no additional vulnerable groups which would require special consideration throughout the engagement process.

**Table 4: 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
<p>Local Communities of Ma'an City and Al-Mahata Village. The main local community representatives have been identified in collaboration with the Social and Local Development Unit (SDU) of Ma'an Governorate to include the main and most active local community platforms. This includes the following:</p> <ol style="list-style-type: none"> a. Ma'an Municipality – members of the local municipal board b. Ma'an Governorate / Social and Local Development Unit c. Ma'an Chamber of Commerce d. Ma'an Development Company – Ma'an Office e. Community Based Organizations (CBO's): the main CBO's considered to be representative of the local community include the following: <ul style="list-style-type: none"> - Al Janoub Association - Qantara Centre for Development - Ma'an Cultural Forum - Sona' Al Mostakbal Centre - Jordanian Hashemite Fund for Human Development (JOHUD) – Ma'an Office f. Al Hussein Bin Talal University g. Ma'an College h. Renewable Energy Vocational Training Center (VTC) i. Women Groups: the main representatives of women groups include the following CBO's: <ul style="list-style-type: none"> - Ma'an Women Association - Ma'an Women Congregation Committee j. Youth groups: the main representatives of youth include the following CBO's: <ul style="list-style-type: none"> - Kolona Al Ordon Ma'an Youth Commission - Ma'an Social and Cultural Club
Other Developers within the Solar Park
2. Stakeholders who may Participate in Implementation of the Project
Investor/Lender
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
Jordan Investment Commission



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
<i>Non-Governmental Organizations (NGOs) and Other Entities</i>
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

For each of the stakeholder groups identified previously, specific communication methods and tools were identified in addition to the objective for interaction with each stakeholder group in order to ensure easy, transparent, direct, open and interactive communication with all stakeholders and to get as earlier as possible their feedback throughout the operation phase of the Project. The stakeholder engagement strategy and plan is presented in Table 5 below.

In particular, key aspects of the stakeholder engagement plan include the Corporate Social Responsibility (CSR) program as well employment opportunities for the local communities, both of which are discussed in further details below.

a. Corporate Social Responsibility (CSR) Program

A Memorandum of Understanding (MoU) was signed between eight (8) of the nine (9) developers of the MDA Solar Park (including Falcon Ma'an Solar Power LLC) for the development of a Corporate Social Responsibility (CSR) joint fund. The CSR fund will target and serve the local communities of the area. It was proposed that the fund will be paid on pro rata basis by developers according to their project capacity.

Building on the MoU, an agreement is currently being developed by the developers and EDAMA (a Jordanian business association that seeks innovative solutions for energy and water independence and environmental conservation). Agreement is underway and is expected to be finalized by October 2016.

Through this agreement, the CSR fund will be managed by EDAMA through an appointed fund manager and a Community Liaison Officer (CLO). The CSR fund will allow local community members to submit applications for programs/activities which benefit the local community. Final details on the CSR program will be finalized and published at a later stage and will include the following main components.

1. Development of Criteria and Guidelines / CSR Plan: EDAMA will develop a clear and transparent CSR Plan with set criteria and guidelines for applicants from the local community. It is also expected that applications will be reviewed through an independent panel which includes members from the developers, EDAMA, and local community representatives (e.g. Ma'an Governorate, Ma'an Municipality, etc.). The CSR Plan, Criteria and Guidelines will be developed and finalized by October/November 2016.
2. Once the CSR plan has been developed, an awareness session will be held for the local community to inform them of the CSR program, criteria and guidelines developed, mechanism, etc. This is expected to take place by November 2017.
3. A training and capacity building program will be developed by EDAMA targeted to the local community on how to meet the set criteria and guidelines, ideas for application, creating partnerships, etc. This is expected to take place by November 2017.

b. Employment Opportunities

As discussed earlier, during the operation phase 16 job opportunities are required to include skilled labor (such as engineers and technicians) and unskilled labor (such as module cleaners and security personnel) for a duration of 20 years. The Developer is aiming to hire local community members to the greatest extent possible for such opportunities.

