

November 9, 2020

Al Ghabawi Septic Tank Facility Project

Stakeholder Engagement Plan (Updated)



WATER AUTHORITY OF JORDAN (WAJ),

Jaber Bin Hayyan St 5,
Amman, Jordan
Tel.: +962 - (06) - 568 3100

TABLE OF CONTENTS

I. INTRODUCTION	1
Project Background	1
SEP Objectives.....	1
II. PROJECT AREA	2
III. REGULATORY REQUIREMENTS	5
IV. STAKEHOLDER IDENTIFICATION.....	6
V. PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES.....	12
Scoping Session	12
Stakeholder Meetings	13
Household Survey and Focus Groups Meetings	14
VI. STAKEHOLDER ENGAGEMENT ACTION PLAN.....	16
Roles and Responsibilities	16
Disclosure of Project Information.....	24
VII. GRIEVANCE MECHANISM	26
Community Grievance Procedure	26
Employee/Worker Grievance Procedure	31
VIII. MONITORING AND REPORTING	32
Annex 1. Scoping Session Deliberations held on November 5th, 2019	34
Annex 2. Record of Meetings with Relevant Stakeholders and Representatives of the Local Community.....	40

List of Tables

Table 1. Stakeholder Identification and Potential Influence	7
Table 2. Stakeholder Engagement Action Plan	18
Table 3. Community Grievance Mechanism.....	26
Table 4. Sample Community Grievance Log.....	29
Table 5. Contractor Employee/Worker Grievance Process.....	32

List of Figures

Figure 1. (a) Location of Al Ghabawi Site and (b) the facilities surrounding the site	4
Figure 2. General overview of project area surroundings	5
Figure 3. Pictures from Scoping Session (November 5 th , 2019)	12
Figure 4. WAJ Grievance Complaint Form (available online)	28
Figure 5. Community Grievance Mechanism Diagram	30

Abbreviations

AGTP	Ain Ghazal Treatment Plant
CDA	Civil Defence Authority
CLO	Community Liaison Office
CSO	Civil Society Organisation
E&S	Environmental and Social
EBRD	European Bank for Reconstruction and Development
ESA	Environmental and Social Assessment
ESAP	Environmental and Social Action Plan
ESIA	Environmental and Social Impact Assessment
FS	Feasibility Study
GoJ	Government of Jordan
MoEnv	Ministry of Environment
MoL	Ministry of labour
MoTA	Ministry of Tourism and Antiquities
MWI	Ministry of Water and Irrigation
NTS	Non-Technical Summary
NTS	Non-Technical Summary
O&M	Operation and Maintenance
PMU	Project Management Unit
PR	Performance Requirement
SEP	Stakeholder Engagement Plan
WAJ	Water Authority of Jordan
WWTP	Waste Water Treatment Plant

I. INTRODUCTION

Project Background

Currently, the septic facility at Ain Ghazal Treatment Plant (AGTP) causes odour, local noise pollution and increased traffic problems for the surrounding communities. Moreover, the high biological loading coming from sewage affects the design capacity of As-Samra Wastewater Treatment Plant (WWTP), which creates problems for the treatment process. Therefore, the Ministry of Water and Irrigation (MWI) and the Water Authority Jordan (WAJ) have approached the European Bank for Reconstruction and Development (EBRD) to support the preparation and financing of the construction of a new septic tank receiving facility and wastewater treatment plant to replace and relocate the existing facility at AGTP (the “**Project**”). The development of the new septic tank facility will be located at Al Ghabawi and will serve Amman and other governorates.

As such, the EBRD has engaged the services of the consultant to prepare a feasibility study (FS) that the Bank can use to appraise the Project and take a decision on the prospective financing including the preparation of a comprehensive Environmental and Social Impact Assessment (ESIA) study for a Category A project, in addition to a Stakeholder Engagement Plan (SEP) for WAJ operations which is the subject of this document. The SEP has been developed to go hand-in-hand with the ESIA and will be implemented to meet the EBRD requirements for stakeholder engagement, public consultation, and disclosure of the project. It also describes the grievance mechanism for communities to raise any concerns about the project.

SEP Objectives

The main purpose of the SEP is to provide a tool to WAJ to communicate with stakeholders during the implementation of the project including but not limited to: potentially affected communities, employees, suppliers and customers during the project life and how it will be effectively managed, without negatively impacting the project. The SEP will ensure that stakeholders are engaged throughout the project lifecycle.

The **objectives** of stakeholder engagement within the context of the project are the following:

- Identifying the main stakeholders of the project and their potential concerns.
- Inform the identified stakeholders about the project and its proposed activities through appropriate engagement channels, complying with the Jordanian Ministry of Environment requirement with respect to the scoping process, and EBRD Environmental and Social (E&S) requirements.
- Provide the opportunity for identified stakeholders to participate in the process of identifying any potential impacts.

- Identify those environmental and social impacts/concerns which are considered to be of key relevance to the project through a process of information disclosure and meaningful consultation as per EBRD's requirements.
- Ensure appropriate approach and adequate focus is adopted during the project implementation.
- Ensure that the identified stakeholders are appropriately engaged on issues that potentially affect them in addition to managing the Public Grievance mechanism that will be adopted by WAJ during project implementation, especially during any construction activity. Moreover, the operator shall be responsible for implementing the grievance mechanism during the operation phase.
- Establish and maintain an ongoing relationship with the communities affected (positively or negatively) by the project.
- Establish, maintain, and improve the worker-management relationship, and ensure that the workers grievance mechanism is accessible, and workers/employees concerns are addressed in a timely manner.
- Engaging with existing workers and/or workers organisations whenever applicable in accordance with the Jordanian Labour Law and/or Civil Service Law.

II. PROJECT AREA

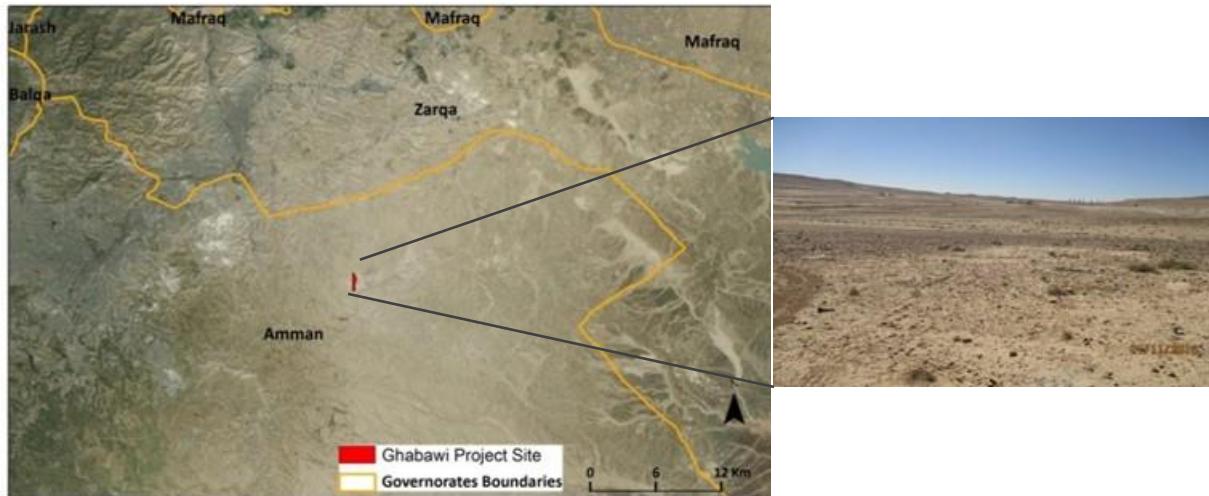
The Project is assigned an area is 300 dunums on the land plot No. 62, basin No.1 at Al Ghabawi/ Al Madouneh Area. This plot is assigned to WAJ and is about 11 km to the east of Amman Development Corridor (Al Ghabawi Interchange). The Project area is located approximately 20 km to the east of Amman in Al-Ghabawi area next to Al Ghabawi solid waste landfill site. The Project's location between Amman and Zarqa governorates and the proximity to most districts facilitates the influx of septage tankers from most localities. Moreover, the roads leading to the plant are considered to be easily accessible for tankers. There are no residential areas within at least 5 km radius of the proposed site.

The influent wastewater into the WWTP will be from tankers transferring septage from the unsewered areas of Amman and Zarqa Governorates, in addition to sludge transported from the treatment plants of Salt, Fuheis, and Baqa'a.

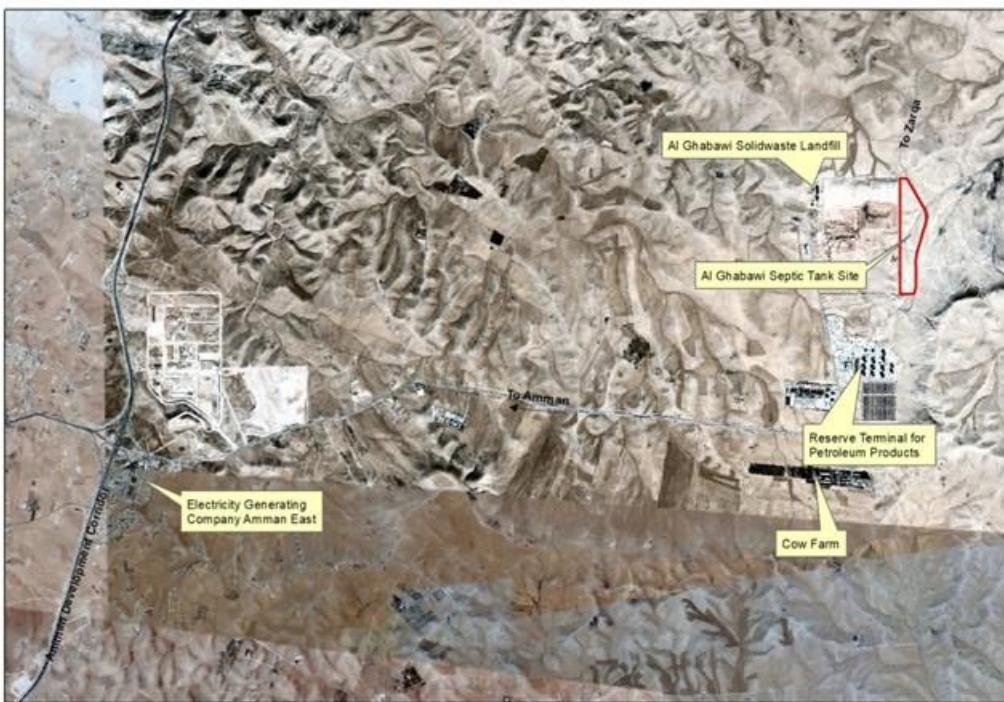
In line with Jordan's water strategy all wastewater needs to be treated and used as a replacement of fresh water and utilized by the agricultural sector. The Jordanian Standard (JS) 893/2006 addresses the reuse of treated wastewater and the standards for the control of the disposal of treated domestic wastewater and requires that all new WWTP projects to include a fully designed and feasible wastewater reuse aspect. All wastewater quantities shall be utilized for potential reuse within the border of the WWTP and for plant production mainly fodder crops and trees in the land areas surrounding the WWTP.

The Project location is illustrated in Figure 1(a). Figure 1(b) shows the surrounding facilities found to be within a close proximity to the proposed Project site and which include:

- Al Ghabawi solid waste landfill site operated by GAM which is located directly next to the project site.
- Amman Strategic Reserve Terminal for Petroleum Products that belongs to the Ministry of Energy and Mineral Resources, is located 1.5 Km to the south of the site.
- There is a cow farm around 3 km south from the Project site.
- Amman Asia Electric Power which is around 12 km south-west of the Project site.
- The site can be reached by existing access roads from Zarqa and Amman (12 Km from the Amman Development Corridor Road).
- The site is located at about 25 to 30 Km to the east-south direction from the AGTP depending on the route taken to reach the site.



