

Environmental and Social Assessment for EBRD
Brownfield: Category B Project
Ain Ghazal Treatment Plant, Decommissioning and Upgrade Project,
Jordan

STAKEHOLDER ENGAGEMENT PLAN (SEP)



August 2021

FIRST DRAFT

REV 0



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LIST OF ACRONYMS

AGTP	Ain Ghazal Treatment Plant
BRT	Bus Rapid Transit
CLO	Community Liaison Officer
DoA	Department of Antiquities
E&S	Environmental and Social
EBRD	European Bank for Reconstruction and Development
EHSS	Environmental, Health and Safety and Social
EIA	Environmental Impact Assessment
ESA	Environmental and Social Assessment
ESP	Environmental and Social Policy
EU	European Union
FS	Feasibility Study
GAM	Greater Amman Municipality
IPAM	Independent Project Accountability Mechanism
JES	Jordan Environment Society
JOHUD	Jordanian Hashemite Fund for Human Development
JSMO	Jordan Standards and Metrology Organization
MEMR	Ministry of Energy and Mineral Resources
MoEnv	Ministry of Environment
MoA	Ministry of Agriculture
MoH	Ministry of Health
MoI	Ministry of Interior
MoL	Ministry of Labour
MoLA	Ministry of Local Administration
MPWH	Ministry of Public Works and Housing
MWI	Ministry of Water and Irrigation
NEPCO	National Electric Power Company
NEWS	National Environment and Wildlife Society
NTS	Non-technical summary
O&M	Operation & Maintenance
PA	Project Agreement
PMD	Programme Management Directorate
PRs	Performance Requirements
RPA	Restated Project Agreement
SEP	Stakeholder Engagement Plan
SPC	As-Samra Wastewater Treatment Plant Company
WAJ	Water Authority of Jordan
WSP	Waste Stabilisation Pond
WW	Wastewater
WWTP	Wastewater Treatment Plant

1 INTRODUCTION

The Ain Ghazal Treatment Plant (AGTP) facility owned by Water Authority of Jordan (WAJ) and operated by As-Samra Wastewater Treatment Plant Company (SPC) is located within Marka district along the boundary between North Marka and North Hashmi neighbourhood. AGTP was constructed in 1968 as an activated sludge wastewater treatment plant. Throughout the year, the expansion of Amman urban areas rendered Ain Ghazal inadequate to treat incoming flow. In 1985, As-Samra Waste Stabilization Pond (WSP) facility was constructed, and at the same time AGTP was converted into a pre-treatment facility where wastewater is pre-treated before being discharged to As-Samra.

The first original construction of As-Samra Wastewater Treatment Plant (WWTP) occurred in 2003, and the second phase in 2012. The As-Samra Wastewater Treatment Plant (WWTP) facility is located in Al Khirbeh As-Samra approximately 13 km north of Zarqa and 40 km north of Amman. In 2002, a 1,500mm wastewater conveyor from AGTP was added to this configuration to convey flows to As-Samra WWTP.

A Feasibility Study (FS) financed by European Bank for Reconstruction and Development (the “EBRD” or the “Bank”) was undertaken for AGTP in 2017 and recommended the construction of a new ca. 30.4 km wastewater conveyor from the AGTP to the As-Samra WWTP to accommodate a higher wastewater flow and avoid potential serious pollution to the environment; and improvement of the existing mechanical pre-treatment facilities at the AGTP in order to match the influent requirements of the As-Samra WWTP including assessment and potential inclusion of an optional facility in relation to the existing main Septic Tanks Receiving and Unloading Facility operated by Miyahuna.

Currently, based on the FS recommendations, a new wastewater conveyor (redundancy pipe) from AGTP to As-Samra WWTP is being constructed after a financing agreement was signed between the EBRD and WAJ.

In addition, in 2019, a decision was made to construct a new 24,750 m³/day wastewater treatment facility in the Al Ghabawi area, to replace and relocate the existing inadequate facility currently co-located at the AGTP as well as a two-year phased operational period to ensure sustainability of the investment. The new facility will be located at Al Ghabawi and will serve approximately 5.5 million people, including 600,000 Syrians in Amman and the surrounding area. This creates a sustainable solution to collect, treat and dispose of individual septic tank wastewater effectively. The existing Septic Tank Facility in Ain Ghazal will be decommissioned once the new facility is constructed and commissioned. The timeline for this process could take around 3-4 years.

Both investments outlined above are financed by the EBRD.

Now that these two improvement measures are agreed and signed, WAJ requested an additional support from the EBRD to prepare an additional FS and an Environmental and Social (“E&S”) Assessment to assess the least cost option for expansion and rehabilitation of the AGTP including decommissioning and remediation of the tanker discharge facilities on site. The FS and ESA is undertaken by Fichtner Water & Transportation (FWT, the “Consultant”) and ECO Consult.

WAJ is anticipating securing financing from the EBRD and as such the project is being developed in accordance with the EBRD Environmental and Social¹ Policy (ESP) (2019)². The Project is categorised “B” in accordance with EBRD ESP and an ESA was undertaken, and this report is the Stakeholder Engagement Plan (SEP) to be implemented for the expansion and rehabilitation of the AGTP including decommissioning and remediation of the tanker discharge facilities on site throughout the development, construction, and operation of the Project. The SEP outlines a systematic approach to stakeholder engagement that will help build and maintain over time a constructive relationship with their stakeholders, in particular the affected communities/stakeholders. The SEP is a live document which will be updated as required. WAJ/PMD welcomes suggestions for improvement of this SEP. Suggestions can be submitted via the contact information provided at the end of this document (Section 9).

¹ The ESP (2019) defines social as “issues which pertain to project-affected people and their communities and workers and related to socioeconomic status, vulnerability, gender, gender identity, human rights, sexual orientation, cultural heritage, labour and working conditions, health and safety and participation in decision making.”

