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STAKEHOLDER ENGAGEMENT PLAN

SAÏSS III WATER CONSERVATION PROJECT - MOROCCO

European Bank of Reconstruction & Development

Final version

STAKEHOLDER ENGAGEMENT PLAN

Investors' Boutique In Sustainability North Africa SARL (ICE 02741976000055)

SAÏSS III WATER CONSERVATION PROJECT - MOROCCO



For: European Bank of Reconstruction & Development

Prepared by: Armand Dubac

Reviewed by: Morgan Perret

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Signed by:

Position: Associated Director

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GLOSSARY

NOTION	DÉFINITION
Consultation	Consultation is a two-way dialogue process between the Project sponsor and its stakeholders. Stakeholder consultation involves establishing and maintaining constructive external relationships over time.
Disclosure of information	Disclosure involves making information accessible to interested and affected parties (stakeholders). Communicating information in a manner that is understandable to stakeholders is an important and ongoing first step in the stakeholder engagement process. Information should be disclosed before any other engagement activities, from consultation and informed participation to negotiation and grievance resolution. This will make engagement more constructive.
Environmental and Social Impact Assessment (ESIA)	A prospective tool for proactively advising decision-makers on what might happen if a proposed activity were implemented. Impacts are considered to be environmental, political, economic, or social changes that are significant to society. These impacts can be positive or negative and can affect the environment, communities, human health and wellbeing, desired sustainability goals, or a combination of these elements.
Grievance Redress Mechanism	Procedure established within the framework of a project to receive and resolve concerns and grievances from affected communities regarding the environmental and social performance of the project.
Stakeholder	Stakeholders are individuals or groups who are directly or indirectly affected by a project, as well as those who may have an interest in a project or the ability to influence its outcome, either positively or negatively.
Stakeholder Engagement	Stakeholder engagement is an ongoing process that involves (i) the client publishing appropriate information to enable meaningful consultation with stakeholders; (ii) meaningful consultation with potentially affected parties; and (iii) a procedure or policy enabling individuals to make comments or complaints.

Source: Based on the EBRD's environmental and social requirements 10 (2024) and the associated guidance note on Information disclosure and stakeholder engagement (2023).

1 INTRODUCTION AND PROJECT BACKGROUND

1.1 PROJECT PRESENTATION

This document is the Stakeholder Engagement Plan (SEP) of the phases III (SAISS III and III) of SAISS Water Conservation Programme, specifically for the transfer and distribution of water and supply into the new irrigation network across the SAISS Plain Region SAISS. This SEP describes the public disclosure and consultation plan for the operations and investment program. Overall, the SEP will be managed and maintained by the Ministry of Agriculture, Maritime Fisheries, Rural Development and Water and Forest (MOA), although implementation of different components of the SEP will also be the responsibility of the other partners involved in the Project, including construction contractors and subcontractors.

The principles and approach will be used for SAISS III Project, which are under the supervision of the MOA.

The SEP takes into account good international industry practices in relation to information disclosure and stakeholder consultation for category B projects.

The SEP will be reviewed on a regular basis. If the activities change or new activities relating to stakeholder engagement are initiated, the SEP will be brought up to date.

The SEP specifically integrates discussion on social issues related to water management such as constraints faced by particular user groups, for example, women, in their implementation of proposed irrigation technologies and practices. In this regard the SEP also includes coordination with the European Bank for Reconstruction and Development (the EBRD) funded technical cooperation assistance for Supporting Women's Economic Inclusion in the SAISS Region through Sustainable Commercial Agriculture.

The SEP will also include a Stakeholder Engagement Program entailing the whole of the SAISS Plain with respect to changes in the water use and irrigation sectors. The SEP aims at encouraging the adoption of more efficient and sustainable irrigation practices by water users, increasing awareness of water users' legal rights and obligations, and also, effectively communicating the institutional changes underway within the SAISS Plain.

If you have any comments, or would like to be specifically included in this SEP, the overall contact in relation to the management of the SEP is:

Mohamed Nabil Aloussi

m.aloussi@agriculture.gov.ma

www.agriculture.gov.ma

Avenue des FAR BP 74 Fès

1.2 OBJECTIVES OF THE STAKEHOLDER ENGAGEMENT PLAN

The methods, procedures, policies and actions undertaken by the Ministry of Agriculture and Maritime Fisheries and its project implementation partners to engage the public, in a timely manner, with respect to the potential project impacts and benefits and are the key subjects of this SEP document.

The SEP is a strategic document designed to develop a comprehensive and culturally appropriate approach to consultation and information sharing throughout the Project lifecycle. Its purpose is to propose a strategy that:

- Identifies the legal requirements for disclosure and consultation for the project.
- Identifies stakeholder groups that may be affected by or have an interest in the project.
- Ensures appropriate engagement with these stakeholders by organizing an effective process for disclosing information and consulting on environmental and social issues that may affect them.
- Maintains a constructive and ongoing relationship with stakeholders throughout the implementation of the project by actively involving them.
- Establishes a grievance mechanism to enable communities and other stakeholders to submit complaints, requests or comments, which will be addressed in a timely manner by the project.
- Ensures stakeholder engagement free from manipulation, interference, coercion and intimidation, providing relevant, understandable and accessible information in a culturally appropriate format.

1.3 PROJÉT DESCRIPTION

The overall SAISS Water Conservation Programme aims to strengthen and secure water resources for the SAISS Plain through the collection, diversion and distribution of surface water from the M'dez Dam which is currently under construction to approximately 30,000 hectares of agricultural land for irrigation purposes. The primary objective is to reduce groundwater abstraction activities and protecting therefore the underlying aquifer of the Saiss Plain. The overall Saiss project is expected to deliver 90-120 million cubic meters (Mm³) of water per year and would benefit to approximately 7,300 farms.

The overall Saiss Programme is being implemented by the Project Operational Direction (DOP), which is an entity operating within the *Direction de l'Irrigation et de l'Aménagement de l'Espace Agricole*, under the direct jurisdiction of the Ministry of Agriculture and Maritime Fisheries, Rural Development, Water and Forests (MOA) of Morocco. The DOP of the project is located in the city of Fez in Morocco, and operates in the region of Fez-Meknes

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The overall SAISS Water Conservation programme is being implemented across three distinct phases:

- SAISS I: Corresponds to the 2nd section of the project and consisted of constructing a 45 km water pipeline linking the downstream end of the first section of the main pipeline to the upstream end of its 3rd section. This section was completed in 2024.

- SAISS II: Corresponds to the 3rd section of the project and involved the implementation of the following components:

- The 3rd section of the main pipeline over 56 km,
- A surge tank in 2019,
- The construction of a distribution network covering approximately 10,000 hectares.

This Phase II, launched in 2020 with financing from the EBRD, was completed in July 2025.

SAISS III: consists of the construction of a water distribution network to irrigate an additional 20,000 hectares of agricultural land, as well as the construction and commissioning of seven pumping stations and a filtration station to support water distribution in this network. The tender dossier is currently being finalized, with the launch of the second 10,000 hectares in October 2025 and the start of construction work in February 2026.

1.4 PROJECT LOCATION

The SAISS III Project is located in the Fez-Meknes region in central Morocco, as illustrated by Figure 1. The Project will, as far as possible, be established within existing rights-of-way along public roads and rural tracks to minimize land acquisition impacts. However, some agricultural land acquisition would still be necessary to allow for the installation of pipelines and irrigation canals to be connected to targeted agricultural plot of land.