(a) Location of the Project land area



(b) Facilities surrounding Al Ghabawi

Figure 1. (a) Location of Al Ghabawi Site and (b) the facilities surrounding the site

Figure 2 below shows buffers up to 10 km around the Project site.

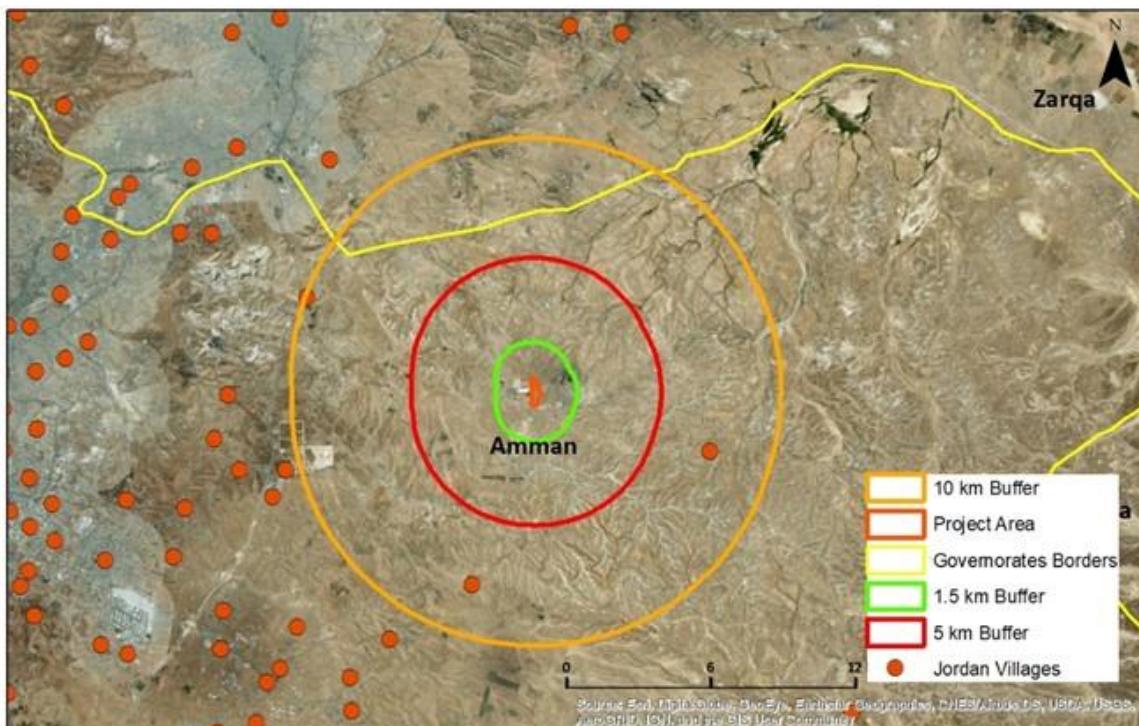


Figure 2. General overview of project area surroundings

III. REGULATORY REQUIREMENTS

The EBRD considers stakeholder engagement as an essential part of good business practice and a way of improving the quality of projects. As a result, the implementation of the proposed Al Ghabawi Septic Tank project should comply with the EBRD policies and Jordanian local laws and regulations. Stakeholder engagement will be an ongoing process throughout the project, in order to ensure transparency with all stakeholders that may be affected by, or have influence on, the project.

The relevant national and international applicable standards and guidelines within the context of the proposed project include, but are not limited to, the following:

- 1) EBRD's 2014 Environmental and Social Policy (ESP) particularly the following Performance Requirements (PRs):
 - **PR1:** Assessment and Management of Environmental and Social Impacts and Issues;
 - **PR10:** Information Disclosure and Stakeholder Engagement.
- 2) EBRD's Grievance Management Guidance Note;

- 3) EBRD's commitment to disclosing project information as set out in the EBRD's 2014 Public Information Policy (PIP) document;
- 4) Jordan's Environment Protection Law No. 6/2017;
- 5) Jordan's Environmental Impact Assessment Regulation No. 37/2005;
- 6) Jordanian Labour Law No. 8, 1996 and its amendments, including Health & Safety regulations and instructions as part of the law;
- 7) Jordan's Civil Service Regulation No. 82/2013 and its amendments
- 8) Water Authority Law No. 18 of 1988 and its Amendments under which WAJ is in-charge of water and sewage systems through full responsibility for the public water supply, wastewater services and related projects as well as for the overall water resources planning and monitoring, construction, operations and maintenance.

In order to fulfil EBRD's requirements, it is recommended that WAJ follows a stakeholder engagement process to provide stakeholders with access to timely, relevant and understandable information, and to identify relevant internal and external stakeholders and engage them throughout the project to ensure effective communication.

This stakeholder engagement plan is designed to be proportionate to the nature and scale of the project and its potential impacts and shall take identified stakeholders into consideration during decision making process and future planning, based on clearly defined roles and responsibilities.

IV. STAKEHOLDER IDENTIFICATION

In order to define a communication process in line with EBRD PR10, Table 1 identifies stakeholder groups, their level of involvement and the extent of influence they may have on this project.

Table 1. Stakeholder Identification and Potential Influence

Stakeholder Group	Identified Stakeholders	Level of Involvement in Project	Degree of Project Influence	Comments
External Stakeholders				
Local Authorities	Ministry of Environment (MoEnv)	MOENV will be responsible in influencing decisions pertaining to environmental permitting processes and environmental clearance for the project to ensure that all potential environmental, social and health & safety impacts are within the minimum acceptable limits in accordance with the mitigation and monitoring requirement discussed in the ESIA for the project.	High	
	Ministry of Labor (MoL), Ministry of Transport (MoT), Ministry of Health (MoH), Ministry of Energy and Mineral Resources (MEMR). Ministry of Tourism and Antiquities (MoTA) and relevant municipalities	Regulatory role in the project.	Medium	
	Greater Amman Municipality (GAM)	GAM is the responsible entity for Al Ghabawi landfill which is directly adjacent to the proposed project location.	High	
	Civil Defence Authority	Review emergency response arrangements at septic tank facility with Civil Defence Authority (CDA).	Medium	
	Miyahuna	Responsible for managing the wastewater services at Amman and Zarqa governorates, and currently operating the existing septic tank facility at Ain Ghazal septic receiving facility.	Medium to High	
Members of the local community	Members of local communities and villages living within the project surroundings.	The project area is identified as a barren and empty land, with no current activities taking place, as no communities were seen to economically benefit from this land. The closest communities reside more than 5 km away from the project location. In addition, it is considered a government owned land, particularly.	Medium to High	

Stakeholder Group	Identified Stakeholders	Level of Involvement in Project	Degree of Project Influence	Comments
		<p>under WAJ's ownership. Therefore, no economic or physical displacement is triggered due to this project.</p> <p>There are no residential areas within at least 5km radius of the proposed project. The communities considered closest to the project are:</p> <ul style="list-style-type: none"> - Uhud area is under the jurisdiction of Sahab district which mainly includes the following communities: <ul style="list-style-type: none"> - Zamlat Olia village: 7.5 km away to the south east of the project area. - Qa'afour: 8 km away to the south of the project area - Al Madouneh village: 11 km away to the west - Al Manakher village: 12 km - Wadi El Ash: 11 km to the north-west of the project area - Al Baidah: 13 km to the west of the project area. - Mghayer Muhamma village: 12 km to the west of the project and falls under Muwaqqar district. <p>The main interests and concerns of the local communities in the project are related to the following aspects:</p> <ul style="list-style-type: none"> - Minimizing potential negative cumulative impacts that they perceive on the environment, public health and traffic due to the presence of different project facilities within the East Amman Area including the proposed Ghabawi WWTP. - Potential benefits from construction and operation phases such as employment opportunities. <p>Local community suggestions included implementing social responsibility interventions in East Amman area to benefit local communities especially youth populations. (Detailed stakeholder issues of concern</p>		

Stakeholder Group	Identified Stakeholders	Level of Involvement in Project	Degree of Project Influence	Comments
		are presented in the following chapter of this SEP document).		
Vulnerable Groups	Women, youth, Syrian refugees	Those households consisting of vulnerable groups that will be served by the proposed project.	Low to medium	
Local communities within the project area of influence	Local communities/households residing in unsewered areas within Amman and Zarqa Governorates. These households are currently served by the existing septic tank facility at Ain Ghazal, and will eventually be served by the proposed project.	Local communities to be served by the proposed project shall also pay for the transportation of their septage to the proposed septic tank facility at Al Ghabawi. Based on the affordability analysis conducted as part of the preliminary feasibility study, it was concluded that utility bills are affordable in both Amman and Zarqa Governorates.	Medium	This will be further revised upon the completion of the Feasibility Study of the proposed project.
Non-Governmental Organizations (NGOs)/ Civil Society Organisations (CSOs)	The main identified CSOs within the project area and its surroundings are: - East Amman Society for Environmental protection - Roboua Al Manakher Society - Al-Bayida' Society (charity) - Maghayer Muhanna Society - Khashafiyeh Dabaybeh Society	These stakeholders are not considered directly affected as a result of the new project. However, they are involved through the engagement process and scoping session where they were able to voice out their opinions or potential concerns on behalf of local communities during any phase of the project.	Low to Medium	East Amman Society for Environmental Protection is an active NGO in East Amman area working on advocating for environmental protection in the area.
Neighbouring facilities	The closest facilities surrounding Al Ghabawi septic tank facility project: - Al Ghabawi landfill - Electricity generating company Amman East - Reserve terminal for petroleum products - Cattle farm - Other facilities under construction	The closest involvement of neighbouring facilities will be from Al Ghabawi landfill, as it is situated adjacent to the project area. The project shall maintain an open dialogue with neighbouring facilities.	Low	

Stakeholder Group	Identified Stakeholders	Level of Involvement in Project	Degree of Project Influence	Comments
International Financing Agencies/ Donors and International NGOs	European Bank for Reconstruction and Development (EBRD) International Donors or NGOs working in the infrastructure sector in Jordan.	IFI financing the Project Stakeholders who are not affected by the Project but may be potentially interested in the Project throughout any phase. Such stakeholders may be interested for research purposes or interested to fund a different component of this project or additional activities within the same target area in the future.	High Low	
Internal Stakeholders				
Project Owner	Ministry of Water and Irrigation (MWI) / Water Authority of Jordan (WAJ)	WAJ is the project owner and will be the prime stakeholder to make decisions on all aspects of project implementation.	High	
Direct Workers/ employees	This includes WAJ male and female employees involved in this project. This includes temporary and part-time workers	Directly or Indirectly Affected by the Project during all phases. Direct workers are employed by WAJ who has the primary responsibility to oversee the overall performance during all phases and will be responsible for overall performance of the project and compliance with regulatory requirements as well as EBRD requirements.	Low to Medium	
Contractors/ Sub-contractor workers	Contracted Workers and those employed by third parties such as the Contractor and/or sub-contractor. This includes temporary and part-time workers.	Directly or Indirectly Affected by the Project during Construction / Installation Phase. Contractor workers are responsible for complying with all construction activities as per the Contractor's agreement with WAJ	Low to Medium	Highest involvement during construction phase.
Operator's O&M Team and Project Implementation	Personnel responsible for the operation and maintenance of the septic tank facility during the operation phase of the project	Directly or Indirectly Affected by the Project during the Operation & Maintenance Phase.	Medium	

Stakeholder Group	Identified Stakeholders	Level of Involvement in Project	Degree of Project Influence	Comments
Unit (PIU) Consultant				
Tanker operators/owners	Tanker operators will be responsible to collect and transfer the septage from the unsewered areas of Amman and Zarqa Governorates, in addition to sludge from the treatment plants of Salt, Fuheis, and Baqa'a and will transport them to the septic tank facility at Al Ghabawi.	Directly affected by the project during the operation phase. Tanker drivers/tanker owners will be responsible to comply with MOENV online tracking system for wastewater tankers. Moreover, the proposed project facility shall implement a regulated entrance and exit into the facility as a safety procedure.	Medium	

V. PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

Scoping Session

In line with the national environmental impact assessment (EIA) requirements, a scoping consultation meeting was held in Amman on November 5, 2019 as part of the ESIA process for the proposed project. The scoping session included 39 participants from various entities, who were invited based on a list of potential and relevant stakeholders prepared by the Ministry of Environment (MoEnv). Pictures from the session are presented in Figure 3 and the session deliberations and list of attendees is provided in Annex 1.



