

Project: Aqaba-Amman Water  
Desalination and Conveyance  
(AAWDC) – The National  
Conveyance  
PROJECT STAKEHOLDER  
ENGAGEMENT PLAN

## Report Issue Record

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## Abbreviations and Acronyms

AAWDC	Aqaba-Amman Water Desalination and Conveyance
AFD	French Development Agency ( <i>Agence française de développement</i> )
AZESA	Aqaba Special Economic Zone Authority
CSO	Civil society organisations
DFC	Development Finance Corporation
DFI	Development Finance Institution
EBRD	European Bank for Reconstruction and Development
EDCO	Electricity Distribution Company
ESIA	Environmental and Social Impact Assessment
EIB	European Investment Bank
ESMMP	Environmental & Social Management and Monitoring Plan
GRM	Grievance redress mechanism
IFC	International Finance Corporation
JEPCO	Jordanian Electrical Power Company
km	kilometre
kV	kilovolt
OHTL	Overhead transmission line
MCM	million cubic metres
MOEnv	Ministry of Environment
MWI	Ministry of Water and Irrigation
MOI	Ministry of Interior
NCP	National Carrier Project
NCPC	National Carrier Project Company
NEPCO	National Electrical Power Company
NGO	Non-governmental organisation
PROPARCO	Promotion and Participation Company for Economic Cooperation
RAP	Resettlement Action Plan
RPF	Resettlement Policy Framework
RoW	Rights of Way
SEP	Stakeholder Engagement Plan
UNESCO	United Nations Educational, Scientific and Cultural Organization

## Brief Glossary of Stakeholder Engagement

This short glossary provides definitions that are aligned with the Lenders' policies, for some of the most important concepts used in this Stakeholder Engagement Plan, although it is by no means an exhaustive list.

Glossary term	Description
<b>Associated Facilities</b>	Facilities or activities that are not part of the core Project but are directly and materially related to it, and would not have been constructed, expanded, or operated if the project did not exist. These can include, for example, infrastructure such as access roads or power lines that support the main project.
<b>Grievance mechanism</b>	<p>A non-judicial process managed by the project implementor for receiving, acknowledging, investigating and responding to Project-related grievances, complaints and questions. An explanation of the process is normally publicly available on the project website and at relevant local sites, and outlines:</p> <ul style="list-style-type: none"><li>the different channels for complaint.</li><li>how and when the project implementor will respond</li><li>how complainants can make an appeal or access mediation and arbitration if required</li></ul> <p>The grievance mechanism should not affect a complainant's access to judicial or administrative remedies. A community grievance mechanism is usually separate from an employee grievance mechanism.</p>
<b>Lenders</b>	<p>Prospective Development Finance Institutions (DFIs) that may provide finance to the Project. These potentially include, but are not limited to the:</p> <ul style="list-style-type: none"><li>European Bank for Reconstruction and Development (EBRD)</li><li>International Finance Corporation (IFC, part of World Bank group).</li><li>US Development Finance Corporation (DFC)</li><li>European Investment Bank (EIB)</li><li>PROPARCO (the private sector arm of the French Development Agency (AFD).</li></ul>
<b>Meaningful stakeholder engagement</b>	<p>Meaningful consultation is a two-way or multi-way process, with the aim of listening, building trust, reaching common understanding and generating mutual benefit. By its nature, meaningful consultation has the following characteristics:</p> <ul style="list-style-type: none"><li>begins early in the Project planning process to gather initial views on the project proposal and inform project design</li><li>encourages stakeholder feedback, particularly as a way of informing project development and engagement by stakeholders in the identification and mitigation of environmental and social risks and impacts</li><li>continues on an ongoing basis</li><li>is based on the prior disclosure and dissemination of relevant, transparent, objective and easily accessible information in a timeframe that enables consultations with stakeholders</li><li>is undertaken in a culturally appropriate format, in relevant local language(s), is understandable to stakeholders and takes into consideration stakeholders' decision-making processes</li><li>considers and responds to feedback</li><li>supports active and inclusive engagement with project-affected parties including disadvantaged or vulnerable groups</li></ul>

Glossary term	Description
	is free from external manipulation, interference, coercion, discrimination, intimidation and retaliation; and is documented by the client.
<b>Project Components</b>	The distinct elements or parts that together constitute the Project, including all physical, operational and functional features necessary for the Project's construction, operation, and maintenance.
<b>Stakeholders</b>	Stakeholders are those: 1) who are affected (directly or indirectly, positively or negatively) by the Project, including those who might be particularly vulnerable to project impacts; the Project may affect their land, natural resources or water supply; it may present a short- or long-term disturbance; it may offer potential job opportunities or an improved service or other benefits. 2) who may have an interest in, or may otherwise influence, the Project, but are not affected by it (i.e., interested parties, such as, for e.g., government entities, the media, investors, civil society organisations).
<b>Vulnerable people or groups</b>	People or groups of people who may be more adversely affected by the Project impacts than others because of characteristics such as their gender, ethnicity, religion, age, physical or mental disability, literacy, social status, etc. Vulnerable people may also include people in vulnerable situations, such as people living below the poverty line, single-headed households, natural resource dependent communities, internally displaced people, migrant workers, etc.



# 1 Introduction

## 1.1 Purpose and Objectives of Stakeholder Engagement Plan (SEP)

This Stakeholder Engagement Plan (SEP) has been prepared for the Aqaba Amman Water Conveyance and Desalination (AAWCD) Project – otherwise commonly known as the “National Water Conveyance Project” (NCP). It replaces the August 2025 AAWDCP Environmental and Social Impact Assessment Stakeholder Engagement Plan (ESIA SEP).

The National Conveyance Project Company (NCPC) has overall responsibility for the AAWDC Project related stakeholder engagement and for the implementation of this Plan.

The aim of this Stakeholder Engagement Plan (SEP) is to clearly communicate how NCPC will approach and implement stakeholder engagement throughout the entire Project cycle – from pre-construction through to construction and operations. Through this Plan, NCPC commits to building and maintaining constructive, respectful and transparent relationships with all Project stakeholders. Specifically, the SEP aims to:

- Provide a systematic and inclusive approach to stakeholder engagement across all Project phases.
- Ensure timely, accessible, and accurate disclosure of Project information, including the findings of the 2025 ESIA and associated management plans.
- Create open channels for dialogue, allowing stakeholder concerns and feedback to be raised early and, where appropriate, incorporated into Project planning and mitigation.
- Operate a safe, confidential, and accessible grievance mechanism to receive and address complaints, queries, and suggestions.
- Ensure engagement practices protect the privacy, dignity, and safety of stakeholders, and are conducted free from intimidation or retaliation.
- Document and monitor stakeholder engagement activities, demonstrating how feedback has been considered and how commitments are being implemented.

It should be noted that this Project SEP is based on current knowledge about the AAWDC Project and will be updated, as Project design details are finalised in 2026. This SEP is therefore a live document that will be periodically updated by the NCPC as necessary to reflect key changes in Project activities or any new developments in the Project scope.

## 1.2 Alignment with Relevant Standards

This Stakeholder Engagement Plan (SEP) has been prepared in line with the AAWDC Project Lender requirements as defined in the 2025 AAWDC Project ESIA, as well as relevant national legislation in Jordan. It also reflects the provisions of the Jordanian Environmental Protection Law No. 6 of 2017 and the Environmental Impact Assessment Regulation No. 69 of 2020, which set out the requirements for public consultation and disclosure as part of the environmental approval process.

In line with EBRD PR10 and the project’s Category A classification, the Project SEP follows an enhanced stakeholder engagement model, which will detail how the full updated 2025 ESIA package disclosure

process will be completed<sup>1</sup>, as well as how stakeholder engagement will be planned and implemented during Project construction and operation.

### 1.3 Protection of Stakeholders and Safe Participation

NCPC is committed to ensure that the Project engagement process is conducted free from any form of manipulation, interference, coercion, intimidation or retaliation against stakeholders, and that the handling of personal data complies with applicable data protection laws such as the Jordanian Personal Data Protection Law (PDPL) No. 24 of 2023.

In line with the EBRD 2024 Environmental and Social Policy (Performance Requirement 10), NCPC recognises the importance of conducting stakeholder engagement in a manner that protects the privacy, dignity, and safety of all participants. All engagement activities under this Plan will be designed and implemented to ensure that all stakeholders can express their views, concerns, and feedback without fear of intimidation, reprisal, or negative consequences.

NCPC and its contractors will maintain a zero-tolerance approach to retaliation or discrimination against any individual or group engaging with the Project, whether through consultations, meetings, or the grievance mechanism. Information shared by stakeholders will be treated confidentially when requested or when disclosure could reasonably place individuals at risk. All stakeholder contact details and records will be securely stored and used solely for engagement and grievance management purposes in accordance with Project Standards on data protection and confidentiality.

The Project will also ensure that grievance channels and engagement activities are accessible, culturally appropriate, and sensitive to gender, social status, and power dynamics, thereby enabling open, safe, and meaningful participation throughout all phases of the Project.

### 1.4 Contact Information

If you have a question about the project or want more information, you can use the mechanisms below:

- Visit the AAWDC Project website: [www.ncpc-jo.com](http://www.ncpc-jo.com)
- Call this number: 00962 79 008 8877
- Send an email to: [info@ncpc-jo.com](mailto:info@ncpc-jo.com)

### 1.5 Content of this Stakeholder Engagement Plan

This SEP includes:

Section 2:	Roles and responsibilities for the implementation of this SEP.
Section 3:	Overview of the AAWDC Project and the associated 2025 AAWDC Project ESIA process.
Section 4:	Identification of the stakeholder groups who might be affected or impacted by the AAWDCP.
Section 5:	Summary of the ESIA stakeholder engagement, and the disclosure process that will be followed to finalise the ESIA.
Section 6:	Stakeholder engagement programme
Section 7:	AAWDC Project Grievance Mechanism (GRM)
Section 8:	Monitoring and reporting

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<sup>1</sup> This will include a structured disclosure of the full updated 2025 ESIA package documents (ESIA; ESMMP; RPF; SEP and NTS).

## 2 Roles and Responsibilities

### 2.1 Overview

The NCPC has overall responsibility for the AAWDC Project stakeholder engagement and for the implementation of the commitments made in this Plan.

Within NCPC, the ongoing management and implementation of the SEP, including managing any potential questions and grievances that may arise from Project stakeholders, rests with the NCPC Environmental, Social and Governance (ESG) Team.

The ESG team will work in close coordination with the Engineering, Procurement and Construction (EPC) Contractors to ensure that stakeholder engagement, environmental, and social management activities are implemented consistently and in line with the commitments set out in the ESIA, the Environmental and Social Management and Monitoring Plan (ESMMP), and this Stakeholder Engagement Plan (SEP).

### 2.2 NCPC Environmental, Social and Governance (ESG) Team

The NCPC Environmental, Social and Governance (ESG) Team is responsible for overseeing and coordinating all environmental, social, health and safety commitments throughout the AAWDC Project lifecycle. The team is led by the ESG Director, who provides strategic oversight, ensures compliance with national legislation and lender standards, and serves as the primary interface with government authorities, lenders, and other key stakeholders.

The ESG Team will consist of:

- **3 Community Liaison Officers (CLOs)** – responsible for day-to-day engagement with local communities, district and sub-district authorities, municipal representatives, and community-based organisations. NCPC will also consider appointing additional CLOs during Construction, if deemed necessary, to ensure adequate coverage and effective stakeholder engagement across all the Project areas.
- **3 Environmental and Social Specialists** – responsible for implementing and monitoring environmental and social management plans, supporting impact mitigation, and coordinating with EPC Contractor E&S teams.
- **3 Health and Safety Specialists** – responsible for overseeing occupational and community health and safety, ensuring contractor compliance, and supporting emergency preparedness and response.

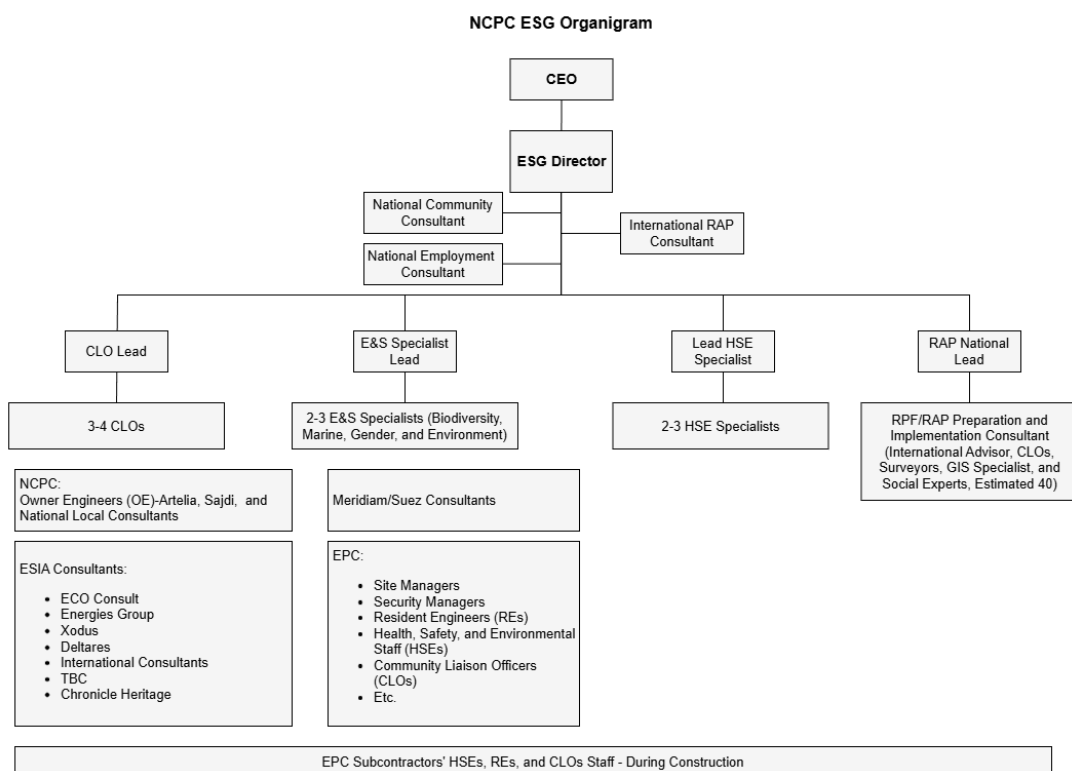
Together, the team will have ultimate responsibility for delivering the Project's environmental, social, health and safety obligations, including stakeholder engagement, monitoring compliance with the ESIA and associated management plans, managing grievances, and ensuring that all commitments are implemented and tracked.

To effectively cover the geographic extent of the Project, the ESG Team will operate from:

- A main ESG office in Amman, serving as the headquarters for overall project coordination, planning and reporting.
- A satellite ESG office in Aqaba, enabling regular presence at the desalination plant site, ASEZA institutions, and communities in the southern Project areas.

This structure will ensure continuous engagement across the Project footprint, timely response to issues, and close coordination with the EPC Contractor and relevant government entities.

**Figure 2-1: NCPC ESG Organogram**



## 2.3 Stakeholder Engagement Coordination between NCPC and the EPC Contractor

This section outlines the respective roles, responsibilities and coordination mechanisms for the management of stakeholder engagement by NCPC and the EPC Contractor.

Both NCPC and EPC CLOs operate under this Project Stakeholder Engagement Plan (SEP) and follow unified procedures for consultations, disclosure, and grievance redress.

NCPC CLOs serve as the primary interface between the Project Company and all local stakeholders in the AAWDC Project areas. Their responsibilities include strategic oversight of engagement, quality assurance of communication processes, and maintaining compliance with lender requirements. Specifically, their key responsibilities include:

- Serve as the AAWDC Project main point of contact for community members, local leaders, and stakeholders within designated Project areas.
- Disseminate timely and accurate information about Project activities, schedules, and potential impacts.

- Receive, document, and follow up on grievances and feedback in accordance with the Project GRM.
- Ensure grievances are logged, acknowledged, investigated, and resolved in coordination with the wider NCPC ESG Team and Contractor representatives.
- Maintain detailed records of community interactions, consultation meetings, concerns raised, and resolutions achieved.
- Support the organisation and delivery of public meetings, focus groups, and awareness sessions.
- Ensure communication practices are inclusive, culturally appropriate, gender-sensitive, and considerate of vulnerable groups.
- Provide regular updates to NCPC E&S Specialists and ESG Director on community trends, recurrent issues, and emerging risks.
- Distribute educational materials, grievance forms, and public notices in coordination with local authorities.
- Participate in monitoring activities, including those related to local employment, procurement, and community development initiatives.

The EPC CLOs focus on community engagement at the construction level. They act as the interface between local stakeholders and the EPC Contractor's construction teams, addressing issues related to work activities, disturbances, safety, and site-level grievances. Their key responsibilities will include:

- Serve as the main contact for local stakeholders on issues directly related to construction activities such as work schedules, access disruptions, blasting/traffic management, safety considerations, and employment procedures.
- Construction site level grievance management: Receive and document grievances related to contractor activities and enter them into the shared AAWDC Project GRM system. Coordinate with site engineers, HSE teams, and subcontractors to investigate and resolve construction-related grievances promptly. Provide grievance status updates to NCPC CLOs to ensure consistency in reporting.
- Monitor the EPC's compliance with ESMP obligations, including community health and safety, traffic management, worker influx management, and labour-related commitments.
- Report incidents, near misses, and emerging community risks to EPC management and the NCPC ESG Team.
- Participate in meetings, consultations, and community awareness sessions related to construction risks and mitigation measures.
- Ensure all engagement activities align with the Project SEP and use NCPC-approved materials.
- Maintain detailed records of interactions, concerns raised, and resolutions provided.
- Submit weekly and monthly engagement reports to EPC management and NCPC's ESG Team.
- Inform communities of employment opportunities and selection procedures and process.
- Ensure transparency and fairness in communicating job requirements and selection criteria.
- Monitor and report on local hiring commitments and grievances relating to labour issues.

Effective collaboration between NCPC and EPC CLOs is essential to ensuring consistent, coordinated, and trusted communication with communities. Coordination mechanisms will include the following:

- Both NCPC and EPC CLOs will follow the same SEP, GRM, and communication protocols.
- NCPC will provide strategic oversight while the EPC Contractor CLOs will execute site-level engagement.
- Communication:
  - NCPC and EPC CLOs will maintain daily verbal or written updates on any emerging issues, complaints, and planned activities.
  - There will be weekly joint meetings between NCPC CLOs and the EPC CLOs to: 1) Review of outstanding grievances; 2) Prepare for upcoming construction activities; 3) Align on messaging; 4) Discuss emerging community risks.
- Joint AAWDC Project GRM Implementation:
  - The EPC CLOs will handle construction-level grievances but must log them in the shared GRM and notify NCPC CLOs immediately.
  - NCPC CLOs will oversee quality control, compliance, and reporting to lenders and MWI.
  - No parallel systems will be permitted.
- Consistent Messaging:
  - EPC CLOs must use NCPC-approved materials (flyers, notices, FAQs).
  - NCPC CLOs will validate all project-wide communication before circulation.
- Participation in Consultations and meetings with stakeholders:
  - NCPC will lead all formal consultations and public disclosure events.
  - EPC CLOs will support with technical details on construction methods, schedules and mitigation measures.
  - Any informal household-level engagement by EPC CLOs must be coordinated with NCPC CLOs.
- Shared Reporting:
  - EPC CLOs will provide weekly/monthly reports that feed into NCPC's consolidated reporting to Lenders.
  - NCPC will maintain the master database for engagement and grievances.
- Capacity Building: NCPC will provide periodic training to EPC CLOs on: 1) GRM procedures; 2) Stakeholder engagement techniques; 3) Gender-sensitive communication; 4) Reporting and documentation standards.

## 2.4 Enabling Women's Participation

NCPC recognises the importance of ensuring that women are able to participate meaningfully in stakeholder engagement and that their views and priorities are reflected in the AAWDC Project planning

and implementation. In some communities, especially in rural areas, cultural norms may limit women's participation in mixed meetings or their direct interaction with male Project staff.

To address this, NCPC will adopt a women's empowerment approach to engagement, ensuring that women have dedicated channels through which they can access information, raise concerns, and influence decisions that may affect them.

NCPC will therefore work with gender specialist consultants who will support the Project CLOs to facilitate direct engagement with women stakeholders and associations, help monitor women's participation indicators, and ensure that women are able to access the AAWDC Project grievance mechanism.

Furthermore, NCPC will aim to ensure that at least one third of the total number of AAWDC Project CLOs (both from the EPC Contractor, consultants and NCPC) are women.