The Developer is planning on advertising such job opportunities in the local newspapers which will include the number of job opportunities, description of works, qualifications required, and contact information for submission of applications. In addition, similar advertisements will also be posted at the following key locations:



1. Ma'an Municipality Bulletin Board;
2. Ma'an Governorate Bulletin Board;
3. Renewable Energy Vocational Training Center (VTC).
4. Women CBO's to include Ma'an Women Association and Ma'an Women Congregation Committee
5. Youth CBO's to include Kolona Al Ordon Ma'an Youth Commission and Ma'an Social and Cultural Club

Applications will be screened by the Developer and will be subject to a fair and transparent review process that will provide equal opportunities for all (including females). This will include preliminary screenings to ensure applicant meets qualifications, interview process (in Ma'an), etc.

A similar process will be adhered to for all job opportunities that may arise at any time during the operation phase of the Project.



Table 5: Stakeholder Engagement Strategy and Plan

Stakeholder	Objectives	Communication Methods and Tools	Timeframe	Responsibility
Stakeholders who may be directly or indirectly affected by the project				
Local Communities of Ma’an City and Al-Mahata Village	CSR Program – refer to section 6 a for additional details.	1. Awareness session will be held for the local community to inform them of the CSR program, criteria and guidelines, mechanism, etc. Session must be coordinated with Ma’an Municipality and Governorate and must ensure that all local community representatives as identified in Table 4 earlier are invited.	Nov 2017 – to be repeated annually	EDAMA / Solar Park Developers
		2. Training and capacity building program to the local community on the criteria and guidelines set, ideas for application, creating partnerships, etc. Program must be coordinated with Ma’an Municipality and Governorate and must ensure that all local community representatives as identified in Table 4 earlier are invited.	Nov 2017 – to be repeated annually	EDAMA / Solar Park Developers
		3. Implement CSR program in accordance with CSR Plan, Guidelines and Criteria	Annually	EDAMA / Solar Park Developers
	Notify local communities on all job opportunities for the operation phase of the Project.	1. Run advertisements in local newspapers	Oct 2016	Developer
		2. Post advertisements at key local community platforms to include Ma’an Municipality and Governorate bulletin boards, renewable energy VTC, women CBO’s, youth CBO’s, etc.	Oct 2016	Developer
	Disclosure of Stakeholder Engagement Plan (SEP) including grievance mechanism.	1. E-mail notification. SEP to be disclosed on company website.	Oct 2016	Developer
		2. Hardcopy of SEP to be available at SDU Ma’an Governorate, MDC (Ma’an office) and Falcon Ma’an (Amman Office)	Oct 2016	Developer
	Updates on the Project including environmental and social issues (e.g. environmental performance, grievance mechanism implementation, CSR program, etc.)	1. Email notification. Annual environmental report to be disclosed on company website.	Annually – December of each year	Developer
		2. Hardcopy of Annual environmental report to be available at SDU Ma’an Governorate, MDC (Ma’an office) and Falcon Ma’an (Amman Office)	Annually – December of each year	Developer



Stakeholder	Objectives	Communication Methods and Tools	Timeframe	Responsibility
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, CSR program, etc.)	1. Individual/Internal Meetings (if required)	TBD	Developer
		2. Submission of annual environmental report.	Annually – December of each year	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				
Government Stakeholders				
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 7. Ministry of Finance 8. Ministry of Public Works and Housing 9. Ministry of Industry and Trade 10. Ministry of Water and Irrigation 11. Jordan Investment Commission 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	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
	Disclosure of Stakeholder Engagement Plan (SEP) including grievance mechanism.	1. E-mail notification. SEP to be disclosed on company website.	Oct 2016	Developer
		2. Hardcopy of SEP to be available at SDU Ma’an Governorate, MDC (Ma’an office) and Falcon Ma’an (Amman Office)	Oct 2016	Developer
	Updates on the Project including environmental and social issues (e.g. environmental performance, grievance mechanism implementation, CSR program, etc.)	1. Email notification. Annual environmental report to be disclosed on company website.	Annually – December of each year	Developer
		2. Hardcopy of Annual environmental report to be available at SDU Ma’an Governorate, MDC (Ma’an office) and Falcon Ma’an (Amman Office)	Annually – December of each year	Developer
Non-Government Organisations (NGOs) and other Entities				
1. Jordan Environment Society (JES) 2. Friends of Environment Society 3. National Environment and Wild Life Society	Disclosure of Stakeholder Engagement Plan (SEP) including grievance mechanism.	1. E-mail notification. SEP to be disclosed on company website.	Oct 2016	Developer