Figure 3. Pictures from Scoping Session (November 5th, 2019)

The scoping session started by opening words from the Project manager, representative of MoEnv, and representative of MWI. Following, the E&S team made a presentation that addressed the following topics:

- Project description
- Proposed ESIA study approach
- Stakeholders identified to date
- Overview of existing baseline conditions
- A preliminary evaluation of E&S impacts for discussion

After the presentation, the floor was open for discussions of potential impacts, feedback and issues of concern as presented in Annex 1.

[Stakeholder Meetings](#)

Stakeholder consultations were carried out early on during the project with the local community and other stakeholders in the form of meetings to engage them early on during the Project, understand their concerns, and manage their expectations. WAJ was involved in most of these meetings with the local community and stakeholders. The project team documented all comments and concerns accordingly during the ESIA process, and those that are relevant and applicable to the proposed project have been considered in the ESIA.

In summary, the main interests and concerns of the local communities in the project are related to the following aspects:

- Potential negative cumulative impacts on the environment, public health and traffic due to the presence of different project facilities within the East Amman Area.
- Potential nuisance resulting from the WWTP operations such as odour, and potential illegal discharge of wastewater by tankers
- Potential reuse of wastewater effluent generated from the WWTP.
- Potential benefits from construction and operation phases can such as employment opportunities.
- Potential need of a committee from the local community to oversee the monitoring measures that will be taken during the operation phase of the plant (mainly for wastewater type and odours).
- Supported the implementation of social responsibility interventions in East Amman area to benefit local communities especially youth populations.

The detailed meeting outcomes are provided in Annex 2.

Household Survey and Focus Groups Meetings

The Household Survey was requested during meetings with the local community. The focus of the survey was to evaluate the impacts of this project, both positive and negative from a social perspective and establish a baseline to complement the information collected from the Department of Statistics on the local communities and by the ESIA. The household survey investigated the expectations and concerns held by the local community of the economic, environmental, social, and infrastructural issues that may be impacted as a result of the Project.

The Household Survey included a household questionnaire to a sample of 153 households in the communities 7.5 – 13 km from the Project Site followed by three focus group discussions with local residents. All information was collected in August – September 2020.

The survey revealed a high level of concern and limited positive expectations related to the Project's impact. The low expectations for positive impact from the Project and high expectations for environmental risks are grounded in the experience with some of the other operating developments in the area, and a general lack of confidence in the implementation of the monitoring and mitigation processes.

The specific expectations of the Project's positive and negative impacts by the respondents shows that the average expectations of a positive impact are low with an average of around 2 out of 10 on every item. This indicates that positive impacts were expected only to a limited extent among a limited portion of the population. Expectations for the Project to negatively impact infrastructure, the environment and health were, on average, high; whereas moderate adverse impacts on livelihoods and the local economy expressed on average.

Based on the survey results, three main focus groups were targeted to contribute to the in-depth discussion of the Project's impacts. Those were:

- Focus Group 1- Men and Youth with a target of having an equal representation of youth < 30 years of age.
- Focus Group 2- Women.
- Focus Group 3- Farmers and Livestock Owners.

During the focus groups, participants expressed that the developments being attracted into the area are negative and are likely to result in pollution and pose risk to residents' health and wellbeing. The landfill was considered to have the most negative impact as the odour has reached many areas and garbage flying off trucks or fly-dumping are visually apparent. Moreover, the landfill being in the Strategic Services Zone and adjacent to the site of the planned Septic Tank Facility - and the fact that the Project deals with sewage – leads residents to believe the Project will impact the area in a similar manner. Besides the landfill,

developments which they believe have negatively impacted the area included the electricity generating company, the gas storage facilities, and the livestock market. The Project of a septic tank facility was found as another unwanted development with a high likelihood of causing additional pollution. The discussion over the Project's impact was predominantly geared toward concerns of adding to an already bad and vulnerable situation.

Meantime, participants in the survey and the focus group meetings proposed several measures to manage the negative impacts of the Project and enhance the benefits to the local communities. Many of these measures were seen as ways for WAJ to demonstrate their responsibility to the local community by ensuring their work in the area does not have adverse effects on residents' lives. The recommended measures proposed by the local community included the following:

- WAJ to take every effort possible to make sure no negative environmental impacts arise from the Project, particularly during the operation phase. Monitoring and accountability measures must be in place to ensure adverse environmental impact are not caused by the Project. This includes actively monitoring odours and air quality during the operation of the facility, and monitoring the transport of wastewater to make sure no illegal dumping of wastewater takes place in the area.
- The Project must utilize new technology and take all measures to prevent adverse environmental impacts and avoid the spread of odours and other gaseous emissions in the area.
- Sufficient measures to mitigate impact on roads and fears over the safety of local commuters and pedestrians include regular maintenance. The most favourable proposal was the assignment of specific routes that restricts the traffic to the Project site at Al Ghabawi away from residential areas. Proper monitoring of the movement of septic tankers is crucial to ensure compliance.
- A hiring strategy to fill positions from the local area to the largest extent possible.
- Human Resources (HR) policies must acknowledge the high-risk nature of the work in at the Project's new facility and make every effort to protect the health and safety of all workers and prevent any adverse health risks on the short and long run.
- An effective community relations body and a grievance mechanism with accessible and open channels and processes which ensure receptiveness of grievances, effectiveness in addressing them, transparency and non-bias. Participants questioned the efficacy and non-bias of a single community liaison officer and proposed forming a community liaison committee.
- Processes which facilitate identifying those adversely impacted by the Project to compensate lost livelihoods or other losses as a direct result of the Project.
- A green barrier around the Project could reduce odours and emissions and stop them from reaching neighbouring areas.

- The potential impact on the social image of the area and reduction in land prices should be mitigated by investing in community assets and infrastructure, which contribute to an improved quality of life. Proposed measures included greening the area, establishing parks, maintaining roads and extending a wastewater network.
- Measures to monitor and control treated effluent to prevent mis-use.
- Concerns that many locals may not realise the adverse impacts of the Project on health. Risks and commitments must be communicated clearly by WAJ to the residents. Raising awareness about the potential risks while exercising sensitivity in monitoring and assessing environmental impact can help mitigate negative health impacts.
- They perceive that the Project site is too close to residents, and, hence, requested to consider alternative locations further to the East to maintain a safe distance from residential areas. This was the most favourable scenario proposed in all focus groups.

VI. STAKEHOLDER ENGAGEMENT ACTION PLAN

A stakeholder engagement action plan has been developed as shown in Table 2. Engagement is an ongoing process that is integrated into the project lifecycle to ensure that issues that may have an impact on the local community are taken into consideration from the design until closure.

Stakeholder engagement will be carried out by WAJ internally and externally. As construction of the project commences, WAJ in collaboration with the assigned Contractor will appoint two Community Liaison Officers (CLOs) from the local community. The community liaison activities pertaining to this project are expected to include managing the ongoing action plan of planned stakeholder engagement. In addition to recording and documenting any consultation session that takes place relating to the project as applicable. Furthermore, the CLOs shall support handling and documenting grievances as appropriate and based on the WAJ community grievance mechanism that will be applied throughout the lifecycle of this project.

Roles and Responsibilities

WAJ has the overall responsibility for undertaking the stakeholder engagement and information disclosure activities during the construction phase. However, some engagement activities will be undertaken by the main contractor during the construction phase. WAJ will distribute relevant documentation to the contractor and stakeholders involved in their regulatory role of this project. WAJ will also ensure that the contractor appoints two Community Liaison Officers (CLOs) who will be responsible to implement the SEP on aspects relevant to the construction phase, as well as managing the implementation of the community grievance mechanism. Also, the Contractor's project manager shall incorporate

summaries of grievance reporting into monthly and quarterly reports to the client in addition to copies of the community grievance log.

The CLOs shall be appointed from the local community and will be commissioned upon the contractor's mobilization period. The appointment of the CLOs will be through the Contractor with direct contact with the Ministry of Water and Irrigation/WAJ and under its management. The contractor shall also be committed to orient and train his and other relevant personnel on managing community grievances.

During the operation phase, WAJ shall delegate the stakeholder engagement activities to the plant operator to continue coordination on stakeholder engagement and managing grievances. However, it is anticipated that only one CLO will be needed to remain with the project during the operation phase. WAJ shall monitor and provide oversight to the stakeholder engagement activities during both construction and operation phases.

It is highly recommended that the SEP is updated regularly once the project is operational and afterwards to conduct an update once every two years where needed.

Table 2. Stakeholder Engagement Action Plan

Stakeholder Engagement Activity	Type of Information Disclosed / Method of Engagement	Engagement Technique	Stakeholder Groups to be Consulted/Engaged
During ESIA process			
Scoping Session	<p>Stakeholders from relevant ministries, local governments, main NGOs were invited by the MoENV.</p> <p>Other stakeholders from the local community were invited by WAJ through advertising through municipalities or other appropriate means of communication.</p> <p>The scoping session presented the project components and methodology for environmental and social assessment.</p> <p>The session included time for stakeholder feedback where participants can identify their areas of concern and brainstormed different control measures with respect to the project.</p>	<p>Public consultation session was held at the Bristol Hotel, in Amman, on 5 November 2019 through presentations and group work.</p>	<ul style="list-style-type: none"> – Government Ministries – local government – Community members – trade association groups, – cooperatives, business owners (including herders and farmers), – public services company – NGOs – International Agencies (including other donors who are funding projects within the same area) – Media – Academic institutions
Stakeholder Interviews / Consultations	<p>Consultation with different stakeholder groups to understand their views and potential concerns.</p>	<ul style="list-style-type: none"> – Stakeholder consultation meetings conducted with the local community and CSOs on 17th and 27th November 2019 at the Uhud District Municipal Directorate / GAM. – As for tanker operator/owners face-to-face interviews were undertaken at AGTP. – These consultations were conducted by Environmental & Social (E&S) Consultant. 	<ul style="list-style-type: none"> – Civil society organisations – Community based organisations – Wastewater Tanker owners/operators