## 2.5 Overview Matrix: Roles and Responsibilities

Role	Key Responsibilities
<b>Head of Environmental, Social and Governance (ESG) Team</b>	<ul style="list-style-type: none"> <li>• Provide overall leadership and governance for environmental, social, health, and safety (ESHS) management across all Project phases.</li> <li>• Ensure that NCPC's ESG policies and procedures are aligned with Jordanian regulations and international lender standards.</li> <li>• Approve and oversee implementation of the Stakeholder Engagement Plan (SEP), Environmental and Social Management and Monitoring Plan (ESMMP), and Grievance Redress Mechanism (GRM).</li> <li>• Supervise the ESG Team, ensuring adequate resources, capacity, and support are in place.</li> <li>• Represent NCPC in high-level meetings with government authorities, lenders, and key institutional stakeholders on ESG-related matters.</li> <li>• Review and approving quarterly and annual ESG and grievance monitoring reports prior to submission to NCPC management and financing institutions.</li> <li>• Make decisions on escalated or complex grievances that require management-level intervention.</li> <li>• Ensure effective coordination between NCPC, EPC Contractors, the Supervision Consultant, and local authorities in all ESG matters.</li> <li>• Promote a culture of transparency, accountability, and continuous improvement within the ESG Team and across project operations.</li> </ul>
<b>NCPC E&amp;S Specialists</b>	<p>The E&amp;S Specialists are technical experts responsible for implementing, monitoring, and reporting on the Project's environmental and social management programmes. They work closely with the ESG Director, Contractors, Supervision Consultants, and relevant authorities to ensure compliance with Project commitments.</p> <p>Key responsibilities include:</p> <ul style="list-style-type: none"> <li>• Support the development and implementation of project-specific Environmental and Social Management Plans (ESMPs), including plans for waste, biodiversity, health &amp; safety, traffic, and community engagement.</li> <li>• Conduct field inspections and audits to verify compliance with environmental and social requirements at all project sites.</li> </ul>

Role	Key Responsibilities
	<ul style="list-style-type: none"> <li>• Coordinate with Contractors to monitor site-level performance, identify non-compliance issues, and recommend corrective actions.</li> <li>• Oversee the proper implementation of the Project GRM by Contractor teams and ensuring grievances are addressed within required timelines.</li> <li>• Maintain accurate data on all grievances, incidents, and monitoring results, ensuring timely reporting to the ESG Director.</li> <li>• Provide training and capacity building to Contractors' ESG staff and site management teams on ESHS requirements, grievance handling, and stakeholder engagement.</li> <li>• Prepare periodic (monthly, quarterly, and annual) environmental and social performance reports summarizing monitoring results, stakeholder engagement activities, and grievance statistics.</li> <li>• Coordinate with relevant government entities (e.g., MoEnv, ASEZA, MoLA, and Governorates) for permitting, inspections, and compliance reporting.</li> <li>• Advise on mitigation measures and adaptive management strategies in response to emerging environmental or social risks.</li> </ul>
<b>NCPC CLOs</b>	<ul style="list-style-type: none"> <li>• Act as the main contact point for community members, local leaders, and other stakeholders within their assigned areas.</li> <li>• Disseminate accurate and timely information about project activities, schedules, and potential impacts to affected communities.</li> <li>• Receive, document, and follow up on grievances and feedback from community members in line with the GRM procedures.</li> <li>• Ensure that grievances are logged, acknowledged, investigated, and resolved in coordination with the ESG Team and Contractor representatives.</li> <li>• Maintain detailed records of all community interactions, including consultation meetings, feedback received, and resolutions achieved.</li> <li>• Support the organisation of public meetings, focus group discussions, and awareness sessions with different stakeholder groups (women, youth, herders, etc.).</li> <li>• Ensure that communication with stakeholders is inclusive, culturally appropriate, and gender-sensitive, with special consideration for vulnerable groups.</li> <li>• Provide regular updates to the E&amp;S Specialists and the ESG Director on community issues, trends, and potential risks that may require attention.</li> <li>• Assist in the dissemination of educational materials, grievance forms, and public notices at site offices, municipalities, and community centres.</li> <li>• Participate in monitoring activities, including the assessment of local employment, procurement, and social investment initiatives.</li> </ul>
<b>Engineering, Procurement, and Construction (EPC) Contractor</b>	<ul style="list-style-type: none"> <li>• Responsible for day-to-day implementation of stakeholder engagement and community relations activities at construction sites in accordance with the Project's SEP and ESMP.</li> <li>• Appoint site-based Environmental and Social staff, including CLOs.</li> <li>• Ensure timely communication with local stakeholders about construction activities in coordination with the NCPC ESG Team.</li> <li>• Manage construction site-level grievances.</li> </ul>



Role	Key Responsibilities
	<ul style="list-style-type: none"> <li>Report regularly to the NCPC ESG Team.</li> </ul>
<b>EPC Contractor CLOs</b>	<ul style="list-style-type: none"> <li>Support implementation of construction site-specific management plans (traffic, safety, access)</li> <li>Serve as the primary point of contact between the Contractor and local stakeholders at specific construction work sites.</li> <li>Work in coordination with the NCPC CLOs.</li> <li>Coordinate with local municipalities, districts/sub-districts, and local advisory committees regarding construction activities.</li> <li>Disseminate Project information, receive and support resolving grievances in line with the Project GRM, and report community feedback.</li> <li>Document engagement activities and provide weekly updates to NCPC ESG Team.</li> </ul>

## 3 Overview of the AAWDC Project and the ESIA Process

### 3.1 Background to the AAWDC Project

Jordan faces one of the world's most serious water shortages. The National Water Conveyance Project is being launched by the Ministry of Water and Irrigation (MWI) as part of Jordan's National Water Strategy. The aim of the Project is to generate 300 million cubic metres (MCM) of drinking water per year by taking water from the Aqaba sea and treating it in a new desalination plant. The drinking water will then be transported to Amman via a 438 km-long buried pipeline. The National Water Conveyance Project will be the largest water generation scheme to be implemented in the history of Jordan, and it is fundamental for Jordan's water security.

In August 2024, following a competitive bid process, the MWI officially appointed Meridiam as the Project Developer to lead a consortium that will design, construct, finance, operate and maintain the AAWDC Project for 30 years. In January 2025, the consortium set up the local Jordanian company NCPC, which signed a Project agreement with the Government of Jordan, represented by the MWI. NCPC is working with international and regional construction contractors, and is also in discussion with international financial banks and organisations to secure financing for the Project.

### 3.2 Project Overview

The proposed Project is designed to generate 300 million cubic metres (MCM) of desalinated water per year, supplying Amman (250 MCM per year) and Aqaba (50 MCM per year) from a new desalination plant located near Aqaba. An overview of the Project area is shown in Figure 3-1.

The Project components include the following components:

**Desalination plant:** A new desalination plant will be situated on the coast of the Gulf of Aqaba, within the Aqaba Special Economic Zone (ASEZ), a highly developed industrial area. New facilities to be built include:

- An intake pipeline to extract seawater from the Aqaba Sea, delivering the extracted seawater to a desalination plant.
- A desalination plant and supporting water pumping facilities to enable the extraction of seawater, treatment of the seawater according to national and international drinking water quality standards, and pumping of the treated water via the conveyance system.
- A pipeline to discharge desalination treatment by-products (e.g. brine), that will be pre-treated prior to discharge to comply with applicable environmental standards.

**Conveyance System:** A new buried pipeline approximately 438 km in length, from the desalination plant to existing reservoirs at Abu Alanda and Al Muntazah in Amman. Sections of the pipeline will follow the existing Disi pipeline and Desert Highway. To support pumping of water and control the pressure within the pipeline, there are:

- Three pumping stations
- Three tank facilities that regulate pressure.

**Renewable energy facility:** A new renewable photovoltaic solar power plant and supporting electrical substation will be constructed, less than 5 km to the east of Qweirah. The Project will use electricity from this solar power plant, as well as from the national electricity transmission and generation companies

(National Electrical Power Company (NEPCO), Jordanian Electrical Power Company (JEPCO) and Electricity Distribution Company (EDCO)) through long-term power purchase agreements.

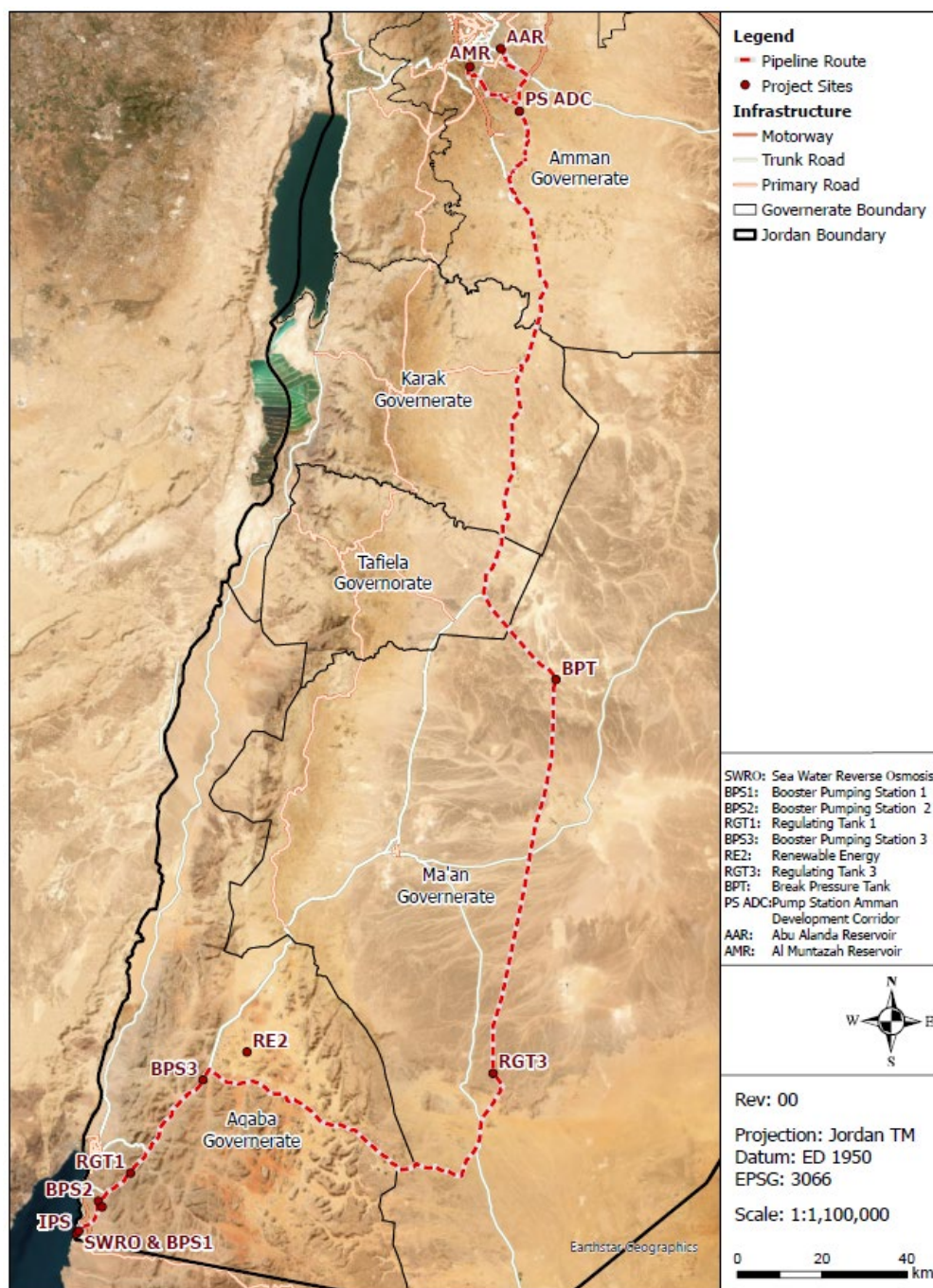
Associated facilities: these include:

**New Overhead Transmission Line (OHTL):** to be built and operated by NEPCO. This new electrical transmission lines, including an overhead line and buried cables to connect the renewable energy facility to the desalination plant and one of the pumping stations.

Other associated facilities include the existing water storage reservoirs at Abu Alanda and Al Muntazah in Amman. The design of required upgrades on these reservoirs, if any, are still not finalised. However, it is most probable that at least the Al Muntazah storage reservoir will require expansion.

Based on the current schedule, it is anticipated that AAWDC Project construction activities will commence in 2Q 2026.

Figure 3-1: Overview of AAWDC Project



### 3.3 The 2025 AAWDC Project ESIA Package

An environmental and social impact assessment (ESIA) prepared in 2022 to assess the environmental and social impacts of the Project concept design, was approved the Jordanian Ministry of Environment (MoEnv), and the Aqaba Special Economic Zone Authority (ASEZA). This 2022 ESIA is disclosed on the website of the European Investment Bank (EIB), which financed the ESIA preparation. Link (<https://www.eib.org/en/projects/pipelines/all/20190712>).

An ESIA for the Renewable Energy Component was prepared in 2025 and has also been approved by the MoEnv and ASEZA.

In 2025 NCPDC appointed environmental consultants (Energies Group and ECO Consult) to prepare a new ESIA, addressing changes and refinements to the design since 2022 and incorporating the environmental, social, and governance requirements of prospective Development Finance Institutions (DFIs) (referred to as 'Lenders') that may provide finance to the project. These potentially include, but are not limited to the European Bank for Reconstruction and Development (EBRD), the International Finance Corporation (IFC, part of World Bank group), the US Development Finance Corporation (DFC), the European Investment Bank (EIB) and PROPARCO (the private sector arm of the French Development Agency (AFD)).

Within this group, ECO Consult will be responsible for implementing the stakeholder engagement meetings during the development and finalisation of the ESIA and documenting feedback from these meetings, so that these inputs are taken into consideration in the ESIA preparation.

The 2025 AAWDC ESIA package will include the documents listed below (English and Arabic) to meet the Lenders environmental and social requirements:

- ESIA and a supporting non-technical summary. The ESIA will include chapters that describe the project, the environmental and social context, identify and assess potential environmental and social impacts and present appropriate avoidance, minimisation, mitigation, management and compensation measures.
- Environmental & Social Management and Monitoring Plan (ESMMP) that will present the approach to environmental and social management and be supported by topic-specific management plans/frameworks, covering topics such as waste management or biodiversity management
- Resettlement Policy Framework that describes the strategy for identifying, avoiding and managing livelihood and resettlement impacts
- This Project SEP will describe how the Project will engage with AAWDC Project stakeholders throughout the finalisation of the 2025 ESIA, as well as throughout the life of the AAWDC Project, including construction and operation

Feedback received through the stakeholder engagement that has taken place during the development of the 2025 AAWDC ESIA has fed into all the above documents of the ESIA package. The 2025 AAWDC ESIA is made up of the studies summarised in **Table 3-1**.

The 2025 ESIA package will be developed and finalised through the following steps:

1. Baseline data studies (including field studies in the AAWDC Project areas)
2. Initial stakeholder engagement
3. Write up and analysis (impact assessment and management planning)
4. Public disclosure meetings – Planned for early 2026
5. Finalisation

**Table 3-1: Key 2025 AAWDC ESIA Studies**

#	Studies	Objective
1	Marine, biodiversity, environmental and terrestrial	Collected additional baseline data on the biodiversity sensitivities, as well as noise and air quality, hydrology and flood risks, and others to support the identification of sensitivities, assessment of impacts and development of avoidance and management measures.
2	Resettlement Policy Framework	Policy framework that outlines how the AAWDC Project will identify, avoid and manage any AAWDC Project generated land acquisition, resettlement and livelihood impacts. At the ESIA stage, a Resettlement Policy Framework (RPF) has been produced. Further, based on the principles in this RPF, a Resettlement Action Plan (RAP) will be prepared once final design is available in early 2026.
3	Cultural Heritage	Study that identifies any AAWDC Project potential impacts on tangible and intangible cultural heritage and recommends measures to avoid and manage these, with a particular focus on the Wadi Rum area World Heritage Site and the United Nations Educational, Scientific and Cultural Organization (UNESCO) requirements.
4	Social impacts	Study that identifies any AAWDC Project potential social impacts (in addition to land use/resettlement and cultural heritage) that may affect people and communities in the AAWDC Project areas, and recommends measures to avoid and manage these.

## 4 Project Stakeholders

This section outlines who the National Water Conveyance Project stakeholders are, how they are organised and represented, and how they may be impacted or interested in the Project.

### 4.1 Overview of the AAWDC Project Area

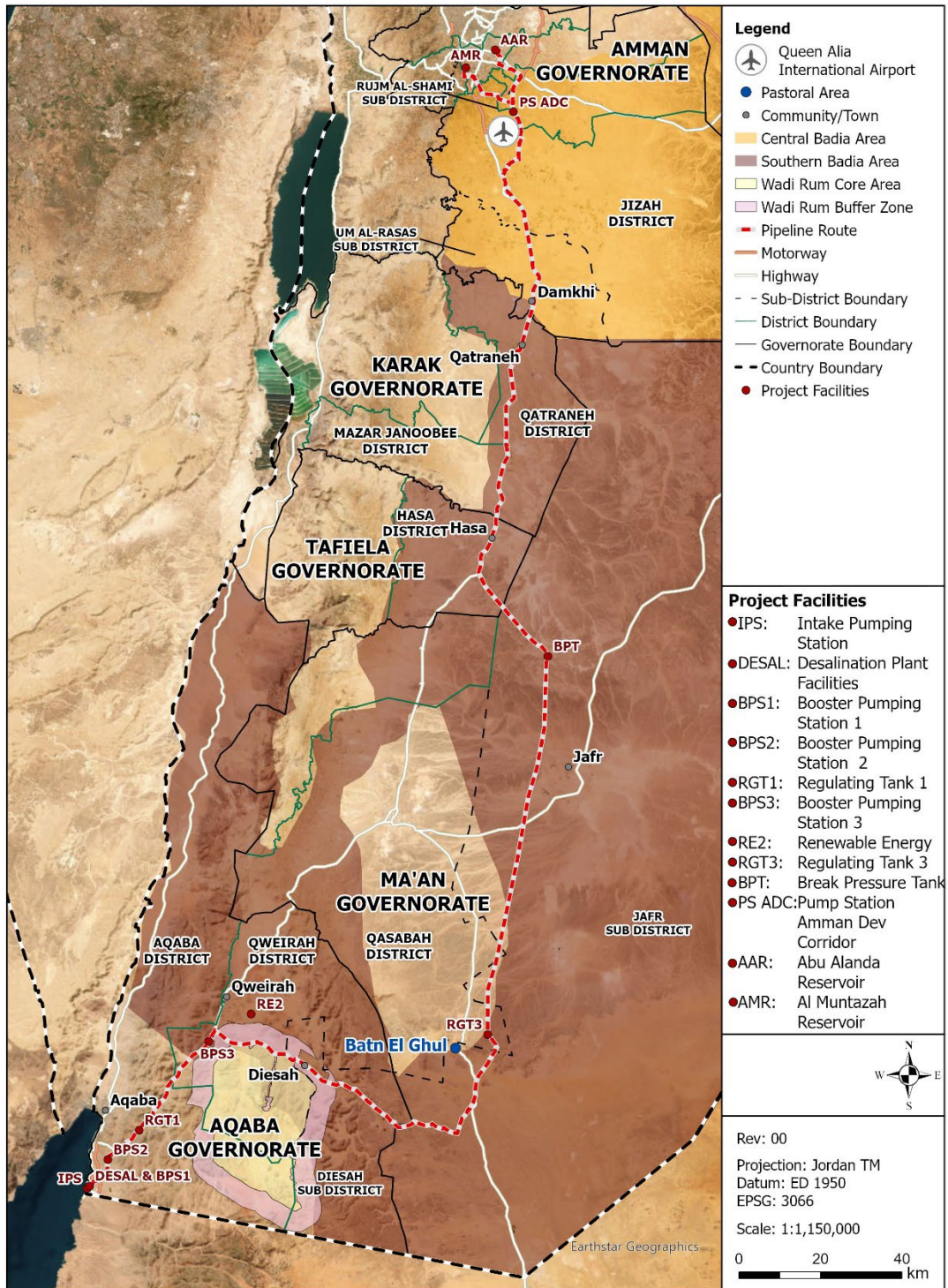
The National Water Conveyance Project, including the 438 km pipeline, covers an area that stretches across the five (5) Governorates of Aqaba, Ma'an, Karak, Tafiela and Amman, crossing through eleven (11) districts, seven (7) sub-districts, and either through or near to more than forty-seven (47) towns and villages.

The Project is located in the Southern Badia and the Central Badia. The Southern Badia Project areas start from just north of the ASEZ port area where the desalination plant will be located, and cover most of the areas where the pipeline will be located – other than the central part of Ma'an Governorate – up until the southern boundary area of Amman Governorate. The Central Badia Project areas starts from the southern boundaries of Amman Governorate, where the town of Damkhi is situated, and covers most of the areas where the pipeline will be located up until the southern boundaries of Al-Qweismeh and Sahab Districts.

Within these Badia areas, the large majority of the population are of Bedouin heritage, largely living in settled towns and villages. In the Aqaba areas south of the Badia and Amman urban areas north of the Badia, the local population can be characterised as a settled urban population made up of a diversity of livelihoods and heritages.