² Available at <https://www.ebrd.com/documents/comms-and-bis/environmental-and-social-policy.pdf>

2 OVERVIEW OF EXISTING SITUATION AND FACILITIES

2.1 Overview of Project Location

The AGTP is located in Marka district in the middle of Amman governorate/the eastern part with a total area of 266.8 km² and within the jurisdictions of Greater Amman Municipality (GAM) area. The neighbouring lands and buildings in the vicinity of the AGTP are urbanised, with residential, commercial and industrial properties that surround the plant including the GAM Slaughterhouse and a previous waste transfer station now operated by GAM for storing waste fleet and other vehicles, as well as a railroad (Hijaz Railway) and Seil Azzarqa (Zarqa River) stretched on both sides of the AGTP.

The trilogy of sites (AGTP and specifically the Septic Tank facility, GAM slaughterhouse, and the GAM waste transfer station) caused so many E&S issues, nuisances, odour, discharge of raw wastewater and blood to the adjacent wadi, and many others over the years. Additional nuisances are also caused by the illegal discharge of wastewater to the Seil Azzarqa from houses and commercial entities and from tankers not able to access the AGTP for any reason (after work hours or rejected load). GAM has been trying to relocate their slaughterhouse to a new site in Ghabawi area and issued several tenders for design, construction, and operation of the new facility by a private investor/operator but until now this has not been successful. It is still unclear if the relocation of the GAM slaughterhouse will take place any time soon. Now that the GAM waste transfer station is closed, it is becoming clear that the relocation of the Septic Tanks facility is instrumental in enabling improvements in the area and potentially incentivising the relocation of the GAM slaughterhouse under a workable investment scheme for GAM.

The nearby residential buildings are within nearly 35 metres from the site boundary and therefore they are considered within proximity of the existing facility but given that the planned upgrade and decommissioning works are only within the perimeter of AGTP, they are not anticipated to be directly affected. The AGTP site is shown in Figure 1 below.



Figure 1: Ain Ghazal Treatment Plan (Miyahuna, 2021)

Currently, construction works for the Amman-Zarqa Bus Rapid Transit (BRT) project connecting between the central governorates of Amman and Zarqa are underway and this includes the road network surrounding the AGTP. As a result, there is a detour now on the road adjacent to AGTP causing traffic jams in the area. This is only temporary during construction period but on the long run, the operation of the BRT service between Amman and Zarqa would ease traffic jams between the two governorates. There is a station in front of AGTP.

2.2 The As-Samra Wastewater System

The existing wastewater collection and conveyance system is part of the wastewater infrastructure of the Amman-Zarqa River Basin area. The wastewater collection in the Amman-Zarqa River basin is a gravity system based on topography. The majority of the wastewater generated in the Amman area is collected and pre-treated at AGTP. The pre-treated wastewater is conveyed to the As-Samra WWTP.

2.3 Ain Ghazal Treatment Plant

Service Area:

The existing wastewater collection and conveyance system that is served by AGTP is part of the wastewater infrastructure of the Amman-Zarqa River Basin area.

The wastewater collection in the Amman-Zarqa River basin is a predominantly gravity-driven system based on topography. The majority of the wastewater generated in the Amman area is collected and pre-treated at AGTP. The pre-treated wastewater is conveyed to the As-Samra WWTP.

Figure 2 shows the AGTP Catchment Area, Including Trunk Sewer Lines.

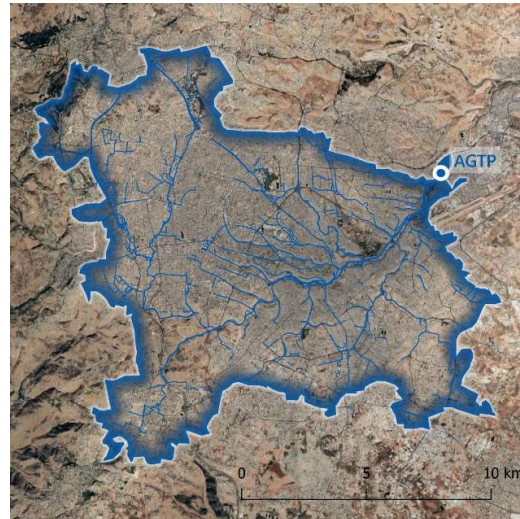


Figure 2: AGTP Catchment Area, Including Trunk Sewer Lines

AGTP Process and Operations

The operations at AGTP aim to physically and biochemically treat the incoming raw wastewater (WW) that would be further treated at As-Samra WWTP. The pre-treatment facility mainly covers three (3) major units; screening, grit and grease removal, and conveyance of the resulting wastewater.

The system at AGTP includes the following operational units; Rock trapping chamber, coarse and fine screening, refusals collection and compacting, grit and grease removal, storage and operational tanks, odour removal unit, conveyor, and wastewater stabilisation ponds (WSP). The units of the pre-treatment facility are presented in Figure 3 and Figure 4 below.

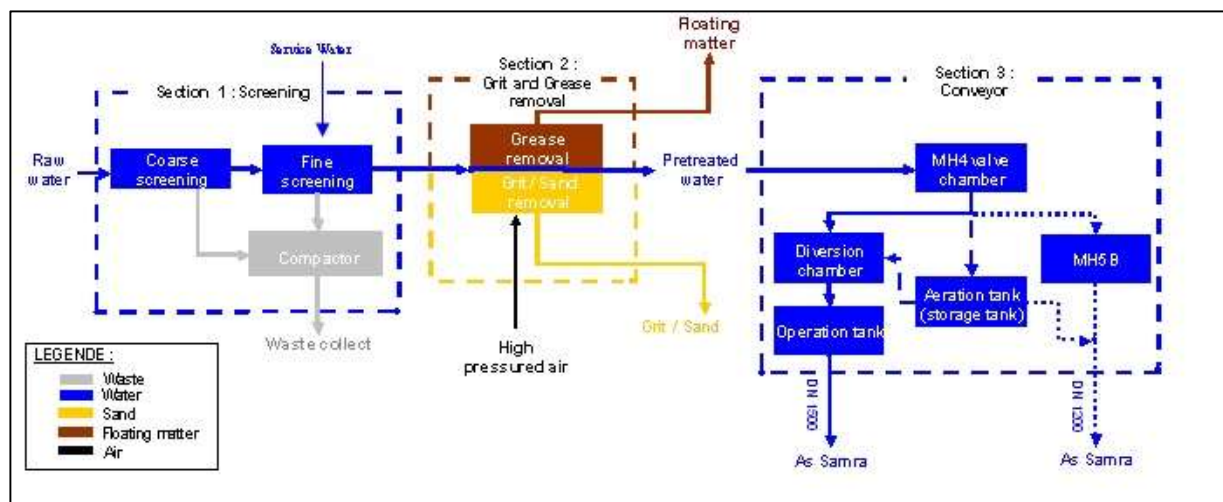


Figure 3: AGTP Pre-Treatment Process Diagram (Mutti, 2009)