Stakeholder Engagement Activity	Type of Information Disclosed / Method of Engagement	Engagement Technique	Stakeholder Groups to be Consulted/Engaged
Disclosure Session	<p>Disclose the findings of the ESIA and associated documentation and reports to stakeholders through a power point presentation and leaflets. The presentation will include the following information:</p> <ul style="list-style-type: none"> – The purpose, nature, scale and duration of the project activities. – Potential impacts and proposed mitigation measures. – The envisaged stakeholder engagement process during the project implementation. – Grievance mechanisms during the project implementation. – Access link to the Project ESIA Documents. – Access details to the Project virtual meeting. – Contact details to receive feedback and comments on the ESIA documents during the disclosure duration. 	<ul style="list-style-type: none"> – Disclosure of Non-Technical Summary (NTS), Environmental & Social Impact Assessment (ESIA) including the Environmental & Social Management Plan (ESMP) in addition to the Stakeholder Engagement Plan (SEP), and Environmental & Social Action Plan (ESAP) online for 120 days through EBRD and WAJ websites. – Disclosure of hard copies of the above-mentioned documents at WAJ and at Uhud District Municipal Directorate / GAM. – Hold a virtual meeting and post the recorded meeting on WAJ Facebook and the Facebook page of the local municipal committee head of Uhud District Municipal Directorate/GAM. – Place posters on notice boards at Uhud District Municipal Directorate and premises of local CSOs. – Distribute leaflets to the local communities in coordination with local CSOs. 	<ul style="list-style-type: none"> – Same as scoping session participants. In addition to any other stakeholder groups that were identified as relevant to the project during the ESIA process and household survey.
Pre-Construction			
Meetings with Employees	Create an open forum to ask direct questions to WAJ management.	<ul style="list-style-type: none"> – Public venue or at WAJ premises, emails, official letter, meetings. 	<ul style="list-style-type: none"> – Employees and workers (temporary and permanent) at WAJ – Contractors / Sub-contractors

Stakeholder Engagement Activity	Type of Information Disclosed / Method of Engagement	Engagement Technique	Stakeholder Groups to be Consulted/Engaged
	Inform them of the available employee grievance mechanism and how they can access it.		
Contractors/sub-contractors and temporary workers	<p>WAJ to agree on community grievance management procedures with the contractor to be practiced during construction.</p> <p>The Contractor will share the code of conduct with all workers including temporary workers, conduct relevant trainings such as induction or awareness sessions if needed.</p>	<ul style="list-style-type: none"> - Public venue at contractor's premises or WAJ premises. - Other communication channels such as: Emails, presentations, reports, leaflets. - All project employees/workers to be informed of the mechanism at the time of recruitment. 	<ul style="list-style-type: none"> - Contractors and temporary outsourced workers
Disclosure of Community Grievance Mechanism	<p>Two Community Liaison Officers (CLOs) will be appointed during the construction phase. The appointment of the CLOs will be through the Contractor with direct contact and coordination with WAJ.</p> <p>The CLOs will be selected from the local community. The CLOs will be responsible to communicate with stakeholders prior to construction to build relationships with relevant and identified stakeholders where needed. The CLOs shall be trained (either by the Contractor, WAJ or via a third-party consultant) and fully aware of the community grievance mechanism which is the same complaints/ grievance mechanism currently being adopted by WAJ.</p> <p>The CLOs shall be responsible to ensure that stakeholders are well informed of the community grievance mechanism.</p>	<ul style="list-style-type: none"> - Open dialogue, meetings, official letters, meetings. 	<ul style="list-style-type: none"> - Local community members - CSOs, CBOs, NGOs. - Tanker operators/owners

Stakeholder Engagement Activity	Type of Information Disclosed / Method of Engagement	Engagement Technique	Stakeholder Groups to be Consulted/Engaged
Consultation with relevant governmental institutions	The Contractor, under WAJ's supervision, shall maintain an open communication/dialogue channel throughout the construction phase with relevant ministries/local authorities that will be involved in the monitoring, licensing, permitting or overseeing of the project from a regulatory perspective.	<ul style="list-style-type: none"> - Continuous communication through emails, official letters, phone calls, workshops, meetings. - Ongoing and open dialogue throughout the lifecycle of the project. - Provision of project documentation including the NTS in addition to the ESIA study along with the Environmental and Social Management Plan (ESMP) and project specific Environmental and Social Action Plan (ESAP). 	<ul style="list-style-type: none"> - Relevant ministries and local authorities who have a regulatory role in the project/and or influence over the project's permitting process.
During Construction			
Consultation meetings if necessary (depending on level of grievances) determined in cooperation with WAJ.	<ul style="list-style-type: none"> - The Contractor to notify stakeholders of construction activities and any changes to schedules, contractor behaviour, implementation of the Environmental & Social Action Plan (ESAP), identify new impacts (if any), revision of documents, implementation of stakeholder engagement plan, processing and responding to community grievances (if any). This shall take effect upon notification of construction progress with the involvement of WAJ. 	<ul style="list-style-type: none"> - Public Venue (as needed), meetings (formal, informal), phone calls, monthly and quarterly grievance reporting to WAJ. 	<ul style="list-style-type: none"> - External Stakeholders where applicable such as local community members/members of the public, business owners, tanker operators, NGOs, CBOs, CSOs.
Communication with local community members and nearby developments/facilities.	<ul style="list-style-type: none"> - Contractor to maintain an open communication channel throughout the construction phase with local communities, businesses and/or 	<ul style="list-style-type: none"> - On site through assigned Community liaison officers (CLOs). 	<ul style="list-style-type: none"> - Local community members - Management team of nearby facilities/developments nearby

Stakeholder Engagement Activity	Type of Information Disclosed / Method of Engagement	Engagement Technique	Stakeholder Groups to be Consulted/Engaged
	<p>nearby developments/facilities to the project.</p> <ul style="list-style-type: none"> - Contractor shall be responsible to address and resolve grievances via the CLOs who will follow-up and coordinate on received complaints/grievances accordingly. 		
WAJ performance in construction phase	<ul style="list-style-type: none"> - Annual update and reporting on the ESAP. 	<ul style="list-style-type: none"> - Reports, official letters, periodic meetings with Internal Stakeholders to review performance and consider issues raised by local stakeholders. 	<ul style="list-style-type: none"> - Internal stakeholders, and external stakeholders (workers, local communities, suppliers).
Operation Phase			
Employees especially those involved in operation and maintenance activities.	<p>Create an open forum to ask direct questions to WAJ management.</p> <p>Inform them of the available employee grievance mechanism and how they can access it.</p>	<ul style="list-style-type: none"> - WAJ premises and/or operator premises, emails, meetings, official letters 	<ul style="list-style-type: none"> - Employees and workers (temporary and permanent) at WAJ - Operator Staff
Maintain grievance logging and reporting	The CLO appointed by the operator shall maintain grievance logging, resolution and reporting as per the community grievance mechanism,	<ul style="list-style-type: none"> - Public Venue (as needed), meetings (formal, informal), phone calls, monthly and quarterly grievance reporting to WAJ. 	<ul style="list-style-type: none"> - External Stakeholders where applicable such as local community members/members of the public, business owners, tanker operators, NGOs, CBOs, CSOs.

Stakeholder Engagement Activity	Type of Information Disclosed / Method of Engagement	Engagement Technique	Stakeholder Groups to be Consulted/Engaged
Communication with local community members and nearby developments / facilities.	Discuss the potential for applying Social Responsibility initiatives to support the local community in-line with WAJ Social Responsibility Strategy. This will be later determined by the Operator.	Public Venue (as needed), meetings (formal, informal), formal letters.	External Stakeholders where applicable such as local community members/members of the public, specifically within East Amman area.
WAJ performance in operations phase.	Annual update and reporting on the ESAP.	Reports, official letters, periodic meetings with Internal Stakeholders to review performance and consider issues raised by local stakeholders.	Internal stakeholders, and external stakeholders (local communities, suppliers, tanker operators).

Disclosure of Project Information

As part of the stakeholder engagement and consultations required by EBRD's PR10, the full ESIA documents will be disclosed to the public for 120 calendar days in line with the EBRD public information policy. The disclosed ESIA documents will include:

- Environmental and Social Impact assessment Report (ESIA);
- Non-Technical Summary (NTS);
- Stakeholder Engagement Plan (SEP); and
- Project Environmental and Social Action Plan (ESAP).

These documents will be available in English and Arabic through the following avenues:

- Electronically on MWI's website: (www.mwi.gov.jo)
- Electronically on EBRD's website: (www.ebrd.com)
- Hard copies of the ESIA, NTS, SEP, and ESAP documents with indication to procedures on accessing them given the Covid-19 restrictions to be made available at WAJ:

Water Authority of Jordan, Building No. 6, Jaber Ben Hayyan Street, Shmeisani - Amman

Telephone: +962-6-5652261

- Hard copy of the ESIA disclosed documents with indication to procedures on accessing them given the Covid-19 restrictions will be placed at Uhud District Municipal Directorate / GAM:

Al-Khashafieh North District / opposite to Al- Khashafieh Health Center

Tel: +962-6-4020410

- Hard copies of the NTS will be placed at the premises of local CSOs with indication to procedures on accessing them given the Covid-19 restrictions. Details on local CSO locations where the documents will be available will be communicated through the disclosure meeting.

Usually, disclosure meetings are carried out at a place that is closest to the communities of concern, as required by the EBRD. These meetings are conducted to present the outcomes of the ESIA and announce the availability of the disclosed documents to the stakeholders. However, given the prevalent COVID-19 pandemic and government restrictions regarding public meetings, the disclosure event will take the form of a virtual meeting; where an invite will be sent to the stakeholders. Before holding the disclosure virtual meeting, the disclosure presentation will be posted on WAJ's Facebook page and the link to the virtual meeting will be posted on MWI's website. The presentation will also be posted on the Facebook page of the local municipal committee head of Uhud District Municipal Directorate/GAM. The disclosure presentation will include slides informing people where the disclosure documents can be accessed and the link to the disclosure meeting. Moreover, the virtual meeting will be

facilitated by the consultant and will be conducted in a manner that will ensure equal opportunity is provided to all participants to raise questions or express views. The virtual meeting (using Zoom) will include a presentation covering the project activities, ESIA findings (including impacts, grievance mechanism), and information on access to the ESIA documents. The meeting will also allow time for feedback and Q&A (Questions and Answers) at the end of the session. The meeting's presentation and Q&A will be recorded and documented in a summary report to EBRD and the link to the recorded meeting will also be posted on WAJ Facebook and the Facebook page of the local municipal committee head of Uhud District Municipal Directorate/GAM.

The disclosure approach will also involve preparing and distributing leaflet/brochure to be distributed to the local communities in coordination with local CSOs. The leaflet/ brochure will include the following information:

- the purpose, nature, scale and duration of the project activities.
- risks to, and potential impacts on, stakeholders and proposed mitigation measures.
- the envisaged stakeholder engagement process, opportunities and ways in which the local communities can participate during the project implementation including the details of the virtual meeting to be held.
- the process by which public grievances will be managed during the project implementation.
- access link to the Project ESIA Documents and locations where hard copies are disclosed.
- Contact details to receive feedback and comments on the ESIA documents during the disclosure duration.

Additional disclosure activities will include placing posters on notice boards at Uhud District Municipal Directorate and premises of local CSOs.

Finally, the stakeholders can raise their comments and concerns during the disclosure duration by communicating those to WAJ on the following contact address:

Water Authority of Jordan
Attention. Eng. Ahmad Al-Awamleh
Building No. 6, Jaber Ben Hayyan Street, Shmeisani
P.O. Box 5012, Amman-11181
Telephone: +961 6-5652261 – Extension (1050)
Fax: +961 6-5687760
Email address: ahmad_al-awamleh@mwi.gov.jo

The E&S consultant will review, discuss, and respond to comments/feedback received from the stakeholders through virtual meetings, phone calls or e-mail. Any amendments needed based on the stakeholder comments/feedback will be added to the ESIA documents.

VII. GRIEVANCE MECHANISM

Community Grievance Procedure

WAJ shall adopt a formalised public grievance mechanism for the project to monitor and promptly resolve potential conflicts with stakeholders whose interests may be affected, and to ensure that all comments and complaints from any stakeholder are considered and addressed in an appropriate and timely manner.

It is worth noting that grievances filed through WAJ's system shall be eventually forwarded by WAJ to the project to be handled by the CLO/s. Grievances / Complaints will be addressed by the contractor during construction phase and the operator during the operation phase who shall be responsible to implement all measures needed to resolve any issues during implementation. In agreement with WAJ, two Community Liaison Officers (CLOs) will be assigned for this project during the construction phase, and one CLO during the operation phase. The CLO's role will involve receiving any complaints or grievances and shall be appropriately trained where needed to handle and resolve grievances. CLOs will be selected from the local community.