Figure 4-1: Governorates and districts





The table below outlines the relevant governorates, districts, sub-districts and towns/and villages in the National Water Conveyance Project Area:

**Table 4-1: Administrative Groupings in the AAWDC Project Area**

District	Sub-District	Municipality	Towns/Villages
<b>AQABA GOVERNORATE</b>			
AQABA		ASEZA	Aqaba, Mezfer, Al-Mamlah (resort)
QWEIRAH		Qweirah Al-Jadedah Municipality	Um El-Basatien, Sallheiah, Rashdyah, Shakriyyeh, Qweirah
	Diesah Sub-District	Hud Al-Diesah Municipality	Diesah, Taweel, Twaiech, Mnaishier, Ghal
<b>MA'AN GOVERNORATE</b>			
QASABAH	Jafr Sub District	Jafr Municipality	Jafr, Shadeiah, Abu Amoud
<b>TAFIELA GOVERNORATE</b>			
HASA		Hasa Municipality	Hasa, Jorof
<b>KARAK GOVERNORATE</b>			
MAZAR JANOOBEE			Fraifrah
QATRANEH		Qatraneh Municipality	Qatraneh
		Al-Sultani Municipality	Al-Sultani, Wadi Abyadh
<b>AMMAN GOVERNORATE</b>			
JIZAH	Um Rasas Sub District	Um Rasas Municipality	Damkhi, Swaqa, Abu Al-Hasani
		Al-Amiriyah Municipality	Zmaileh, Khaldieh, Dab'ah
		Jizah Municipality	Areinbeh Al-Sharqiyah, Al-Sayfiyah, Al-Qunaitirah, Al-Mushatta, Al-Tuneib, Qiba'a
MOWAQQAR		Mowaqqar Municipality	Dhaibeh Al-Sharqiyah
	Rujm Al-Shami Sub District	Rujm Al-Shami Municipality	Rujm Al-Shami, Ktaifeh, Dhaibeh Al-Gharbiyah
SAHAB		Sahab Municipality	Sahab
AL-QWEISMEH	Al-Qweismeh, Abu Alanda, Al-Juwaideh, and Alrajeeb	Greater Amman Municipality (GAM)	Ghamadan, Yadoodeh, Abu Alanda, Al Maghaba Al Sharqi, Alrajeeb
	Khraibet Al-Souq, Jawa, and Yadoodeh	Greater Amman Municipality (GAM)	Hayy Abu Sowaneh
NA'OOR	Um El- Basatien Sub District	Um El- Basatien Municipality	Hayy Um El-Kindam Hayy Al-Amal

## 4.2 Relevant Government Authorities and Administrative Entities

The following table provides an overview of Government authorities or administrative entities that are relevant to the Project:

**Table 4-2: Relevant Government Authorities and Administrative Entities**

Entity	Role & Interest
<b>Ministry of Water and Irrigation (MWI)</b>	<p>MWI manages and regulates water resources, formulates national water policies, and ensures the development and sustainability of water infrastructure. It also oversees water-related projects, allocates water resources and ensures policy compliance during project implementation.</p> <p>The National Water Conveyance Project is being developed under the mandate and oversight of MWI. As the Project Owner, MWI has signed the development agreement with NCPC for the Project and will be responsible for ensuring that the Project is developed, constructed, and operated in accordance with the terms of the agreement.</p>
<b>Ministry of Environment (MoEnv)</b>	<p>MoEnv regulates environmental protection and oversees the ESIA process. It reviews and approves environmental studies, issues permits and monitors compliance.</p> <p>The previous ESIA studies prepared for the AAWDC Project have already been approved by MoEnv (within its jurisdiction).</p> <p>The MoEnv will review and approve the 2025 ESIA. They will host a disclosure session and invite representatives from different stakeholder groups to attend.</p> <p>Final ESIA approval and Project Environmental Permit are issued by MoEnv.</p>
<b>Ministry of Interior (Mol) &amp; Governorates/ Districts</b>	<p>Mol oversees public order, safety, and the territorial administration of governorates and districts. Mol's role is exercised through the governorates and district/sub-district administrations, who</p> <ul style="list-style-type: none"> <li>• facilitate notifications and arrangements for public meetings and community events,</li> <li>• coordinate traffic management outside of Municipal areas and temporary access controls during construction with the Public Security Directorate,</li> <li>• support dispute resolution and escalation at governorate/district level, and</li> <li>• coordinate incident preparedness and emergency response with Civil Defence and other relevant agencies.</li> </ul> <p>Mol, through the governorates and districts/sub-districts will also have a role in providing oversight over the AAWDC Project, ensuring local security and governance, and overseeing local employment from communities.</p> <p>Mol can act as coordinator and facilitator of the Project land acquisition and livelihood compensation processes, assisting MWI and NCPC within the local context to follow up on the implementation of the Project and ensure the avoidance of all forms of complexity and bureaucracy. Mol also assists locally in maintaining peace and security for the Project. The Mol, through the Local Governor, can act as liaison between the Project development parties and the local community representatives to agree on potential local social responsibility and investment schemes to be implemented under the Project.</p>
<b>Ministry of Local Administration (MoLA) &amp; Municipalities</b>	<p>MoLA is responsible for the governance, capacity-building, and oversight of municipalities across Jordan, and ensures municipal compliance with national regulations, local development planning, and public service delivery.</p> <p>Each municipality has an elected council and mayor responsible for representing local residents and coordinating with higher administrative authorities (Governorate, MoLA, Mol).</p> <p>Under the MoLA, municipalities have the following roles and responsibilities:</p> <ul style="list-style-type: none"> <li>• Serve as the primary interface between local communities and government, often mediating communication and grievances on behalf of residents. They can provide logistical support for public meetings or community events (venues, equipment, local notices), and may participate in public consultations or help disseminate project information within their jurisdiction.</li> </ul>

Entity	Role & Interest
	<ul style="list-style-type: none"> <li>• Manage and implement local services such as waste collection and disposal, street cleaning, and maintenance of public areas.</li> <li>• Manage municipal roads, in areas such as street lighting, drainage, right-of-way permissions for digs/works, local detours around municipal streets, signage and barriers for municipal roads. Though traffic enforcement and control remain under the Traffic Police (MoI).</li> <li>• Responsible for urban and local development planning within their boundaries, including zoning, building permits, right-of-way permissions for works on municipal roads, coordination with utility departments.</li> <li>• Coordinate with MoLA and MoI on any activities affecting public safety or order.</li> <li>• Implement local development initiatives, including small-scale infrastructure and social programmes (often in partnership with MoLA, NGOs, or donor-funded projects).</li> <li>• Support vulnerable groups, such as women, youth, and people with disabilities, through municipal social units or local committees.</li> <li>• Play a role in environmental awareness and local monitoring of pollution or nuisance complaints (dust, waste disposal, noise), as well as coordinating with MoEnv on compliance issues within municipal boundaries.</li> </ul>
<b>Aqaba Special Economic Zone Authority (ASEZA)</b>	<p>ASEZA is an autonomous government institution established under the Aqaba Special Economic Zone Law No. 32 of 2000, responsible for the administration, regulation, and development of the Aqaba Special Economic Zone (ASEZ), which encompasses the city of Aqaba and surrounding areas, including the site of the planned desalination plant. ASEZA functions as a one-stop regulatory and investment facilitation authority, overseeing urban planning, environmental protection, land use, infrastructure development, tourism, and economic activities within the Zone. It also exercises environmental permitting and monitoring authority within ASEZ, in coordination with the Ministry of Environment (MoEnv) and other national agencies.</p> <p>Within ASEZ, ASEZA exercises municipal and regulatory powers and functions as the primary local authority. National bodies (e.g., MoI/Traffic Police, MoEnv, Customs) retain their statutory roles, but permits and local approvals related to Project works inside ASEZ are coordinated through ASEZA.</p> <p>The previous ESIA studies prepared for the AAWDC Project have already been approved by ASEZA (within its jurisdiction).</p> <p>The ASEZA will review and approve the 2025 ESIA, including hosting a disclosure session and invite representatives from different stakeholder groups to attend.</p> <p>Final ESIA approval and Project Environmental Permit are issued by ASEZA.</p>

## 4.3 Project Stakeholder Groups

### 4.3.1 Overview

Stakeholders of the National Water Conveyance Project include all individuals, groups, and organisations who are affected, have the potential to be affected, or have an interest in the Project's planning, construction, and operation.

Project stakeholders have been identified through a combination of document review, stakeholder mapping, extensive stakeholder engagement (outlined in Section 5.3), and field observations and

conversations gathered during the ESIA phase. They are grouped in the table below according to their roles and characteristics, and relationships to the Project.

**Table 4-3: Relevant Government Authorities and Administrative Entities**

Stakeholder Group	Description & Relationship to the AAWDC Project
<b>Government Authorities and Administrative Entities</b>	The administrative and political entities from central government to the governorate, district, sub-district and municipal levels, who may be involved or interested in any potential impacts from the Project due to their mandates and responsibilities.
<b>Bedouin tribal representatives</b>	Bedouin tribal traditional leaders ( <i>sheikhs</i> and <i>mukhtars</i> ) and key respected people (sometime referred to as <i>Wajah</i> ), representing Bedouin tribal and clan groups in the Project areas with customary tribal land use claims to Project areas.
<b>Communities</b>	Residents of the towns, villages, and smaller settlements located within or near the Project area, including people potentially affected by land acquisition, livelihood disruption, construction related impacts, as well as local employment and local procurement opportunities. This group encompasses community-based organisations, charitable associations, and social service providers, as well as women, youth, and other demographic segments who may have distinct perspectives or vulnerabilities
<b>Businesses</b>	<p>Private sector entities that may experience direct or indirect impacts, such as land acquisition, access issues and construction related disruptions.</p> <p>Across the AAWDC Project areas, different types of businesses can be found clustered in urban/village/town areas, as well as along the Desert Highway. These includes formally established commercial activities, from small to medium businesses (e.g. barber shops, coffee shops, laundries, clothing stores, repair shops, bakeries, pharmacies, hotels, and restaurants, gas stations etc) to larger commercial or industrial activities (e.g. warehouses and storage facilities, pharmaceutical plants, marble factories, electric appliance retail and service centres, malls, and commercial complexes). This also includes informal businesses such as agricultural ware and livestock selling stands, coffee kiosks, and car cleaning enterprises along the Desert Highway and in the Amman urban areas. There are also different mining related businesses, particularly phosphate mining, near to the AAWDC Project areas in Tafiela and Karak Governorates. Finally, tourism is a key livelihood and economic activity in the Wadi Rum and Aqaba areas, and there are many types of locally owned tourism related businesses in the area, from camps to operators offering tours and experiences. Furthermore, there are also fishing and diving enterprises that operate in the Aqaba sea.</p>
<b>Agricultural enterprises</b>	<p>There are different types of agricultural enterprises in or near to the AAWDC Project area, including non-intensive and intensive crop and livestock farming, who may experience direct and indirect impacts such as land acquisition, loss of crops or assets, access issues, and construction related disruptions. Agricultural enterprises include farming landowners, farmers and agricultural labourers.</p> <p>Agriculture is a key livelihood and land-use activity in several locations along and near the AAWDC Project route, particularly where groundwater resources permit irrigation. Although the Central and Southern Badia are characterised by arid conditions and low rainfall, irrigated and mixed farming systems have developed in a number of productive zones extending from Aqaba northwards through Qweirah, Wadi Rum, Jafr, Hasa, Qatranah, and into Amman Governorate. Across Qweirah District, including Diesah Sub-District, most households maintain small garden plots or orchards, often cultivating olives, vegetables, and fruit trees for household consumption. In the Wadi Rum basin, agriculture has expanded through the use of deep wells that draw on fossil groundwater.</p>

Stakeholder Group	Description & Relationship to the AAWDC Project
	<p>The area contains a mix of large-scale privately owned farms, such as the Wadi Rum Corporation holdings; medium-sized commercial farms operated by local investors; and small family-run farms that supply nearby markets. Crops include dates, vegetables, and fodder, and the area supports both permanent and seasonal farm labour. Further east, in Jafr, there are extensive irrigated farms established on state land that also forms part of traditional tribal territories. These lands are farmed under lease agreements between individual farmers and the Government, whereby farmers—from local clans—pay a nominal annual fee. The farms are typically centre-pivot (crop-circle) systems producing barley and alfalfa as animal fodder, and seasonal vegetables. Along the Desert Highway corridor, particularly in Hasa and Qatranah Districts, there are medium and large-scale irrigated farms producing grapes, vegetables, and fruit trees. Many of these enterprises are commercial in nature and employ seasonal or migrant workers during planting and harvest periods.</p> <p>In the Amman Governorate, agriculture becomes more diversified and intensive, reflecting access to infrastructure, urban markets, and a larger agricultural workforce. Farms in this area cultivate olives, citrus, vegetables, greenhouse crops, fodder crops and operate small dairy and poultry enterprises.</p> <p>Across all these locations, the agricultural workforce is composed mainly of migrant labourers, including Egyptian workers employed across most governorates, Syrian workers (particularly in Amman and central Jordan), and a long-established community of Pakistani farmers concentrated in Amman Governorate. Workers (with their families in the case of Syrian workers) often live on the farms, in makeshift tents.</p>
<b>Herders</b>	<p>This includes different types of Bedouin herders along the pipeline route, around the RE site, and the OHTL, who may experience construction related impacts such as impeded access to grazing areas or water points, and health and safety issues related to themselves or their animals around construction sites.</p> <p>In the Central and Southern Badia, herding and livestock rearing remains an important and key livelihood activity, though it varies considerably in form and mobility. Herders in the AAWDC Project areas are predominantly settled herders, and to a lesser extent semi-nomadic and nomadic herders. In the Project areas, settled herders can be found near to most villages and towns. Nomadic and semi-nomadic herders can be found in the winter and autumn in grazing areas such as Wadi Rum and Jafr and Batn Al-Ghul, as well as in wadi basins to the east of Hasa and Qatranah.</p> <p>Both herders and livestock from settled, semi-nomadic or nomadic households may move across or near the corridor at certain times of the year in response to rainfall, grazing availability, and access to water points or grazing corridors. These movements are typically seasonal and adaptive in nature and will be further examined through detailed land-use and access assessments as part of the RAP process</p>

### 4.3.2 Project Vulnerable Groups

Within the National Water Conveyance Project area, certain population groups may face heightened vulnerability to potential Project impacts due to their socio-economic status, reduced access to services, limited ability to influence decision-making, or constrained capacity to cope with disruption. Identifying these groups is essential to ensuring that Project mitigation and engagement measures are inclusive, accessible, and responsive to differentiated needs.

Stakeholder groups in the Project area who may experience specific vulnerabilities in relation to potential impacts have been identified as follows:

- Women, who face structural barriers to mobility and access to transport, economic participation, and representation in public decision-making, as well as heightened risks of experiencing gender-based violence and harassment (GBVH) and sexual exploitation and abuse and harassment (SEAH). Women's limited participation in mixed-gender spaces may also constrain their ability to raise concerns through conventional consultation or grievance channels.
- Youth, especially in Badia areas where unemployment is extremely high and where economic opportunities are scarce, making them more vulnerable to project-related expectations, frustrations, and potential livelihood disruptions.
- Children, who may be more vulnerable in relation to potential construction community health and safety impacts due to their lack of awareness around construction hazards, or their use of local roads or paths to travel to school.
- Households living in informal and unregistered residential areas. These include any households living on state land without formal tenure security, such as herders residing in tents or mixed tent-household structures on state or privately owned land, or agricultural labourers living in tents on or near farms. This also includes unplanned settlements that lack basic municipal services, including regular water supply, electricity, waste management, and infrastructure and who may rely on self-installed service connections, which increases exposure to health and safety risks and leaves residents vulnerable to any construction-related disturbance or access restrictions.
- Persons with disabilities, particularly disabled youth, who may face additional barriers to accessing employment, transport, services, and consultation processes.
- Casual, seasonal, and informal labourers, particularly in agriculture (including Syrian refugees), who have low and unstable incomes and limited protection against temporary livelihood disruption.
- Informal businesses who could be overlooked for any potential compensation measures due to their lack of formal status.
- Small scale tourism businesses in and around the Wadi Rum area, that are only just beginning to recover from recent prolonged economic strain, following the dual shocks of the COVID-19 pandemic and regional instability. These businesses could be particularly sensitive to temporary access restrictions or disturbances during construction should they experience them.
- Small-scale herders, who operate under increasingly precarious conditions due to declining rangelands, limited access to water, and high feed prices. These households may be particularly sensitive to temporary access restrictions or disturbances during construction should they experience them.
- Economically vulnerable households, including those receiving National Aid Fund (NAF) assistance, who typically have limited buffers against even short-term disruptions to income, mobility, or access to services.
- Residents of towns and villages who experience respiratory health conditions (e.g. asthma) or existing health conditions relating to the dusty environment (e.g. dry eyes), and who may be more sensitive to potential dust generated during construction.

These groups may require tailored engagement strategies, targeted information disclosure, and—in some cases—dedicated mitigation measures to ensure that Project impacts do not exacerbate existing inequalities and that the benefits of the Project are shared as broadly and fairly as possible.

#### 4.4 Community Governance: Municipalities, Bedouin Representatives and Community Based Organisations (CBOs) and Associations

Recognising local governance structures and Bedouin tribal representative systems is essential for the National Water Conveyance Project to implement effective stakeholder engagement and impact management. This section provides an overview of how community governance functions within the Project area—covering both formal administrative institutions (such as municipalities, district and sub-district offices) and tribal or community-based structures that play an important role in representing local and different stakeholder groups' interests.

Including this overview helps ensure that the Project's stakeholder engagement strategy is aligned with local decision-making and communication channels, supports transparent coordination with legitimate stakeholder representatives, and recognises the diversity of governance arrangements across the National Water Conveyance Project areas.

From a Bedouin community governance perspective, Bedouin tribes and clans are generally headed by traditional leaders (Sheikhs) whose authority is also recognised by the State, and who can negotiate on behalf of their members with other tribes and political bodies. Bedouin tribes and clans also place great importance on trusted or respected people within the community (sometimes referred to as *Wajah*). These are not always necessarily sheikhs, and can also be individuals who have done a lot for the community through charity work for example. Additionally, in many rural and Badia communities along the Project route, local representation can be exercised through mukhtars — community figures formally recognised by the Ministry of Interior who serve as intermediaries between residents and the local administration. In more urban areas, this role is generally fulfilled by municipal councils and elected representatives, and formal mukhtars are often absent.

Community-based organisations (CBOs), such as women or youth associations, or agricultural or business cooperatives, also play an important representative role at the local level in Bedouin towns or villages, as well as in non-Bedouin towns and villages, particularly in representing the interests of certain groups whose voices might be less heard in more formal representative structures.

Community governance in the AAWDC Project area therefore operates through several complementary channels:

1. **Elected municipalities** (under the MoLA): Municipalities are the principal public interface for service delivery, local development planning, and local community representation.
2. **Local Community Councils** convened by the Municipalities. In certain areas, particularly within municipal jurisdictions, local Community Councils have been established by municipalities to promote citizen participation in local planning and service delivery. These councils typically include representatives of women, youth, CBOs, and community leaders, and serve as advisory forums to support the municipality in identifying community priorities and facilitating communication with residents. Their role is consultative rather than decision-making, but they represent an important platform for engagement and information sharing.
3. **Tribal leaders & respected people** who will represent the interests of their tribe or clan, such as Sheikhs, Wajahs, or Mukhtars.



4. **Community-based associations and cooperatives** that represent social, livelihood, and welfare interests for social or business groups at the neighbourhood and District/Municipal level. Most local areas in the Project areas will, for example, have women's associations and youth associations. These CBOs are recognised and regulated under the national cooperative legislation, and generally act as trusted conveners and intermediaries, mobilising members for consultation, relaying community priorities, and implementing small projects or safety-net functions.

Finally, it is worth noting that in Jordan, and particularly in the Southern and Central Badia, district and sub-district local governors often play a significant role in convening all different segments of the local community, as well as taking a role in mediating local disputes between different groups, tribes or clans. Stakeholder engagement feedback carried out as part of the 2025 AAWDC Project ESIA has consistently highlighted the importance and trust placed in local governors by different stakeholder groups within the local communities, including women and youth.



## 5 Stakeholder Engagement During the Preparation and Finalisation of the 2025 ESIA Package

### 5.1 Jordanian Regulatory Requirements for Consultation

The Jordanian environmental regulatory entities related to the National Water Conveyance Project include the MoEnv and ASEZA. ASEZA is involved for the AAWDC Project components within ASEZA's jurisdiction, which mainly include the marine project components, desalination, renewable energy plant, pumping stations (two out of three), and conveyance for the part extended within the ASEZA boundaries. The remaining Project components fall under the MoEnv environmental permitting mandate.

In Jordan, the MoEnv requires stakeholder engagement during the scoping stage of an Environmental Impact Assessment (EIA) only for projects classified as Category 1 under the Environmental Classification and Licensing Regulation No. 69 of 2020 and its amended Regulation No. 97 of 2020. Since the Project falls under Category 1, a comprehensive EIA is required, including a scoping consultation session.

For projects located within the jurisdiction of the ASEZA, in addition to a scoping session, a public disclosure session must be held after the draft ESIA has been submitted. This requirement is outlined in ASEZA's Environmental Protection Regulation No.21 for the year 2001. During the disclosure session, all project stakeholders are invited to review the main findings and recommendations of the ESIA. Stakeholders are allowed to provide feedback on whether the ESIA adequately addressed their concerns and if any further investigations would still be required. After this session, the ESIA Practitioner will incorporate feedback, where relevant, into an updated ESIA, and it will be issued to ASEZA.

Since the 2025 ESIA is not a new study but an update of the 2022 ESIA, the regulatory authorities approved not having a scoping phase and scoping sessions for this update.

### 5.2 Lender Requirements

The AAWDC Project has been classified as a Category A Project by the Lenders. As a Category A Project, the Lender requirements<sup>2</sup> for stakeholder engagement can be summarised as follows:

- Early, Inclusive, and Culturally Appropriate Engagement:

Stakeholder engagement must begin early in the ESIA process and be inclusive of affected communities and other stakeholders, including vulnerable or marginalised groups. Methods must be culturally appropriate, accessible, and tailored to community needs and capacities.

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**2 Lenders Policies:** EBRD E&S Policy (2024) and associated Performance Requirements (PRs) and supporting guidance notes; IFC Performance Standards (PSs) (2012) and supporting guidance notes; EIB Environmental and Social Standards (2022); DFC Environmental and Social Policy and Procedures (2024); ; European Union (EU) substantive environmental standards (as required by the EBRD), including (but not limited to) the pertinent requirements of the EIA Directive, Birds and Habitat Directives, the Industrial Emissions Directive and other relevant EU substantive environmental standards; PROPARCO Exclusion List and EDFI Exclusion List; and GCF Environmental and Social policy.

**Lenders Guidelines and Guidance Documents:** EBRD's supporting guidance notes to the 2024 Performance Requirements; IFC's supporting guidance notes to the 2012 Performance Standards; World Bank Group (WBG) Environmental, Health, and Safety (EHS) General Guidelines, including EHS Guideline Electric Power Transmission and Distribution (2007) and EHS Guidelines for Water and Sanitation (2007); IFC/EBRD Worker Accommodation Guidance Note (2009); Guidance and Toolkits for Impact Assessments in a World Heritage Context, UNESCO, IUCN, ECCROM, ECOMOS, 2022.

- **Meaningful Consultation and Informed Participation:**

Engagement must involve meaningful consultation, ensuring stakeholders are given timely access to relevant information in understandable formats, and opportunities to influence project design and mitigation measures. This includes consultation before decisions are made, not after, multiple consultation meetings, with documented responses to concerns raised. Engagement must be tailored to reach disadvantaged, marginalised, and vulnerable groups, and to foster influence over decisions.

- **Enhanced Disclosure and Public Access to ESIA Information**

Draft ESIA documents (including mitigation plans and Project SEP) must be disclosed before appraisal. Disclosed information must be shared in local languages, accessible formats, and made available online and locally.

- **Documented Stakeholder Engagement Plan (SEP):**

A formal SEP must be developed, disclosed, and maintained throughout the project lifecycle. It should include stakeholder identification, planned engagement activities, responsibilities, timelines, grievance mechanisms, and plans for ongoing engagement and monitoring.

- **Grievance Mechanisms and Continuous Engagement:**

A GRM must be in place from early on, accessible to all stakeholders. Engagement is not a one-off event; it must continue throughout project design, implementation, and monitoring phases, with feedback loops to demonstrate how input has influenced decisions.

## **5.3 Overview of the Stakeholder Engagement for the 2025 AAWDC Project ESIA – September to October 2025**

### **5.3.1 Topic Specific Engagement with Experts and Regulatory Bodies**

Stakeholder engagement with experts and regulatory bodies was carried out to inform the following ESIA studies:

- **Biodiversity:** The ESIA team consultants, Energies Group and ECO-Consult, identified and consulted with a wide range of Jordanian biodiversity and environmental specialists, including academic institutes, NGO, individuals and governmental organisations to provide input, share data and resources, and participate in ongoing consultation throughout the ESIA process. This is particularly important as interpretation of data to support the ESIA process often requires professional expert judgement, data sharing and consultation with species and regional specialists. This is due to a number of factors, including inherent data deficiencies and scales of connectivity as well as challenges with considering thresholds. The engagement and collaboration with Jordanian biodiversity and environmental specialists will continue during the Project construction and operational phase.
- **Cultural Heritage:** The Cultural Heritage consultants engaged with the Department of Antiquities and the ASEZA Consultant for Wadi Rum Affairs during the ESIA process. The consultants also provided questions related to intangible cultural heritage to the ESIA social team, to ask community stakeholders during the stakeholder engagement and social baseline data collection in September and October 2025, as well as carried out interviews with local Bedouin stakeholders in the Wadi Rum area.