Figure 4: Selected Photos for the AGTP Facility (ECO Consult, 2021)

In addition, wastewater from areas not connected to the wastewater network within the Amman Zarqa River Basin is collected in privately owned tanker trucks that would deliver and discharge the wastewater in the Septic Tanks Receiving and Unloading Facility located within the perimeter of AGTP.

The tanker discharge station (See Figure 5) is located adjacent to AGTP and shares the same vehicle entrance. The tanker discharge station was recently expanded and consists of the following main components:

- Discharge area with covered collection channel and 14 discharge points
- Odour control unit treating air from a collection channel and from manhole MH 4A
- Operators building
- Toilets and electrical building



Figure 5: Selected Photos for the Septic Tanks Receiving and Unloading Facility (ECO Consult, 2021)

The AGTP land and facility is owned by WAJ. All of the As-Samra wastewater system components, *excluding the Septic Tanks Receiving and Unloading Facility*, falls under the responsibility of the As-Samra Treatment Plant Company (SPC), based on a Project Agreement (PA) signed between SPC and WAJ in 2003 and again in 2012 as a Restated Project Agreement (RPA). The Septic Tank Facility is not managed by SPC, but by the Miyahuna – Jordan Water Company.

Conveyance System to As-Samra WWTP

The effluent from the pre-treatment facility is transferred to As-Samra WWTP through an existing conveyor system. The increasing flow of wastewater to As-Samra WWTP is causing operational problems in AGTP and in As-Samra WWTP, e.g., any required shutdown of one of the existing pipelines leads directly to a discharge of excess wastewater quantities to the Wadi.

A second DN 1500 conveyor and associated operation tank and scraper launching unit is currently under construction in order to increase the system capacity. The works mainly will be the construction of a 32.1 km wastewater conveyor from AGTP to As-Samra WWTP (design-build contract) including site survey and development of design, construction of a new wastewater pipeline, and connection with AGTP as pipeline inlet and connection with As-Samra WWTP as pipeline outlet. Contract was awarded for a duration of 24 months. The Contractor has recently started his activities.

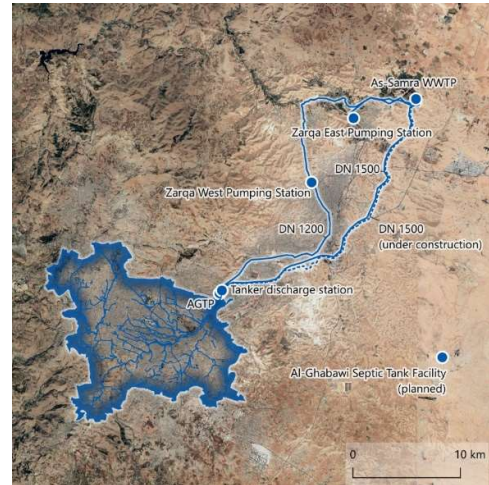


Figure 6: Overview of Wastewater Treatment and Conveyance Facilities

The works are mainly from AGTP to As-Samra WWTP and there are some interface works within the perimeter of the AGTP in order to undertake the required works and connections. According to SPC they are still not aware if there is a clear plan for this interface period.

3 THE PROPOSED PROJECT

Improvement, rehabilitation and expansion of the AGTP facilities and addition of components. All this is instrumental to improve the performance of the AGTP, prevent E&S nuisance and issues in the area, and increase system resilience in case of power failures.

In addition, in order to cope with the currently encountered wet-weather flows and with the projected increase of wastewater flows in the future (without being forced to discharge untreated or only partially treated wastewater to the environment), and to keep in step with the planned capacity expansions of the wastewater conveyance system and of the As-Samra WWTP, the capacities of the following treatment facilities at AGTP need to be expanded: stone trap, fine screens, coarse screens, aerated grit and grease channels, and retention capacity. This requires also expanding the capacities of the following ancillary facilities: screenings conveyor and compactor, grit classifier, blower system for aerated grit and grease channels, and service water supply.

Additionally, in order to reduce the odour nuisance for the neighbouring communities, an odour control facility should be added that treats exhaust air from the screens, channels and skips. To increase system resilience in case of power failures, an emergency generator should be added. The initial total cost estimate for the long-term investment strategy is 7,621,000 United States Dollars (USD).

The proposed peak treatment capacity is expected to exceed the conveyance capacity to As-Samra WWTP and this triggers the need to temporarily store the excess flow for discharge at a later time, which could be accommodated by constructing a new retention tank in AGTP to create an additional storage capacity without having to discharge any partially treated wastewater in the network or to the wadi.

The implementation period has been defined as 18 months for Design and Construction, followed by a 12 months Defects Notification Period. Proposed layout for expansion of the pre-treatment unit as well as proposed location for the new retention tank are shown in Figure 7 and Figure 8 below.