The CLOs will be responsible for logging grievances received into the grievance mechanism log and for taking appropriate actions to resolve the grievances. During the resolution of grievances, regular communication with the persons that registered the grievances is needed, and records should be maintained of the dates and details of the actions and communication.

Clear responsibilities to be assigned for the management of the grievance mechanism, including management and resolution of grievances and reporting. Table 3 presents the community complaints/grievance procedure applicable during project implementation (construction and operation phase) and how it can be implemented in parallel of that of WAJ that shall be applicable during project implementation. The Contractor / Operator on site shall be responsible to ensure compliance with the grievance mechanism through the CLOs. CLOs will coordinate with WAJ, and together with the Contractor/Operator shall report to WAJ accordingly.

The Grievance Mechanism for the project is presented in Table 3 below and an illustrative diagram is presented in Figure 5.

Table 3. Community Grievance Mechanism

Step	Community Grievance Mechanism
1. Receiving the Grievance	Stakeholders and communities can file a grievance through the following: 1. WAJ:

Step	Community Grievance Mechanism
	<ul style="list-style-type: none"> • Suggestions & Complaints Boxes at customer center office/WAJ • WAJ Call Center (direct line: 117116) • WAJ Complaints form / filled Online (refer to Figure 4 below) <p>Grievances/ complaints received through WAJ, shall be forwarded to the WAJ Follow-up Directorate / Communication Department and then sent to the Project Community Liaison Officer/s (CLOs).</p> <p>2. Project Site:</p> <ul style="list-style-type: none"> • WAJ Complaint forms – copies to be available at project), • WhatsApp (direct messages to CLO); • Email (direct email received) <p>Grievances/ complaints received through the project site, shall be directly handled and documented in the grievance log (Table 4) by the CLOs at the project site. During the pre-construction stage, the Grievance Mechanism shall be communicated to stakeholders including local communities through the CLOs. In addition, to support this information, a project billboard available at the project site will be made available at all times for those who wish to refer back to the Grievance Mechanism. The billboard will consist of Grievance Contact information:</p> <ul style="list-style-type: none"> • Assigned Email address to receive grievances administered by the CLO/s • Assigned WhatsApp phone number to be administered by the CLO/s • Available WAJ grievance record forms made available in hard copies the project site. <p><i>*Individuals/entities have the right to request that their name to be kept confidential.</i></p>
2. Grievance Investigation	<p>The CLO will investigate the complaint's eligibility for validation purposes.</p> <p>If the claim was rejected for reasons such as being ineligible, has no basis or no action is required, then the CLO must put together a reasonable response within 10 days explaining the reason for rejection to the complainant with evidence where applicable.</p> <p>CLO shall communicate the eligibility determination to WAJ Follow-up Directorate / Communications Department in order to close the grievance.</p>
3. Grievance Resolution	<p>Once the grievance is investigated and clarified, the Construction Contractor / Operator will develop and decide resolution options and prepare a response. Grievances will be acknowledged and verified within 2 working days. A resolution/action will be proposed after compliant is verified, and then responded to within a maximum of 5 working days.</p>

Step	Community Grievance Mechanism
4. Grievance Resolution Agreement	Complaints/Grievances shall be closed when an agreement is reached with those who filed the grievance. This shall be recorded in the grievance log or database accordingly, along with the closing date, and any other supporting documentation or photos to be stored for future reference.
5. Escalated Grievance Mediation	If the Complainant is not satisfied with the grievance resolution, he/she may involve WAJ Senior Management to review the complaint/grievance where his name and contact will be communicated to complainant, if still not satisfied, he/she can revert to court for a resolution.

* غيري المواطن / المواطن
قم بتنبيه النموذج المعد للسكاروي والإفراحت ومن تم الصقق فقط على موافق .
أو الانصاع على هاتف مركز الشكاوى الموحد لقطاع المياه 117116

أو تعبئة النموذج الخاص بـنظام الشكاوى الحكومية المركزى من خلال الرابط التالي:-

<http://mopsd.gov.jo/ar/Pages/CMU.aspx>

The screenshot shows a web-based form for filing a grievance. At the top, there's a note in Arabic about accepting the terms and conditions. Below that, a red box highlights the title 'أو تعبئة النموذج الخاص بـنظام الشكاوى الحكومية المركزى من خلال الرابط التالي:-' with a link. The main form area has fields for 'العنوان' (Address), 'النوع' (Type), 'الاسم' (Name), 'رقم الهاتف' (Phone Number), 'البريد الإلكتروني' (Email), 'الموضوع' (Subject), and 'النص' (Text). There are also two buttons at the bottom: 'إلغاء الأمر' (Cancel) and 'موافق' (Accept).

Figure 4. WAJ Grievance Complaint Form (available online¹)

¹ <http://www.waj.gov.jo/sites/ar-jo/Lists/test2/Newform.aspx>

Table 4. Sample Community Grievance Log

GRIEVANCE LOG (Use this log to document grievances filed by local communities/individuals/entities)										
Date of Grievance Receipt	Name of Person/Entity Filing the Complaint	Person Receiving Complaint/Grievance	Grievance Complaint Form Reference #	Summary of Grievance	Date Investigated/Verified	Name of Investigator	Investigation/Verification Results	Date of Resolution	Resolution of Grievance	Date Resolution Communicated to Complainant

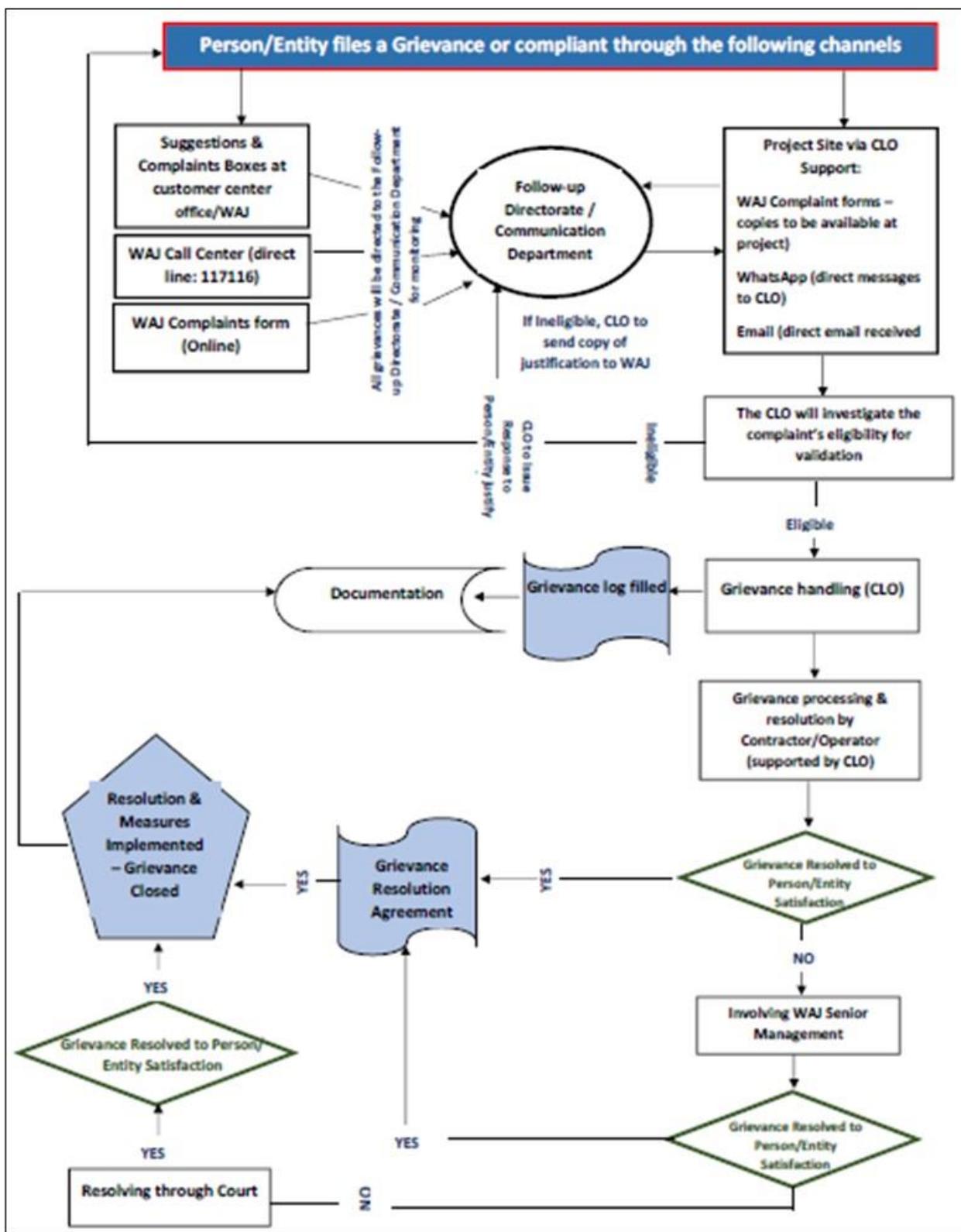


Figure 5. Community Grievance Mechanism Diagram

Employee/Worker Grievance Procedure

Contractor's Staff

Worker/employee grievances is a process to ensure that all workers on site have access to a grievance mechanism, are informed of the mechanism when they start work and can identify how it works and who is responsible for administering it. The grievance mechanism will allow employees to address workplace disputes or concerns in a fair, easily accessible and transparent manner. Although an employee/worker grievance mechanism must be in accordance with the Human Resources (HR) policy, the following is a standardized procedure for labour grievance applicable to the Contractor's direct workers in addition to Contractor's and sub-contractors' workers.

Site-Based Grievance Principles:

WAJ together with the main Contractor are committed to a transparent process for workers to express concerns and file grievances, including anonymous complaints.

WAJ together with the Contractor will ensure that there is no retaliation or discrimination against those who express grievances, and that grievances will be treated with confidentiality and as follows:

- WAJ together with the Contractor's Management will treat the grievances seriously and take prompt and appropriate action.
- WAJ together with the Contractor's Management shall ensure that the employee/worker grievance mechanism is in line with the Contractor's HR policy.
- The worker has the right to keep the process of filing a grievance confidential and to appeal to a higher level of management if he or she is not satisfied with the initial findings.
- The Worker has the right to express his or her grievance to workers organizations to protect their rights.
- WAJ is responsible to monitor implementation of grievance principles and mechanism by contractor through regular check and inspection of contractor's records.
- WAJ has the right to randomly check and ask workers at site if they have any complaints and if the contractor implements the labour grievance mechanism on their complaints.

Table 5 presents the proposed grievance process on handling complaints/grievances received from Contractor's staff.