- Resettlement Policy Framework (RPF): The RPF consultants engaged extensively with the Ministry of Water and Irrigation during the development of the RPF.

### 5.3.2 ESIA Engagement with Local Authorities and Community Stakeholders

The objective of the overall ESIA engagement with local authorities and community stakeholders carried out during the 2025 AAWDC ESIA was to ensure that:

- Stakeholders are informed about the purpose, nature, and scale of the Project as it currently stands, its status and expected timeline.
- Stakeholders are informed about the ESIA, its objectives, what it entails, and the associated timelines.
- Stakeholders are informed about a grievance mechanism that provides a transparent and accountable process for raising and responding to stakeholder grievances.
- Stakeholders can inform the ESIA team and the wider AAWDC Project team about the Project environmental and social context, including potential sensitivities.
- The perceptions, expectations, and concerns of all stakeholders are understood, noted and their feedback is incorporated into the impact assessment analysis, the development of mitigation/management measures, and informs the AAWDC Project design.

The stakeholder engagement process was designed to be inclusive, with specific attention to groups who might be considered vulnerable and who may be at risk of being overlooked or disproportionately affected by the Project, such as women, youth, informal agricultural workers and herders. The stakeholder engagement undertaken covered all five (5) governorates crossed by the Project and involved a range of meetings with official, administrative and community stakeholders as follows:

- Meetings with governorate, district and sub-district officials to introduce the Project, discuss its anticipated impacts, and gather local institutional perspectives.
- Consultations with municipal representatives and officials, particularly in the Amman urban area, to introduce the Project, discuss its anticipated impacts, and gather local institutional perspectives and to understand urban interface issues and municipal priorities.
- Larger community meetings at the district and sub-district central towns (*Qasabah*) levels, bringing together community representatives from different stakeholder groups alongside local district authorities, and municipal representatives.
- Focus group discussions with specific stakeholder groups — including community-based organisations (CBOs), women, youth, herders, and marine users in the Aqaba area — to ensure the inclusion of groups who may not have had equal opportunity to express their views in larger public meetings.
- Key informant interviews with relevant officials, community leaders, farmers, herders, and business owners to obtain in-depth insights on social, economic, and environmental issues relevant to the Project.
- Project information was shared with engaged stakeholders through a Project Leaflet (attached to this SEP) and the ESIA Stakeholder Engagement Plan.

It should be noted that the following contextual and participation issues were taken into consideration:

- Women's participation in the large community meetings was limited, so several dedicated women-only focus group discussions were held in the governorates to ensure that their perspectives and priorities were properly captured.
- While some youth attended the broader community meetings, their participation was often limited; therefore, youth focus groups were also organised to provide a safe space for young men to share their views, concerns and expectations related to the Project.
- While some herders were present in the youth focus groups, their participation was limited, so efforts were made to seek out herders directly in locations where they were residing.
- In Amman urban areas, engagement was primarily carried out through the municipal authorities given the high population density and the administrative role municipalities play in community representation and service delivery. This approach was further reinforced through engagement with local community-based organisations representing a range of different stakeholder groups, as well as a high number of key informant interviews with relevant officials, community leaders, farmers, and herders.
- Municipal elected councils were dissolved earlier this year, in preparation for upcoming elections in 2026. As a result, it was not possible to engage formally with these councils during the early engagement in September and October; however, formerly elected municipal representatives were present in the district/sub-district community meetings, as well as in youth focus groups and key informant interviews.

Overall, 37 meetings, 35 focus groups and 95 interviews were carried out between September and October 2025, across the governorates, districts, sub-districts and municipalities that are likely to be affected by the AAWDC Project, targeting an estimated 675 individual stakeholders, including 186 women. A list of all the meetings can be found in Appendix 2 of this SEP. These are summarised in the table below.

**Table 5-1: ESIA Stakeholder Engagement**

Governorate/District	Governorate/ District/ Municipalities Officials Meetings	Community District Meetings	Community Focus Groups	Key informant Interviews	Total
<b>Amman Governorate</b> <b>Na'oor District</b> <b>Al-Qweismeh District</b> <b>Sahab District</b> <b>Mowaqqar District</b> <b>Jizah District</b>	- 8 district/sub-district meetings  - 16 municipality meetings  • 61 participants • 12 women	1 Sub-District community meeting  • 10 participants • no women	11 CBO focus groups  • 58 participants • 38 women	48 interviews  • 7 women	36 meetings
					48 interviews
					177 participants
					57 women participants
<b>Karak Governorate</b> <b>Mazar Janoobee District</b> <b>Qatraneh District</b>	1 governorate meeting  1 district meeting  • 7 participants • no women	1 district community meeting  • 55 participants • 2 women	4 focus groups (1 male youths, 1 women, 2 general community)  • 64 participants • 15 women	10 interviews  • no women	7 meetings
					10 interviews
					136 participants
					17 women participants

Governorate/District	Governorate/ District/ Municipalities Officials Meetings	Community District Meetings	Community Focus Groups	Key informant Interviews	Total
<b>Tafiela Governorate Hasa District</b>	1 governorate/ district meeting <ul style="list-style-type: none"><li>3 participants</li><li>no women</li></ul>	1 district community meeting <ul style="list-style-type: none"><li>30 participants</li><li>3 women</li></ul>	7 focus groups (1 male youths, 1 women, 2 general community, 2 herders, 1 women herders) <ul style="list-style-type: none"><li>77 participants</li><li>23 women</li></ul>	15 interviews <ul style="list-style-type: none"><li>7 women</li></ul>	9 meetings
					15 interviews
					127 participants
					33 women participants
<b>Ma'an Governorate Jafr Sub-District</b>	1 governorate meeting <ul style="list-style-type: none"><li>2 participants</li><li>No women</li></ul>	1 sub-district community meeting <ul style="list-style-type: none"><li>16 participants</li><li>3 women</li></ul>	2 focus groups (1 male youth, 1 women) <ul style="list-style-type: none"><li>20 participants</li><li>12 women</li></ul>	6 interviews <ul style="list-style-type: none"><li>no women</li></ul>	4 meetings
					6 interviews
					44 participants
					15 women participants
<b>Aqaba Governorate Aqaba District Qweirah District Diesah Sub-District</b>	- 1 governorate meeting  - 1 district meeting <ul style="list-style-type: none"><li>4 participants</li><li>no women</li></ul>	3 district/sub- district community meetings <ul style="list-style-type: none"><li>58 participants</li><li>7 women</li></ul>	11 focus groups (5 male youth, 5 women, 1 marine users) <ul style="list-style-type: none"><li>115 participants</li><li>57 women</li></ul>	16 interviews <ul style="list-style-type: none"><li>no women</li></ul>	16 meetings
					16 interviews
					193 participants
					64 women participants

## 5.4 Stakeholder Engagement Feedback Summary and Project Response

This section provides a high-level summary of the ESIA teams' understanding of the stakeholder engagement feedback received from the 38 meetings, 35 focus groups and 95 interviews carried out between September and October 2025.

It should be noted that due to the high national prominence of the National Water Conveyance Project, and its discussion in the national media, most Project stakeholders were already aware of the Project before the 2025 ESIA stakeholder engagement took place. Furthermore, due to the past experience around the Diesah Pipeline Project, most engaged stakeholders were already knowledgeable about the types of impacts a project of this nature can bring.

Stakeholder engagement carried out across all five (5) governorates along the Project corridor revealed a high level of awareness, interest, and expectation from local stakeholders. Discussions reflected both the opportunities that the Project could bring and concerns about its potential impacts during construction and operation. Overall, the main themes emerging from the consultations are summarised below.

- **Transparency and fairness in benefits allocation and engagement:** A consistent view was expressed by all stakeholders that the Project should ensure it engages with community Project stakeholders, and allocates local employment and local contracts and other benefits, in a transparent, fair and inclusive way. Engaged women and youth stakeholders stressed the importance of making sure they are not sidelined in any AAWDC Project engagement or benefit allocation.
- **Addressing local water issues:** While designed to supply water to Amman and Aqaba, stakeholders across the pipeline route believe the Project should also contribute to addressing water shortages faced by communities, herders and farmers along the pipeline route.
- **Employment and local contracts:** Strong expectations that local stakeholders should be prioritised for job opportunities and local contracts, through transparent and fair processes, and that youth and women should not be sidelined from opportunities. Requests for investment in vocational training to prepare youth and women for employment and other contracting opportunities.
- **Public health, safety and traffic management during construction:** Based on their previous experiences around the Diesah Pipeline Project, stakeholders across the entire AAWDC Project area expressed concerns about open trenches, children and livestock falling into excavations, traffic congestion and accidents, and the need for clear signage, safe crossings, and close and ongoing coordination with municipalities during construction. Widespread concern about dust generation and respiratory problems, especially in residential areas; calls for active dust-suppression measures during construction.
- **Impacts on land, houses, farms, and businesses:** Business and agricultural stakeholders, as well as local residents stressed the importance of the Project providing fair, transparent, and timely compensation for all affected assets, including residential houses, businesses, farms, crops and irrigation systems. Stakeholders stressed that compensation should reflect market value, not lower administrative rates, and that eligibility should not depend solely on formal ownership or licence documentation, and should also respect tribal rights in relevant areas.
- **Herders:** Engaged herders requested safe animal crossings, clear safety signs around trenches, and that the Project ensure access to grazing areas and water points; many suggested that the AAWDC Project could install additional watering points for livestock along the route.
- **Social investment and community support:** Community stakeholders, including women and youth, expressed the expectation that the Project demonstrate tangible social responsibility by supporting sustainable, locally led projects—implemented through community-based organisations and aimed at improving livelihoods in a fair, transparent, and sustainable way.
- **Coordination with municipalities and Districts:** All stakeholders across the AAWDC Project areas stressed the importance of the AAWDC Project coordinating closely with municipalities and district/sub-district governors in both managing construction related impacts, as well as in community engagement and the allocation of local benefits, such as local employment and local contracts.
- **Respect for tribal customary rights:** Many Bedouin stakeholders highlighted the importance of ensuring that the transparent allocation of Project-related benefits—such as local employment and procurement opportunities—respect local tribal affiliations and customary understandings of tribal lands, to avoid inadvertently creating tensions between different tribal groups. It was

also stressed that respecting tribal interfaces and their central role in Bedouin communities is essential, as they hold significant social value.

## 5.5 Enhanced Disclosure of the 2025 ESIA Package

The disclosure of the 2025 ESIA Package will be undertaken once the 2025 AAWDC Project ESIA report is finalised and approved for public release from the 19<sup>th</sup> December 2025. The Disclosure process will run from the 19<sup>th</sup> December 2025 through to the 26<sup>th</sup> February 2025.

Disclosure will involve the following steps:

### 1. **Announcement of disclosure and public access to the 2025 ESIA package:**

Disclosure, including how long it will run for, where the 2025 ESIA package documents can be accessed, and the public meetings that will be taking place will be communicated to the Project area Governorate, District and Sub-District offices, as well as Municipal offices by the ESIA team, as well as in national and regional newspapers, and on Municipal social media pages.

The 2025 ESIA package comprising the ESIA, the ESMMP, the NTS, the RPF and this SEP will be made available to the public, in Arabic and English, from the 19<sup>th</sup> December 2025, through the following means:

- Published on the NCPC website.
- Published on the Lenders websites.
- Published on the Ministry of Environment's and Ministry of Water and Irrigation (MWI) websites.
- Printed copies sent to each of the 5 Governorate offices (Aqaba, Ma'an, Tafiela, Karak, Amman). These copies will be made available for walk-in review to any member of the public.
- A QR code to access the online version of the ESIA package documents will also be made available to the public by being posted on Municipality notice boards and social media pages, in the following municipalities: Aqaba, Qweirah, Diesah, Jafr, Hasa, Qatranah, Al-Sultani, Um Rasas, Al-Amiriyah, Jizah, Mowaqqar, Rujm Al-Shami, Sahab, Um El-Basatien and Greater Amman.
- A one-page announcement (circular) with the QR code, details on how to provide feedback and details of the planned public meetings will be posted on doors and noticeboards of mosques and the main supermarkets in each of the main towns of the municipalities listed above.
- The ESIA consultant team will reach out to all stakeholders that were engaged in the ESIA stakeholder engagement process to inform them of where they can access the 2025 ESIA package documents. This will include community-based organisations (CBOs) in the Project areas, including women's associations and youth associations. The QR code to access the ESIA package documents will also be shared with these CBOs. These CBOs will be able to disseminate the QR code to their networks amongst the communities in the Project areas.
- The QR code to access the online version of the ESIA package will also be made available to all those attending the planned public meetings (see Table 5-2 below).

### 2. **Public and stakeholder meetings in all 5 Governorates:**

The disclosure process will include a series of public meetings and smaller focused stakeholder meetings, from mid December and throughout January 2026, convened at both the Governorate and District and



Sub-District levels across the AAWDC Project area, ensuring that all key stakeholder groups—governorate, district and sub-district authorities, municipal representatives, community members and other members of the public, tribal representatives, community-based organisations and associations, and other interested parties—have the opportunity to participate.

A series of pre-disclosure smaller community stakeholder meetings will be held from the 14<sup>th</sup> to the 19<sup>th</sup> December, including meetings with herders, community residents, businesses, farmers, fishers and marine users, women and youth, in all five Governorates in the Project areas. These meetings have the objective to provide information to the public about when disclosure will happen, as well as to discuss the proposed Project mitigation measures. These meetings are detailed in the table 5-2 below.

**Table 5-2: Pre-Disclosure Small Stakeholder Meetings – December 2025**

Date	Description	Location	Key Stakeholder
14 Dec 25	Meetings in Amman	Rujm Al-Shami / Dhaibeh Al-Gharbiyah Associations	Local farmers, Commercials, and landowners Women Groups
		Qweismeh, Al Jwaideh, Abu 'Alanda, & Al Rageem (GAM)	Governmental and Community Groups and Representatives
		Al Ameria	Al-Thurra Charitable Association Wadi Al-Thurra Agricultural Association
		Dabaa	Small Business Owners / Kiosks
		Jordan Investors Association	Industrial/Commercial Groups
15 Dec 25	Meeting in Qatraneh	Qatraneh	Youth Group
	Meeting in Hasa		Community stakeholders
	Meeting in Hasa	Hasa	Phosphate industrial facilities in Hasa / Hasa Branch Manager
16 Dec 25	Meetings in Aqaba	Princess Basma Centre	Women Group Youth Group
		Princess Basma Centre	Fishermen community and Diving Centres
		Meeting in Wadi Rum	Wadi Rum and Dieseh
	Meeting in Wadi Rum	Wadi Rum and Dieseh	Tourism Sector Agriculture Sector
17 Dec 25	Meeting in Diesah	Diesah Municipality	Community Stakeholders Youth Group Women Group
	Meeting in Jafr	Jafr	Community and Agriculture Groups
18 Dec 25	Meeting in Husseinia	Husseinia	Nomadic (pastoral Bedouin) Group

In January, eight (8) larger public meeting will be held, 2 in Amman Governorate, 1 in Qatraneh District (Karak Governorate), 1 in Hasa District (Tafiela Governorate), 1 in Ma'an Governorate (including Jafr Sub-



District), and 3 in Aqaba Governorate (Aqaba city, Qweirah District, Diesah Sub-District). See Table 5-3 below. The ESIA Team will coordinate with the MoEnv and ASEZA to issue invitations for the public meeting sessions, each within their jurisdictions, and will ensure that a broad representation of local community members are invited and able to join these meetings.

Transportation assistance will be provided for remote communities, or those community members who would otherwise struggle to attend due to a lack of suitable transport.

During these public meetings, the NCPC ESG Team and the ESIA consultants (ECO Consult) will present the following information:

- The main findings and mitigation measures of the ESIA, using a “What We Heard” feedback table to summarise the key issues raised during previous consultations with stakeholders and to explain how these have been addressed through Project design and management measures.
- Information about how to access the updated 2025 ESIA package documents, and how to provide feedback outside of the meetings
- The Project GRM: how to access it and how it works.
- Next steps going forward, including how feedback from Disclosure will be managed and addressed by the ESIA consultants, and NCPC plans for further consultation and engagement with Project stakeholders.

The table below outlines the 2025 ESIA Disclosure public meetings that will take place in January 2026.

**Table 5-3: Disclosure Public Meetings – January 2026**

Governorate	Nb. of Meetings	Meeting Location & Districts	Invited Participants
<b>Amman Governorate</b>	2	1 meeting at the Amman Governorate Office  1 meeting for Jizah District & Mowaqqar District	Governorate, District & Sub-District officials (Na’oor, Al-Qweismeh, Sahab, Jizah and Mowaqqar).  Project relevant Municipality officials (Greater Amman Municipality (GAM), Al-Amiriyah, Um Rasas, Jizah, Mowaqqar, Rujm Al-Shami, Sahab, Um El-Basatien Municipalities)  CBOs representing a broad group of stakeholders (women, youth, farmers, herders).  Tribal and clan representatives  Members of the public
<b>Karak Governorate</b>	1	Qatraneh District, Qatraneh Town	Governorate, Qatraneh District officials  Al-Sultani and Qatraneh Municipality officials  CBOs representing a broad group of stakeholders (women, youth, farmers, herders).  Tribal and clan representatives  Members of the public
<b>Tafiela Governorate</b>	1	Hasa District, Hasa Town	Governorate and Hasa District officials  Hasa Municipality officials  CBOs representing a broad group of stakeholders (women, youth, farmers, herders).  Tribal and clan representatives

Governorate	Nb. of Meetings	Meeting Location & Districts	Invited Participants
			Members of the public
<b>Ma'an Governorate</b>	1	Ma'an Governorate office	Governorate and Jafr Sub-District officials Jafr Municipality officials CBOs representing a broad group of stakeholders (women, youth, farmers, herders). Tribal and clan representatives Members of the public
<b>Aqaba Governorate</b>	3	1 meeting Aqaba District, Aqaba Town 1 meeting Qweirah District, Qweirah Town 1 meeting Diesah Sub-District, Diesah Town	Governorate, District & Sub-District officials ASEZA officials Aqaba, Qweirah & Diesah Municipalities officials CBOs representing a broad group of stakeholders (women, youth, farmers, herders). Tribal and clan representatives Members of the public

### 3. Follow up with vulnerable groups and other community stakeholders:

The ESIA consultants will follow up by phone and WhatsApp with each of the women's associations, youth associations, CBOs, and farmer and herder stakeholders, who were engaged during the ESIA stakeholder consultation in September and October 2025, to ensure they are aware of where they can access the 2025 ESIA and supporting documents, and how they can provide feedback. This follow up will include stakeholder groups in the Project area who may experience specific vulnerabilities in relation to potential Project impacts (e.g. women, youth, disabled youth, herders, economically vulnerable households, etc). Should members of these groups choose not to attend the public meetings in their area, or be unable to, the ESIA consultant team will offer to have a phone call to answer any questions they might have and collect their feedback.

### 4. Collation of Disclosure feedback:

The disclosure period will remain open for a minimum of 60 calendar days from the date of publication (19th December 2025) to allow adequate time for stakeholders to review and comment on the documents, up until the end of February 2026. During this period, stakeholders and members of the public will be able to provide feedback through multiple channels, including written submissions through email or online feedback forms, or verbal comments recorded during disclosure meetings. All feedback will be logged in a Disclosure and Comments Register, documenting the date, source, and substance of each comment together with the Project's response or follow-up action.

At the conclusion of the 2025 ESIA disclosure period, the Project will prepare a Disclosure Summary Report summarising the engagement activities conducted, the comments received, and how key inputs have been considered in finalising the Updated 2025 ESIA package documents. This report will also be made publicly available through the same disclosure channels.

## 5.6 Finalisation of the 2025 ESIA Package

Following the conclusion of the public disclosure period, NCPC and the ESIA consultants will review all feedback received from stakeholders and, where relevant and appropriate, integrate this input into the final ESIA Package documents. A Final ESIA, together with the updated Non-Technical Summary (NTS) and supporting management plans (ESMMP, RPF, SEP), will then be issued. Once finalised, the ESIA Package will be made publicly available through multiple channels, including:

- the NCPC website;
- the Ministry of Environment's ESIA disclosure platform;
- the websites of participating lenders (e.g. EBRD, IFC); and
- hard copies placed at Governorate, District and Municipal offices in the Project areas.
- A QR code to access the final ESIA package online will be made available in Governorate, District and Municipal offices in the Project areas.

The final ESIA Package will remain publicly available for the duration of the Project.

## 6 Project Stakeholder Engagement Strategy and Programme

### 6.1 Approach and Strategy

#### 6.1.1 Overview

Following disclosure and completion of the 2025 AAWDC Project ESIA, NCPC will continue to apply a proactive, transparent, and responsive approach to stakeholder engagement throughout the subsequent detailed design, construction, and operational AAWDC Project phases. NCPC recognises that early and continuous engagement is critical to maintaining trust, managing impacts, and maximising the social and economic benefits of the AAWDC Project.

NCPC will therefore:

- Maintain transparency and responsiveness in all external communications, working with the EPC Contractor to ensure that stakeholders are kept informed about Project progress, construction schedules and potential temporary impacts, and employment and local contracting opportunities, in a timely and accessible manner.
- Engage regularly with administrative authorities at all levels—governorate, district, sub-district, and municipality—to coordinate information-sharing, jointly monitor, with the EPC Contractor, the management of construction impacts, and ensure that local priorities are reflected in the AAWDC Project implementation.
- Jointly with the EPC Contractor, sustain meaningful dialogue with the different community stakeholder groups along the pipeline route, including through regular information meetings, updates via local notice boards and social media, including having a Facebook Project profile, and the continued operation of the AAWDC Project's grievance mechanism.
- Strengthen benefit-sharing and local inclusion by working with local governors' offices, municipalities, local associations, and community-based organisations (CBOs) to promote transparent and fair access to employment, local contracts, and community investment opportunities.
- Document and report on engagement activities and outcomes through periodic stakeholder engagement reports that summarise concerns raised, responses provided, and progress on commitments.

Through these measures, NCPC aims to establish a collaborative and accountable relationship with affected communities and local authorities, ensuring that engagement remains an ongoing, adaptive process that supports effective impact management, social inclusion, and equitable benefit-sharing across all of the AAWDC Project areas.

#### 6.1.2 Local Advisory Committees

During the 2025 AAWDC Project ESIA stakeholder engagement process, many stakeholders across the Project area repeatedly requested the establishment of Local Advisory Committees (LACs), or variations thereof. These committees were proposed as representative bodies bringing together different segments of local society—including women, youth, tribal representatives, community-based organisations (CBOs), local business owners, farmers, and herders—under the leadership of the relevant district or sub-district local governor and, where appropriate, the municipality.