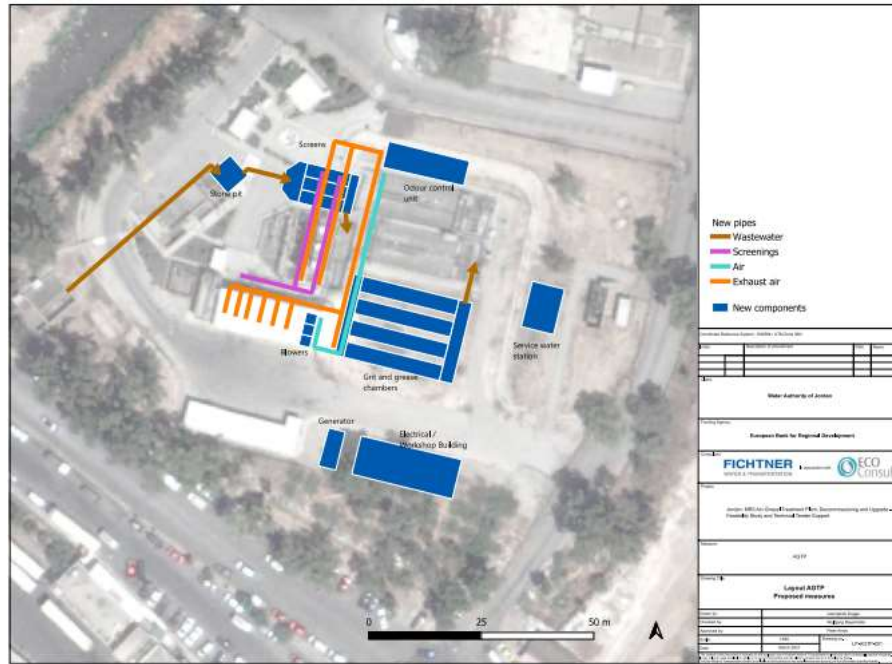


Figure 7: Proposed layout for expansion of the pre-treatment unit

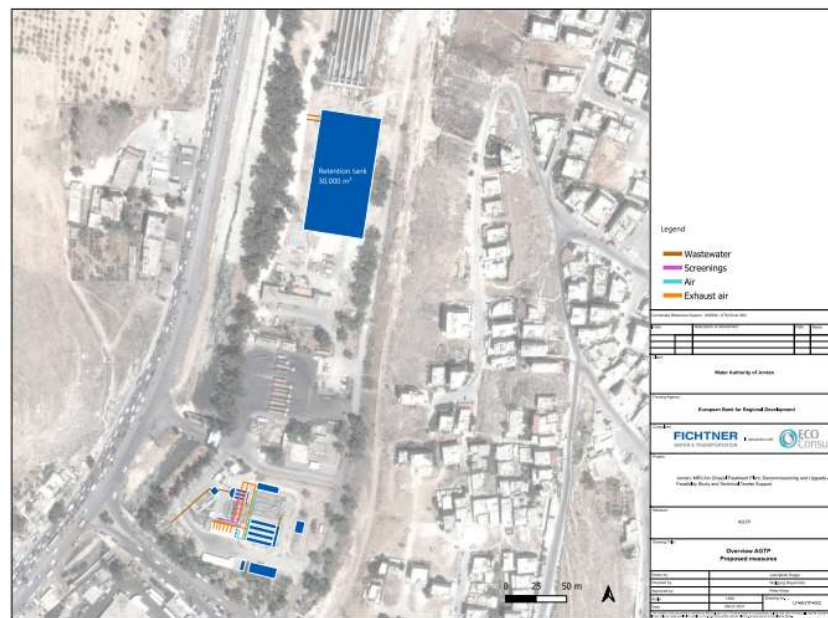


Figure 8: Proposed location for the new retention tank

In addition, the required improvements in the AGTP cannot be achieved unless the Septic Tanker facility is relocated. This has been repetitively emphasised in several studies. As a result, a decision is already made for establishing a new tanker discharge station and associated WWTP at Al-Ghabawi and this is covered under separate studies and tenders. The new facility in Al Ghabawi is not part of the scope of the Consultant. The **decommissioning of the current tanker discharge station** can take place once the new tanker discharge station at Al-Ghabawi is in operation. Tendering of the works should only commence after the new tanker discharge station at Al-Ghabawi has been successfully commissioned and as such, the existing tanker discharge station at AGTP shall remain available as a backup during the initial operation phase of the new Al-Ghabawi tanker discharge station. After stable operation of the new tanker discharge station at Al-Ghabawi has been established, procurement of the works for decommissioning of the tanker discharge station at AGTP may proceed. The implementation period has been defined as 6 months. In Figure 9, the components which can be demolished as part of the decommissioning of the tanker discharge station are highlighted.



Figure 9: Components to be Demolished for Decommissioning of the Tanker Discharge Station

Associated Facilities:

The associated facilities or activities that are not financed by EBRD as part of the project but which in the view of EBRD are significant in determining the success of the project or in producing agreed project outcomes. These are **NEW** facilities or activities: (i) without which the project would not be viable, and (ii) would not be constructed, expanded, carried out or planned to be constructed or carried out if the project did not exist.

These associated facilities that may not be covered by the direct EBRD financing under this assignment but have an impact on the Project's ability to comply with the EBRD ESP 2019 include the following:

1. The new/second full operable 30 km wastewater conveyor from the AGTP to the As-Samra WWTP which aims to accommodate a higher wastewater flow and avoid potential serious pollution to the environment.
2. As-Samra WWTP planned second expansion

The AGTP, and conveyance system are all part of the As-Samra wastewater system. Without expanding the treatment capacity of AGTP, AGTP will become the limiting factor preventing this new conveyance capacity and the new treatment capacity at As-Samra WWTP from being fully utilised.

4 BENEFITS OF THE PROPOSED PROJECT

The AGTP, and conveyance system are all part of the As-Samra wastewater system. Without expanding its treatment capacity, AGTP will become the limiting factor preventing this new conveyance capacity and the new treatment capacity at As-Samra WWTP from being fully utilised. Key benefits of the Project are listed below:

- Improving the effluent wastewater quality and quantity from AGTP to As-Samra WWTP and as a resulting improving quality and increasing quantity of treated wastewater made available for irrigation downstream of As-Samra WWTP which increases potable water available for drinking purposes.
- Improve the performance of the AGTP allowing it to deal with and accommodate increased amounts of wastewater flows due to increased population and in peak flow to prevent discharge of untreated wastewater to the adjacent wadi and as a result preventing a number of negative E&S impacts and nuisances.
- The proposed project components provide higher storage/retention capacity in AGTP which prevents the overflow of untreated raw wastewater to the adjacent wadi causing environmental pollution and nuisance which allows compliance with the national legislations, EBRD PRs, and the related European Union (EU) Directives.
- Improving the EHSS management and compliance capacity of WAJ (Programme Management Directorate (PMD)) and the SPC and thus increasing the compliance in the As-Samra wastewater system including the AGTP.