Table 5. Contractor Employee/Worker Grievance Process

Steps	Grievance
Step 1: Informal Discussion	<p>Workers and Management are encouraged to use informal methods of resolving disagreements or disputes. If workers have a reasonable grievance or complaint regarding the workplace, working conditions or the way they are being treated at work they should, where possible, start by discussing it with their direct supervisor or manager. It may be possible to agree a solution informally between worker and manager.</p> <p>Every effort will be made by both management and workers to resolve complaints, grievances and disputes at the earliest possible opportunity and with the minimum opportunity for tension or conflict.</p>
Step 2: Formal Grievance & Confidential Grievance	<p>When a concern or an action has occurred, the project employee/ worker must file a written grievance to his or her direct manager within 5 working days either at the site or office.</p> <p>If the employee/worker has a concern but does not prefer to mention his name, then anonymous submission can be applied and it will be treated as official submission where steps of grievance implementation will be performed.</p> <p>The direct manager has 5 working days to respond back. If the employee/worker was not satisfied with the supervisors' response, he/she can direct the grievance to the Human Resources (HR) manager who will record the grievance at the grievance log or delegate this to HR staff to initiate the grievance mechanism response.</p> <p>The HR has 7 working days to respond back. If the worker was not satisfied with the response and wishes to appeal, he or she can direct the grievance to higher level or management within 7 working days of receiving the HR's response. Every effort should be made to secure a resolution in the best interests of the worker(s) and the Contractor. After the meeting, the senior manager will give the employee a decision in writing.</p> <p>If the employee/worker was not satisfied with the response of senior management, then he or she can approach the workers organization (that he or she belongs to) where applicable for further advice and assistance.</p> <p>If an employee/worker is not satisfied with the final determination of the internal grievance procedure, the employee can still hire a lawyer and resolve the issue at court.</p>

WAJ Staff

The grievance process for WAJ staff can be slightly different than that of the Contractor's workers as it will need to comply with the Jordanian Civil Service Regulation No.82/2013 and its amendments, specifically Articles (161) to (165). The grievance mechanism stated in this regulation is currently enforced by WAJ and applies to all WAJ employees / workers who are free to file a complaint/grievance through this mechanism.

VIII. MONITORING AND REPORTING

Consultation and stakeholder engagement will continue throughout Project planning, construction, and operation phases. As discussed above, WAJ and the main contractor will be responsible for ensuring good relationships with the local communities during the construction phase.

WAJ will report on community engagement and grievance aspects as well as social and environmental monitoring results to the EBRD.

During operation and maintenance, WAJ will maintain relationships with local stakeholders and be responsible for reporting on Project performance with the support of the Operator.

This SEP identifies various activities that require monitoring and reporting, including the following:

- Project information disclosure activities.
- Stakeholder consultations/interviews.
- Monthly and quarterly reporting.

Minutes of any consultation meetings will include the date, location, purpose of meeting and list of participants.

All original written consultation correspondence, including comments, will be retained as evidence of the consultation process and outcomes. Minutes of meetings, or summaries of individual or informal discussions will also be kept on file and made available on request.

During construction, monitoring of grievances and community engagement will be reported on a monthly basis. The CLOs will provide monthly summaries of community grievances and community meetings to the main Contractor's Project Manager who will incorporate these into the monthly construction reports to WAJ, and the quarterly construction reports to WAJ. WAJ shall also be responsible to communicate such reports to the EBRD whenever needed.

During operations, the CLO will report on grievance monitoring and community liaison to WAJ project manager as well (or equivalent) on a monthly basis. Analysis of grievance monitoring will be incorporated into the project's annual reporting.

This SEP is considered as a living document, and shall be updated when necessary by the CLO and in consultation with WAJ.

Annex 1. Scoping Session Deliberations held on November 5th, 2019

Introduction

A public consultation session was held on the 5th of November 2019 at Bristol Hotel, Amman. The stakeholders were invited by MoEnv and the session was attended by 39 individuals as shown in the attendance list below. The session's communication language was in Arabic and all related handouts and presentations were prepared in Arabic. The overall aim of the session was to take into consideration issues of concern raised by stakeholders throughout different phases of the project, and assess the applicable and feasible concerns in this ESIA study as part of the impact assessment process. Impacts and interests highlighted by stakeholders that needed special attention were further discussed with the project owner (WAJ), EBRD and the MoEnv. The scoping session deliberations are presented below.

Entity Represented	Issues of Concern during Project Construction/Operation/Decommissioning	Response
Greater Amman Municipality (GAM)	<ul style="list-style-type: none"> - Incidence of stray dogs in the area of the project. - There are concerns for air quality and noise generation in the area due to the increase in movement of vehicles and septic tankers and thus requested that the traffic impacts be considered, especially that the area will continue growing as a strategic services zone. - Indicated that the 2018 ESIA study carried out for Ghabawi Landfill by EBRD indicated problem of odours. Accordingly, the WWTP need to identify its emission of odours in the area and present the odour control system to be adopted. 	<ul style="list-style-type: none"> - The Consultant Engineering Team mentioned that issues will be taken into account in the ESIA, furthermore, a traffic impact assessment will be prepared as part of the ESIA. - As for odour, the plant will have an advanced odour control system to eliminate odour expected during the operation phase. Also, an option to set-up a committee from the local residents to monitor and manage odours in the area will be explored.
Environmental Rangers	Emphasized the need for protection of ground water resources in the area due to scarcity of water resources in Jordan.	The Consultant explained that ground water protection as well as flood protection measures will be taken into account in the design.
East Amman Society for Environmental Protection (EASEP) - (represented by Mr. Farhan Al Dboubi and Mr. Hakem AlDaajeh)	<ul style="list-style-type: none"> - Raised several issues of concern that are related to the development of this project and several other projects in the surrounding areas such as the Ghabawi Landfill, Customs Depot, East Amman Power Generation Station and others. The concerns included: -Greenhouse gas emissions; -Requested resettlement of the nearby communities because of all the infrastructure projects being implemented in the Ghabawi area. -Impacts from increased traffic due to increased vehicle movement. Also, the increased traffic will coincide with increased traffic movement due to 	<ul style="list-style-type: none"> -The Consultant Engineering Team stressed that there will be further communication with the local community to take their concerns into account in the ESIA where applicable, also developing a Stakeholder Engagement Plan is part of the project and will be prepared in both English and Arabic. -The Ministry of Environment expressed its understanding of the local community concerns due to the increased traffic that will

Entity Represented	Issues of Concern during Project Construction/Operation/Decommissioning	Response
	<p>the planned opening of the land port (Customs Depot).</p> <ul style="list-style-type: none"> –Encouraged training and employment opportunities for the local community. –Requested that the SEP be developed in coordination with the local community. –Requested to have a monitoring plan for the influent septage delivered by the septic tanks to ensure that no unauthorized wastes are brought in with the septage. –Commented that AlBeidah and Wadi AlEish villages were not considered in the study area and that there could be agricultural and grazing activities. –Claimed that the project land plot historically belonged to the local community (as a tribal area) in the study area and was acquired by the military for public benefit (area had been designated as a military zone) but now should be given back to the local community after the military use has ended. 	<p>accompany the infrastructure projects in the study area.</p> <ul style="list-style-type: none"> –The Ministry reminded that the septic tankers movement is being monitored through MoEnv Online Tracking System for Wastewater Tankers. –The Ministry emphasized that scoping sessions are being held and related stakeholders are invited to those scoping sessions in order to echo their concerns to be taken into consideration. –The Ministry also emphasized that all other projects in the Ghabawi area have been implemented taking Jordanian regulations into consideration.
Ministry of Health	<ul style="list-style-type: none"> –Indicated that the treated wastewater effluent from the WWTP need to be tested for quality compliance. –Indicated that there is no need for disinfection system for the treated effluent as the water use in irrigation is just for trees and fodder plants like alfalfa. –Discussed that it is better to improve the treatment system of the sludge so that it can be used to improve the agricultural soil in the area. 	<ul style="list-style-type: none"> –The Consultant Engineering Team responded that the treated WW should comply with the Jordanian Standard JS 893/2006.
- Water Protection Society (represented by Dr. Nawaf Al Khawaldeh)	<ul style="list-style-type: none"> –Requested to consider any potential impacts on the groundwater aquifer in the study area. –Inquired about the how the treated wastewater effluent can be used to benefit the local community. –Asked about whether there are ways to sell the sludge to farmers and inquired of any proposed plan to handle the sludge after the 5-year period of storage. –Inquired about flood protection works for the WWTP as well as the odour control system. –Emphasized importance of having groundwater monitoring wells in the area. 	<ul style="list-style-type: none"> –The Consultant Engineering Team emphasized that the WWTP design parameters need to comply with the Jordanian standard which requires the irrigation treated wastewater to be suitable to irrigate vegetables as well. –The Consultant also explained that ground water protection as well as flood protection measures will be taken into account in the design.
Jordan University - (represented by Dr. Ghada	<ul style="list-style-type: none"> –Commented that the proposed WWT system is expensive and energy intensive. As she perceives that the WWTP will not be economically feasible, why not plan to have a lower quality effluent? 	<ul style="list-style-type: none"> – The Consultant Engineering Team responded that many technology alternatives were considered and discussed with EBRD, and finally reached to adopting the aerated

Entity Represented	Issues of Concern during Project Construction/Operation/Decommissioning	Response
Kassab, Faculty of Engineering)	<ul style="list-style-type: none"> –Why did the consultant select the aerated digestion? –Was mechanical treatment evaluated as an option? 	<p>digestion. Moreover, having a better quality effluent will reduce any serious environmental issues if such effluent was ever discharged to Wadis.</p>
Ministry of Tourism and Antiquities	<ul style="list-style-type: none"> –Ministry of Tourism and Antiquities is one of the ministries related to the Project as they should be contacted in case of chance finds, such as coming across artefacts during excavation works of the construction phase. 	<p>–The Consultant Engineering Team responded the ESIA Study shall consider the chance find procedure and incorporate it accordingly.</p>

Moreover, a questionnaire was distributed to get the feedback from the participating stakeholders on what they perceive as the most and least significant E&S issues during the Project's construction and operation phases. The respondents indicated a group of E&S issues that they consider as significant and insignificant during the Project's implementation phases. According to their responses, these E&S issues include:

1 Significant E&S issues during construction:

- Occupational health and safety concerns.
- Air quality concern due to dust and emissions from vehicles and equipment. Establish the air quality baseline to allow for a comparison during the operation phase.
- Impact of high noise levels and vibrations on occupational health.
- Soil pollution due to accidental leakage of oil and fuel.
- Traffic accidents. Greater Amman Municipality has declared that it has assigned a budget of 30 Million JODs for the rehabilitation of the Ghabawi highway over a period of three years.
- Impact on land value for surrounding areas.
- Work conditions for the labour force in terms of number of work hours and salary pay.
- Positive impact of creating job opportunities to youth from surrounding communities.

2 Least significant E&S issues during construction:

- Aesthetics is not a perceived as a significant aspect during project construction.
- Odour and noise levels.
- Potential chance finds of archaeological artefacts.

3 Significant E&S issues during operation:

- Odour generation.
- Occupational health and safety concerns due to exposure to biological and mechanical hazards as well as physical hazards such as noise levels and heat.

- Impact on groundwater.
- Impact on air quality and their impact on health especially with respect to surrounding communities.
- How will the sludge be handled after the storage period of 7 years?
- Increase in traffic accidents and potential impacts on traffic due to movement of vehicles from Amman and Zarqa towards Ghabawi especially that the movement of septage tankers will coincide with the movement of garbage trucks to and from Ghabawi landfill.
- Potential change in the fees paid for transporting the septage to the new Ghabawi WWTP instead of Ain Ghazal receiving station.
- Monitoring of the septic tankers so they do not empty the septage illegally.
- Concern for potential of odour generation from the stored dried sludge.
- Cumulative impacts on air quality, odours and traffic due to availability of other infrastructure services within the area especially the future land port and slaughterhouse.
- Potential effect on land prices within the surrounding area.
- Work conditions for the labour force.
- Contribution of the Ghabawi WWTP to greenhouse gas emissions.
- Cumulative impacts due to the Ghabawi WWTP in relation to odour generation, air quality, soil and water quality.
- Potential to use the Ghabawi WWTP to treat the leachate coming from the Ghabawi landfill.

4 Least significant E&S issues during operation:

- No potential impact on agricultural lands as the surrounding land plots are not suitable for agricultural purposes/use.
- Dust and noise levels.

The Environmental and social Impact Assessment (ESIA) study considered the above issues, and assessed those that are applicable in the Impact Assessment and the Environmental and Social Management Plan (ESMP) accordingly.