Stakeholders expressed that LACs would provide a formal, trusted and locally recognised platform for dialogue between communities and the AAWDC Project, helping to ensure transparency, early problem-solving, and equitable sharing of project-related opportunities.

There are several reportedly successful Jordanian precedents for such committees, including local steering committees under the Wadi Rum Protected Area, project community committees set up by the Hashemite Fund for the Development of the Jordanian Badia, Municipality Local Committees involved in participatory planning, District Security Councils that convene multiple stakeholders, as well as examples in private sector projects such as wind projects. These precedents demonstrate that well-structured committees led by local authorities are a widely recognised platform for engagement in Jordan.

NCPC acknowledges the value of this proposal and commits to further exploring, in consultation with the Ministry of Interior (MoI), governorate/district/sub-district authorities, municipalities and local stakeholders, how such committees could be structured and function effectively during construction and operation.

While the detailed design of LACs will require further discussion with authorities and communities, NCPC recognises that well-functioning local advisory committees could be a cornerstone of inclusive engagement and community risk management for the AAWDC Project. Their establishment would help ensure that engagement remains transparent and responsive, and firmly rooted in Jordanian local governance practices.

#### **Purpose and Value of LACs:**

The overarching purpose of LACs would be to create a practical, accessible, and trusted mechanism for coordination between the Project and local communities. Their intended functions would include:

- Facilitating two-way communication between NCPC/EPC contractors and community representatives and local authorities.
- Identifying, raising and helping resolve issues early, including construction-related disruptions, community safety concerns, or emerging grievances.
- Supporting fair, inclusive and transparent processes related to local employment opportunities, procurement of local goods and services, and community benefit initiatives.
- Enabling transparent decision-making and equitable representation in all matters related to the Project and local communities.

#### **Proposed Principles for Establishing LACs:**

NCPC proposes the following core principles, subject to further consultation:

- Inclusive representation, ensuring the participation of women, youth, and all tribes/clans.
- Locally led coordination, chaired by the district/sub-district local governor, reflecting Jordanian governance norms.
- Transparent membership selection, informed by district/municipal authorities and community consultations.
- Clear mandates and procedures, including meeting schedules, decision rules, and documentation.
- Compatibility with existing structures, avoiding duplication and working through recognised local institutions.

The Ministry of Labour, through the National Employment Programme, may participate in or advise LACs on employment-related matters, while municipalities can support local procurement coordination and maintain local supplier databases.

### **Workplan and Timeline for Establishing LACs: January to April 2026**

A dedicated period from January to April 2026 (taking into account Ramadan) will be required for detailed consultation and design. NCPC will work during this time with advisors, including experts from the Badia to advise on how to engage inclusively with local communities, to consult with local stakeholders on the concept and potential design of LACs.

NCPC recognises that establishing LACs will be an important undertaking and that the process may involve some initial complexities, particularly in the early stages as structures and membership are agreed. For this reason, NCPC will approach the process in a careful, transparent, and well-structured way, while also recognising that some delays and difficulties are normal and expected when working with diverse local communities. With the right preparation and open communication, NCPC believes that the LACs have the potential to become strong and effective platforms for dialogue between the AAWDC Project and local communities.

The initial workplan to start exploring and designing the concept of LACs will involve the following:

- Engage district and sub-district governors and municipalities across all Project areas to discuss the proposed LAC structure and governance model.
- Conduct targeted consultations with tribal/clan representatives, women's associations, youth groups, CBOs, herders, farmers, and local businesses to understand expectations and preferences for representation.
- Identify possible governance models.
- Define membership criteria, balance of representation, and mechanisms for including vulnerable or underrepresented groups.
- Assess resource needs, including meeting allowances, transport budgets, and venue arrangements.
- Develop a detailed LAC Implementation Plan, including draft Terms of Reference, operational procedures, and a timeline for convening the first committees.

NCPC anticipates that initial operationalisation of the committees will begin before the start of full-scale construction, with gradual strengthening as their role and credibility solidify.

### **6.1.3 Engagement with Women Stakeholders**

NCPC recognises the importance of ensuring that women are able to participate meaningfully in stakeholder engagement and that their views and priorities are reflected in the Project planning and implementation. In some communities, especially in rural and tribal areas, cultural norms may limit women's participation in mixed meetings or their direct interaction with male Project staff. In these contexts, it is recognised that local women's associations play an important role in facilitating women's engagement and potential participation.

To address this, NCPC will adopt a women's empowerment approach to engagement, ensuring that women have dedicated channels through which they can access information, raise concerns, and

influence decisions that may affect them. NCPC will therefore work with gender specialist consultants who will support the Project CLOs to facilitate direct engagement with women stakeholders and associations, help monitor women's participation indicators, and ensure that women are able to access the AAWDC Project grievance mechanism.

In addition, NCPC will work with local women focal points or existing women's associations in each Project area to help organise meetings, share information in accessible ways, and support continuous communication with women stakeholders. These efforts will help ensure that women's perspectives are considered in relation to local employment and procurement opportunities, social investment initiatives, and community health and safety measures.

The AAWDC Project will also include women's participation indicators within its monitoring framework, such as the number of women participating in consultations, women trained or employed through the Project, and women-led enterprises benefiting from procurement or social investment activities.

## 6.2 AAWDC Project Stakeholder Engagement Programme

### 6.2.1 Overview

#### 6.2.1.1 Pre-Construction Phase: January to April 2026

After Disclosure, the objective of stakeholder engagement during the pre-construction and detailed design phase will be to engage and coordinate closely with relevant stakeholders and seek their input into detailed impact management plans and the Community Development Plan. Specifically, following ESIA disclosure and prior to commencement of construction, NCPC and supporting consultants will undertake a structured programme of engagement to support the preparation and finalisation of key Environmental and Social Management Plans (ESMPs) and other implementation instruments. This engagement will ensure that site-specific measures and commitments are developed in consultation with affected stakeholders and relevant governorate, district, sub-district and municipal authorities.

The Project will conduct targeted consultations on the following plans and topics:

- **Setting up Local Advisory Committees (LACs)**, including engagement with local district and sub-district authorities, as well as local stakeholders through CBOs and other representative associations.
- **Wadi Rum Protected Area:** Follow up with ASEZA on the Project to review the Heritage Impact Assessment (HIA) and ensure the Project phases and activities do not pose any risks to the WHS designation. Additionally, monitor the Project activities during construction and operation to ensure compliance with the HIA and UNESCO requirements.
- **The Local Employment and Local Procurement Plan**, developed in consultation with ASEZA, governorate, district/sub-district, and municipal authorities to ensure transparent and fair access to job and contracting opportunities.
- **The AAWDC Community Development Plan**, which will define priority areas for sustainable community support and identify potential partnerships with local associations and cooperatives.
- **The Project Community Health, Safety and Security Plan**, as well as other relevant Contractor Construction Management Plans, including those covering traffic management, labour and

working conditions, occupational health and safety, to ensure that local authorities understand and can comment on proposed mitigation measures.

- Any additional site-specific plans or updates to the Stakeholder Engagement Plan (SEP) that may be required as detailed design progresses.
- **The Resettlement Action Plan (RAP) and Land Acquisition, Resettlement and Livelihood Restoration (LARLR).** Preparation and implementation of these plans and processes will include detailed engagement with affected landowners, farmers, farm labourers, business owners and workers, residential property dwellers, and herders to confirm eligibility, compensation procedures, and timelines. The full stakeholder identification for any resettlement related impacts will be refined at the stage of preparing the RAP and the LARLR. To achieve proper coordination between the various Government agencies involved, the establishment of a joint Government-Project Resettlement Steering Committee is proposed (see further details in section 9.2 of the RPF). The Steering Committee will review progress, ensure intra-governmental coordination where needed and provide guidance on the resolution of any complex issues. In addition, a Negotiation and Compensation Commission will be put in place jointly between the Government and the AAWDC Project as the key implementation governance body. It will review and approve surveys, valuation and all individual compensation dossiers, and process complex grievances where a first resolution attempt by NCPC has failed. The Negotiation and Compensation Commission will include NCPC, MWI, DLS and representatives of Governorates/Districts/Sub-Districts crossed by the Project. If identified as relevant at the RAP preparation stage, specific NGOs and CBOs could also be consulted on a periodic basis for inputs into the resettlement planning and implementation.

These pre-construction engagement activities will be implemented by the Project's Community Liaison Officers (CLOs), the NCPC ESG team and the EPC Contractor team, in close coordination with the respective governorate, district, sub-district, and municipal offices. The objective will be to maintain transparent communication, build trust, and ensure that stakeholder feedback continues to inform the Project's approach to impact management, local participation, and benefit sharing.

The detailed schedule to progress and implement the above plans, will be developed once the final detailed construction schedule is confirmed following the formal start of construction.

#### 6.2.1.2 Construction Phase: 2026 to 2030

Stakeholder engagement during the construction phase of the AAWDC Project will be proactive, continuous, and structured, building on the relationships and foundations established during the pre-construction phase. The purpose of the engagement programme is to ensure that all stakeholders — including communities and community-based organisations, vulnerable groups, local authorities, tribal and community representatives, businesses, farmers and herders — have regular opportunities to receive information, provide feedback, raise concerns, and participate meaningfully in decisions that may affect them. Engagement will also prioritise inclusive participation, ensuring women, youth, vulnerable households, and informal residents are reached through tailored engagement methods (e.g., women-only meetings, outreach via CBOs, WhatsApp channels).

During construction, engagement will focus on:

- Timely communication about construction works,
- Community health, safety and security-related updates,



- Issues arising from construction impacts, such as traffic, dust, access disruption, or interactions between workers and communities,
- Land access matters,
- Local employment and procurement, and
- Grievance redress.

Engagement will be undertaken through a combination of public meetings, one on one meetings (as needed), household visits, mobile CLO outreach, Local Advisory Committees (LACs), and structured coordination and communication with and through Governorate, District/Sub-District, and Municipal authorities.

The engagement programme will be reviewed at least once a year (or more as needed) and adapted to reflect emerging issues, seasonal patterns (e.g., herder movements), and the needs of different communities in the Project areas. This adaptive approach will ensure that engagement remains targeted, culturally appropriate, and effective throughout the lifespan of the Project.

#### **6.2.1.3 Operations: 2030 onwards**

During operations, engagement will continue through the same means employed during the construction phase, though with a different emphasis. The objectives of engagement during the AAWDC operations phase will be to:

- Provide ongoing communication regarding pipeline operation and maintenance to local authorities and local communities;
- Water quality and safety reporting for the desalination plant to the relevant authorities;
- Carry out emergency preparedness coordination with local authorities;
- Implement long-term grievance management;
- Carry out monitoring of livelihood restoration outcomes; and
- Engage with LACs, CBOs, and local authorities on the AAWDC Community Development Programme.

#### **6.2.2 Stakeholder Engagement Activities**

The following table outlines the approach to stakeholder engagement in relation to each of the AAWDC Project stakeholder groups outlined in Chapter 4 of this SEP:

**Table 6-1: Project Stakeholder Engagement Programme**

Stakeholder Group	Engagement Objectives	AAWDC Project Engagement	Responsibility
<b>Governorates, Districts and Sub-Districts</b>	<p>Seek support to the AAWDC Project at the local level by helping manage fairly different local interests, and the fair and transparent allocations of local jobs, contracts and benefits.</p> <p>Coordination on Project security related issues and planning.</p>	<p>Key stakeholders during Pre-Construction, Construction and Operations Phases</p> <p>Engagement will be channelled formally through the governors, local governors and district administrators' offices. Engagement activities will include:</p> <p><b>Pre-Construction: January to April 2026</b></p> <ul style="list-style-type: none"> <li>• Consultation (meetings &amp; phone calls) over the design of the LACs, and coordination over their implementation.</li> <li>• Consultation (meetings &amp; phone calls) over the design of the Local Employment and Local Procurement Plan, and coordination over the National Employment Program (NEP).</li> <li>• Consultation (meetings &amp; phone calls) over the RAP.</li> <li>• Coordination over public security and emergency response services to ensure preparedness for accidents or emergencies, including shared response protocols and contact points</li> <li>• Coordination over planning for traffic management outside of Municipal areas with the Public Security Directorate.</li> <li>• Monthly briefings over Project design issues and schedule, including coordination over any Project security plans.</li> </ul> <p><b>Construction: 2026 to 2030:</b></p> <ul style="list-style-type: none"> <li>• Monthly briefings over Project schedule and progress, and any issues arising relating to grievances, security and community engagement.</li> <li>• Engagement over the LACs.</li> </ul> <p><b>Operations: 2030 onwards:</b></p> <ul style="list-style-type: none"> <li>• Engagement over the LACs and Community Development Projects</li> <li>• Engagement over Project security.</li> </ul>	<p>NCPC ESG Team and supporting consultants and</p> <p>EPC Contractor for Project related issues such as security and emergency response, local employment and local procurement.</p>

Stakeholder Group	Engagement Objectives	AAWDC Project Engagement	Responsibility
<b>ASEZA</b>	Comply with regulatory commitments	<p>Key stakeholder during Pre-Construction, Construction and Operations Phases</p> <p>The Project will coordinate regularly with ASEZA to ensure full compliance with ASEZ regulations and integration of mitigation measures into Project design.</p> <p>Close coordination will also continue during construction and operation to monitor environmental performance, manage coastal and marine interfaces, and ensure consistency with ASEZA's spatial and infrastructure development plans.</p> <p><b>Pre-Construction: January to April 2026</b></p> <ul style="list-style-type: none"> <li>Follow up with ASEZA on the Project to review the Heritage Impact Assessment (HIA) and ensure the Project phases and activities do not pose any risks to the WHS designation.</li> <li>Monthly briefings over Project design progress and schedule.</li> <li>Consultation (meetings &amp; phone calls) over the design of the Local Employment and Local Procurement Plan.</li> </ul> <p><b>Construction: 2026 to 2030:</b></p> <ul style="list-style-type: none"> <li>Monthly briefings over Project schedule and progress, and any issues arising.</li> <li>Joint monitoring of the Project activities in ASEZ to ensure compliance with the ESMMP, HIA and UNESCO requirements.</li> </ul> <p><b>Operations: 2030 onwards:</b></p> <ul style="list-style-type: none"> <li>Joint monitoring of the Project activities in ASEZ to ensure compliance with the ESMMP, and HIA and UNESCO requirements.</li> </ul>	NCPC ESG Team & EPC Contractors
<b>Municipalities</b>	Construction planning and coordination, in relation to any potential impacts on service delivery, local infrastructure, waste management, urban planning, and coordination with residents.	<p><b>Pre-Construction:</b></p> <ul style="list-style-type: none"> <li>The AAWDC Project will engage with municipalities in the review of Contractor Construction Management Plans, particularly those related to road diversions, waste handling, service connections, and community health and safety.</li> <li>NCPC &amp; the EPC will hold monthly coordination meetings with mayors, municipal councils and municipal officials, to ensure that municipal</li> </ul>	NCPC ESG Team & EPC Contractors

Stakeholder Group	Engagement Objectives	AAWDC Project Engagement	Responsibility
	<p>Review and approval for any works affecting local roads, services, or utilities.</p> <p>Coordination over project-related employment, procurement, and social investment initiatives.</p>	<p>requirements and local infrastructure constraints are incorporated into planning and scheduling.</p> <ul style="list-style-type: none"> <li>The EPC Contractors will coordinate with the local relevant municipalities prior to construction to obtain a no-objection certificate for any construction within the right-of-way of municipal roads, and also to obtain instructions for the management of existing utilities and infrastructure on these roads.</li> </ul> <p><b>Construction:</b></p> <ul style="list-style-type: none"> <li>NCPC &amp; the EPC will maintain regular communication with municipal officials to share information on work plans, coordinate community notifications, jointly address issues related to access, traffic management, and local service disruption, address public concerns and ensure access to essential services during the Project implementation.</li> <li>Municipalities will also be invited to participate in local advisory committees (LACs), and support grievance resolution, local employment and local contracting at the community level.</li> </ul> <p><b>Operations:</b></p> <ul style="list-style-type: none"> <li>Engagement through the LACs on Community Development Projects</li> </ul>	
<b>Bedouin tribal and clan representatives</b>	<p>Support engagement with Bedouin communities in the Project areas, including herders</p>	<ul style="list-style-type: none"> <li>The Project will maintain respectful communication with tribal representatives, ensuring they are informed of Project activities affecting their areas and are included in dialogue on local benefits, impact management, land access, and grievance resolution.</li> <li>Engagement with tribal and clan representatives will take place through the respective local governors, who will facilitate engagement to ensure representation is equitable and inclusive.</li> <li>Tribal leaders will be invited to participate in public meetings, disclosure sessions, and local advisory committees (LACs) where these are set up.</li> </ul> <p><b>Pre-Construction: January to April 2026</b></p>	NCPC ESG Team and supporting consultants

Stakeholder Group	Engagement Objectives	AAWDC Project Engagement	Responsibility
		<ul style="list-style-type: none"> <li>Consultation (meetings &amp; phone calls) over the design of the LACs, and coordination over their implementation.</li> <li>Consultation (meetings &amp; phone calls) over the design of the Local Employment and Local Procurement Plan.</li> </ul> <p><b>Construction: 2026 to 2030:</b></p> <ul style="list-style-type: none"> <li>Quarterly briefings over Project schedule and progress, and any issue arising relating to grievances, and community engagement through the LACs.</li> </ul> <p><b>Operations: 2030 onwards:</b></p> <ul style="list-style-type: none"> <li>Quarterly engagement through the LACs over Community Development Projects</li> </ul>	
<b>Communities</b>	<p>Residents of the towns, villages, and smaller settlements located within or near the AAWDC Project areas, including people potentially affected by land acquisition, livelihood disruption, construction related impacts (noise, dust, traffic, access), as well as local employment and local procurement opportunities.</p> <p>Ensure any potential project impacts affecting communities are managed in line with the ESMMP.</p>	<ul style="list-style-type: none"> <li>Local community stakeholders will be engaged through District and Sub-District offices, Municipalities, and, where established, Local Advisory Committees (LACs) chaired by the District/Sub-District local governor. These committees will serve as formal coordination and dialogue platforms between the Project, local authorities, and community representatives.</li> <li>NCPC will also engage directly with community-based organisations (CBOs), women's associations, and youth groups to ensure that engagement is inclusive and that women, young people, and vulnerable groups have opportunities to voice their views and benefit from Project activities.</li> <li>Engagement will be continuous throughout all phases of the Project, and will include public meetings at the municipal level, smaller group meetings, household-level consultations (for the RAP), and targeted information campaigns.</li> </ul> <p>AAWDC Project information will be disseminated using official local channels (Municipal and District/Sub-District offices, notice boards) as well as digital platforms such as official Facebook pages, and WhatsApp community groups, reflecting the communication preferences expressed by stakeholders during consultations.</p>	NCPC ESG Team and supporting consultants & EPC Contractors

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Stakeholder Group	Engagement Objectives	AAWDC Project Engagement	Responsibility
	<p>Ensure any potential project benefits are provided in a fair and transparent way.</p> <p>Provide timely Project information related to local employment and local procurement opportunities, Project construction schedules, the Project GRM, Project impact management measures.</p>	<p><b>Pre-Construction: January to April 2026</b></p> <ul style="list-style-type: none"> <li>• Consultation (meetings &amp; phone calls) with community CBOs over the design of the LACs, and coordination over their implementation.</li> <li>• Consultation (meetings &amp; phone calls) with community CBOs over the design of the Local Employment and Local Procurement Plan.</li> <li>• Consultation with project affected people (PAPs) for the RAP: This will involve direct engagement with all affected PAPs through the RAP census and household survey, as well as public meetings in each of the municipalities listed in table 4.1 of this SEP. Further information campaigns will be carried out through Municipality, District and Sub-District notice boards and social media pages or WhatsApp groups.</li> <li>• Information campaign on the AAWDC Project GRM through local authority social media channels, notice boards, CBO WhatsApp networks and Facebook pages.</li> </ul> <p><b>Construction: 2026 to 2030:</b></p> <ul style="list-style-type: none"> <li>• Quarterly briefings over Project schedule and progress, and any issue arising relating to grievances, and community engagement through the LACs.</li> <li>• Quarterly Project information updates through a Project newsletter shared through local authority social media channels, notice boards, CBO WhatsApp networks and Facebook pages.</li> <li>• Advance construction and road closure notifications through all channels listed above.</li> </ul> <p><b>Operations: 2030 onwards:</b></p> <ul style="list-style-type: none"> <li>• Quarterly engagement through the LACs over Community Development Projects</li> </ul>	
<b>Businesses</b>	Ensure any potential project impacts affecting businesses	<ul style="list-style-type: none"> <li>• Engagement with affected businesses, including workers, will take place primarily through the Resettlement Action Plan (RAP) process, which will</li> </ul>	NCPC ESG Team and supporting consultants & EPC Contractors

Stakeholder Group	Engagement Objectives	AAWDC Project Engagement	Responsibility
	are managed in line with the ESMMP.	<p>confirm eligibility, compensation, and mitigation measures for economic displacement. The Project will consult directly with business owners and operators during RAP preparation and implementation, supported by the CLOs and municipalities.</p> <ul style="list-style-type: none"> <li>• Broader engagement with the business community will be carried out through municipal councils, local advisory committees (LACs), and business associations (e.g. tourism associations, marine users associations, machinery owners associations, etc), ensuring that upcoming works, access management plans, and procurement opportunities are communicated transparently.</li> <li>• Updates and information on construction schedules and the GRM will be shared through on-site meetings, WhatsApp groups, and local Municipal notice boards, ensuring rapid communication and early resolution of issues.</li> </ul>	
<b>Agricultural enterprises</b>	Ensure any potential project impacts affecting agricultural enterprises are managed in line with the ESMMP.	<ul style="list-style-type: none"> <li>• Engagement with agricultural stakeholders will take place primarily through the Resettlement Action Plan (RAP) process, which will confirm eligibility, compensation, and mitigation measures for land and livelihood impacts. The Project will consult directly with affected farmers, workers and landowners during RAP preparation and implementation, supported by the CLOs and relevant District/Sub-District and Municipal offices.</li> <li>• Ongoing engagement will also occur through agricultural cooperatives where these are registered.</li> <li>• Updates and information on construction schedules and the GRM will be shared through on-site meetings, WhatsApp groups, and local Municipal notice boards, ensuring rapid communication and early resolution of issues.</li> </ul>	NCPC ESG Team and supporting consultants & EPC Contractors
<b>Herders</b>	Ensure any potential project impacts affecting herders are managed in line with the ESMMP.	<ul style="list-style-type: none"> <li>• Engagement with herders, settled, semi-nomadic and nomadic, will take place through district and sub-district offices and tribal representatives, as well as through existing herders' associations and CBOs active in pastoral areas.</li> </ul>	NCPC ESG Team & EPC Contractors