- The SPC/Samra O&M which operate the As-Samra wastewater system including the AGTP has and implements a proper EHSS management system and undertakes regular monitoring and reporting to ensure that potential impacts and emissions are mitigated and controlled. On the other hand, the organisational capacity of WAJ/PMD in relation to EHSS aspects is limited and is in need of improvement and strengthening. The ESA has highlighted the existing issues in the EHSS management capacity and provided recommendations for improvement. The implementation of these measures eventually leads to EHSS governance, and improvement of E&S measures and situation in the AGTP and the As-Samra wastewater system.

5 REGULATORY CONTEXT

5.1 Relevant Jordanian Stakeholder Engagement Requirements & Legislation

Stakeholder engagement in Jordan is connected to the preparation of an Environmental Impact Assessment (EIA) and is a requirement of the national legislations. For those projects which require an EIA, the Regulation requires a scoping session with potentially affected stakeholders at the onset of the EIA, in order to provide stakeholders with project information and allow them to participate in the EIA process. The Regulation specifies that the outcomes of the EIA are to be announced to the public and stakeholders in a manner that the Ministry of Environment (MoEnv) deems appropriate and is dealt with on a case by case basis – taking into account the type and nature of the project development.

Once the project description and components are available, WAJ will have to contact MoEnv to request an environmental permit. The MoEnv will study the application and make a decision whether a comprehensive EIA, preliminary EIA, or no EIA is required to obtain the permit. Moreover, since the work and project scope are mainly within the perimeter for the AGTP, as an existing project a Location/Site Approval Permit will not be required.

Based on initial discussion with the MoEnv for the purpose of this ESA and after explaining the proposed investment strategy resulting from the FS, the MoEnv indicated that it is most probable that an environmental permit could be issued without the need for undertaking a comprehensive EIA, or a preliminary EIA. However, this is dependent on the Project details and the application submitted by WAJ for this purpose. It is important for WAJ to clearly explain the works to take place within the AGTP and identify the benefits of the planned investment.

5.2 EBRD Requirements

In accordance with EBRD's 2019 ESP, EBRD seeks to ensure, through its environmental and social appraisal and monitoring processes, that the projects it finances: are socially and environmentally sustainable; respect the rights of affected workers and communities; and are designed and operated in compliance with applicable regulatory requirements and good international practice. To translate this objective into successful practical outcomes, EBRD has adopted a comprehensive set of PRs covering key areas of environmental and social impacts and issues.

All projects financed by EBRD shall be structured to meet the requirements of the EBRD [Environmental and Social Policy](#) which includes ten Performance Requirements (PRs) for key areas of environmental and social sustainability that projects are required to meet, including PR10 Information Disclosure and Stakeholder Engagement. In addition, EBRD's [Independent Project Accountability Mechanism](#) (IPAM), as an independent last resort tool, aims to facilitate the resolution of social, environmental and public disclosure issues raised by Project-affected people and civil society organisations about EBRD financed projects among Project stakeholders or to determine whether the Bank has complied with its ESP and the Project-specific provisions of its [Access to Information Policy](#); and where applicable to address any existing non-compliance with these policies, while preventing future non-compliance by the Bank.

In particular, effective community engagement is central to the successful management of risks and impacts on communities, as well as central to achieving enhanced community benefits. This PR identifies hierarchy of triggers for stakeholder engagement activities

- 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;
- To ensure that such stakeholders are appropriately engaged on environmental and social issues that could potentially affect them through a process of information disclosure and meaningful consultation; and
- To maintain a constructive relationship with stakeholders on an ongoing basis through meaningful engagement during project implementation.

The Client will inform the EBRD how communication with the identified stakeholders will be handled throughout project preparation and implementation, including the type of feedback and grievance procedure envisaged.

6 SUMMARY OF PAST STAKEHOLDER ENGAGEMENT ACTIVITIES

Stakeholder engagement and grievance mechanism: Currently, there are no significant stakeholder engagement activities implemented by WAJ or SPC in relation to the AGTP. There is no indication of a fixed schedule for meaningful communication between the company and the community. A grievance mechanism for the stakeholders and the community which allows stakeholders to express any concerns or submit complaints through a structured documented system does not exist. Currently, complaints are expressed to WAJ which in turn directs the complaint to SPC to investigate and undertake corrective action as relevant.

As part of the E&S audit commissioned by EBRD for this FS, the E&S Consultant carried out engagement and consultation activities with a sample of stakeholders (residents, commercial activities) within the vicinity of the AGTP in order to understand their views and opinions on environmental, social, and health and safety aspects and concerns they may have in relation to AGTP.

Some residents did not know the difference between Ain Ghazal Pre-treatment Facility and Ain Ghazal Septic Tank, they consider both of the facilities as the treatment plant. A simple clarification was provided regarding the differences between the two facilities in order for them to differentiate between the impacts of each facility.

Nearly all residents have reported the same issues in relation to the environmental and social issues they suffer from in the area, these include:

- Polluted & unhealthy environment.
- Very bad odours, especially in summer.
- Noise resulting from Trucks movement.
- Insect & rodent infestation, especially in summer.
- Existence of stray dogs.
- High rates of immigration.
- Property prices and rents fell due to the area’s environmental conditions.
- Over half of the survey participants have indicated that the construction works of Bus Rapid Transit (BRT) routes and the detours is affecting their daily living conditions such as increasing the duration and distance of any daily journey.

When the participants were asked which measures must be taken in order to improve the area’s situation, especially regarding projects with harmful environmental impacts, around 58% requested to shut down Ain Ghazal Pre-treatment Plant and relocate it, and around 67% requested to shut down Ain Ghazal Septic Tank and

relocate it.

In addition, a number of residents have reported that the area lacks public services such as public transport, public parks, and waste collection services. Also, most of the participants stated that the immigration rate is high, a lot of families have left the area for reasons related to the area's E&S conditions.