The attendance list of all stakeholders who attended the Scoping Session on November 5th 2019 are provided below.

الرقم	الاسم	الجهة المعنية	المسن الوظيفي	الهاتف	E-mail	الامضاء
1	سليمان عاصي	ادارة الاتصالات	رئيس مجلس ادارة الشركة	٠٦٥١٨٦٢٧		
2	خالد العبد	ادارة الموارد	وكيل اداري	٠٦٦٤٧٠٧٩٩٩		
3	محمد العمامرة	PMU	P.M. Experts	٠٥٩٥٥٨٦٨٨٨		
4	حسين عوز	وزارة الاتصالات	مستشار فني	٠٥٧٦٣٢٤٣١	bayanawwal@gmail.com	
5	محمود الشحادة	ادارة الاتصالات	مستشار فني	٠٥٩٦٤٤٣٧٦	hammedxx@gmail.com	
6	بلال الزريقات	ادارة الاتصالات	مستشار فني	٠٧٩٦٢١٦٢٥		
7	رفيق العرس	ادارة الاتصالات	مستشار فني	٠٧٩٥٩٤٤٢٤٧٩		
8	دaniel hillel	ادارة الاتصالات	مستشار فني	٠٩٩٠٥٩١٤٩		
9	محمد العابد	وزارة الاتصالات	مستشار فني	٠٥٩٦٥٢١١٧٠	nadia.q2motaq@jpost.com	
10	فواز العابد	وزارة الاتصالات	مستشار فني	٠٧٧٧٧٨٨٧٠		
11	نايف العبد	وزارة الاتصالات	مستشار فني	٠٥٩٦٥٩٠٦٣٦	nadia.q2motaq@jpost.com	
12	م سعاد العبد	ادارة الاتصالات	مستشار فني	٠٧٩٨٤٨٧٧٨٥	Suad_asad@amman-city.gov.jo	

الرقم	الاسم	الجهة المعنية	المسن الوظيفي	الهاتف	E-mail	الامضاء
1	احمد شبارو	ادارة عامة	مستشار فني	٠٧٩٩٠٥٤١٧٥	soha.s@amman-city.gov.jo	
2	د عيسى عباس	ادارة الاتصالات	مستشار فني	٠٧٩٨٧٧٤٦٨٤	dr_abbas@zktel.net	
3	حسان العبد	ادارة الاتصالات	مستشار فني	٠٧٧٩٢٠٣٢٧	hsan@amman-city.gov.jo	
4	دنيل اکوال	ادارة الاتصالات	مستشار فني	-		
5	EBRD	ادارة الاتصالات	مستشار فني	-		
6	EBRD	ادارة الاتصالات	مستشار فني	-		
7	اهلي شرایده	ادارة الاتصالات	مستشار فني	٠٧٧٨٨٧٩٨	ahlysh@yahoo.com	
8	م. ابراهيم	ادارة الاتصالات	مستشار فني	٠٧٩٩٩٧٣٣١٦	rahman.s@zktel.net	
9	م ناصر زيدان	ادارة الاتصالات	مستشار فني	٠٧٧٦٣٤٦٣٠	nasr.zaidan@zktel.net	
10	آلان سعدي	ادارة الاتصالات	مستشار فني	٠٧٩٥٥٩٧٩٢٧	ala.al-attar@amman-city.gov.jo	
11	ساهر سعدي	ادارة الاتصالات	مستشار فني	٠٧٩٩٩٣٢٢٤٥	khaled.souad@gmail.com	
12	رنا عجم	ادارة الاتصالات	مستشار فني	٠٧٩٩٩٣٢٢٤٥	rasha.toma@zktel.net	

الاسم	الرقم	الجهة المسئولة	العنوان	المسن الوظيفي	الهاتف	E-mail	الإضاءة
Chairman	1	Chairman	Chairman	Chairman	Chairman	Chairman@easep-jo.com	Sig
hakemaldagh@y7.com	2	Chairman	Chairman	Chairman	Chairman	hakemaldagh@y7.com	Sig
abdullah@y7.com	3	Chairman	Chairman	Chairman	Chairman	abdullah@y7.com	Sig
nawwaf@engicon.jo	4	Engicon	Chairman	Chairman	Chairman	nawwaf@engicon.jo	Sig
rbatik	5	Engicon	Chairman	Chairman	Chairman	rbatik	Sig
ashraf.manshi@gmail.com	6	Engicon	Chairman	Chairman	Chairman	ashraf.manshi@gmail.com	Sig
rquiba@sa-moneo.com	7	Engicon	Chairman	Chairman	Chairman	rquiba@sa-moneo.com	Sig
howies@engicon.jo	8	Engicon	Chairman	Chairman	Chairman	howies@engicon.jo	Sig
mohd.aboudi@y7.com	9	Chairman	Chairman	Chairman	Chairman	mohd.aboudi@y7.com	Sig
ahbishi@engicon.jordan.com	10	Chairman	Chairman	Chairman	Chairman	ahbishi@engicon.jordan.com	Sig
ale@memr.jo	11	Chairman	Chairman	Chairman	Chairman	ale@memr.jo	Sig
	12	Chairman	Chairman	Chairman	Chairman		

الاسم	الرقم	الجهة المسئولة	العنوان	المسن الوظيفي	الهاتف	E-mail	الإضاءة
ghrayeh.maha@yahoo.com	1	Chairman	Chairman	Chairman	Chairman	ghrayeh.maha@yahoo.com	Sig
nunah@mitg.jo	2	Chairman	Chairman	Chairman	Chairman	nunah@mitg.jo	Sig
ghada.kassab@ju.edu.jo	3	Chairman	Chairman	Chairman	Chairman	ghada.kassab@ju.edu.jo	Sig
	4						
	5						
	6						
	7						
	8						
	9						
	10						
	11						
	12						

Annex 2. Record of Meetings with Relevant Stakeholders and Representatives of the Local Community

Meeting with Tanker Drivers on November 13th, 2018

Introduction

Early on in the project, the E&S team conducted a quick meeting with the existing tanker drivers currently operating at AGTP in order to gather some information on their opinion about the proposed. The below is an interesting insight on what their general view is on the project.

Day and Date	Tuesday, 13 November, 2018
Location	Ain Ghazal Treatment Plant
Participants	Septic Tank Drivers
Entity Represented	Opinion about the Proposed Project
Septic Tank Drivers currently transporting the septage/wastewater from households to AGTP	<p>AGTP is located in the middle of Amman. The government should transfer the facility from the current location to a new place due to traffic congestion and time spent to reach it, especially during peak hours.</p> <p>Some of the drivers who were interviewed consented with the proposed location in Al-Ghabawi considering it a good selection and away from traffic congestion. On the other hand, few other drivers welcomed the idea to move Ain Ghazal Facility to a new location, but not to the Al-Ghabawi area due to long distance from Amman and issues that they will face with citizens because of the expected fees increase.</p> <p>The trip to the Al-Ghabawi area will increase the fuel cost on the drivers, which will lead to an increase of septic transfer fees on the citizens.</p> <p>The expected increase of the septic transfer fees from North or West Amman is an average of 30-40 JOD and depends on fuel prices in the market.</p> <p>It was mentioned that there would be different effects on the septic transfer fees depending on the location. The septic transfer fees from West or North Amman will be increased as the distance to the new plant will be increased. While the fees from the south Amman or Zarqa may decrease as the new location will be closer than the current facility in Ain Ghazal.</p>

Meeting on November 17th, 2019

Introduction

As part of the public consultation process with the local communities for the purpose of preparing the ESIA study, the E&S team conducted a meeting with a selected group of individuals from the local community that represent some tribes and civil society organizations in the area of the project. This meeting followed the scoping session held on the 5th of November, 2019, and aimed at better understanding the issues raised by the local communities in the project area and learning more about their concerns towards the proposed project. The discussions during this meeting helped guide the E&S team to realistically assess the impacts of the project and recommend the needed mitigation and monitoring measures. Also, it helped in establishing a base for future stakeholder engagement activities to be implemented throughout the project lifecycle.

Meeting Details		
Day and Date	Sunday, 17 November 2019 (10:00 AM – 12:15 PM)	
Location	Uhud District Municipal Directorate / GAM	
Participants	Mr. Saad Fahad Al-Dabaibh, (Local Municipal Committee Head / GAM) Eng. Farhan Al-Dabobi, (Chairman, East Amman Society for Environmental Protection) Mr. Yousef Al-Daejuh, (Head of Al-Bayidah Charity Society) Mr. Eid Al-Dabobi, (Head of Al-Khashafiyah Society) Mr. Ayed Al-Dabobi, Local community representative Eng. Ahmad Al-Awamleh, (Ministry of Water and Irrigation) Eng. Sultan Mashagbeh, PMU, Private Projects Unit- Ministry of Water and Irrigation) Ashraf Ma'ani, (Engicon – Environmental & Social Specialist) Eng. Nazih Bandak, (Engicon – Environmental & Social Expert)	
Entity Represented	E&S issues of Concern discussed/raised during the meeting	Ministry of Water and Irrigation - PMU (Private Projects Unit) Response
Local Community Representatives	<ul style="list-style-type: none"> - Raised several issues of concern that are related to the development of this project and several other projects within the same area such as the Ghabawi Landfill, power generating station, Customs Depot, etc.. - Mentioned that the EIA studies that were prepared previously for other projects in the area were theoretical and did not involve the local communities. Furthermore, the projects' owners did not implement the monitoring measures included in those EIAs. They now have a concern that the same issue will be repeated for the proposed project. - Expressed concerns from tankers discharging the septage illegally in nearby Wadies due to the absence of enforcement and monitoring measures by the local authorities. There are many Wadis on the way to the project's proposed location 	<ul style="list-style-type: none"> - Explained the strategic importance of this project for the Ministry of Water and Irrigation. - Mentioned that the Ministry worked hard with the Consultant to ensure that the plant design will be according to the best international standards. - Explained that the Ministry understands all concerns raised by local communities towards the proposed project, especially that the Ministry has previous experience in different locations in Jordan with similar treatment plants. (i.e., Al Samra WWTP. The Ministry is working closely with the local communities around Al-Samra WWTP and has formed a committee from the local

	<p>where the tankers can discharge the septage and this where their sheep graze.</p> <ul style="list-style-type: none"> - Explained that they believe there would be a significant impact of increased traffic due to increased vehicle movement of septic tankers when added to the traffic that is generated from other existing and planned industries and businesses in the area. Also, the increased traffic will coincide with increased traffic movement due to the planned opening of the land port (Customs Depot). Therefore, the participants suggested alternative roads to be used by the septic tankers instead of the existing road to avoid congestion expected during the operation phase. - There is a lack of trust in the government promises for employment opportunities and improved livelihoods. - The participants expressed their concerns from the wastewater type that will be conveyed by septic tanks, especially the industrial, hazardous and toxic wastewater. Therefore, the participants requested to have a strict monitoring procedure to ensure that the wastewater that will enter the plant will be strictly domestic wastewater. - The participants emphasized that there should be a continuous stakeholder engagement process with the local communities and CSOs during the project lifecycle. - The participants expressed their demand to be served with a wastewater collection network as the government had promised them on many occasions. - Discussed that WAJ should demonstrate social responsibility towards the area and allocate a budget for this purpose. - There are concerns that the value of land will drop due to the project. They reported that it had dropped due to establishing the Ghabawi landfill nearby. - The participants requested to have another meeting with more representatives from nearby local communities to discuss the project and listen to their concerns relevant to the proposed project. 	<p>residents to monitor and manage odours in the area.</p> <ul style="list-style-type: none"> - The Ministry will oblige the contractor to secure a certain percentage for employment from the local community and allocate a budget for this purpose in the contract. - Mentioned that the Ministry during the project implementation will establish a committee from the local community to monitor compliance with the ESMP, this committee will be linked directly to the Ministry. - Explained that the Plant will have strict performance and monitoring measures at the entrance to ensure the proper wastewater type received at the plant. - Mentioned that the Ministry will encourage the local communities to utilize the treated wastewater from the plant for agricultural purposes.
--	--	--

Meeting on November 27th, 2019

Introduction

As part of the public consultation process with the local communities for the purpose of preparing the ESIA study, the E&S team conducted a second meeting with representatives from the local community that represent resident tribes, municipal government and civil society organizations in the area of the project. This meeting followed the meeting with Mr. Saad Al-Dabaibh, the Local Municipal Committee Head / GAM, representatives from the local communities, and the Private Project Units (PMU) at the Ministry of Water and Irrigation (MWI) held on 17 November 2019. The meeting aimed to further interact with members from the local communities to learn more about their concerns towards the proposed project. The invitations were sent by the Local Municipal Committee Head / GAM to different groups in the local communities such as Women NGOs, disabled groups, and youth centers.