Stakeholder Group	Engagement Objectives	AAWDC Project Engagement	Responsibility
		<ul style="list-style-type: none"> <li>Engagement with herders will also be designed to account for their seasonal presence and mobility patterns, and will therefore include consultation at key grazing areas, water points, and along grazing corridors, in addition to engagement within settled communities.</li> <li>CLOs will conduct field visits and small-group discussions in grazing areas to share information on the Project GRM, construction schedules, and any relevant construction impact management measures such as safety measures and access routes.</li> <li>Any potential economic impacts, including loss of livestock, or impeded access, experienced by herders will be managed through the RAP process.</li> <li>NCPC will also coordinate closely with the Ministry of Agriculture's range management offices and local cooperatives to disseminate construction updates and information about the GRM via, social media, and WhatsApp groups used by herder communities.</li> </ul> <p>Herders will also be represented in Local Advisory Committees (LACs) to ensure their perspectives are reflected in decision-making on mitigation and benefit-sharing.</p>	
<b>Vulnerable Groups</b>	Ensure that any stakeholder groups who may experience heightened vulnerability to potential Project impacts are engaged in a culturally suitable manner	<p>The AAWDC Project will implement measures to ensure that potential vulnerable groups are included in Project engagement activities and that their views and feedback are taken into consideration. Beyond the engagement activities outlined above for communities, businesses, agricultural enterprises and herders, the Project will implement the following activities:</p> <p><b>Pre-Construction: January to April 2026</b></p> <ul style="list-style-type: none"> <li>Consultation (meetings &amp; phone calls) with community CBOs and local Municipalities to confirm appropriate Project engagement measures for women, youth, children, disabled youth, economically vulnerable households, households living in informal settlements, and small-scale herders, including ensure access to the Project GRM and other Project information.</li> </ul> <p><b>Construction: 2026 to 2030:</b></p>	



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Stakeholder Group	Engagement Objectives	AAWDC Project Engagement	Responsibility
		<ul style="list-style-type: none"> <li>Quarterly briefings over Project schedule and progress, and any issue arising relating to grievances, and community engagement through the LACs.</li> <li>Quarterly Project information updates through a Project newsletter shared through local authority social media channels, notice boards, CBO WhatsApp networks and Facebook pages.</li> <li>CLO in person meetings as needed.</li> <li>Monitoring of the management of Project impacts on vulnerable groups.</li> </ul> <p><b>Operations: 2030 onwards:</b></p> <ul style="list-style-type: none"> <li>Quarterly engagement through the LACs over Community Development Projects</li> <li>Monitoring of the management of Project impacts on vulnerable groups.</li> </ul>	

### 6.3 Future Updates to the SEP

This Stakeholder Engagement Plan (SEP) is a living document and will be updated by NCPC as the AAWDC Project moves from the ESIA phase into detailed design and construction. A revised version will be prepared by NCPC by the end April 2026, incorporating:

- Further details on the stakeholder engagement programme for the pre-construction phase, including specific consultation activities linked to the Resettlement Action Plan (RAP), Local Employment and Procurement Plans, Social Investment Plan, and other management plans;
- The updated approach to and programme for stakeholder engagement during construction, outlining communication mechanisms, information sharing processes, and coordination with local authorities and local advisory committees; and
- The framework for engagement during the operational phase, ensuring ongoing dialogue, grievance management, and monitoring of long-term community relations and benefit-sharing commitments.

The updated SEP will be developed by the NCPC's ESG Team in coordination with the governorate, district, sub-district, and municipal authorities to ensure continued transparency and inclusiveness.

## 7 Project Grievance Redress Mechanism (GRM)

### 7.1 Overview

A AAWDC Grievance Redress Mechanism (GRM) will be implemented to ensure that all stakeholder comments, suggestions and objections are captured and considered during the various Project phases (pre-construction, construction & operation).

The GRM is designed to be accessible, culturally appropriate, confidential when required, and responsive to the needs of all stakeholders. It's intended to address concerns promptly and fairly, reducing conflicts, and promote accountability and trust between the Project's Company (NCPC) and all stakeholders from the early stages of the Project.

It provides multiple channels for submitting grievances, including through Community Liaison Officers (CLOs), dedicated phone hotlines, written forms, and grievance boxes placed at strategic locations (e.g., municipalities and District/Sub-District Offices) that are appropriate for the type of grievance, ensuring confidentiality and prioritising the rights, needs, and wishes of the complainant.

A structured grievance register will be maintained to ensure consistent logging, classification, investigation, resolution, and closure of all complaints. The mechanism guarantees timely responses, acknowledging receipt within three business days and aiming for resolution within "a maximum" of fifteen business days, while keeping complainants informed throughout the process.

To ensure broad accessibility and participation, the GRM will be actively promoted through awareness campaigns, community outreach and consultation meetings, and user-friendly informational materials (handouts).

### 7.2 Purpose and Objectives

The primary purpose of the GRM is to ensure that all grievances, complaints, and feedback related to the AAWDCP are addressed promptly, fairly, and transparently throughout all phases of the Project. The mechanism serves as an essential management tool to strengthen dialogue, accountability, and responsiveness between NCPC, its contractors, and all project stakeholders.

Specifically, the GRM aims to:

- Provide accessible and inclusive channels for all stakeholders including local communities, workers, and vulnerable groups to raise concerns, submit complaints, or request information through culturally appropriate means that ensure confidentiality and non-retaliation.
- Strengthen trust and accountability between NCPC, contractors, and affected communities by ensuring that all grievances are handled objectively, consistently, and with full transparency. This fosters constructive relationships and reinforces NCPC's commitment to social responsibility and ethical governance.
- Identify and resolve issues early, preventing escalation into conflicts, delays, or adverse environmental and social impacts. Early detection and response help maintain positive community relations and ensure project continuity.

- Support continuous improvement in the Project's environmental, social, health, and safety (ESHS) performance by tracking and analysing grievance data to identify systemic issues, enhance management practices, and improve stakeholder engagement processes.
- Ensure compliance with national legislation and international lender standards, including those of the EBRD, IFC, EIB, and other development finance institutions, as well as relevant Jordanian laws and regulations related to environmental and social management and stakeholder protection.

The GRM is therefore a non-judicial, transparent, and inclusive platform that allows stakeholders to seek fair solutions at the Project level. However, it does not replace the legitimate right of any stakeholder to pursue their concerns through formal judicial or administrative channels as provided under the laws of the Hashemite Kingdom of Jordan.

### 7.3 Scope

The AAWDC Project GRM applies to all phases and components of the Project and covers all environmental, social, health, safety, and operational matters that may arise because of Project activities.

It provides a formal, transparent, and accessible process through which individuals, groups, or organisations can submit concerns, complaints, or feedback related to the Project's performance or impacts. The mechanism is available to all stakeholders including project-affected communities, workers, contractors, subcontractors, suppliers, and the public without discrimination or cost.

The GRM addresses, but are not limited to the following categories of issues:

- Land acquisition, resettlement, and compensation: Concerns related to land use, ownership, loss of property, livelihood impacts, or disputes regarding compensation rates or entitlements.
- Community health, safety, and environmental impacts: Issues associated with dust, noise, vibration, water quality, traffic disruptions, access restrictions, other construction and operational impacts affecting local communities.
- Contracting, employment, and labour issues: Complaints regarding recruitment practices, employment terms, wage payments, working conditions, discrimination, or inequality including gender-based exclusion or lack of transparency in hiring and tendering processes.
- Cultural heritage or community relations: Grievances concerning potential damage to archaeological or cultural heritage sites, disruption of traditional or religious practices, or conflicts affecting community harmony.
- Misconduct, harassment, or unethical behaviour: Allegations of misconduct, corruption, sexual harassment, or any other inappropriate behaviour by NCPC, contractor, or subcontractor personnel during project implementation.
- Other project-related issues: Any additional concern related to the actions, omissions, or impacts of NCPC, its contractors, subcontractors, or representatives that may adversely affect stakeholders or the environment.

This broad scope ensures that the GRM remains a comprehensive and inclusive tool for managing and resolving all grievances associated with the AAWDCP, reinforcing NCPC's commitment to transparency, accountability, and continuous improvement in environmental and social performance.

## 7.4 Guiding Principles

The GRM is grounded in a set of guiding principles that ensure it operates in a fair, transparent, and accountable manner. These principles define how grievances are received, managed, and resolved, and they help maintain trust among workers, communities, and stakeholders. The GRM prioritises accessibility, confidentiality, non-discrimination, timely responses, and protection from retaliation, while also promoting continuous improvement based on lessons learned. The key guiding principles of the GRM are summarised in Table 7.1 below:

**Table 7.1: GRM following guiding principles**

Principle	Description
<b>Accessibility</b>	Open to all stakeholders through multiple channels and languages (Arabic, English).
<b>Transparency</b>	Each grievance is registered, documented, tracked, and resolved according to clear procedures.
<b>Fairness</b>	Equal treatment of all complainants without discrimination.
<b>Confidentiality</b>	Personal data is protected under Law No. 24/2023.
<b>Timeliness</b>	Defined timeframes for acknowledgement (3 days) and resolution (15 days).
<b>Protection from Retaliation</b>	Zero tolerance for reprisals against complainants.
<b>Continuous Improvement</b>	Regular analysis of trends and lessons learned.

## 7.5 GRM Institutional Roles and Responsibilities

### 7.5.1 NCPC Environmental and Social Governance (ESG) Team

The NCPC ESG Team comprising the ESG Director, Environmental and Social Specialists, and CLOs, holds overall responsibility for the implementation, oversight, and continuous improvement of the GRM. The team ensures that all grievances are handled efficiently, transparently, and in accordance with NCPC's Environmental and Social Management System (ESMS) and lender standards.

Key functions and responsibilities include:

- Maintaining the grievance database and tracking system to ensure all complaints are properly recorded, categorised, monitored, and resolved within agreed timeframes. The database serves as a central repository for analysis, trend identification, and reporting.
- Coordinating investigations and ensuring timely responses in collaboration with contractors, supervision consultants, and relevant NCPC departments. The ESG Team oversees the verification of grievances and ensures corrective actions are implemented effectively.
- Preparing quarterly and annual grievance monitoring reports summarising the number, type, and status of grievances received, as well as response timelines, resolution outcomes, and lessons learned. These reports are shared with NCPC senior management, project partners, and lenders.

- Ensuring contractor alignment with the GRM process by reviewing and approving contractor-level grievance procedures, providing training to Contractor CLOs, and monitoring their performance to ensure consistency with NCPC's corporate standards.
- Reporting major, sensitive, or recurrent grievances to NCPC management and the lending institutions in a timely manner, particularly those related to safety, land acquisition, or potential reputational risks, and following up to ensure appropriate resolution measures are taken.

Through these functions, the ESG Team ensures that the GRM operates as a transparent, inclusive, and effective system, contributing to early issue resolution, stronger community trust, and improved overall project performance.

### 7.5.2 Contractors and Subcontractors

Contractors and subcontractors are directly responsible for implementing construction and related activities in compliance with the NCPC Environmental and Social Management System (ESMS), the Environmental and Social Management Plan (ESMP), and the GRM. They are required to maintain transparent engagement with local communities and ensure effective grievance handling at the site level under NCPC's supervision.

Key Roles and Responsibilities:

- Implementation of the AAWDC Project GRM at construction site-level: Establish and operate the Project GRM at construction sites, with trained Contractor CLOs responsible for receiving and resolving grievances.
- Grievance Handling: Register all complaints, acknowledge within three (3) days, and resolve within fifteen (15) working days, maintaining communication with complainants and documentation of actions taken.
- Reporting: Submit monthly reports to the NCPC ESG Team summarising grievances received, resolved, and pending, and immediately report serious or sensitive cases.
- Community Engagement: Maintain open communication with affected communities, ensuring timely disclosure of project activities and mitigation measures.
- Training: Provide continuous training to staff and subcontractors on grievance handling, health and safety, and community relations.
- Subcontractor Oversight: Ensure all subcontractors comply with the same environmental, social, and grievance management standards.
- Confidentiality and Non-Retaliation: Guarantee confidentiality and enforce zero tolerance for retaliation or discrimination against any individual submitting a grievance.

### 7.5.3 Grievance Committee

The Committee is chaired by the NCPC ESG Director and includes representatives from the NCPC Legal Department, Environmental and Social Specialists, Contractor's E&S Representative, and, where appropriate, a Governorate or Community Representative as an observer. The Committee convenes regularly and, on an ad hoc basis, on urgent or complex cases.

#### Key Roles and Responsibilities:

- Review and decision-making: Examine escalated or complex grievances that could not be resolved at the Project or site level and provide final determinations.
- Fairness and impartiality: Ensure all decisions are based on factual evidence, stakeholder input, and alignment with NCPC's grievance procedures and ethical standards.
- Coordination and oversight: Work closely with the ESG Team and Contractors to verify investigations, review proposed actions, and confirm implementation of agreed solutions.
- Documentation and reporting: Record all deliberations, resolutions, and follow-up actions, and ensure outcomes are communicated promptly to complainants.
- Monitoring and accountability: Track patterns of recurring or high-risk grievances, identify systemic issues, and recommend corrective and preventive measures to NCPC management.
- Communication with Lenders and Authorities: Report serious or sensitive grievances, including those with reputational or safety implications, to NCPC senior management and relevant financing institutions as required.
- Handling unresolved and escalated grievances: Serve as the final internal review body for all grievances that could not be resolved by the GRM procedures.

## 7.6 GRM Procedures

### 7.6.1 Overview

Grievances may be raised by NCPC employees, contracted workers, or local communities affected by pre-construction, construction or operations or maintenance activities. **Appendix 3** presents the Grievance register form for the community and workers. Specifically, the GRM will function through two parallel channels:

- For employees and workers: Workplace grievances related to working conditions, discrimination, or misconduct may be submitted directly to the employee's supervisor or Human Resources Department, which must respond within five (5) working days. If the complaint remains unresolved, the employee may escalate the matter to the relevant governmental labour authority or pursue formal resolution through the appropriate judicial channels in accordance with Jordanian labour laws and regulations.
- For communities and other stakeholders: All community-related grievances including environmental, social, or safety concerns will be received and managed by the NCPC ESG Team or EPC CLOs. Grievances will be acknowledged within three (3) working days, investigated promptly, and resolved within fifteen (15) working days

Grievance register form templates can be found in Appendix 2 of this SEP. The Grievance Forms are used to document all concerns, complaints, or feedback received from workers, community members, or other stakeholders.



## 7.6.2 Grievances submission channels

To ensure that all stakeholders can easily raise concerns, the Project GRM provides multiple accessible and culturally appropriate channels for submitting grievances. These channels accommodate different preferences and literacy levels, allowing stakeholders to communicate issues in person, in writing, electronically, or anonymously. Clear roles and responsibilities are assigned to ensure that each submission is received, recorded, and addressed promptly. The available grievance submission channels are summarised in Table 7.2 below.

**Table 7.2. GRM Channels**

Channel	Description	Responsibility
<b>In-person</b>	Directly to NCPC and contractors CLOs, site offices, or during community meetings	ESG team / CLOs / Contractor E&S staff
<b>Telephone Hotline</b>	+962 79 008 8877	NCPC ESG
<b>Email</b>	<a href="mailto:info@ncpc-jo.com">info@ncpc-jo.com</a>	NCPC ESG
<b>Written Form</b>	Submitted to project offices, governorate offices, or via grievance boxes	CLOs
<b>Community Boxes</b>	Secure boxes located at municipal offices and project camps	Contractor / CLOs
<b>Online Form (Project Website)</b>	<a href="http://www.ncpc-jo.com">www.ncpc-jo.com</a>	NCPC Communications channels
<b>Anonymous Submissions</b>	Accepted and treated with equal priority	CLOs / ESG Team

Awareness materials (leaflets, posters, radio announcements) will be distributed in Arabic and English to ensure all stakeholders are informed of these options.

## 7.6.3 Grievance Handling Process

The Project's GRM follows a structured, step-by-step process to ensure that all grievances are handled consistently, transparently, and within defined timeframes. This process guides the grievance from the moment it is submitted through registration, assessment, resolution, and final closure, while also providing clear pathways for escalation when needed. Each step assigns specific responsibilities and timelines to ensure accountability and timely action. The structured steps of the grievance process are presented in Table 5.

**Table 2. The grievance process structured steps**

Step	Description	Responsible Party	Timeline
<b>1. Submission</b>	Grievances may be submitted in person (through CLOs), by phone, email, grievance boxes at site offices, or during public meetings. Complainants may use the proposed standard grievance form (attached as an annex to this SEP) or submit in free format.	Complainant / EPC or NCPC CLO	—
<b>2. Registration</b>	Each grievance is recorded in the Grievance Logbook and assigned a unique ID. The complaint is categorised based on type, urgency, and location.	EPC or NCPC CLO / ESG Team	Within 1 working day

<b>3. Acknowledgment</b>	The complainant is informed in writing or verbally (depending on submission method) within 3 business days of receipt.	EPC or NCPC CLO	Within 3 working days
<b>4. Assessment &amp; Investigation</b>	The grievance is reviewed by the E&S or GRM team. Investigations are conducted in coordination with relevant departments to determine causes, implications, and possible resolutions.	NCPC ESG Team / EPC	Within 10 working days
<b>5. Resolution Proposal</b>	Proposed resolution is communicated to the complainant within 15 business days. If the solution is accepted, it is implemented promptly and recorded.	NCPC ESG Team / EPC	Within 15 working days
<b>6. Implementation of Resolution</b>	Corrective action taken and documented.	NCPC ESG Team / EPC	Immediately after agreement
<b>7. Escalation (if unresolved)</b>	If the complainant is not satisfied, the case is escalated to the GRM Committee. The Committee will review and make a final decision within an additional 15 working days.	NCPC ESG Team / EPC	Within 30 working days total
<b>8. Closure &amp; Feedback</b>	Once resolved, the grievance is marked as closed in the log, and the complainant signs the resolution form (if applicable).	NCPC ESG Team / EPC	Upon completion
<b>9. Monitoring and Reporting</b>	Grievance trends and unresolved issues are monitored monthly and reported to project management and lenders. Feedback is used to prevent recurrence and improve future engagement.	NCPC ESG Team	Within 30 working days total

#### 7.6.4 Escalation and Appeals

If a complainant is not satisfied with the initial response, they may escalate the issue to:

1. NCPC Grievance Committee (internal appeal level): The Committee will conduct an independent review of the grievance, reassess the evidence, consult relevant technical teams if needed, and issue a formal written decision within a defined timeframe.
2. Relevant Administrative Authority (Governorate or ASEZA, depending on location): Complainants may seek further review through the competent government authority responsible for administrative oversight of the project area. This authority will evaluate the complaint in accordance with national procedures and issue its decision.
3. Judicial or Administrative Courts of Jordan: At any stage, complainants maintain the legal right to pursue formal resolution through the court system without restriction. Judicial review may be sought if the complainant believes that the grievance was not addressed fairly, lawfully, or adequately.

The Project will document all escalations, decisions, and actions taken at each level, ensuring a transparent, traceable, and accountable process.

## 7.7 Gender Sensitivity, and Sensitive-Grievance Handling Procedures

### 7.7.1 Overview

The Project's GRM ensures that all individuals, including women, youth, vulnerable groups, and persons at risk of discrimination, can safely raise concerns without fear of retaliation. NCPC is committed to a process that is accessible, confidential, respectful, and grounded in principles of dignity, equality, and non-discrimination. All personal information is managed in line with the Jordan Personal Data Protection Law (2023), with strict access controls and enhanced confidentiality for protection-related cases.

Stakeholders may submit grievances anonymously, and such cases will be treated with the same seriousness, confidentiality, and priority as identified submissions. No attempt will be made to reveal the identity of anonymous complainants, and all investigations will be conducted without compromising privacy.

The GRM ensures the safe participation for women, youth, persons with disabilities, refugees, and other vulnerable groups. Trained Women's Engagement Officers are available to receive and manage gender-sensitive complaints, ensuring appropriate handling and referral when needed. NCPC maintains a strict zero-tolerance policy toward retaliation, intimidation, or any adverse consequences for individuals who submit or support a grievance, and measures are in place to monitor risks and ensure protection throughout the process. All sensitive grievances will be managed using survivor-centred principles to ensure safety, confidentiality, respect and dignity, non-discrimination, and informed consent.

The GRM also includes a dedicated mechanism for handling sensitive cases, such as:

- Gender-Based Violence and Harassment (GBVH)
- Sexual Exploitation and Abuse / Sexual Harassment (SEA/SH)
- Child abuse or exploitation
- Discrimination (gender, nationality, ethnicity, disability, or other grounds)
- Bullying, harassment, or other protection-related concerns

These cases require specialised procedures, enhanced confidentiality, and trained personnel. Therefore, sensitive grievances do not follow the standard GRM pathway and are instead handled through a secure, survivor-centred process detailed in the following subsections.

### 7.7.2 Specialised Reporting Channels for Sensitive Cases

NCPC will establish discreet and confidential channels for reporting sensitive grievances. Only authorised personnel will have access to these channels. These channels will include:

- A confidential GBVH hotline.
- A confidential email account accessible only to the NCPC E&S Specialist or ESG Director.
- In-person reporting to CLO, NCPC E&S Specialist, or the ESG Director.
- Anonymous submissions, which will be fully investigated with the same priority.

These channels will not be accessible to contractor staff or general employees to ensure confidentiality and avoid conflicts of interest.

### **7.7.3 Specialised Handling, Investigation, Case Management, and Referral Pathways**

If a sensitive complaint is received, it will be handled by a Specialised Sensitive-Case Team (SSCT) composed of trained and authorised individuals. Contractor representatives will not participate in investigating sensitive cases.

The SSCT will:

- Ensure confidential and respectful communication with the survivor.
- Conduct fact-finding discreetly and safely.
- Avoid re-traumatising the survivor (no repeated questioning).
- Implement strict access controls to protect data.
- Document actions using non-identifiable codes rather than personal information.

Sensitive grievances will be kept in a secure, restricted database, separate from the general Grievance Register.

NCPC will facilitate access to professional support services and maintain an updated directory of local GBV/child-protection service providers with 24/7 emergency contacts.

Sensitive grievances do not follow the standard GRM timeline. Instead, the case determines the pace of the process. Also, the person of the case may pause, stop, or withdraw the case at any point. Finally, key decisions, such as investigations or referrals, will only proceed with the person's explicit approval.