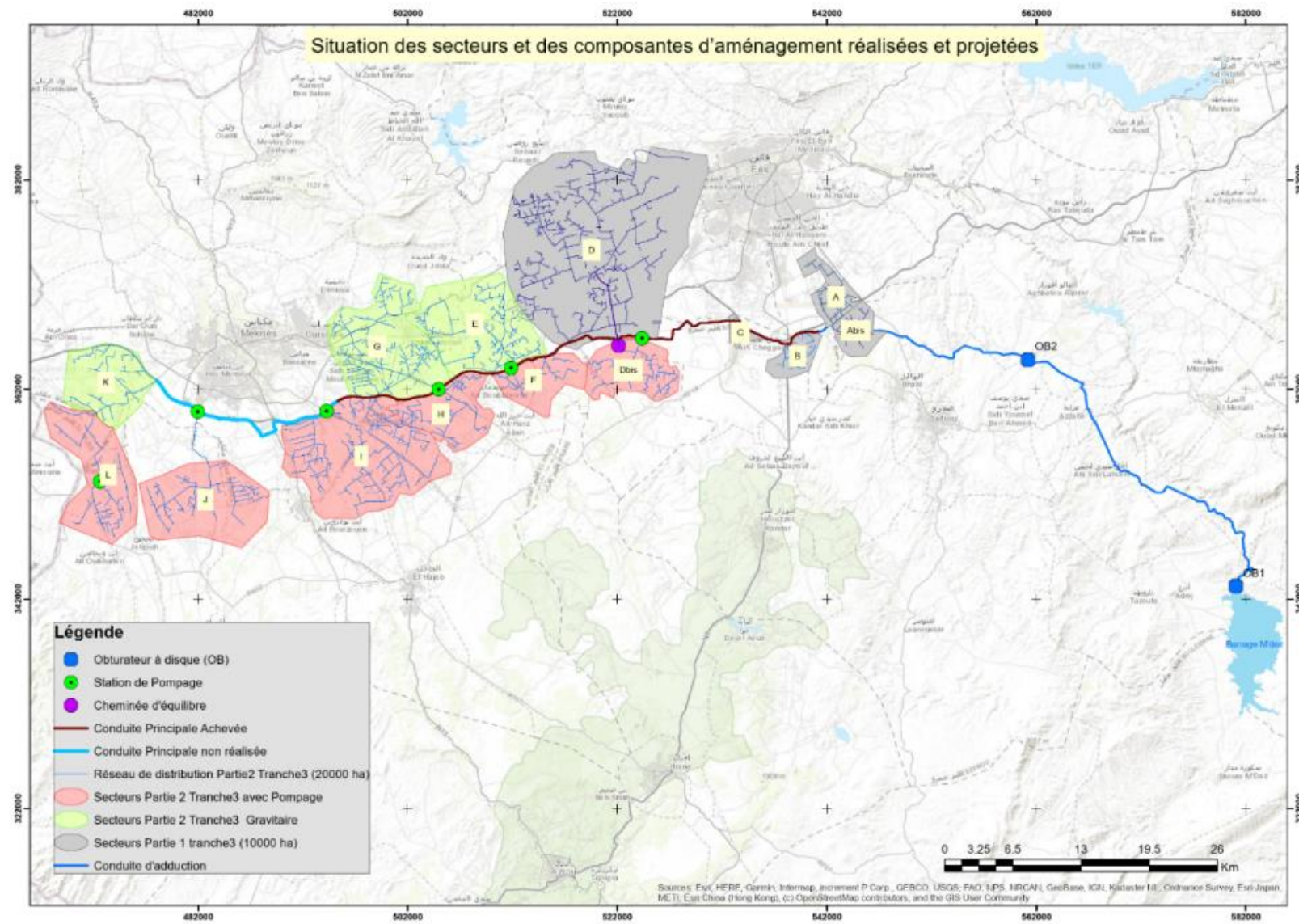


Figure 1: Map of the Overall SAISS Project components

1.5 PROJECT PARTICIPANTS

The MOA is responsible for development of the Project. A Project Implementation Unit (PIU) (also referred to as Direction Opérationnelle du Projet or 'DOP') was established by MOA to oversee the Project's execution. The Project Organisation chart is shown in Figure 1, below.

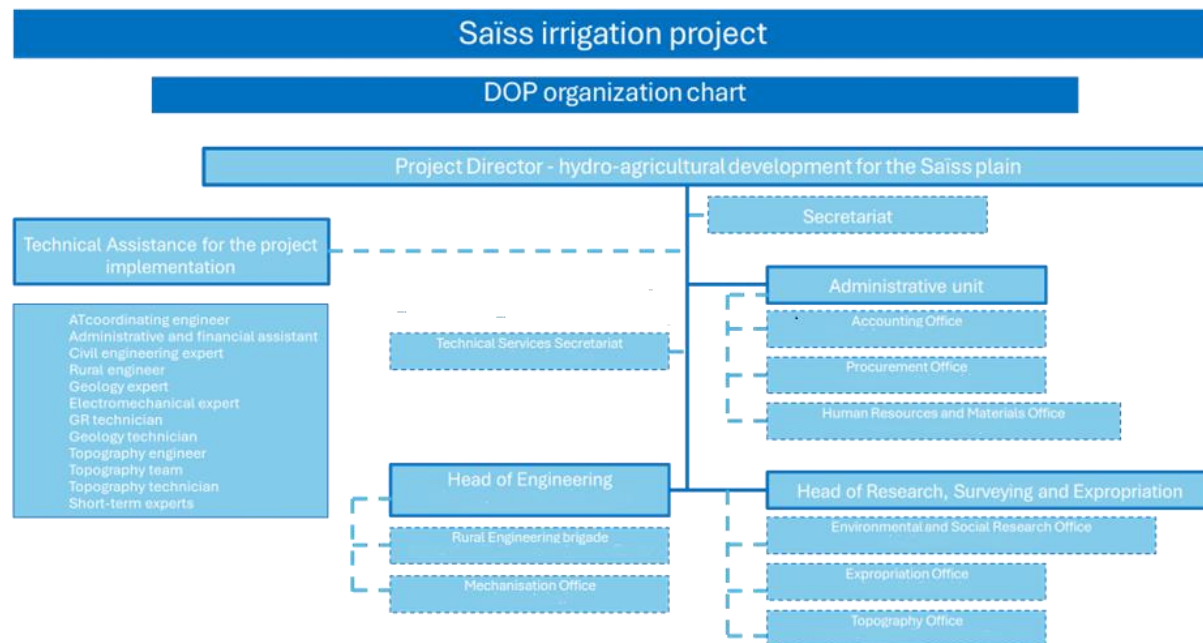


Figure 2 : Project Implementation Unit Organisation Chart (source: DOP)

There is also a specific organizational structure in place for the implementation of this SEP. This includes a number of areas of responsibility as follows:

RESPONSIBILITY	BODY RESPONSIBLE	CONTACT DETAIL
Overall management and monitoring of the SEP	Ministry of Agriculture, Maritime Fisheries, Rural Development and Water and Forest (MAMF), Rabat	Mohamed Nabil Aloussi m.aloussi@agriculture.gov.ma With support from Mme Rajaa Tanji as head of promotion and installation of Public-Private Partnership (PPP) for irrigation within the Directorate of Irrigation and Agricultural Development Address: Station Dbagh-Avenue Hassan II BP 607, Rabat, Maroc, email r.tanji@agriculture.gov.ma
Interface between the MOA and Chamber of Agriculture at the regional level	Fes-Meknes Regional Agricultural Directorate (DRA) of the MOA	M Achkif, Director Partenariat et Appui au Developpement with support from Mme Louddi. Rue Othmane Ibnou Affane Ville Nouvelle, Meknes
The Regional Directorate of Agricultural Advisory Services provides close support and monitoring of farmers in their	The Regional Directorate of Agricultural Advisory Services (DRCA)	DRCA director

activities.		
Implementation of the requirements of the SEP commitments during construction.	Construction Contractors and Subcontractors	Agroconcept Mohamed Ziad – chef de projet
Implementation of the requirements of the SEP commitments during operations	Public-Private Partnership (PPP) Contractor	Update SEP when successful PPP contractor has been Identified.

1.6 PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

Implications the Aquifer Contract

As part of the objectives of the Saïss Irrigation Project, a participatory 'Aquifer Contract' has been implemented. This contract is a fundamental pillar for the sustainable management of water resources, engaging all stakeholders involved in water governance. The participatory nature of this agreement makes it possible to define management rules governing the use of groundwater, as well as the commitments of the various stakeholders to implement these rules. The main objective is to promote the substitution of groundwater pumping with the use of surface water, thereby helping to restore the balance of the water table. The institutional stakeholders who have signed the Aquifer Contract have committed to carrying out, in coordination with the Project, a number of specific actions, , In particular:

- The Ministry of Agriculture, Marine Fisheries, Rural Development, Water and Forests (MOA);
- The Ministry of Equipment and Water (MEW);
- The Wilaya of the Fez-Meknes region;
- The Regional Council of Fez-Meknes;
- The Moroccan Confederation of Agriculture and Rural Development;
- The Regional Chamber of Agriculture of Fez-Meknes;
- The Sebou Water Basin Agency (ABHS);
- The National Office for Water and Electricity (Water sector) – Fez-Meknes region, as well as local distribution agencies.