Stakeholder	Objectives	Communication Methods and Tools	Timeframe	Responsibility
(NEWS) 4. The Jordan Society for Sustainable Development 5. EDAMA		2. Hardcopy of SEP to be available at SDU Ma’an Governorate, MDC (Ma’an office) and Falcon Ma’an (Amman Office)	Oct 2016	Developer
6. Environmental Societies Association 7. Jordan Green Building Council 8. Energy Conservation and Environmental Sustainability Society 9. Renewable Energy and Environment Investment Society	Updates on the Project including environmental and social issues (e.g. environmental performance, grievance mechanism implementation, CSR program, etc.)	1. Email notification. Annual environmental report to be disclosed on company website.	Annually – December of each year	Developer
10. Jordan River Foundation 11. Jordanian Hashemite Fund for Human Development 12. RSCN 13. BirdLife International		2. Hardcopy of Annual environmental report to be available at SDU Ma’an Governorate, MDC (Ma’an office) and Falcon Ma’an (Amman Office)	Annually – December of each year	Developer



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

Mr. Khalil Masri

Company: Falcon Ma’an Solar Power LLC

Postal Address: P.O. Box 1350

Telephone: +962 6 592 1747

Fax: +962 6 592 1773

E-mail Address: falconmaan.fm@gmail.com

In addition, the Developer intends to provide all relevant information to the public and which will be disclosed on the company’s website. This will include but not limited to the following:

1. Environmental and Social Impact Assessment (ESIA);
2. Terms of Reference (ToR) report for the ESIA study;
3. Stakeholder Engagement Plan (SEP);
4. CSR Fund Program, Guidelines and Criteria (once available)
5. Annual Environmental Report (once available)

Website URL :<< <http://meisolar.com> >>

In addition, hard copies of the above will be available at the following locations. These documents will remain in the public domain for the duration of the Project, and will be updated as appropriate.

▪ Social and Local Development Unit of Ma’an Governorate

Location: Ma’an – Satih Ma’an District – Al Mohafatha Street - Ma’an Governorate Building

City: Ma’an

Phone: 962 3 2132004

Fax: 962 3 2131434

▪ Ma’an Development Company (Ma’an office)

Ma’an Office:

Location: Ma’an – Ma’an Development Area – Al Jafr Street – Industrial Park Management Office

City: Ma’an

Phone: 962 3 2130229

Fax: 962 3 2130219

▪ Falcon Ma’an Office (Amman)

Location: 202 Princess Basma Street – Issam Khatib Complex – North Abdoun

Phone: +962 6 592 1747

Fax: +962 6 592 1773



8. STAKEHOLDER GRIEVANCE MECHANISM

Falcon Ma’an Solar Power LLC 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.

Falcon Ma’an Solar Power LLC 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 will be prepared and disclosed at the locations identified below. The grievance log sheet will inform the local communities on how and where to lodge a grievance in accordance with step 2 below.
 - a. Ma’an Municipality Bulletin Board
 - b. Ma’an Governorate Bulletin Board
 - c. MDA Office – Ma’an
 - d. Women CBO’s – Ma’an Women Association and Ma’an Women Congregation Committee
 - e. Youth CBO’s – Kolona Al Ordon Ma’an Youth Commission and Ma’an Social and Cultural Club

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:
 - Social and Local Development Unit of Ma’an Governorate
Location: Ma’an – Satih Ma’an District – Al Mohafatha Street - Ma’an Governorate Building
City: Ma’an
Phone: 962 3 2132004
Fax: 962 3 2131434
 - Ma’an Development Company (Ma’an office)
Location: Ma’an – Ma’an Development Area – Al Jafr Street – Industrial Park Management Office
City: Ma’an
Phone: 962 3 2130229
Fax: 962 3 2130219
 - Falcon Ma’an Office (Amman)
Location: 202 Princess Basma Street – Issam Khatib Complex – North Abdoun
City: Amman
Phone: +962 6 592 1747



Fax: +962 6 592 1773

b. Direct Contact with the CLO through the following:

Mr. Khalil Masri

- Telephone: +962 6 5921747
- E-mail Address: falconmaan.fm@gmail.com

3. All grievances (whether submitted through a grievance form, 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 from Falcon Ma’an) 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 from Falcon Ma’an) 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.
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.