Figure 10: Example Photos Documenting Surveying Process

7 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 are 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 and other nearby receptors);
2. People and social groups who may participate in the implementation of the project (such as WAJ and lenders); and
3. People and social groups whom are not affected by the project development per se 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 1. The list can be updated and modified in the course of the Project development and as a result of cooperation of the parties.

Table 1: Identified Groups of Stakeholders

Level of Stakeholder interest in/involvement to the Project
1. Stakeholders who may be directly or indirectly affected by the Project
Selected relevant neighbourhoods in Marka District:
<ul style="list-style-type: none"> Al-Wannanat neighbourhood Hamza neighbourhood North Hashmi neighbourhood
Community based organisations
Youth and unemployed
Women and children groups

Local academic institutions
Existing and planned commercial/ industrial/ military/ governmental developments in the vicinity of the project.
Private WW tankers drivers
2. Stakeholders who may Participate in Implementation of the Project
Water Authority of Jordan (WAJ)/ Programme Management Directorate (PMD)
As-Samra Treatment Plant Company (SPC)
Miyahuna – Jordan Water Company
Investor/Lender
Construction contractors and subcontractors for both AGTP and the WW conveyor from AGTP to As-Samra WWTP
Operator (employees, security, etc.)
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 Water and Irrigation (MWI)
Ministry of Environment (MoEnv)
Ministry of Public Works and Housing (MPWH)
Greater Amman Municipality (GAM)
Traffic Department
Ministry of Interior (MoI)
Ministry of Labour (MoL)
Ministry of Health (MoH)
Ministry of Agriculture (MoA)
Ministry of Energy and Mineral Resources (MEMR)
Ministry of Local Administration (MoLA)
Department of Antiquities (DoA)
Jordan Standards and Metrology Organisation (JSMO)
Social Security Corporation (SSC)
National Electric Power Company (NEPCO)
Jordan Engineers Association
The General Directorate of Jordan Civil Defence
Non-Governmental Organisations (NGOs) and Other Organisations (examples)
The Royal Society for the Conservation of Nature (RSCN)
Jordan Environment Society (JES)
Friends of Environment Society
The Jordan Society for Sustainable Development
EDAMA
Jordanian Hashemite Fund for Human Development (JOHUD)
Jordan River Foundation

8 STAKEHOLDER ENGAGEMENT STRATEGY AND PLAN

This Section identifies the future stakeholder consultation and engagement plans which are to take place by the Developer (WAJ/ PMD) throughout the lifetime of the Project.

Stakeholder engagement is an ongoing process involving (i) the client's public disclosure of appropriate information so as to enable meaningful consultation with stakeholders, (ii) meaningful consultation with potentially affected parties, and (iii) a procedure or policy by which people can make comments or complaints. This process should begin at the earliest stage of project planning and continue throughout the entire life of the project. The SEP is a living document and will be updated as required. It will also be reviewed periodically during project implementation and updated as necessary. WAJ/ PMD should assign/identify a Community Liaison Officer (CLO) in order to act as main point of contact for the project with local communities and stakeholders on all project-related issues.

The table below identifies the stakeholder engagement strategy and plan to include stakeholders relevant to the Project (as identified earlier), objective of consultation with each group, the communication methods and tools, timeframe and responsible entity for undertaking such consultations.

Table 2: Stakeholder Engagement Strategy and Plan for who may be Directly or Indirectly Affected by the Project

#	Objective	Stakeholders	Communication Method & Tools	Timeframe	Responsibility
1	General information/visibility about the Project (in English and Arabic)	<ul style="list-style-type: none"> All 	<ul style="list-style-type: none"> Disclosure of Non-technical summary (NTS) of the Project and SEP in English and Arabic on WAJ and SPC websites (including social media), and deposit copies at site and in WAJ/ PMD office. Prepare simple Grievance Procedure document and disclose on WAJ and SPC websites (including social media), and deposit copies at site and in WAJ/ PMD office. 	<ul style="list-style-type: none"> NTS and SEP disclosed prior to signing loan agreement. Continue throughout construction and operation 	WAJ/ PMD SPC Contractor
2	General updates about the Project (in English and Arabic)	<ul style="list-style-type: none"> All 	<ul style="list-style-type: none"> Individual/ Internal Meetings (if required) Social Media (Facebook, Twitter, Instagram) Media (radio, television, newspaper, other) Announcement posters Monthly newsletter 	<ul style="list-style-type: none"> Ongoing (example: monthly newsletter and regularly as needed) For main milestones (e.g. commencement of construction of Project, changes in project deadlines, etc.) 	WAJ/ PMD SPC Contractor
3	Undertake consultation activities with local community to inform them about the Project, Stakeholder Engagement Program, employment opportunities, operations, timeline, grievance mechanism, etc.	<ul style="list-style-type: none"> Local community 	<ul style="list-style-type: none"> Meetings with local community representatives in coordination with Local District Office, elected members of municipal council, elder representatives of tribal groups, community based organisations, women groups, youth and unemployed, local enterprises and businesses, and local governmental institutions. Leaflets and explanation material in English and Arabic Documentation, photos, reports 	<ul style="list-style-type: none"> Prior to permitting and construction works Regularly throughout the construction period (refreshers) 	WAJ/ PMD
4	Obtain feedback on the implementation of the ESMP and its various components.	<ul style="list-style-type: none"> All 	<ul style="list-style-type: none"> Reporting Regular meetings 	<ul style="list-style-type: none"> Regularly as needed 	WAJ/ PMD SPC
5	Prepare a responsibility matrix for the different works and activities taking place within the perimeter of the AGTP by different contractors and identify timeline, activities, limits and interfaces, and required coordination and easement/ facilitation.	<ul style="list-style-type: none"> WAJ/ PMD SPC Contractors of different projects 	<ul style="list-style-type: none"> Individual/ Internal Meetings (if required) Regular reporting 	<ul style="list-style-type: none"> Prior to permitting and construction works Regularly as needed 	WAJ/ PMD
6	Prepare E&S management plans for the construction phase including mitigation and management measures	<ul style="list-style-type: none"> All 	<ul style="list-style-type: none"> Individual/ Internal Meetings (if required) Official letters Regular reporting Documentation, photos, reports 	<ul style="list-style-type: none"> Prior to permitting and prior to commencement of construction works. E&S management plans shall be updated regularly and asneeded. 	SPC Contractor
7	Develop appropriate mitigation measures/plans to help prevent or minimise the potential for workers and project-affected community exposure to diseases including a COVID-19 Action Plan during the construction phase.	<ul style="list-style-type: none"> Contractors WAJ/ PMD Ministry of Health Ministry of Labour 	<ul style="list-style-type: none"> Individual/ Internal Meetings (if required) Official letters Regular reporting 	<ul style="list-style-type: none"> Prior to permitting and prior to commencement of construction works. E&S management plans shall be updated regularly and asneeded. 	SPC Contractor