Meeting Details		
Day and Date	Wednesday, 27 November 2019 (10:00 AM – 12:30 PM)	
Location	Uhud District Municipal Directorate / GAM	
Entity Represented	E&S issues of Concern discussed/raised during the meeting	Ministry of Water and Irrigation - PMU (Private Projects Unit) Response
Local Community Representatives	<ul style="list-style-type: none"> - East Amman area is a polluted region. The development of this project will increase the pollution in the area. - There is a concern from unauthorized discharge of the wastewater from tankers carrying the septage in nearby Wadies. - A cumulative impact assessment study for East Amman should have been conducted by the government which would take account of the sum of all development planned in the area. Based on this study's outcomes, the decision to develop this project should have been taken. - There should be an alternative special road to be used by tankers instead of using the existing road that passes between the villages. - There should be a system to examine the type of wastewater received at the entrance of the treatment plant to avoid bringing in hazardous or toxic wastewater. - The treated wastewater should be tested before discharging it to the Wadis or using it for any other purpose. 	<ul style="list-style-type: none"> - Provided an overview of the proposed project and explained its strategic importance to wastewater sector in Jordan. - Emphasized that the project location was selected to be away from dense urban communities. The project location should be reasonably located to avoid a significant increase in septic transportation fees on the citizens. - The Ministry is in the process to obtain the required permits from the Ministry of Environment. - Emphasized that the Ministry will not implement the project if there are major and reasonable objections from the local communities. - The Ministry is keen to include all anticipated negative

Entity Represented	E&S issues of Concern discussed/raised during the meeting	Ministry of Water and Irrigation - PMU (Private Projects Unit) Response
	<ul style="list-style-type: none"> - Stockpiling of the sludge at the treatment plant site will result in severe impacts on the environment and nearby villages. It was suggested that the sludge should be treated to be utilized as fertilizers by local communities. - There should be a committee from the local community to oversee the monitoring measures that will be taken during the operation phase of the plant (mainly for wastewater type and odours). - The proposed project does not correspond to Jordan's Sustainable Development Goals. - There will be adverse impacts during operation phase on public health and will increase the number of deaths due to diseases. - There is a concern that the proposed project is an initial stage of having a larger wastewater treatment plant set up at this location in the future. - The Ministry of Water and Irrigation as the owner of the project should allocate a certain amount from the tanker's fees during the operation phase (10 JD per tanker was suggested) to support programs for youth in the local communities. - The EIA studies that were prepared previously for other projects in the area were theoretical and did not involve the local communities in consultations as this project is currently doing. The monitoring measures included in those EIAs were not implemented. - Raised several issues of concern that are related to the development of this project and several other projects within the same area such as the Ghabawi Landfill, power generating station, Customs Depot, etc. which would have a cumulative impact. - There is a lack of trust in the government promises for employment opportunities and improved livelihoods - The stakeholder engagement process with the local communities and CSOs should be continuous during the project lifecycle. - The health facilities within the area are not sufficient to deal with the anticipated 	<p>environmental and social impacts and concerns that will be raised by the local communities in the EIA report. The Ministry will work with the EIA consultant to include adequate mitigation and monitoring measures in the Environmental Management Plan.</p> <ul style="list-style-type: none"> - Explained that the proposed plant will have a strict monitoring system to ensure the quality and type of the septic received. Also, the plant will have an advanced odour control system to eliminate odour expected during the operation phase. The Ministry is applying these systems at other plants that meet local and international effluent standards. - Explained that the Ministry is working closely with the Consultant to ensure that the plant design will be according to the best international standards. - The Ministry will oblige the contractor to secure a certain percentage for employment from the local community and allocate a budget for this purpose in the contract. - Mentioned that the Ministry during the project implementation will establish a committee from the local community to monitor compliance with the ESMP, this committee will be linked directly to the Ministry. The same system is followed at As Samra Wastewater Treatment Plant. - Suggested to establish an NGO from local community to

Entity Represented	E&S issues of Concern discussed/raised during the meeting	Ministry of Water and Irrigation - PMU (Private Projects Unit) Response
	<p>problems that are caused by the polluting projects in the area.</p> <ul style="list-style-type: none"> - The Ministry of Water and Irrigation should comply with the WB and the EBRD E&S requirements on this project. - The employment opportunities should consider the vulnerable groups in the local communities, especially the persons with disabilities. - There are four monitoring wells in the area. The Ministry of Water and Irrigation should use the information obtained from these wells to monitor the groundwater pollution that might occur during the operation phase. - A livelihood Restoration Plan should be prepared to compensate the local communities affected form the existing projects and the proposed project. - The ESIA study should consider the GHG emissions. - The proposed project area of influence should be expanded to include additional villages, at least 10 villages will be affected by the project. - Explained that they believe there would be a significant impact of increased traffic due to increased vehicle movement of septic tankers when added to the traffic that is generated from the other existing and planned industries and businesses in the area. Also, the increased traffic will coincide with increased traffic movement due to the planned opening of the land port (Customs Depot). Therefore, the participants suggested an alternative road to be used by the septic tankers instead of the existing roads to avoid congestion expected during the operation phase. - The Ministry should demonstrate social responsibility towards the area and allocate a budget for this purpose. - The participants expressed their demand to be served with a wastewater collection network as the government had promised them on many occasions in the past. - There are concerns that the value of land will drop due to the project. They reported that it had dropped when establishing the Ghabawi landfill nearby. 	<p>utilize the treated wastewater from the plant for agricultural purposes. The Ministry will support the NGO technically to ensure the maximum benefits from using the treated wastewater effluent.</p> <ul style="list-style-type: none"> - Mentioned that the plant will be dedicated to receiving the septic from tankers only. The design lifetime of the proposed WWTP will be 25 years. After that, it is expected that the treatment plant will be demolished unless other plans come up by then. - Clarified that the Ministry cannot be responsible for adverse environmental impacts generated from other projects in the area (i.e., Power plants and Al-Ghabawi Landfill). However, the Ministry will work jointly with other governmental authorities to resolve/reduce these adverse impacts and will ensure that anticipated impacts from the proposed project will be minimized. - The Ministry suggested that the local community formally request from the Ministry to serve their villages and towns with a wastewater collection network so the Ministry can process this request and approach international donors to fund this project.

Entity Represented	E&S issues of Concern discussed/raised during the meeting	Ministry of Water and Irrigation – PMU (Private Projects Unit) Response
	<ul style="list-style-type: none"> - Requested to conduct a comprehensive socio-economic field survey to generate data on the social, health and economic conditions of the local communities and establish a database for the future. Based on the survey results, the Ministry should take the decision whether to implement the proposed project. - The Ministry should provide free land to local farmers to plant fodder crops irrigated by the treatment plant effluent. - The local communities should be represented within the management/administration of the future wastewater treatment plant. - They expressed doubts that the wastewater treatment plant will be operated efficiently and cited examples of other treatment plants in the country. - Emphasized the "polluter pays" principle, strong CSR, and protecting the human rights of the local people. - Suggested to search for alternative site for the wastewater treatment plant. - The local communities were not consulted by the government when preparing the East Amman Master Plan. - There are no community recreational facilities in the area especially for the youth. - The project should allocate in its budget funds for CSR, supporting youth, training and rehabilitation. - Contractual conditions should be included in the agreement with the construction contractor to employ local residents. - Representatives of the local communities expressed their appreciation to EBRD for consulting with them and involving them at this early stage of the project. They mentioned that among all the other industries and facilities that had been established in their areas, this is the first time they are engaged in this manner. 	



Pictures from the meeting (November 27th 2019)

Attendance list for the participants is provided below.

دراسة تقييم الأثر البيئي والاجتماعي لمشروع إنشاء محطة معالجة مياه صهاريج النضح في الغباوي،الأردن

جلسة تشاورية مع ممثلي المجتمع المحلي في مبنى مديرية أحد / أمانة عمان الكبرى

اليوم: الأربعاء، 27 تشرين الثاني، 2019

رقم	الاسم	الجهة المعنية	رقم الهاتف	التواقيع
.1	شبكة غابي لتنمية سوسجية لبيئة ٢٦٦		٠٧٩٤٨٣٤٢٦	
.2	دكتور نذير طحاوی عذر ودرسته		٠٧٩٦٦٧٤٧٦	
.3	هيئة المحاسبة العامة ناصر		٠٧٩٥١٩٤٦٦٤	
.4	د. يوسف عباس رئيس لجنة انتشار		٠٧٩٠٤٥٩٣٩	
.5	د. فرج الله لوزي رئيس لجنة انتشار		٠٧٩٧٨٩١٢٨٤	
.6	سازمان الموارد الطبيعية		٠٧٧٥٩٧٨٩	
.7	دكتور نذير طحاوی عذر ودرسته		٠٧٧٤١٩٤٦٤	
.8	دكتور نذير طحاوی عذر ودرسته		٠٧٩٥٩٣٢٢٥٥	
.9	دكتور نذير طحاوی عذر ودرسته		٠٧٩٨٩١٢٩٦	
.10	دكتور نذير طحاوی عذر ودرسته		٠٧٩٩٤٣٨٧٦	
.11	دكتور نذير طحاوی عذر ودرسته		٠٧٧٤١٩٦	
.12	دكتور نذير طحاوی عذر ودرسته		٠٧٧٤٠١٧٩	
.13	دكتور نذير طحاوی عذر ودرسته		٠٧٧٩١٦٧٦٩١٥	
.14	دكتور نذير طحاوی عذر ودرسته		٠٧٩٠٣٥٩٩٩٤	
.15	دكتور نذير طحاوی عذر ودرسته		٠٧٩٠٣٥٩٩٩٤	

دراسة تقييم الآثار البيئي والاجتماعي لمشروع إنشاء محطة معالجة مياه صهاريج النضج في الغباوي، الأردن

جلسة تشاورية مع ممثلي المجتمع المحلي في ميني مديرية أحد / أمانة عمان الكبرى

اليوم: الأربعاء، 27 تشرين الثاني، 2019

التوقيع	رقم الهاتف	الجهة الممثلة	الاسم	رقم
	0772414999		عاصم الدبورجي	1
	0900742212		هيثم العبيدي	2
	0785133896	رائد عفيف العباس		3
	0799994158	هوس عيسى عيسى (عمور) مخصوص لبلدة قادس العاصمة		4
	0903879333	خالد العواسقة		5
	0797098444	إيهاب عطية العباسية		6
		خالد بعلق طبر		7
	0795744068	هاشم عوس		8
	0795522868	نزهة سرك		9
	0795586888Pmu	عبد العزام		10
	0775522742	أشرف العساوي		11
	0222462541	سالمان العساوي مختار علو		12
				13
				14
				15