Among the commitments made by these institutional actors, certain activities covered by the Aquifer Contract have a direct impact on the involvement of project beneficiaries.
In particular:

- The MEW and ABHS are responsible for raising awareness among beneficiaries about cooperation, information sharing and joint consultation on water resource management;
- The MOA ensures that water users are represented in the development of groundwater management rules.

Previous activities:

An Information Campaign Plan was drawn up in 2022 and information brochures entailing all phases of the Project were developed in French and Arabic to effectively communicate about the impacts and benefits of the project to the various stakeholders, following EBRD requirements. Extensive disclosure of information about project phase I and II have been undertaken through the Land Acquisition and Resettlement Framework, LARF (36 stakeholder meetings with 1,065 Project-Affected People (PAPs) from Saïss I and II since 2019) and with beneficiaries as part of the subscription program. Preliminary meetings were held in the Agricultural Advisory Centres (*Office National de Conseil Agricole*) in the main localities covered by the project within the context of the above disclosure process, followed by meetings to set up local discussion groups made up of farmers within 7 localities (Sefrou, Agourai, Dkhissa, Douiet, El Hajeb, Ain Bida and Ain Taoudjdate). During these meetings, progress on the project is reported and discussions on sustainable water management are held. A regional advisory committee has also been set up. It brings together representatives of interest groups.

2 LEGAL REQUIREMENTS APPLICABLE TO STAKEHOLDER ENGAGEMENT

2.1 OVERVIEW

The Project (SAISS III) is classified as Category B according to the EBRD classification, given the expected medium environmental and social impacts. According to EBRD Environmental and Social Requirement 10, a Category B project requires the preparation of an SEP or equivalent documented process, including public consultation and disclosure procedure; internal and external communication methods; public relations procedure, and so on. This SEP is lighter than the enhanced SEP required for Category A projects.

2.2 NATIONAL FRAMEWORK

Public consultation and information disclosure undertaken by the Ministry of Agriculture and Maritime Fisheries complied with the requirements of Moroccan legislation and Good International Industry Practice, as described in the Environmental and Social Requirement (ESR) of the European Bank for Reconstruction and Development (the EBRD).

Morocco has not ratified the Convention on Access to Information, Public Participation in Decision-making and Access to Justice in Environmental Matters (Aarhus Convention). Moreover, as the Project does not require an EIA, the Law n°12-03 on Environmental Impact Assessment and its dispositions on consultation and disclosure are not applicable.

The latest constitution of Morocco (2011) does however constitutionalize a participative and citizen democracy and guarantees the freedom of speech. The constitution prohibits discrimination based on gender, colour, faith, culture, social or regional origin, language, disability or other personal circumstance.

In the case of land acquisition, the Law n° 1-81-254 on expropriation for community benefit ("utilité publique") and temporary occupation (15th June 1983), completed by the Decree no 2-82-382 (16th April 1983) requires each key decision to be published in the "Bulletin Officiel", authorised journals and in the relevant local authorities' offices. The relevant parties then have two months to express their views.

2.3 EBRD REQUIREMENTS

The project is seeking financing from the EBRD and will therefore be structured to meet the requirements of the EBRD's E&S Policy 2024 for **Category B** projects, including Environmental and Social Requirement (ESR) 10: information disclosure and stakeholder engagement, and to satisfy the Bank's commitment to disclose information about the Project, as outlined in the EBRD's 2019 Public Information Policy (PIP).

The EBRD's E&S Policy defines stakeholder engagement as an ongoing process which involves:

- Public disclosure of appropriate information;
- Meaningful consultation with stakeholders;
- An effective procedure or mechanism for individuals to provide comments or raise grievances.

The stakeholder engagement process should begin in the early stages of Project planning and continue throughout the project's life cycle. The EBRD requires that stakeholder engagement:

- Provide affected communities and other interested stakeholders with access to timely, relevant, understandable, and accessible information in a culturally appropriate manner, free from manipulation, interference, coercion, and intimidation.
- Involve stakeholder identification and analysis, stakeholder engagement planning, information disclosure, consultation and participation, a grievance mechanism, and ongoing reporting to relevant stakeholders.
- Proportionate to the nature and scale of the project and its potential adverse impacts on affected communities, the sensitivity of the environment, and the degree of public interest
- Based on clearly defined roles, responsibilities, and authority, as well as designated company personnel to be responsible for implementing and monitoring consultation and disclosure activities.

3 STAKEHOLDER IDENTIFICATION AND COMMUNICATION CHANNELS

3.1 OBJECTIVE AND PRESENTATION

This section of the SEP identifies Project affected and interested parties, i.e. stakeholders, at local, district and regional levels.

Stakeholders can be individuals and organizations who may be directly or indirectly affected by the Project either in a positive or negative way, who wish to express their views.

- Stakeholders are any person, group or organization with a vested interest in the outcome of the Project; and
- Key stakeholders are any stakeholder with significant influence on or significantly impacted by the Project and where these interests and influences must be recognized if the Project is to be successful.

Stakeholders can be grouped into the following categories:

- Direct employees.
- Construction and operation suppliers.
- International lenders.
- National and Regional government – agricultural bodies and non-agricultural bodies.
- Administrative local authorities.
- Users of the project – phase I and II.
- Potential users of the project – phase III.
- Project Affected People.
- Other local communities and public groups.
- Medias.

If stakeholders are not on the list below and would like to be kept informed about the project, contact should be made with Mohamed Nabil Aloussi (contact details provided above) who has responsibilities for stakeholder communications.

3.2 STAKEHOLDER IDENTIFICATION AND ANALYSIS

A stakeholder mapping exercise was carried out to establish a list of targeted stakeholders and to set up tailored engagement methods. An analysis of the project stakeholders and their specific interests is summarized in Table 1.

Table 1: Stakeholder identification and summary of interest

STAKEHOLDER GROUP	KEY STAKEHOLDERS	SUMMARY OF SPECIFIC INTEREST
INTERNAL STAKEHOLDERS		
Direct employees	Individuals directly employed by the government working for the Project Implementation Unit (also referred to as Direction Opérationnelle du Projet 'DOP')	- Attend internal training and having responsibilities for the Project. - Being informed about any policies and procedures for the Project.
Construction and Operational Suppliers, Services	Various contractors for supply of technical services, personnel and equipment	Complete the construction phase in accordance with the schedule and EBRD ESP 2024.
	Construction workers (and their trade union representation where applicable)	Maintain working conditions and worker accommodation in line with EHSS requirements and standards
EXTERNAL STAKEHOLDERS		
International lender	European Bank for Reconstruction and Development (EBRD)	- Maintain conservation of the SAISS plain water table. - Ensure project compliance with EBRD Environmental and Social Policy (2024), including EHSS best practice. - Ensure project compliance with the expected schedule
	European Union	
	FVC Bank	
National and Regional Government – Agricultural Bodies	Ministry of Agriculture and Maritime Fisheries, Fisheries, Rural Development and Water and Forest (MOA) <i>Contact: Station Dbagh-Avenue Hassan II BP 607, Rabat</i>	- Ensure project compliance with the expected schedule and national requirements. - Ensure sustainable use and conservation of water resources in the SAISS plain. - Promote PPP irrigation projects including the SAISS Plain project.
	Directorate of Irrigation and Agricultural Land Development (DIAEA) <i>Contact: Station Dbagh-Avenue Hassan II BP 607, Rabat.</i>	- Ensure sustainable use and conservation of water resources in the SAISS plain. - Advice and training to farmers for best practice in agriculture, optimal choice of crops, use of pesticides and fertilisers etc. - Advice and training in entrepreneurship for women working in the agricultural sector. - Ensure availability as a primary point of contact for local stakeholders in the agricultural industry.
	Meknes Tafilalet Regional Agricultural Directorate (DRA) <i>Contact: Rue othmane ibnou affane Ville Nouvelle, Meknes.</i>	
	National Agricultural Advisory Office (ONCA) <i>Contact: B.P. 17 Errachidia, Meknes.</i>	
	Chamber of Agriculture Agence Urbaine de Meknès <i>Contact: 13 Rue Pasteur, Meknès</i>	