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8	Prepare and implement a Gender and Gender Based Violence (GBV) Prevention Action Plan. WAJ, SPC, and the Contractor shall take all necessary measures to prevent and address any form of violence and harassment, bullying, intimidation, and/or exploitation, including any form of GBV.	<ul style="list-style-type: none"> ▪ GAM ▪ WAJ/ PMD ▪ SPC ▪ Contractors of different projects ▪ Stakeholders and specifically community and residents within the vicinity of the Project 	<ul style="list-style-type: none"> ▪ Individual/ Internal Meetings (if required) ▪ Regular reporting 	<ul style="list-style-type: none"> ▪ Within xxx months of loan agreement for WAJ and SPC ▪ Prior to construction for contractors 	<ul style="list-style-type: none"> ▪ WAJ/PMD ▪ Contractor(s) ▪ SPC
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Table 3: Stakeholder Engagement Strategy and Plan for the Stakeholders who may Participate in Implementation of the Project

#	Objective	Stakeholders	Communication Method & Tools	Timeframe	Responsibility
1	Updates on the Project including environmental and social issues (e.g. environmental performance, grievance mechanism implementation, community integration plan, etc.).	<ul style="list-style-type: none"> ▪ Lenders 	<ul style="list-style-type: none"> ▪ Regular reporting ▪ Audits and spot checks 	<ul style="list-style-type: none"> ▪ Quarterly ▪ Annual basis 	WAJ/ PMD SPC
	Follow up on EHSS aspects in relation to WAJ/ PMD work including that for As-Samra wastewater system and AGTP. Follow up on implementation of the SEP.	<ul style="list-style-type: none"> ▪ All 	<ul style="list-style-type: none"> ▪ Identify responsible person for implementation of the SEP which could be the EHSS specialist that should be assigned in the PMD. ▪ Official letters and application ▪ Reporting ▪ Meetings ▪ Announcement posters ▪ Social Media (Facebook, Twitter, Instagram) ▪ Media (radio, television, newspaper, other) ▪ Documentation, photos 	<ul style="list-style-type: none"> ▪ Regularly as needed 	WAJ/ PMD
2	Official permitting and reporting procedures and applications as required by different government agencies. Update reports on performance and Key Performance Indicators (KPIs).	<ul style="list-style-type: none"> ▪ Different government agencies according to mandate and type of relations 	<ul style="list-style-type: none"> ▪ Official letters and application ▪ Reporting ▪ Newsletter 	<ul style="list-style-type: none"> ▪ Prior to permitting and construction for depot ▪ Regular reporting as applicable 	WAJ/ PMD
3	Inform local construction contractors of potential collaboration opportunities with the contractor. Inform selected contractor and local construction subcontractors of obligations and compliance requirements.	<ul style="list-style-type: none"> ▪ Construction Contractors and subcontractors 	<ul style="list-style-type: none"> ▪ Announcement posters ▪ Meetings ▪ Social Media (Facebook, Twitter, Instagram) ▪ Media (radio, television, newspaper, other) 	<ul style="list-style-type: none"> ▪ Prior to permitting and construction works 	WAJ/ PMD

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4	Review the permitting requirements. Coordination for collection of solid and hazardous waste from site, submission of Disposal Plan and Submission of Transport Plan. Coordination to get a list of approved contractors for the collection of hazardous waste from the sites to Swaqa Hazardous Waste Treatment Facility.	<ul style="list-style-type: none"> Ministry of Environment 	<ul style="list-style-type: none"> Individual/ Internal Meetings (if required) Official letters Regular reporting 	<ul style="list-style-type: none"> Prior to permitting and construction works. Regularly as needed 	WAJ/ PMD
5	Coordination is required with MPWH for approvals of crossing and cutting methods.	<ul style="list-style-type: none"> Ministry of Public Works and Housing 	<ul style="list-style-type: none"> Individual/ Internal Meetings (if required) Official letters 	<ul style="list-style-type: none"> Prior to permitting and construction works. 	WAJ/ PMD Contractor
6	Coordination and communication with MoA are required in case of any tree cutting to obtain the necessary permits prior to any work commencement.	<ul style="list-style-type: none"> Ministry of Agriculture 	<ul style="list-style-type: none"> Individual/ Internal Meetings (if required) Official letters Regular reporting 	<ul style="list-style-type: none"> Prior to permitting and construction works 	WAJ/ PMD Contractor
7	Coordination is required with DoA in case any excavations are undertaken for approvals.	<ul style="list-style-type: none"> Department of Antiquities 	<ul style="list-style-type: none"> Individual/ Internal Meetings (if required) Official letters Regular reporting 	<ul style="list-style-type: none"> When required (in case any excavations are undertaken) 	WAJ/ PMD Contractor
8	Coordination is required with GAM for approvals of land use, solid waste management, construction and vocational licensing, etc. In addition, coordination is required with GAM regarding the construction works of the Bus Rapid Transit (BRT).	<ul style="list-style-type: none"> Greater Amman Municipality 	<ul style="list-style-type: none"> Individual/ Internal Meetings (if required) Official letters Regular reporting 	<ul style="list-style-type: none"> Prior to permitting as well as prior and during construction works 	WAJ/ PMD Contractor
9	Prepare a traffic and transport management plan for offsite and onsite transport activities	<ul style="list-style-type: none"> Contractor WAJ/ PMD Traffic Department Ministry of Public Works and Housing 	<ul style="list-style-type: none"> Individual/ Internal Meetings (if required) Official letters 	<ul style="list-style-type: none"> Prior to permitting as well as prior and during construction works 	Contractor

9 CONTACT DETAILS AND REPORTING

Throughout the Project, all stakeholders can submit their general comments, queries, and grievances to WAJ and SPC throughout the contact details provided below.