### **7.7.4 Contractor Responsibilities for GBVH and Sensitive Issues**

All contractors and subcontractors must:

- Implement a Code of Conduct that strictly prohibits SEA/SH and discrimination.
- Provide mandatory GBVH and code-of-conduct training to all workers.
- Immediately refer any sensitive grievance to NCPC's SSCT (not handle internally).
- Ensure non-retaliation for complainants, witnesses, or workers reporting misconduct.
- Cooperate with NCPC investigations while respecting confidentiality rules.

### **7.7.5 Non-Retaliation and Safety Guarantees**

NCPC enforces a strict zero-tolerance policy for retaliation. Punitive action will be taken against any individual who attempts to intimidate or silence a complainant, retaliates against a survivor or witness, breaches confidentiality, and interferes with an investigation

## 7.8 Awareness, Training and Capacity Building

NCPC will ensure that all project workers, contractors, and stakeholders clearly understand the purpose, process, and accessibility of the GRM. A comprehensive capacity-building and awareness program will be implemented to promote consistent grievance handling, strengthen transparency, and ensure that all individuals, especially vulnerable groups, know how to raise concerns safely.

- Induction and refresher training for all NCPC and contractor staff, ensuring every worker understands their roles in the GRM, reporting requirements, confidentiality obligations, and the process for submitting or referring grievances.
- Awareness campaigns in affected communities through multiple channels including printed flyers, posters on noticeboards at construction sites and community centres, local radio announcements, and digital communication aimed at informing community members about their rights, available grievance channels, and expected response timelines.
- Regular stakeholder engagement sessions to explain the grievance process in detail, including how to submit a complaint, how cases are registered and assessed, how progress can be monitored, and what escalation pathways are available if the complainant is unsatisfied.
- Specialised training for CLOs and Women's Engagement Officers focusing on cultural sensitivity, confidentiality management, survivor-centred communication, gender-based grievance handling, and the proper referral of sensitive cases to protection service providers when needed.

## 7.9 Monitoring, Reporting, and Learning

The NCPC ESG Team will maintain a centralised, secure grievance database that systematically records and tracks all grievances received throughout the Project lifecycle. The database will enable transparent monitoring, analysis of recurring issues, and timely reporting to management and stakeholders. It will capture the following information:

- Total number of grievances received, addressed, and resolved, including the status of each case and closure verification.
- Classification of grievances by type, geographic location, severity, and complainant profile (e.g., worker, community member, vulnerable group) to identify patterns and areas requiring targeted interventions.
- Average investigation and resolution time, response quality, and complainant satisfaction levels, helping assess the efficiency and effectiveness of the GRM.
- Outstanding, delayed, or escalated grievances that require higher-level attention or additional corrective actions, ensuring no case is left unresolved.

Quarterly and annual ESG reports will present summarised grievance data, highlight key trends, and identify recurring issues requiring management action. Visual dashboards and graphs currently under development will display categories, timelines, response performance, and resolution rates to enhance accountability and decision-making. These reports will be shared with NCPC senior management, project lenders, and relevant authorities as part of the Project's ESG reporting obligations.

## 7.10 Continuous Improvement and Review

The GRM is a dynamic, living mechanism that will undergo periodic review at least annually or following major project milestones to ensure it remains effective, responsive, and aligned with evolving project needs. The review process will evaluate:

- Efficiency and consistency of grievance handling procedures, including registration, assessment, investigation, documentation, and closure, to ensure compliance with the established GRM framework.
- Accessibility, inclusiveness, and cultural appropriateness of grievance channels, ensuring that workers, women, vulnerable groups, and community members can safely raise concerns without barriers related to language, mobility, literacy, or social norms.
- Quality, adequacy, and timeliness of responses, assessing whether grievances are addressed thoroughly, fairly, and within the expected timeframes, and whether corrective actions are implemented effectively.
- Stakeholder satisfaction and lessons learned, based on feedback from complainants, community representatives, contractors, and project personnel, to continuously improve the system and address identified gaps.

Findings from each review cycle will guide updates to the SEP, ESMP, and GRM procedures and will inform future training, capacity-building programs, and stakeholder engagement activities.

## 7.11 Grievance Register

It is essential that all issues raised by stakeholders are documented in a logical, consistent, and organised manner to ensure they are properly tracked from initial receipt through investigation, resolution, and final closure. To maintain full transparency and accountability, the stakeholder register will record:

- A unique reference number for each stakeholder submission, enabling accurate tracking and cross-referencing throughout the grievance process.
- Name and contact details of the complainant or stakeholder, unless anonymity is requested, in which case only non-identifying information will be recorded.
- Date and method of contact, including follow-up communications, to maintain a chronological record of interactions.
- The issue(s) raised, whether comments, suggestions, inquiries, concerns, or formal complaints, along with any supporting information provided.
- The proposed response, corrective actions, and responsible parties, ensuring clarity on how the issue will be addressed and by whom.
- The status of the submission (recorded, under review, active, resolved, or closed), including the date of closure and confirmation of complainant satisfaction where applicable.

When multiple stakeholders raise similar or recurring issues, these will be consolidated and categorised as thematic “issues,” and the collective response will be tracked in a dedicated section of the register. Appropriate cross-referencing will be provided in the main register to ensure consistency, avoid duplication, and allow users to easily trace how grouped issues were addressed.

## 7.12 Confidentiality/ Data Management

If a Complainant wishes to remain anonymous, this will be accepted. No personal data will be made public. Details of the grievance will only be provided to those directly involved in the examination process (i.e., those involved with remedying the grievance). If confidentiality cannot be guaranteed, for example, because of government regulations, it can be suggested to lodge grievances under an alias.

Personal data contained in the Complaints Register will be kept only as long as necessary to investigate the Complaint and implement a resolution. Personal data will then be either deleted or modified and transferred to an archive for a reasonable period as required by relevant laws and regulations on Data Privacy.



## 8 Monitoring and Reporting

NCPC and the EPC Contractor will maintain a structured Stakeholder Engagement Log to record all engagement activities throughout pre-construction, construction and operations. The log will document the date, location, stakeholder groups, purpose, key issues raised, Project responses, commitments made and follow-up actions. This tool will support transparency, allow issues to be tracked to closure, and ensure that engagement remains inclusive, responsive and aligned with Lender requirements.

All results of the AAWDC Project stakeholder engagement process will be included in Environmental and Social Reports to the Lenders, which will be prepared by the NCPC ESG team, summarising environmental and social impacts, health and safety performance, disclosure and consultation performance and implementation of the GRM. A summary of these Environmental and Social Reports will be prepared by the NCPC ESG team annually to ensure regular reporting to Project stakeholders and posted online (without any confidential information) on the AAWDC Project website.

The reports will include the following information:

- Number and types (topics) of received community grievances raised in the reporting period, with indication of opened, resolved and closed grievances and whether they have been closed out within the timeframes stated in the grievance mechanism;
- Number and types of information disclosure activities through social media channels, and official websites, notice boards, or other means.
- Place and time of consultation meetings held and other types of in person engagement activities, with information on the number of participants (including number of women), issues and concerns raised during meetings and information on how the issues raised were taken into consideration by the AAWDC Project team (NCPC and contractors).
- Specific measures taken to ensure the Project is engaging with vulnerable groups identified in the SEP and ESIA, including number and types of meetings or calls.

The NCPC ESG team will be responsible for monitoring of all Project related stakeholder engagement activities, ensuring the fulfilment and updating of this SEP, and reporting to the Lenders and the public.

Appendix 4 of this SEP provides a template for tracking stakeholder engagement activities.

## **Appendix 1 Project Information Leaflet – 2025**

- الطاقة الشمسية - سيتم إنشاء محطة جديدة للطاقة الشمسية، على بُعد 5 كم شرق القويرة، وذلك من أجل توفير الطاقة لمحطة التحلية من خلال خطوط نقل كهربائية هوائية جديدة.

### الوضع الحالي للمشروع

- الجوانب الفنية والهندسية: قام المشروع بتعيين مقاولين إنشائيين، يقومون حاليًا بإجراء تصميم تفصيلي للمشروع وكذلك دراسات ميدانية. وكجزء من أعمال التصميم، سيقوم المقاولون بإجراء أنشطة تقييم محدودة حول موقع المحطة، وفي البحر، وعلى طول مسارات خط الأنابيب الناقل، والتي تشمل تقييمات ودراسات طبوغرافية وجيوتقنية.
- الدراسات البيئية والاجتماعية ومشاورة أصحاب المصلحة:

قامت شركة مشروع الناقل الوطني بتعيين استشاريين بيئيين واجتماعيين (شركة الاتجاهات الجديدة للاستشارات ECO Consult الأردنية و Energies Group الدولية) وذلك من أجل إجراء دراسات بيئية واجتماعية إضافية لتحديث دراسة تقييم الأثر البيئي والاجتماعي لعام 2022 والتي تم إجراؤها في فترة مبكرة من مرحلة التحضير

تهدف هذه الدراسات إلى ضمان فهم شركة مشروع الناقل الوطني بشكل كلي لأي آثار بيئية واجتماعية محتملة مرتبطة بالمشروع وإدارتها لها بشكل مسؤول ومستدام. وتلتزم شركة مشروع الناقل الوطني التزامًا كاملاً بتجنب هذه الآثار وتقليلها وتخفيف حدتها على المجتمعات المحلية، وأنشطة الاعمال والمزارعين والرعاة.

كجزء من هذه الدراسات، سيتم تنفيذ الأنشطة النموذجية التالية في عام 2025:

- التشاور والتفاعل مع الجهات الحكومية والمجتمعات المحلية.

### مشروع يكفل تأمين المياه لمستقبل الأردن

يواجه الأردن أحد أخطر تحديات شح المياه في العالم. وقد قامت وزارة المياه والري بإطلاق مشروع الناقل الوطني كجزء من الاستراتيجية الوطنية للمياه في الأردن. ويهدف المشروع إلى توليد 300 مليون متر مكعب من مياه الشرب سنويًا عن طريق استخراج وسحب المياه من بحر العقبة ومعالجتها في محطة تحلية جديدة. وسيتم بعد ذلك نقل مياه الشرب إلى عمّان عبر خط أنابيب مدفون تحت سطح الأرض بطول 438 كيلومترًا. ويُعد مشروع الناقل الوطني أضخم مشروع لتوليد المياه يتم تنفيذه في تاريخ الأردن، وبشكل حجر أساس لأمن الأردن المائي.

قامت وزارة المياه والري وبشكل رسمي بتعيين شركة مشروع الناقل الوطني ("NCPC") - وهي شركة أردنية محلية - وذلك من أجل تصميم وبناء وتمويل وتشغيل البنية التحتية للمشروع لمدة 30 عامًا. وتعمل شركة مشروع الناقل الوطني مع مقاولي بناء دوليين وإقليميين، كما وتُجري حاليًا مناقشات مع بنوك ومنظمات مالية دولية لتأمين التمويل اللازم للمشروع.

### ما هو المشروع؟

- مياه نظيفة من البحر - بحيث ستقوم محطة التحلية الجديدة في العقبة على تحويل مياه البحر إلى مياه صالحة للشرب. وهذه العملية سينتج عنها بالإضافة لمياه الشرب، مياه مالحة متبقية والتي سيتم تصريفها في بحر العقبة. ويقوم المشروع بدراسة التفاصيل الفنية والتصميمية لضمان حماية خليج العقبة بما يتماشى مع المعايير البيئية الصارمة.
- الناقل - سيتم نقل المياه عبر خط أنابيب تحت الأرض بطول 438 كم من محطة التحلية الجديدة إلى خزانات المياه الموجودة في أبو علندا والمنتزه في عمّان. وسيتمتع خط الأنابيب الناقل في الغالب المسار القائم لخط أنابيب الديسة والطريق الصحراوي. ولدعم عملية ضخ المياه والتحكم بضغط المياه داخل خط الأنابيب، سيكون هناك أيضًا مرافق فوق سطح الأرض تشمل 3 محطات ضخ و3 خزانات موزعة على طول خط الأنابيب.

- مسوحات لخط الأساس المتعلقة بالتنوع الحيوي والضجيج وجودة الهواء في جميع مواقع المشروع، بالإضافة إلى المنطقة الساحلية/البحرية.
  - مسوحات لمعالم التراث الثقافي والمناطق المحمية، مع التركيز بشكل خاص على منطقة وادي رم، المدرجة على قائمة التراث العالمي.
- يهدف التشاور المبكر مع أصحاب المصلحة إلى ضمان مراعاة مخاوف وملاحظات أصحاب المصلحة المحليين في تصميم المشروع، وضمان التشاور المنتظم مع الجهات الحكومية المحلية والمجتمعات المحلية مستقبلاً. وسيتم عقد جلسة رسمية للإفصاح العام عن المشروع في مطلع عام 2026.

### الخطوات التالية

- **2025:** مشاورات مع الحكومة والمجتمع المحلي، ودراسات بيئية واجتماعية، وتصميم مفصل للمشروع.
- **2025/2026:** مشاورات عامة رسمية حول التصاميم والخطط النهائية للمشروع، ونتائج وتوصيات دراسة تقييم الأثر البيئي والاجتماعي.
- **2026:** من المتوقع بدء أعمال البناء.
- **في المستقبل:** توفير 300 مليون متر مكعب من مياه الشرب النظيفة سنوياً لعمان والعقبة.

### للتواصل معنا

- ☎ [00962 79 00 88 877]
- 📍 عنوان الشركة: شارع رفيق الحريري، العبدلي، ص.ب. 143210، عمان
- 📧 البريد الإلكتروني: [info@ncpc-jo.com](mailto:info@ncpc-jo.com)
- 🌐 الموقع الإلكتروني: [www.ncpc-jo.com](http://www.ncpc-jo.com)

### **A Project Securing Water for Jordan's Future**

Jordan faces one of the world's most serious water shortages. The National Water Conveyance Project is being launched by the Ministry of Water and Irrigation (MWI) as part of Jordan's National Water Strategy. The aim of the Project is to generate 300 million cubic metres (MCM) of drinking water per year by taking water from the Aqaba sea and treating it in a new desalination plant. The drinking water will then be transported to Amman via a 438 km-long buried pipeline. The National Water Conveyance Project will be the largest water generation scheme to be implemented in the history of Jordan, and it is fundamental for Jordan's water security.

MWI has officially appointed the National Conveyance Project Company ("NCPC") – a local Jordanian company – to design, build, finance, and operate the water infrastructure for 30 years. NCPC is working with international and regional construction contractors, and is also in discussion with international financial banks and organisations to secure financing for the Project.

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### **What is the Project?**

**Clean water from the sea** – A new desalination plant in Aqaba will turn seawater into drinking water. This process creates a residual brine water that will be discharged into the Aqaba sea. The Project is investigating technical and design details to ensure the protection of the Gulf of Aqaba in line with strict environmental measures.

**Conveyance** – An underground 438 km pipeline will carry water from the plant to existing reservoirs at Abu Landa and Al Muntazah in Amman. The pipeline will mostly follow the existing Disi pipeline right of way and the Desert Highway. To support water pumping and control the pressure within the pipeline, there will also be

above ground facilities, including 3 pumping stations and 3 tank facilities distributed along the length of the pipeline.

**Solar Power** – A new solar energy plant will be constructed, 5 km to the east of Al-Quwayrah, to provide power to the desalination plant through new overhead electrical transmission lines.

### **Current Project Status**

**Technical & Engineering:** The Project has appointed construction contractors, who are currently undertaking more detailed designs and site investigations. As part of this design work, the contractors will be carrying out limited assessment activities around the plant site, in the sea and along the pipeline routes, which will include topography and geotechnical assessments.

### **Environmental & Social Studies and Stakeholder Consultation:**

NCPC has appointed environmental and social consultants (Energies Group and ECO Consult) to carry out additional environmental and social studies to update the 2022 Environmental and Social Impact Assessment (ESIA) (<https://www.eib.org/en/projects/pipelines/all/20190712>) Conducted at an earlier stage of preparation.

These studies aim to ensure that National Conveyance Project Company fully understands and manages any potential environmental and social impacts associated with the Project, in a responsible and sustainable manner. NCPC is fully committed to Eliminate, minimise, and mitigate such impacts on local communities, businesses, farmers and herders.

As part of these studies, the following example activities are taking place in 2025:

Consultation and engagement with local government & communities

Biodiversity, noise and air quality baseline surveys at all the project sites as well as in the coastal/marine area

Surveys of cultural heritage features and protected areas, with a particular focus on the Wadi Rum area World Heritage Site.

The aim of the early stakeholder consultation is to make sure local stakeholder concerns are included in the Project design, and ensure that local government entities and communities are regularly consulted going forward. A formal Project public disclosure session will take place in early 2026.

### **Next Steps**

**2025:** Local Government & Community consultations, environmental & social studies, Project detailed design.

**2025/2026:** Formal public consultation on final Project designs and plans, and the ESIA results & recommendations

**2026:** Construction is expected to begin.

**Future:** Supplying 300 million cubic metres of clean drinking water every year to Amman and Aqaba.

### **Contact Us**

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## Appendix 2 Summary table of Local Authorities and Community Stakeholder Engagement meetings September – October 2025

	Date	Location	Type of Meeting	Stakeholder Present
1	10/09/2025	<b>Ma'an Governorate</b> office	Informal meeting with Governorate/District officials	<ul style="list-style-type: none"> <li>Governor of Ma'an</li> <li>Deputy Governor &amp; Director of the Development Unit</li> </ul>
2	11/09/2025	<b>Aqaba Governorate</b> Qweirah District Administration building	Informal meeting with Governorate/District officials	<ul style="list-style-type: none"> <li>District Administrator of Qweirah</li> <li>Head of the Office and Development Unit Specialist</li> </ul>
3	11/09/2025	<b>Aqaba Governorate</b> office	Informal meeting with Governorate/District officials	<ul style="list-style-type: none"> <li>Governor of Aqaba</li> <li>Director of the Development Unit</li> </ul>
4	15/09/2025	<b>Karak Governorate</b> Qatraneh city office of the Governorate	Informal meeting with Governorate/District officials	<ul style="list-style-type: none"> <li>Qatraneh District Governor</li> <li>Head of Qatraneh Municipality</li> <li>2-5 employees from both offices</li> </ul>
5	17/09/2025	<b>Karak Governorate</b> Karak city office	Informal meeting with Governorate/District officials	<ul style="list-style-type: none"> <li>Karak Governor</li> <li>Head of the Development Unit</li> </ul>
6	17/09/2025	<b>Amman Governorate</b> Jizah District Office	Informal meeting with Governorate/District officials	<ul style="list-style-type: none"> <li>District Governor</li> <li>District Governor Office Direct</li> </ul>
7	17/09/2025	<b>Amman Governorate</b> Sahab District Office	Informal meeting with Governorate/District officials	<ul style="list-style-type: none"> <li>District Governor</li> <li>Local Development Unit Head</li> </ul>
8	17/09/2025	<b>Amman Governorate</b> Um El- Basatien Sub District Office	Informal meeting with Governorate/District officials	<ul style="list-style-type: none"> <li>Sub District Director</li> </ul>
9	21/09/2025	<b>Amman Governorate</b> Um Rasas Sub-District Governor office	Informal Meeting & visit to Damkhi Village	<ul style="list-style-type: none"> <li>Um Rasas Governor</li> <li>1 employee of the Governorate.</li> </ul>
10	22/09/2025	<b>Tafila Governorate</b> office	Informal -Local Governors Meetings	<ul style="list-style-type: none"> <li>Tafilah Governor</li> <li>Tafilah Deputy Governor</li> <li>Hisa District Governor</li> </ul>
11	22/09/2025	<b>Amman Governorate</b>	Informal meeting with Governorate/District officials	<ul style="list-style-type: none"> <li>Amman Governor Assistant for Public Safety</li> <li>Safety Department Director at Amman Governorate</li> </ul>



12	23/09/2025	<b>Amman Governorate</b> Um Al Rasas Sub District	Informal meeting with Governorate/District officials	<ul style="list-style-type: none"> <li>• Sub District Governor</li> </ul>
13	23/09/2025	<b>Amman Governorate</b> Al-Qweismeh District	Informal meeting with Governorate/District officials	<ul style="list-style-type: none"> <li>• District Governor</li> <li>• District Governor assistant</li> </ul>
14	23/09/2025	<b>Amman Governorate</b> Mowaqqar District	Informal meeting with Governorate/District officials	<ul style="list-style-type: none"> <li>• Sub District Governor</li> <li>• Sub District Governor Assistant</li> <li>• Mowaqqar Social Development Director</li> <li>• Previous Municipality Member</li> <li>• Development Projects Director at the District</li> </ul>
15	23/09/2025	<b>Amman Governorate</b> Rujm Al-Shami Sub-District	Informal meeting with Governorate/District officials	<ul style="list-style-type: none"> <li>• Sub District Governor</li> <li>• Sub District Safety Dep. Director</li> </ul>
16	23/09/2025	<b>Karak Governorate</b> Qatraneh – Municipality hall	Formal District community meeting	55 stakeholders (2 women): Members of local leadership, decision-makers, merchants, women and youth representatives, members and representatives of official institutions.
17	23/09/2025	<b>Aqaba Governorate</b> Diesah Sub District - Municipality Hall	Formal District community meeting	<p>21 stakeholders (no women) from the following groups:</p> <ul style="list-style-type: none"> <li>• Sheikhs and Mukhtars (8)</li> <li>• Representatives of agricultural, tourism, and civil society associations (6)</li> <li>• Active youth (2)</li> <li>• Government officials (3)</li> <li>• Rum Nature Reserve representatives (2)</li> </ul> <p>No women attended, despite invitations being extended</p>
18	24/09/2025	<b>Aqaba Governorate</b> Qweirah District Administration Office	Formal District community meeting	<p>19 stakeholders (1 woman) from the following groups:</p> <ul style="list-style-type: none"> <li>• Governor (Mutasarrif) of Qweirah District</li> <li>• Sheikhs (3)</li> <li>• Mukhtars (2)</li> <li>• Women's associations representative (1)</li> <li>• Tourism association representative</li> <li>• Agricultural association representative</li> <li>• Community leaders</li> <li>• Municipality staff</li> </ul>
19	25/09/2025	<b>Amman Governorate</b> Um Rasas Sub-District Governor office Damkhi Town	Formal District community meeting	<p>10 stakeholders (no women):</p> <ul style="list-style-type: none"> <li>• Members of local leadership,</li> <li>• Local community stakeholders &amp; decision-makers,</li> <li>• Merchants</li> <li>• Um Al-Rassas Municipality Chair</li> </ul>
20	27/09/2025	<b>Amman Governorate</b> Um Rasas Sub District Municipality	Municipality meeting	<p>5 stakeholders (1 woman):</p> <ul style="list-style-type: none"> <li>• Acting Mayor</li> <li>• Municipality Executive Director</li> <li>• Mayor Office Manager</li> <li>• Head of Media &amp; Communication Unit</li> </ul>