STAKEHOLDER GROUP	KEY STAKEHOLDERS	SUMMARY OF SPECIFIC INTEREST
National and Regional Government – Non-Agricultural Bodies	Ministry of Equipment and Water (MEW) Contact: 47 Avenue Al Atlas Agdal, Rabat 10090 Sebou Water Basin Agency (ABHS)	- Ensure the sustainable management of public water assets within their respective basins. - Deliver authorizations or concessions for using water resources.
	Ministry of Health and Social Protection Contact: Av. Mohammed V, Rabat	Ensure project compliance with Ministry requirements;
	Ministry of Economy and Finance Contact: Bd de la résistance, El Maarif, Casablanca	- Improve agricultural yields for farmers who have subscribed to the project. - Stimulate the region's economy.
	Ministry of the Interior Contact: Av. Hassan II, Rabat	Ensure project compliance with Ministry requirements.
	Ministry of Labour and Social Affairs Contact: Rue Al Jommayz, Hay Riad, Rabat.	Ensure project compliance with Ministry requirements.
	Ministry of Youth, Culture and communication Contact: Av. Allal El Fassi, Rabat	Ensure Project compliance with requirements on the chance finds procedure and the cultural heritage protection.
	Office for Professionnal Training and Employment Promotion Contact: Sidi Maarouf, Casablanca	- Train farmers in sustainable agricultural techniques - Empower women agricultural entrepreneurs
	National Office for Electricity (ONE)	- Supply the project with electricity - Ensure access to land
Administrative authorities local	Provinces of Fes Medina, Sefrou, Mekens El Menzeh, El Hajeb, and Ifrance	- Maintain water resources availability. - Stimulate agro-economic development in the region. - Connect local stakeholders with project operators. - Promote local employment and trainings. - Ensure land availability in compliance with expropriation requirements.
	Local municipalities: Douyet, Ain Cheggag, Dkhissa, Ain Jemaa, El Hajeb, Ain Taoujdate, Azrou	
	Regional Investment Center (CRI)	
Users of the project – Phase I and II	Farmers using irrigation who have subscribed to the irrigation programme	- Benefit from affordable irrigation water. - Increase agricultural yields. - Use water resources sustainably.
	Farm cooperatives and associations, specifically including women-led farms and cooperatives who have subscribed to the irrigation programme	- Benefit from affordable irrigation water. - Increase agricultural yields.

STAKEHOLDER GROUP	KEY STAKEHOLDERS	SUMMARY OF SPECIFIC INTEREST
		• Use water resources sustainably.
Potential Users of the Project – Phase III	Farmers using irrigation who wish to subscribe to the irrigation programme.	Be informed about the project and the eligibility criteria for the irrigation programme so that they can apply for a subscription in time and benefit from affordable irrigation water and increase agricultural yields
Project Affected People	Landowners affected by the expropriation of the the right of way for the transfer and distribution pipeline	• Be informed about the project • Be consulted on the project • Receive satisfactory compensation for the loss of land and livelihoods • Ensure that expropriation is carried out in accordance with national requirements • Benefit from the project
	Formal or informal land users that might be present in the land area of the project	
Other Local Communities and Public Groups	Association of Olive Growers; representing growers, product manufacturers and distributors of olive-based products	• Improving agricultural techniques to use water resources sustainably • Promote local agriculture
	Association Grand Atlas	
	Fruit Growers Association FEDAM	
	Local agricultural merchants or other intermediate supply chain organisations	
	Moroccan Association for the Promotion of Small Businesses	
	Regional Center for Young Agricultural Entrepreneurs	
Universities	University of Fès	• Develop specialized training courses in hydrology and irrigation in Fez
Media	Local newspapers: Maroc Soir, le Matin	• Develop procurement plans • Promote potential environmental and local community impacts and benefits
	Local radio: Medi1 Radio, 2M Radio, Medina FM, MFM,	
	Television advertisements: SNRT , Al Aoula, 2M,	• Disclose information about the project

The table will be updated if new stakeholders are identified during the course of the Project. In particular, this table will be updated as needed following the census and inventories to be undertaken for land acquisition and livelihood compensation of the SAISS III phase.

3.3 STAKEHOLDER ANALYSIS

3.3.1 OVERVIEW OF THE EXISTING STAKEHOLDER AND COMMUNITY RELATIONS

The MOA is responsible for the planning phases of the Project and for any community engagement and communication with regards to the Project.

In 2015, a survey was conducted with communities located within the project area to establish the baseline socio-economic profile of farmers in the area. The survey has involved 24 people living in the plain of SAISS, from small landowners (less than 5ha) to very large landowners (more than 50 ha). Questions asked included details on the owner (age, date of installation, ownership status), details on the land (surface irrigated, land status), infrastructure and agricultural materials, labour needs, animal and crop production, costs, commercialisation techniques and future expectations. Other technical questions included the total surface irrigated, the number of boreholes and their depth, the type of irrigation and the type of energy used. An estimation of the cost of irrigation (Dh/m3) was subsequently undertaken taking into account energy use but also maintenance costs.

While some potential future beneficiaries of the Project have been surveyed as part of the supplementary information collection as described above, extensive disclosure of information about the project phase I and II have been undertaken through the LARF (36 stakeholder meetings with 1,065 PAPs from Saiss I and II since 2019) and with beneficiaries as part of the subscription program. The same extensive disclosure will be duplicated for SAISS III.

The MOA is committed to organising information days where people will be able to ask questions about the Project and subscribe to it. The official Grievance Mechanism (GM) is managed by the Project Operational Directorate (DOP) in Fez and includes general principles for submitting and resolving complaints, along with processing deadlines. Complaints can be registered at an information center or through a dedicated website.

The Chamber of Agriculture is identified as one of the main points of contact for the farmers to date, which is easily accessible to them. The Chamber is formed of 84 elected people coming from the nine provinces of the Fez - Meknes region and has been described by farmers as a good mediator between agricultural workers and public authorities (i.e. DRA and Ministry).

3.4 VULNERABLE GROUPS CONSIDERATIONS

The EBRD requires that particular attention is provided to women and vulnerable groups affected by the Project to ensure that their views are heard, recorded, and taken into account in Project planning and implementation. To achieve this, vulnerable people have to be identified first. A socio-economic questionnaire including data on vulnerability was administered to the PAPs affected by Saiss II. Then public information meetings must be organized to raise awareness not only among directly affected people but also among neighboring communities more broadly, as well as vulnerable groups.

Special attention will be paid to identifying vulnerable groups and individuals in the context of the given Project and to ensuring their genuine involvement in consultation processes. If all relevant stakeholders are not identified, existing issues may be exacerbated, thereby undermining the project's objectives.

In this context, the table below presents the reasons for main vulnerability for each group and the specific engagement actions planned to ensure their effective inclusion in the project.

Table 2: vulnerable groups considerations

Vulnerable Groups	Description	Specific engagement activity
Women	Potential social and economic exclusion/marginalization	- Organize targeted awareness-raising workshops; - Set up focus group discussions to voice their concerns; - Provide tailored information materials.
Elderly people	Limited mobility and restricted access to information	- Carry out home visits; - Organize meetings in accessible locations; - Use adapted communication formats (large print, audio materials).
Persons with disabilities	Barriers of a physical or sensory nature	- Ensure meeting venues are accessible; - Provide information in accessible formats (Braille, audio, visual);

		Engage interpreters or assistants if needed.
Disadvantaged socioeconomic groups	Limited resources and restricted access to information	- Organize community meetings in well-frequented locations; - Use simple visual materials; - Provide assistance to understand documents and processes.

4 STAKEHOLDER ENGAGEMENT PROGRAM

4.1 PRINCIPLES

The objectives of external communications and consultation are to provide continuous engagement with targeted audiences with regard to the activities, performance, development and investment plans and their implementation.