Contact Details for WAJ/PMD	a. WAJ Complaints Direct Line – E&S compliance manager: (+962) 779698808 b. WAJ Complaints E-mail Address: rana_albashtawi@mwi.gov.jo c. WAJ's Social Media platform (Facebook): https://www.facebook.com/mwi.gov.jo/
Contact Details for CLO/WAJ	PMD-Director: Eng. Sultan Mashaqbah a. Email: sultan_mashaqbah@mwi.gov.jo b. Mobile: (+962) 65680100
Contact Details for SPC	a. SPC Complaints Direct Line – Hotline: (+962) 53901242 b. SPC Complaints E-mail Address: spc.filling@samra.com.jo
Link for downloading the AGTP disclosure and update documents (NTS, SEP, and others)	www.mwi.gov.jo

10 STAKEHOLDER GRIEVANCE MECHANISM

WAJ/ PMD will implement a Grievance Mechanism to ensure that it is responsive to any concerns and complaints particularly from affected stakeholders and communities.

The grievance process to be followed is illustrated in the figure below.

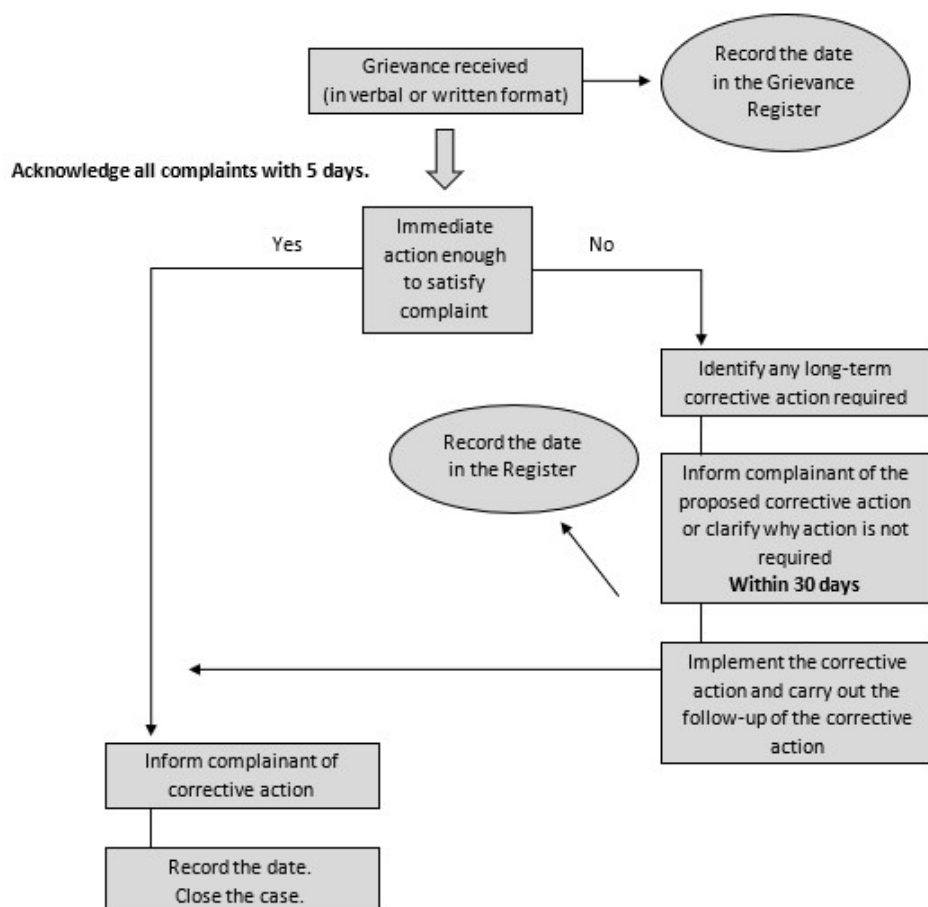


Figure 11: Grievance Process

The following timeframe will be used:

- Written acknowledgement of receipt of the grievance: within 5 working days of receiving the grievance
- Proposed resolution: within 30 days of receiving the grievance

WAJ/ PMD and SPC will handle all grievances received from stakeholders and have a monthly coordination meeting to review and discuss all grievances. They will jointly agree on suitable resolution to discuss and agree with complainant. They will agree on and allocate a responsible person to handle the grievance.

The grievances shall be submitted as per the contact details provided in the preceding section.

The grievance form (in English) is presented below and will be made available on the web site (www.mwi.gov.jo), Social Media, and in hard copy at the SPC offices in AGTP. Anonymous lodging will also be made possible (grievance boxes) which will be provided at AGTP gate.

SPC should establish a workers' grievance mechanism for its employees as a separate system. Anonymous lodging should also be made possible (grievance boxes).

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 grievance process will follow the following key steps:

1. Identification of grievance received through any of the grievance portals. Grievance will be recorded on the Grievance Form and then it will be collected in Grievance Register which will be held at WAJ/ PMD office. Complaints submitted directly to SPC will be redirected to WAJ/ PMD.
2. Grievance procedure starts with formal acknowledgment through a personal meeting, phone call, letter, email, message on social media or others as appropriate, within 5 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.
3. A response is going to be developed by the WAJ/ PMD (CLO) and SPC during their monthly meeting, and agreed with SPC if it relates to their activities. Required actions are implemented to deal with the issue and completion of these is recorded on the grievance record.
4. The response is signed-off by WAJ/ PMD. This sign-off may be a signature on the grievance log or in correspondence which should be filed with the grievance. A response should be issued within 30 days of receiving the complaint.
5. The response to the complainant is recorded to help assess whether the grievance is closed or whether further action is needed.

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.

Grievance Form:

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