				<ul style="list-style-type: none"> <li>• Official from the Environment Unit</li> </ul>
21	27/09/2025	<b>Amman Governorate</b> Sahab District	Municipality meeting	3 stakeholders (no women): <ul style="list-style-type: none"> <li>• Acting Mayor</li> <li>• Head of Media &amp; Communication Unit</li> <li>• Mayor Office Manager</li> </ul>
22	27/09/2025	<b>Amman Governorate</b> Mowaqqar District	Municipality meeting	5 stakeholders (1 woman): <ul style="list-style-type: none"> <li>• Acting Mayor</li> <li>• Head of Solid Wastes Department</li> <li>• Head of Local Development Unit</li> <li>• Municipality Executive Director</li> <li>• Municipality Financial Manager</li> </ul>
23	27/09/2025	<b>Amman Governorate</b> Jizah District	Municipality meeting	4 stakeholders (1 woman): <ul style="list-style-type: none"> <li>• Acting Mayor</li> <li>• Municipality Executive Director</li> <li>• Head of Local Development Unit</li> <li>• Head of the Women Empowerment Department.</li> </ul>
24	28/09/2025	<b>Ma'an Governorate office</b> Jafr District	Formal District community meeting	16 stakeholders (3 women): <ul style="list-style-type: none"> <li>• Government officials (3):               <ul style="list-style-type: none"> <li>- Assistant Governor of Ma'an</li> <li>- Al Jafr District Director</li> <li>- Former Mayor of Al Jafr</li> </ul> </li> <li>• Sheikhs (2)</li> <li>• Farmers(3)</li> <li>• Local Institutions &amp; Associations (8):               <ul style="list-style-type: none"> <li>- Representative of the National Company for Training &amp; Employment</li> <li>- Representative of Al Jafr Youth centre</li> <li>- Representatives of local women's associations (3)</li> <li>- Local associations</li> <li>- Representative of the Water Authority</li> </ul> </li> </ul>
25	30/09/2025	<b>Tafiela Governorate</b> Hasa District Hasa Town, Municipality Hall	Formal District community Meeting	<ul style="list-style-type: none"> <li>• 30 stakeholders (3 women): Members of local community/tribal leadership, community decision-makers, local business owners, local phosphate company director, women and youth representatives, security reps, and representatives of official institutions.</li> </ul>
26	01/10/2025	<b>Aqaba Governorate office</b> Aqaba City	Formal District community Meeting	18 stakeholders (6 women) from the following: <ul style="list-style-type: none"> <li>• Official Institutions:               <ul style="list-style-type: none"> <li>- Aqaba Development Corporation</li> <li>- Aqaba Ports Management Company</li> <li>- Representative from the Ministry of Public Works and Housing</li> <li>- Aqaba Port</li> <li>- Representatives from the Aqaba Special Economic Zone Authority (ASEZA)</li> </ul> </li> <li>• Civil Society Representatives:               <ul style="list-style-type: none"> <li>- Youth Centre</li> <li>- Vocational Training Institute</li> <li>- Union of Charitable Societies</li> <li>- Fishermen's Associations</li> </ul> </li> </ul>

27	04/10/2025	<b>Amman Governorate</b> Um El- Basatien Sub District Um El- Basatien Municipality	Municipality meeting	2 stakeholders (1 woman)
28	04/10/2025	<b>Amman Governorate</b> Rujm Al Shami Sub District Rujm Al Shami Municipality	Municipality	4 stakeholders (no women) <ul style="list-style-type: none"> <li>• Acting Mayor</li> <li>• Director of Engineering Services</li> <li>• Head of Infrastructure Department</li> <li>• Head of Local Development Dep.</li> </ul>
29	27/09/2025	<b>Karak Governorate</b> Qatraneh Town	Interviews with local community residents	4 interviews with local community residents (no women): <ul style="list-style-type: none"> <li>• Head of a local agricultural cooperative (Hafira Cooperative)</li> <li>• Local business/shop owner</li> <li>• Head of the local youth club, President of the Heritage and Culture Association, and Member of the Security Council.</li> <li>• local Livestock trader</li> </ul>
30	29/09/2025	<b>Karak Governorate</b> Qatraneh District Sultani Town	Youth Focus group	<ul style="list-style-type: none"> <li>• 33 attendees: representing youth from Sultani, Jurf Al-Darwish, and Qatraneh. The group included teachers, employed and unemployed individuals, as well as active members of local youth clubs, charities, and cooperatives. Overall, the attendees reflected strong and diverse youth representation from across the area.</li> </ul>
31	29/09/2025	<b>Karak Governorate</b> Qatraneh District Qatraneh Elementary Mixed School Theatre	Women Only Focus Group	<ul style="list-style-type: none"> <li>• 15 attendees: A group of women representing their communities, including household mothers, teachers, civil society members, and representatives of community-based organizations (CBOs).</li> </ul>
32	29/09/2025	<b>Amman Governorate</b> Sahab District	Key informant	<ul style="list-style-type: none"> <li>• 1 woman: Executive Director of the Jordanian Investors Association &amp; former Manager of the Local Development Unit at Sahab Municipality</li> </ul>
33	29/09/2025	<b>Aqaba Governorate</b> Rashdyah Qweirah District	Community –Focus Group Women	<ul style="list-style-type: none"> <li>• A group of 7 women (ages 30–49), including four representatives of a local women’s association and three housewives.</li> </ul>
34	29/09/2025	<b>Aqaba Governorate</b> Rashdyah Qweirah District	Community –Focus Group Youth)	<ul style="list-style-type: none"> <li>• The participants comprised an active youth cohort aged 19–35 with diverse socio-economic backgrounds. The group included university graduates, local media activists, unemployed job-seekers, and owners of small agriculture and livestock micro-enterprises, alongside staff employed in youth facilities/programs.</li> </ul>

35	30/09/2025	<b>Amman Governorate</b> Um El- Basatien Sub District, Na'oor District	Key informant interview	<ul style="list-style-type: none"> <li>Local Development &amp; Governance Expert &amp; resident of Um El- Basatien Sub District, Ministry of Political Development</li> </ul>
36	02/10/2025	<b>Amman Governorate</b> Damkhi Town	Interviews with community members	5 interviews with the town residents (1 woman): <ul style="list-style-type: none"> <li>Local school principle (1 woman)</li> <li>School teacher</li> <li>Government employee &amp; local café owner</li> <li>Car wash business owner</li> <li>Vet and owner of a veterinary clinic</li> </ul>
37	02/10/2025	<b>Amman Governorate</b> Mowaqqar District Mowaqqar Municipality	Municipality (follow up)	3 stakeholders (2 women) from the municipality
38	02/10/2025	<b>Amman Governorate</b> Sahab District Sahab Municipality	Municipality (follow up)	3 stakeholders (0 women)
39	02/10/2025	<b>Karak Governorate</b> Al Abiad Town, Qatraneh District	Local community focus group	10 stakeholders (no women): The meeting in Hisa brought together a diverse group of participants, including retired individuals, a former mayor, the head of the Injaz Society for Environment Protection, and several other active members of the local community. This diversity reflected the wide range of experiences and perspectives present in the discussion, contributing to a richer understanding of local priorities and expectations.
40	04/10/2025	<b>Tafiela Governorate</b> Hasa District Hasa town	Women focus group	13 stakeholders: The meeting was attended by heads of charitable and women's associations, the president of the local women's union, the head of the women's committee at the Hashemite Fund, as well as former female members of municipal councils. It was further enriched by the participation of housewives, small business owners, and community activists
41	04/10/2025	<b>Aqaba Governorate</b> Diesah Sub-District Twaiseh	Youth Group Discussion	8 youth leaders from Twaiseh along with heads of associations (agricultural, camel racing, and charitable agricultural), and community leaders, in addition to unemployed youth. Their ages ranged between 30 and 50 years, and they all reside in the Twaiseh area.
42	04/10/2025	<b>Aqaba Governorate</b> Diesah Sub-District Twaiseh	Women Group Discussion	15 women participated in the session, with ages ranging from 18 to 54 years. The educational backgrounds of the participants varied from basic education to a bachelor's degree. Most of the women are married, and their practical experience is mainly informal, relying on personal skills and

				small individual projects such as sewing, pastry and confectionery making, printing and photocopying, beauty services, and upholstery. One participant had 13 years of work experience at the JUHAD Centre, while two others mentioned that their home-based projects had stopped due to weak sales in the village.
43	04/10/2025	<b>Amman Governorate</b> Greater Amman Municipality	Municipality – Key informant interview	1 male stakeholder • Al-Qweismeh Area Director
44	05/10/2025	<b>Amman Governorate</b> Um Rasas Sub Municipality	Municipality follow-up	2 stakeholders (1 woman), including the Executive Director, and the Head of Environmental Unit.
45	05/10/2025	<b>Amman Governorate</b> Jizah Municipality	Municipality follow-up	1 male stakeholder
46	05/10/2025	<b>Amman Governorate</b> Um Rasas Municipality	Community - CBOs	6 stakeholders: Representatives from 3 CBOs from Um Al Rassas Sub District: • President of Al-Rakhā' Charitable Association • Representative of Mayfa'a Umm Al-Rasās Association • President of Umm Al-Rasās Women's Cooperative Association Municipality officials: • Head of the Development Unit at Umm Al-Rasās Municipality • Executive Director of Umm Al-Rasās Municipality • Officer at the Development Unit, Umm Al-Rasās Municipality
47	05/10/2025	<b>Tafiela Governorate</b> Jorof, Hasa District	Community focus group	7 stakeholders (no women): The meeting was attended by local community members representing different segments of society, including livestock owners, livestock traders, teacher, and retired army personnel.
48	05/10/2025	<b>Karak Governorate</b> Mazar Shamali (Northern Mazar) District- Fraifrah	Community focus group	6 stakeholders (no women): The meeting was attended by local community members representing different segments of society, including livestock owners, livestock traders, and retired army personnel.
49	05/10/2025	<b>Aqaba Governorate</b> Diesah Sub-District Diesah	Youth Group Discussion	18 youth stakeholders (no women) from the Disi Basin, aged between 18 and 35, representing a diverse social and professional composition reflective of the local community. The participants included owners of transport companies (dump trucks), workers in the transport sector, farmers, owners of tourist camps, filmmakers and professionals engaged in documenting oral cinematic heritage, and photography enthusiasts.

				The group also included youth trained in environmental awareness, job seekers, small business owners, shopkeepers, as well as youth with community leadership backgrounds and participants with disabilities
50	05/10/2025	<b>Aqaba Governorate</b> Abu Amoud	Interviews with local community residents	4 stakeholders (no women) of Abu Amoud village (the school principal, a local resident, a shop owner, and a young man).
51	06/10/2025	<b>Aqaba Governorate</b> Qweirah District Shakriyyeh Sallheiah	Women Group Discussion	7 women whose ages ranged between 18 and 50 years. Their educational levels varied from elementary to intermediate university education. Most of the participants were married, and one of them was an active member in the fields of tourism and environment, as well as a former member of the governorate council. Most of the women were housewives with no prior professional experience.
52	06/10/2025	<b>Aqaba Governorate</b> Qweirah District Shakriyyeh Sallheiah	Youth Group Discussion	15 stakeholders (no women) residents of the Al-Sallheiah and Shakriyyeh area, comprising: Active youth with community service experience, working in limited sectors (Heritage Revival Company, Wadi Rum Reserve Sallheiah /, Security Company), youth seeking job opportunities, their ages range from 23-30, A number of older men were also present.
53	06/10/2025	<b>Tafiela Governorate</b> Hasa District	Focus Group: Bedouin Community-Tents but not Nomad	15 stakeholder (no women) participated in the meeting, representing residents from nearby tents. The group included both employed and unemployed individuals.
54	06/10/2025	<b>Tafilah Governorate</b> Hasa District Jorof	Women and Youth Interviews	8 stakeholder interviews (5 women) were conducted, each lasting around 45 minutes on average. The interview was conducted with a diverse group of community members, including three men who are active within the local community and five women representing different households. This composition allowed for a balanced understanding of both community-level perspectives and household-level challenges, ensuring that the voices and priorities of both men and women were reflected in the discussion
55	07/10/2025	<b>Tafilah Governorate</b> Hasa District	Local community residents interviews	7 stakeholders (2 women) interviews were conducted, each lasting around 45 minutes on average. The participants included a local shop owner, the heads of local societies (Environment Protection and Women Society), and lawyer. All participants were informed about the purpose of the interviews and were asked for their consent to use the information they provided.
56	08/10/2025	<b>Amman Governorate</b> Um El- Basatien Sub District	CBOs	4 stakeholders (3 women) from a local women's charitable association.
57	08/10/2025	<b>Amman Governorate</b>	CBOs	1 stakeholder (no women) from the local youth club.

		Um El- Basatien Sub District		
58	08/10/2025	<b>Amman Governorate</b> Jizah District Al Amria Municipality (Zmeleh and Dabaa Villages)	Municipality	2 stakeholders (1 woman).
59	08/10/2025	<b>Amman Governorate</b> Rujm Al Shami Sub District	CBOs	8 stakeholders (6 women) from a local Communication and Giving Charity Association that supports women's empowerment, support for orphans, and services for persons with disabilities in the local area.
60	08/10/2025	<b>Amman Governorate</b> Rujm Al Shami Sub District	CBOs	6 stakeholders (no women) from a local community Association, which focuses primarily on supporting low-income families through loan programs.
61	09/10/2025	<b>Amman Governorate</b> Rujm Al Shami Sub District Rujm Al Shami Municipality	Municipality follow up	3 stakeholders from the local municipality, including the Head of Municipality, the Roads Engineer, and the Municipal Council Secretary
62	09/10/2025	<b>Amman Governorate</b> Rujm Al Shami District	Women's Association	8 stakeholders (all women) from a local women's association that is focused on supporting women and children in the Rujm Al-Shami area.
63	09/10/2025	<b>Tafiela Governorate</b> Hasa District	Youth focus group	18 stakeholders (no women) representing youth from Hisa District. The group included teachers, employed and unemployed individuals, as well as active members of local youth clubs, charities, and cooperatives. Overall, the attendees reflected strong and diverse male youth representation from across the area.
64	09/10/2025	<b>Amman Governorate</b> Um Rasas District Damkhi Town	Women focus group	9 women stakeholders from the area, including household mothers and teachers.
65	10/10/2025	<b>Tafiela Governorate</b> Hasa District Hasa Eastern Desert	Field visit & interviews with Herders	5 Bedouin nomadic and semi nomadic herders of Hisa District
66	10/10/2025	<b>Tafiela Governorate</b> Hasa District Hisa Eastern Desert	Field visit & interviews with Herders (women only)	10 women Bedouin nomadic and semi nomadic herders of Hisa District
68	11/10/2025	<b>Ma'an Governorate</b> Jafr District	Women Focus Group Discussion	12 stakeholders (all women) from the local community, whose ages ranged from 17 to 52 years. Their educational levels varied from

		Jafr		illiteracy to holding a bachelor's degree, with the majority having only basic education. Most of the participants were married, and their engagement was either through membership in the Young Women's Centre or in women's associations. This reflects their practical experience and active involvement within both formal and community-based institutions.
69	11/10/2025	<b>Ma'an Governorate</b> Jafr District Jafr town	Youth Focus Group	8 stakeholders included young people from Al-Jafr, with diverse professional backgrounds, including government employees, graduates of vocational training programs who had not yet joined the labour market, farmers, youth centre affiliates, members of local associations, and self-employed individuals in various freelance businesses
70	12/10/2025	<b>Amman Governorate</b> Um El- Basatien Municipality	Municipality (follow up)	2 stakeholders from the Municipality
71	12/10/2025	<b>Amman Governorate</b> Greater Amman Municipality, Al-Qweismeh District	Municipality (follow up)	3 stakeholders from the Municipality, who cover the Al-Qweismeh area.
72	12/10/2025	<b>Amman Governorate</b> Al-Qweismeh District	Key informant interview	1 stakeholder, Deputy General Manager, from the Jordan Cooperative Corporation. The Cooperative Institution is an official government entity that serves as the umbrella organisation for the cooperative sector in Jordan, with offices (Cooperative Directorates) in all governorates across the country.
73	12/10/2025	<b>Aqaba Governorate</b> Aqaba	Maritime Sector group discussion	4 stakeholders (no women) representatives from 1. the Divers Association, which oversees 35 diving centres and approximately 180 members, as well as diving centres and tourist boats (around 20 boats), tourist villages (9 villages). 2. fishermen cooperative association
74	13/10/2025	<b>Aqaba Governorate</b> Diesah town	Women focus group	13 women participated in the session; 3 were from Ghal village, 2 from Mnaishier, and the remainder from Diesah. Their ages ranged from 27 to 53 years. The participants' educational levels varied from secondary school to intermediate diploma, with two holding master's degrees. Most of the women were members of the women's association, and the majority were married. Their professional backgrounds were diverse, including administration, accounting, education, health, childcare, and social activities. In addition, they possessed vocational and productive skills in areas such as pottery, sewing, wool work, and pastry preparation.



75	13/10/2025	<b>Aqaba Governorate</b> Qweirah Municipality	Municipality interview	interview conducted with the Mayor of Qweirah Municipality, and the Executive Manager of the Municipality (2 stakeholders, no women)
76	13/10/2025	<b>Amman Governorate</b> Al-Amiriyah Municipality (Zmaileh and Dab'ah villages)	CBO interview	8 stakeholders (3 women) from a local agriculture Cooperative and a local charitable association.
77	14/10/2025	<b>Aqaba Governorate</b> Aqaba	Women focus group	15 women stakeholders participated in the session, all of whom are married and aged between 32 and 63 years. The majority of participants had completed secondary education, while some held university degrees, and one participant had only completed basic education. In terms of professional experience, the participants demonstrated a wide range of expertise spanning health care (nursing), teaching, accounting, tourism and hospitality, as well as psychosocial training.
78	14/10/2025	<b>Aqaba Governorate</b> Aqaba	Youth focus group	5 stakeholders (no women). The meeting was attended by a diverse group of five participants, including the leader of a youth initiative in Aqaba that has received local and regional awards, an imam and preacher who is also an active youth leader, a youth activist working in the education sector, and a number of volunteering young participants.
79	01/10 to 14/10/2025	<b>Amman Governorate</b>	Informal field interviews	25 informal interviews with herders and 16 interviews with farmers and farm workers across the areas near to the pipeline RoW in Amman municipalities.
80	14/10/2025	<b>Tafiela &amp; Karak Governorate</b> Hasa & Qatranah Districts	Interviews with industry employees	Interview with 3 stakeholders employees of the National Company for Poultry.
81	19/10/2025	<b>Aqaba Governorate</b> Aqaba	Interview – Marine users	Interview with Director of the Aqaba Marine Reserve (1 male stakeholder)
82	23/10/2025	<b>Aqaba Governorate</b> Wadi Rum	Interview with the Director of the Wadi Rum Reserve	Interview with the Director of the Wadi Rum Reserve (1 male stakeholder)
83	24/10/2025	<b>Ma'an &amp; Aqaba Governorate</b>	Meeting with tribal sheikh and herders	Informal interview with tribal Sheikh and Bedouin herder (4 male stakeholders)

## Appendix 3 Grievance Register Forms

### Community Grievance Form

Community Grievance Form (الشكاوى)	
Reference No (رقم المرجع):	
<p>Please enter your contact information and grievance. This information will be dealt with confidentially.</p> <p>الرجاء تزويدنا بمعلومات الاتصال الخاصة بك والشكاوى. سيتم التعامل مع هذه المعلومات بسرية</p>	
Full Name الاسم	
Anonymous submission إخفاء معلومات مقدم الشكاوى	I want to remain anonymous (أرغب بعدم الكشف عن هويتي)
Please mark how you wish to be contacted (mail, telephone, e-mail). يرجى تحديد الطريقة التي تريد أن يتم الاتصال بك بها (هاتف، بريد إلكتروني)	By Telephone (من خلال الهاتف): _____ By E-mail (من خلال البريد الإلكتروني): _____
Description of Incident or Grievance: وصف الشكاوى :	What happened? Where did it happen? Who did it happen to? What is the result of the problem? ماذا حدث؟ أين حدث هذا؟ من فعل ذلك؟ ما هي نتيجة المشكلة؟
Date of Incident/Grievance: تاريخ الشكاوى	One time incident/grievance موضوع الشكاوى حدث لمرة واحدة فقط؟ (Date _____ التاريخ) Happened more than once (how many times?) موضوع الشكاوى حدث أكثر من مرة؟

		( _____ ) On-going (currently experiencing problem) موضوع الشكوى مستمر؟
What would you like to see happen to resolve the problem? ما هو رأيك مقترحك لحل المشكلة؟		

### Worker Grievance Form

Workers Grievance Form (نموذج الشكاوى العاملين)			
Reference No (رقم المرجع):		Date التاريخ	
Employee / Worker Name الاسم:		Job Title المسمى الوظيفي:	
Anonymous submission إخفاء معلومات مقدم الشكوى	I want to remain anonymous (أرغب بعدم الكشف عن هويتي)		
Details of Event Leading to Grievance تفاصيل الحدث المؤدي إلى الشكوى			
Date, Time, and location of Event تاريخ، وقت، مكان الحدث		Witness(es), If applicable الشاهد / الشهود (ان ينطبق)	
Description of Event: وصف الشكوى	What happened? Where did it happen? Who did it happen to? What is the result of the problem? ماذا حدث؟ أين حدث هذا؟ من فعل ذلك؟ ما هي نتيجة المشكلة		
What would you like to see happen to resolve the problem?			

ما هو رأيك مقترحك لحل المشكلة	
Employee signature:	
توقيع الموظف	
Grievance received by Name, Title, Signature:	
تم استلام الشكوى من قبل (الاسم / المسمى الوظيفي)	

## Appendix 4 Stakeholder Engagement Register Forms

	Stakeholder Category and Name	Type of Engagement	Date of Engagement	Location	Key issues or concerns	Follow-up action agreed	Responsible Entity	Notes on Progress
1	<i>e.g. Local authority (Municipality, District/Sub-District; community resident, herder, farmer, business; CBO, etc)</i>	<i>e.g. Official meeting, informal in person meeting, phone call, field visit, etc</i>					<i>e.g.: NCPC ESG team, EPC Contractor, etc)</i>	<i>e.g. Actions taken, status of follow-up (open or closed)</i>
2								
3								