4.1.1 GENERAL PRINCIPLES

The MOA will comply with the below principles for the conception and deployment of its public information and consultation initiatives:

- Participation that is free (without coercion), informed (pertinent information being made available before or during the consultation), and in advance (before corresponding decisions are taken);
- Conceive the participation as a dialogue across the whole Project cycle (design, construction, operation).
- Respect the requirements of Moroccan legislation concerning public information and consultation.
- Respect international standards, in particular EBRD ESR 10.
- Structure the informing and consultation as a dialogue between the project sponsor, the affected communities and the other parties concerned.
- Include in the process all relevant stakeholders identified in the current plan and apply the principles of non-discrimination and transparency.
- Include all groups susceptible to exclusion due to gender, poverty, education, and other factors of social exclusion.
- Effectively taking into account contributions, requests and concerns of stakeholders in project decisions.
- Manage grievances and respond rapidly, fairly and efficiently.

4.1.2 LANGUAGES

As well as arabic, amazighe is one of the 2 official languages of Morocco under the 2011 Constitution. In the project zone, French is understood by only a minority, and it is Moroccan Arabic ("darija") that remains the language most generally used.

However the Project may potentially have to communicate in amazighe in the cases where neither Arabic or French are understood by members of the local communities, most notably in informal face-to-face communication along the water transfer pipeline corridor, and it may be necessary that certain Project representatives, in particular those in contact with the local rural populations, mastering the local dialect are recruited locally.

The Project will therefore, in its communications and informing, use the following linguistic policy:

- Written communication in literal Arabic (« fusha »), and in French.
- Oral communication in Moroccan Arabic (« darija ») and potentially in the local amazigh dialect.

The SEP and the information documents that accompany the consultation process should also be finalised in Arabic by the MOA and with the assistance of the supporting consultant provided by the EBRD to work with the Operational Directorate of the Project.

Information to be communicated to the public will be presented at key locations; this will include information presented on notice boards in local community locations as required.

The Ministry of Agriculture and Maritime Fisheries will collect any comments and feedback associated with the Project and will document these.

All communications will be reviewed for the feasibility to make changes to satisfy the request and interest and the communicator will be informed of the outcome.

Through communication channels such as local media, group and one-to-one meetings, and other community feedback, the Ministry of Agriculture and Maritime Fisheries will monitor comments and provide response as appropriate.

The future program of engagement is presented in Table 3 below which will be reviewed and finalised with the assistance of the consultant appointed by EBRD to support the Project PIU (DOP), and it will also be updated on an on-going basis. The Project will require an extensive engagement program based on its geographical scale and the need for general community to buy in to make the project feasible.

4.2 STAKEHOLDER ENGAGEMENT MATRIX

Table 3 : Stakeholder engagement program

STAKEHOLDER GROUP	ACTIVITY	COMMUNICATION METHOD	TIMELINE	RESPONSIBILITY
1) Engagement activities during the construction phase				
EBRD and Lenders	Reporting to investors - Annual reports regarding the environmental and social performance of the project against requirements, including implementation of the SEP, Land Acquisition and Compensation Framework, and resolution of any grievances associated with the project. - Any intermediate reports in accordance with the ESAP for the Project.	- One year after loan signing agreement / reports provided annually comprising: - ESAP status - Resolution on grievances - Others reports in accordance with the ESAP for the Project.	Prior to financial close – ESAP Status Continuously – grievance Annually – reports	DOP
- Ministry of Agriculture and Maritime Fisheries, Rural Development, Water and Forests - Directorate of Irrigation and Agricultural Land Development - Meknes Tafilalet Regional Agricultural Directorate - National Agricultural Advisory Office - Chamber of Agriculture Agence Urbaine de Meknès - Sebou Water Basin Agency - Office for Professional Training and Employment Promotion - Provinces of Fes Medina, Sefrou, Mekens El Menzeh, El Hajeb, and Ifrance - Local municipalities: Douyet, Ain Cheggag, Dkhissa, Ain Jemaa, El Hajeb, Ain Taoujdate, Azrou - Regional Investment Center (CRI)	Coordination with other Government bodies and employees involved in the development of the Project and its Associated Facilities - Regular updates on the Project development in order to best coordinate Project development efforts including plans for engagement with the community and planning for construction works. - Disclosure of defined roles and responsibilities. - Training for Project staff. - Coordination on the design and implementation of the Stakeholder Participation Program (SPP°)	- Regular, with precise timing to be determined between the government bodies and based on the topic of coordination and project program. Forums would include in-person meetings or conference calls. - Detailed engagement and communication plan.	Continuously – to be determined based on the topic	DOP
Project affected people	As part of the finalization of the detailed	Targeted communication with land users whose access to land will be altered by the Project.	Prior to early	DOP

	design of the pipeline routing • Proposal for route, associated land and access requirements. • Project and construction timetable. • Overview of Moroccan legal process for land acquisition and commitments within the LACF. • Public consultations. • Inventory of assets and compensations.	• In addition to the general engagement above, this group will be engaged on requirements / impacts specific to them with respect to land use. • The consultation requirements of Moroccan Law no 1-81-254 on expropriation for community benefit ("utilité publique") and temporary occupation (15th June 1983), completed by the Decree no 2-82-382 (16th April 1983), will be followed. • In addition to these legal requirements, which include posting of notices on the intent to expropriate, and compensation due, communication will include proactive engagement, using the forums identified above for general engagement but also holding specific meetings and letters / emails as needed. • This engagement will occur as soon as possible and prior to the associated land expropriation or access restriction. Document prepared and distributed before the start of procurement procedures.	works	
• Users of the project. • Potential users of the project. • Local communities' public groups ○ Association of Olive Growers ○ Association Grand Atlas ○ Fruit Growers Association FEDAM ○ Local agricultural merchants or other intermediate supply chain organisations ○ Moroccan Association for the Promotion of Small Businesses ○ Regional Center for Young Agricultural Entrepreneurs	• Development plans for the Project including design, design decision-making processes, and schedule. • Proposed changes to the water infrastructure and availability, including planned changes to existing borehole and other non-Project access to water. • Potential environmental and local community benefits and impacts. • Learnings from similar projects. • Employment needs and local service opportunities. • Grievance mechanism.	• Detailed engagement and communication plan to be delivered as per the SPP. • Use of existing community forums for communication / distribution of information such as the Chamber of Agriculture, local service stations and cooperatives. • Although communication tools will include displays / notice boards, forms of communication will include non-written communication and project specific meetings or workshops. • Informative announcements and press statements in local papers, local TV and potentially state level media will also be incorporated. • Use of phone calls or text messages to contact individuals. • Information Days for Project sign-up. Open house days will not be the first meetings / communications the public receive regarding the project, rather these meetings will serve as a forum for final questions and clarifications. • MAMF, in consultation with this stakeholder group,	Prior to operationalization	DOP Social Consultant

		will consider an organised visit to the project site to demonstrate progress and provide visual evidence and confirmation of the project progressions. • Will include a focus group / workshop, as soon as possible, with representatives from the community to look at incorporating measures within the project design to specifically maximize the use and benefit of the project by women and to avoid any disproportionate negative impacts. • Targeted communication with potentially vulnerable groups. This will include ensuring appropriate inclusion of women within the project design decision-making process. This would be informed, in part, by the surveys required for the Land Acquisition and Compensation Framework.		
• Contractors / Suppliers.	Appointment of a Public-Private Partnership contractor for the project and other project procurements • Tender documents for PPP contract, including selection criteria. • Award of contract. • Employment and supplier opportunities.	• Advertisements in press, trade journals. • Announcement in the local / regional / state newspaper and on local radio. • Internal communications. • Other local community forums as identified above, such as the Chamber of Agriculture and local service stations.	Continuously	DOP
• Local Communities impacted by the construction phase	• Ongoing schedule of construction works and activities. • Progress of construction. • Construction impacts and mitigation measures (with opportunities for feedback from affected communities). • Announcements to stakeholders detailing any disruption due to Project activities and updates to traffic management plans for construction. • Employment and supplier opportunities. • Public information on environmental and social performance of the project. • Worker's awareness • Construction EHS Management Plan.	• Announcements in press, newspaper and on local radio. • Other local community forums as identified above, such as the Chamber of Agriculture and local service stations. • Detailed engagement and communication plan to be delivered as per the SPP. • Publication of an updated web page at least annually a consistent set of information chosen by the PPP and showing good environmental and social performance of the Project. • Raise awareness workers to environmental protection in the context of the Project, with a focus on the presence of protected reptiles in the project area • During induction and through ongoing training programs.	Prior to early works Continuously during construction	DOP

2) Engagement activities during the operation phase				
- Local Communities. - Local authorities.	- Public information on environmental and social performance of the project. - Grievance management	- Publication of an updated web page at least annually a consistent set of information chosen by the PPP and showing good environmental and social performance of the Project. - Provision of a fact sheet on sign up procedures for new applicants. - For ongoing schedule updates and employment and supplier opportunities, other local community forums as identified above, such as the Chamber of Agriculture and local service stations. Also newspapers for employment and supplier opportunities. - Ongoing provision of information as detailed in the information campaign as part of the SPP. - During induction and through ongoing training programs.	At the beginning of operations	DOP
- Contractors / Suppliers. - Internal employees.	- Ongoing schedule of maintenance works and activities. - Operations EHS Management Plan, including waste management plan.	- E&S clauses on contracts - Awareness session on EHS topics	Continuously	DOP

4.3 STAKEHOLDER ENGAGEMENT FREQUENCY

To ensure continuous and effective communication with the various stakeholders throughout the project life cycle, it is essential to define the frequency of engagements. The table below presents the planned engagement frequencies for each stakeholder group.

Table 4: stakeholder engagement frequency

STAKEHOLDER	ENGAGEMENT FREQUENCY	ESTIMATED BUDGET
Internal Stakeholder		
Individuals directly employed by the government working for the Project Implementation Unit (also referred to as Direction Opérationnelle du Projet 'DOP')	Continuously	Management time
Various contractors for supply of technical services, personnel and equipment	Periodically	Management time
Construction workers (and their trade union representation where applicable)	Periodically	Management time
External Stakeholder		
European Bank for Reconstruction and Development (EBRD) and Lenders	Annually	Management time
Ministry of Agriculture and Maritime Fisheries	Biannually	Management time
Directorate of Irrigation and Agricultural Land Development (DIAEA)	Biannually	Management time
Meknes Tafilalet Regional Agricultural Directorate (DRA)	Biannually	Management time
National Agricultural Advisory Office (ONCA)	Biannually	Management time
Chamber of Agriculture Agence Urbaine de Meknès	Biannually	Management time
Sebou Water Basin Agency (ABHS)	Biannually	Management time
Provinces of Fes Medina, Sefrou, Mekens El Menzeh, El Hajeb, and Ifrance	Monthly	Management time
Local municipalities: Douyet, Ain Cheggag, Dkhissa, Ain Jema, El Hajeb, Ain Taoujdade, Azrou	Monthly	Management time
Regional Investment Center (CRI)	Monthly	Management time
Farmers using irrigation who have subscribed to the irrigation programme	Monthly	Management time or USD2,000–4,000 per month if using an

		external consultant
Farm cooperatives and associations, specifically including women-led farms and cooperatives who have subscribed to the irrigation programme.	Monthly	Management time or USD1,000–2,000 per month if using an external consultant
Farmers using irrigation who wish to subscribe to the irrigation programme.	Monthly	Management time or USD1,000–2,000 per month if using an external consultant
Landowners affected by the expropriation of the the right of way for the transfer and distribution pipeline	Monthly	Management time or USD3,000–6,000 per month if using an external consultant
Formal or informal land users that might be present in the land area of the project	Monthly	Management time or USD2,000–4,000 per month if using an external consultant
Association of Olive Growers; representing growers, product manufacturers and distributors of olive-based products	Quartely	Management time
Association Grand Atlas	Quartely	Management time
Fruit Growers Association FEDAM	Quartely	Management time
Local agricultural merchants or other intermediate supply chain organisations	Quartely	Management time
Moroccan Association for the Promotion of Small Businesses	Quartely	Management time
Regional Center for Young Agricultural Entrepreneurs	Quartely	Management time
University of Fès	Biannualy	Management time
Local newspapers: Maroc Soir, Maroc Matin	Annually	USD1000-2000/year for advertisements
Local radio: Medina FM, Hexagone FM, RadioHayabiib, WFIT	Annually	USD 2000-4000/year for advertisements
Television advertisements: SNRT , Al Aoula, Laayoune TV	Annually	Management time

The implementation of the Stakeholder Engagement Plan (SEP) will mainly require management time and internal resources. However, if an external consultant is used, the total annual cost of implementation is estimated to be between USD 111,000 and USD 222,000.

4.4 ROLES AND RESPONSIBILITIES

The DOP is responsible for the application of this SEP and will provide the means necessary for the different phases of the Project.

The DOP will associate the local authorities (notably the rural community councils around the project) in the application of this plan, in particular for the activities of public consultation and information and acts of expropriation, in compliance with Moroccan legislation and the requirements of this SEP.

Mohamed Nabil Aloussi, Director, DOP will have the overall responsibility for managing the consultation and information disclosure process. This will require the assignment of a local community liaison team to deliver all the planned activities including organisation of the consultation process, communications with identified stakeholder groups, collecting and processing comments / grievances, and responding to any such comments and grievances. Depending on the nature of a comment / complaint, some comments or grievances will be provided to the appropriate person in the DOP (Project Director, OHS officer, Community Liaison Officer, etc) for a response.

NAME OF THE PERSON AND TITLE	CONTACT INFORMATION
Mohamed Nabil Aloussi, Director, DOP	Avenue des FAR, BP 74, Fez, Morocco, m.aloussi@agriculture.gov.ma, +212 530 10 31 77 or +212 537 29 75 44

The DOP will post before the start of coming works for SAISS III one or more community liaison agents, preferably recruited locally and mastering the local dialects in the zone, to an information bureau opened locally. This agent will be under the responsibility of Mohamed Nabil Aloussi, Director, DOP, and will be responsible for:

- the organisation of the local public information and consultation actions;
- liaison with community councils;
- management of grievances as per the procedure ; and,
- Preparation of monthly reports for management (public information and consultation actions, grievances and disputes).

4.5 CONTACT OF THE COMMUNITY LIAISON OFFICER

All general comments, questions, and grievances can be submitted to the liaison officer or expressed via the dedicated feedback phone number, as indicated below:

- Name:
- Company:
- Postal address:
- Email address:
- Project website:
- Dedicated grievance phone number:

4.6 COMMUNICATION

To ensure effective stakeholder engagement, continuous communication and awareness-raising are essential pillars. Regular information sessions must be organized to present project progress, detail the environmental measures in place, and address stakeholders' questions, thereby maintaining a steady flow of information and fostering mutual understanding. Extensive disclosure of information about the project phase I and II have been undertaken through the LARF (36 stakeholder meetings with 1,065 PAPs from Saiss I and II since 2019) and with beneficiaries as part of the subscription programme.

In parallel, communication materials are developed to inform stakeholders about the different phases of the project, short- and long-term objectives, and promoted sustainable practices, serving as a reference for better monitoring and understanding of the project.

Additionally, an awareness campaign is being launched by the consultant Agroconcept to promote sustainable use of water among stakeholders and the local community. The communication leaflets – available in French and Arabic – prepared for the project with this objective are shown below. Leaflets covering water use, climate change, and with a particular focus on gender are also available.



CARACTÉRISTIQUES DU PROJET

Source d'alimentation : Barrage de M'dez
 Superficie alimentée : 30 000 ha
 Apports prévus : 125 Mm3/an en moyenne
 Bénéficiaires du Projet : 7200 Exploitations

PARTIES PRENANTES

Parties prenantes institutionnelles :

- Ministère de l'Agriculture, de la Pêche Maritime, du Développement Rural et des Eaux et Forêts
- Ministère de l'Équipement de Transport et de Logistique
- Ministère de l'Énergie, des Mines et de l'Environnement
- Ministère de l'Intérieur
- Ministère de l'Économie, des Finances et de la Réforme Administrative

Parties prenantes directes :

- Agriculteurs
- Chambre d'agriculture
- Interprofessions
- Associations
- Coopératives

Parties prenantes indirectes :

- Unités de transformation et de valorisation agricoles
- Agro-industries
- Associations professionnelles d'agro-industrie

Ensemble sauvons le Saïss

المملكة المغربية
 ⵜⴰⴳⴷⴰⵢⵜ ⵜⴰⴷⵓⵔⵜ

 وزارة الفلاحة والصيد البحري
 والتنمية القروية والمياه والغابات



Ensemble sauvons le Saïss

CONTACT INFO:

Avenue des FAR, BP-74, Fès, Maroc
 05 35 94 20 25
sauvonssaisscontact@gmail.com
www.sauvonssaiss.ma










**LE PROJET
 D'AMÉNAGEMENT
 HYDRO-AGRICOLE
 pour la sauvegarde
 de la Plaine du Saïss**





Figure 3: Communication leaflet on the project (Source: Agroconcept)

5 GRIEVANCE REDRESS MECHANISM

The DOP treat grievances and disputes using 3rd parties to explain and mediate. Each affected person, while conserving the possibility of recourse to Moroccan justice at any time, will be able to appeal to the Grievance Redress Mechanism according to the procedure given below. This GRM cover all types of complaint whatever their subject or nature, and will be comprised of the following stages:

- Online registration of the complaint or dispute;
- `Out of court` treatment by the DOP and of the proposition to resolve; and,
- Referral to independent mediation if necessary.

The setting up by the DOP of the system does not constitute an obligation to find a solution to all grievances, it does however constitute an obligation to receive, register, treat, and document all grievances. Nevertheless, certain grievances remain that can only be resolved through judicial recourse, although out-of-court mechanisms may provide assistance

5.1 GRIEVANCE MECHANISM GENERAL PRINCIPLES

The figure below sets out the mechanism for managing grievances which will be established by the DOP.

In the first instance the grievances are recorded by the DOP in an electronic register maintained by a community liaison agent located in the information bureau. Following the first internal examination by the DOP and/or the construction company concerned, a resolution is proposed to the complainant (or the complaint is refused or considered to be inadmissible).

If the complainant is in agreement with the proposed resolution, a statement of agreement is made and the complaint closed. If the complainant makes clear their disagreement with the proposed resolution, the complaint is kept open in the system, and a second `stage` is implemented. A mediation committee, established for this purpose by the DOP and consisting of members from outside the DOP (see below), receives the complaint and is invited to propose a solution (this solution may be the same as that initially proposed by the DOP or different, as is the case).

If the complainant is satisfied by the resolution proposed by the mediation committee, then the complaint can be closed. If not, the complainant is invited to find a resolution via the legal means available to them.

5.2 TIMELINE IN ADDRESSING GRIEVANCES

For each complaint registered:

- A written receipt will be made within seven (7) calendar days; and,
- A proposal for resolution will be made within thirty (30) calendar days thereafter. Subject to the claimants acceptance of the proposed resolution, referral to a mediation committee may be required following the initial proposal.

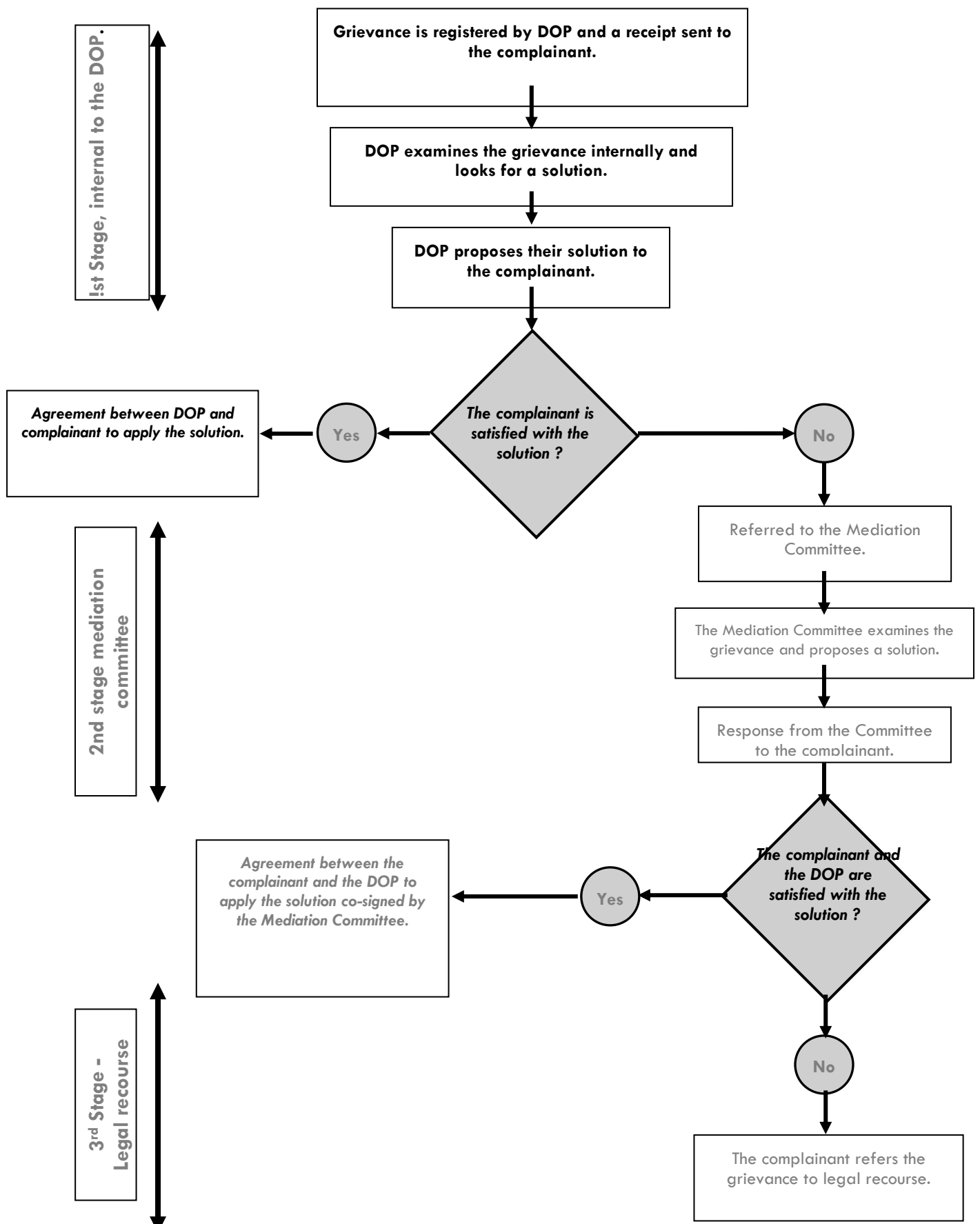


Figure 4: the stages of grievance resolution

5.3 GRIEVANCES REGISTER

The Project will maintain a grievances register. The existence of this register and the conditions of access (where it is available, when one can have access to the agents responsible for registering grievances etc.) will be made known to the affected populations within the framework of the consultation and public information activities.

The grievances are registered as follows:

- At the information centre opened by the DOP; and,
- By electronic means on the DOP/MOA website (the form and handling to be put in place in liaison with the site provider).

Presented below is an example of the grievance form. A register monitoring report of grievances will be produced for the attention of the DOP management and lenders.

5.4 MEDIATION COMMITTEE

In order to consider grievances which could not be resolved by the first `stage` of examination and treatment (see figure 4 above), the DOP establish a process of mediation adapted case by case. A provisional mediation committee has been deployed comprised of the following independent and impartial members:

- A representative of the local authorities;
- A representative of the communes concerned ; and,
- Three to five representatives of the populations, including women's representatives, chosen from amongst the local community organisations, the old, the traditional and religious authorities.

The provisional mediation committee is composed of persons having the trust of the various stakeholders in the grievance or the litigation in question.

5.5 PROCEDURE FOR ADDRESSING GRIEVANCES

The complaint handling procedure is based on the following fundamental principles:

- It must be transparent and in harmony with the local culture;
- Complaints must be recorded in the local languages – Arabic or Amazigh – and their resolutions must be communicated to complainants, both verbally and in writing;
- All members of the community (or groups) must have access to the procedure (whether or not they are beneficiaries, men or women, young or old);
- All complaints and claims, whether justified or not, must be recorded in accordance with the complaint resolution procedure;
- All complaints must be followed up with the complainant and, if necessary, a site visit to better understand the nature of the problem.

5.5.1 COMPLAINTS Registration

As part of the Grievance Redress Mechanism, complaints must be recorded in a register accessible at the following locations:

- At the local council level – complaints may be submitted verbally to a Project representative or in writing in the local language (Arabic or Amazigh), using the complaint form provided, and then placed in the complaint box provided for this purpose;
- Directly at the Project office – complaints may be submitted verbally to a Project representative or in writing in the local language (Arabic or Amazigh), using the complaint form provided, and then placed in the complaints box provided;
- To the Community Liaison Officer (name/telephone number/e-mail address), who acts as an intermediary between the Project and the communities – complaints can be submitted verbally, by telephone, by e-mail, or in writing. The Community Liaison Officer (CLO) will then formalise the complaint using the complaint form in order to record it in the register.

The form below is completed directly by the complainant if they are able to do so, or by the Community Liaison Officer (CLO) or another representative of the Project team, following a complaint made verbally by the complainant.

5.5.2 RESOLUTION OF COMPLAINTS

When a complaint or dispute is registered, the DOP prepares the necessary technical elements (e.g. proposed compensation, list of interviews or meetings held with the complainant, and the exact reason for the complaint). The complainant(s) will be summoned to appear before the mediation committee, which will endeavour to propose a solution acceptable to both parties (the DOP and the complainant).

If necessary, further meetings may be organised, and the committee will appoint one of its members to continue the arbitration in a less formal setting than the monthly meetings.

Any agreement reached will be formalised in a protocol signed by both parties, which will be guaranteed and also signed by the chair of the mediation committee.

5.5.3 PROCEDURE FOR REDRESSING COMPLAINTS OF GENDER-BASED VIOLENCE AND HARASSMENT

Specific nature of complaints related to gender-based violence and harassment (GBVH)

Due to the sensitive and often taboo nature of complaints related to Gender-Based Violence and Harassment (GBVH), the standard complaint resolution procedure cannot be applied. The handling of these complaints requires a specific and tailored approach, distinct from other types of complaints handled under the Project's Grievance Redress Mechanism (GRM).

Types of gender-based violence

GBV can take many forms, including:

- Rape and sexual assault;
- Physical violence;
- Sociocultural practices that infringe on individual freedoms (e.g. forced marriage, female genital mutilation);
- Sexual harassment (including denial of resources, opportunities or services);
- Psychological or emotional abuse.

Project-related risk factors contributing to GBV

The Project may increase the risks of GBV due to certain factors such as:

- Power imbalances in relationships between workers, communities and local institutions;
- The influx of male labourers into local communities, which may lead to behaviours such as transactional sex, sexual exploitation or violence.

Complaint registration

A designated focal point, trained and specialised in GBV issues, must be available to support the receipt and management of GBV-related complaints.

The focal point responsible for receiving the sensitive complaint must ensure that the complainant's informed consent is obtained before any further action is taken, including:

- Verification of the information provided by the complainant; and
- The possibility of establishing secure contact with the survivor to ensure appropriate follow-up.

Resolution of complaints

The resolution of complaints related to gender-based violence (GBV) must be guided by the following fundamental principles:

- Safety of the complainant;
- Confidentiality;
- Informed consent and survivor-led decision-making;

Before any resolution action is taken, the complaint must undergo a preliminary verification.

The purpose of this verification is solely to confirm whether the complaint is related to the Project, and not to establish the guilt or innocence of the alleged perpetrator — this is the responsibility of the police authorities and relevant referral services operating in the Project area.

If the complainant chooses to file a formal complaint, the judicial authorities will take over the case. The verification process will be conducted by the complaint resolution team, with the support of the GBV specialist.

To enable further investigation, if the complainant so wishes, the following information may be collected:

- Age;
- Gender;
- Location of the incident;
- Type of violence reported (facts reported by the survivor);
- Connection to the Project (as described by the complainant);
- Care and assistance services already sought, or referrals made as part of the complaint process, if applicable.

Coordination and Reporting

The complaints resolution team, supported by the GBV specialist, will organise biannual meetings to review the progress of complaint handling, assess any difficulties encountered, and analyse the effectiveness of the GBV complaint management system.

The complaints resolution team is also required to report any suspected or confirmed cases of GBV, in accordance with the incident reporting and referral procedures established under the Project.

Public Grievance Form

Reference No: _____

Full Name

Note: you can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent

My first name _____

My last name _____

☐ I wish to raise my grievance anonymously☐ I request not to disclose my identity without my consent

Contact Information

Please mark how you wish to be contacted (mail, telephone, e-mail).

☐ By Post: Please provide mailing address:

☐ By Telephone: _____☐ By E-mail _____

Preferred Language for communication

☐ Arabic☐ Amazigh☐ French☐ Other (please specify)

Description of Incident or Grievance:

What happened? Where did it happen? Who did it happen to?
 What is the result of the problem?

Date of Incident/Grievance

☐ One time incident/grievance (date _____)☐ Happened more than once (how many times? _____)☐ On-going (currently experiencing problem)

What would you like to see happen to resolve the problem?

Signature: _____

Date: _____

Please return this form to: Mohamed Nabil Aloussi, Director, DOP

Address: Avenue des FAR, BP 74, Fès, Maroc, m.aloussi@agriculture.gov.ma, +212 535 94 20 25 ou 0657 83 16

6 REPORTING

6.1 STAKEHOLDER ENGAGEMENT PLAN REPORTING

Stakeholder engagement activities must record the following information on an ongoing basis:

- Type of information disclosed, in what forms (e.g. oral, brochure, reports, posters, radio, newspapers etc.), and how it was released or distributed.
- The locations and dates of any meetings undertaken.
- Individuals, groups, and / or organizations that have been consulted.
- Key issues discussed and key concerns raised.
- Response to issues raised, including any commitments or follow-up actions.
- Processes undertaken for documenting these activities and reporting back to stakeholders.

6.2 COMMUNITY LIAISON OFFICER REPORTING

The liaison officer's report provides a detailed overview of the various activities and key processes implemented as part of stakeholder engagement. It includes in particular:

- Listing the communication activities carried out, such as newspaper and other media announcements, as well as press releases.
- Keeping minutes of consultation meetings, including dates, venues, participant lists, and photos.
- Maintaining records of original written correspondence related to the consultation, including comments, serving as evidence of the process and its outcomes.
- Recording and monitoring grievances: each complaint will be registered, assigned an identification number, and subject to detailed follow-up, documenting the steps taken toward its resolution and closure.

6.3 ANNUAL REPORTING

In addition to the monthly reports for internal use produced by the community liaison agent, the DOP also integrate the following points in an annual report on the environmental and social monitoring destined for the EBRD:

- The main consultation and public information actions carried out during the year.
- The functioning of the information bureau and the resources allocated to consulting and information.
- Elements concerning the DOP/MOA website (documents made available and the contact form).
- Elements concerning the grievances and disputes, including:
 - Classification of grievances (environmental, land acquisition and compensation, information, other)
 - Number of grievances open in the period and their classification.
 - Number of grievances closed in the period to the satisfaction of the complainant.
 - Number of grievances remaining open (undergoing consideration either internally or by the mediation committee).
 - Average time taken to resolve grievances

6.4 PERFORMANCE ASSESSMENT

The performance of stakeholder engagement will be assessed against the objectives defined in the SEP. This evaluation will examine the extent to which the activities set out in the SEP have been implemented and the objectives achieved. The results of this evaluation, along with the lessons learned, will be incorporated into subsequent updates of the SEP.

Johannesburg

3rd Floor, 4 Sandown Valley Crescent
Sandown, Sandton, 2031
South Africa

Casablanca

59, Boulevard Zerktouni
6^{ème} Etage No18
Morocco

Paris

3 Rue de l'Arrivée
75749 Paris
Cedex 15
France

Cape Town

2nd Floor, The Citadel Building
15 Cavendish Street
Claremont, 7700
South Africa

Nairobi

5th Floor, Western Height
Karuna Road
Westlands, 00100
Kenya

Cairo

Office 5-A2 – Building 3
The Polygon
SODIC West Sheikh Zayed
Egypt

Singapore

9 Raffles Place
#26-01 Republic Plaza
Singapore. 048619

Hong Kong

19/F, Lee Garden One
33 Hysan Avenue
Causeway Bay
Hong Kong

www.ibisconsulting.com