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Task 1.11: AAWDC Project Stakeholder Engagement Plan

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TETRA TECH

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Glossary of Terms and Abbreviations

AA	Abu Alanda
AAWDC	Aqaba-Amman Water Desalination and Conveyance
AAWDCP	Aqaba-Amman Water Desalination and Conveyance Project
ADC	Aqaba Development Corporation
Aol	Area of Influence
ASEZA	Aqaba Special Economic Zone Authority
AW	Aqaba Water Company
AWDR	Aqaba Water Distribution Reservoir
BOT	Build-Operate-Transfer
BPS	Booster Pump Station
BPT	Break Pressure Tank
CAPEX	Capital Expenditure
CIP	Cleaning-in-Place
CO	Carbon Monoxide
DAF	Dissolved Air Flotation
DMF	Dual Media Filtration
EIB	European Investment Bank
ERI	Economic Resilience Initiative
ESIA	Environmental and Social Impact Assessment
EU	European Union
GRP	Glass Reinforced Plastic
HDPE	High Density Polyethylene
IPS	Intake Pumping Station
Km	Kilometre
MCM	Million Cubic Meters
MoEnv	Ministry of Environment
MoM	Minutes of Meeting
MWI	Ministry of Water and Irrigation
MF	Microfiltration
NO₂	Nitrogen Dioxide
O₃	Ozone
OD	Outside Diameter
O&M	Operation and Maintenance

OPEX	Operational Expenditure
PAP	Project Affected Person
PM10	Particulate Matter (diameter < 10 microns)
PS	Pumping Station
RGТ	Regulating Tank
RO	Reverse Osmosis
RSDS	Red Sea Dead Sea
SMBS	Sodium Meta Bisulphite
SO₂	Sulphur Dioxide
SWRO	Sea Water Reverse Osmosis
TA	Technical Assistance (Referring to the team working on this project as part of a WYG-Led consortium under the ERI-ITA multi-facility contract)
TDS	Total Dissolved Solids
ToR	Terms of Reference
UAE	United Arab Emirates
UF	Ultrafiltration
USAID	United States Agency for International Development

1. Introduction

1.1. Project Background

The Aqaba-Amman Water Desalination and Conveyance (AAWDC) Project aims at reducing the deficit in the country's already short water resources by providing a safe and reliable freshwater supply for Amman and other governorates in Jordan in addition to areas along the Project pipeline route. The Project includes developing a water supply infrastructure entirely within Jordan's boundaries and control.

Jordan has limited surface and groundwater resources, such that the available renewable water resources provide an estimated at 100 cubic meters (CM)/capita/year, significantly less than the international threshold of 500 CM, which is considered "absolute scarcity". As a result, the only remaining option that provides an entirely in-country and Jordan-controlled new water supply source is the desalination of the Red Sea seawater. In February 2020, the Ministry of Water and Irrigation (MWI) announced the launch of the Aqaba-Amman Water Desalination and Conveyance National Project, describing it as "the largest water generation scheme to be implemented in the history of the Kingdom". In accordance with the relevant water strategy and projections, the Project will generate around 300 MCM/year of drinking water according to the relevant water strategy and projections, after commissioning. The AAWDC Project concept involves the development of infrastructure, to be located entirely on the territory of Jordan, starting from the Southern Red Sea coast in Aqaba and ending near the capital city of Amman. The Project will be implemented through a build-operate-transfer (BOT) scheme. The BOT Developer will construct and operate the Project for the duration of the BOT contract before transferring project ownership to MWI at the end of the contract period.

The Project is expected to have a wide range of positive and negative environmental and social impacts at the local, regional, and national level. In order to identify and assess each of these impacts, an Environmental and Social Impact Assessment (ESIA) study is currently underway for the entire Project. The study will be in line with the Jordanian environmental and social regulatory requirements and procedures, as well as the environmental and social standards of the European Investment Bank (EIB) and United States Agency for International Development (USAID). It will also follow other relevant environmental and social regulations and international best practices. The ESIA study will be subject to the approval of the Jordanian Ministry of Environment (MoEnv), Aqaba Special Economic Zone Authority (ASEZA), EIB and USAID.

This document is the Stakeholder Engagement Plan (SEP) for the AAWDC Project. The SEP is being developed to go hand-in-hand with the ESIA and will be implemented to meet the EIB requirements for stakeholder engagement, public consultation, and disclosure of the project. It also describes the grievance mechanism to enable project-affected communities to raise their concerns about the project.

This SEP will be updated by the ESIA Team upon completion of the stakeholder consultation process.

1.2. SEP Objectives

Stakeholder engagement enhances the effectiveness, efficacy, and accountability of the ESIA process and the project especially if undertaken in a transparent, balanced manner. It can reduce conflicts, strengthen the sense of ownership of the project and promote project sustainability.

The main purpose of the SEP is to provide a tool to MWI (as the project promoter) for a broad, inclusive, and continuous engagement of persons or groups who are directly or indirectly affected by the AAWDC Project, as well as those who may have interests in the Project and/or the ability to influence its outcome, either positively or negatively. The SEP will be used by MWI to communicate with stakeholders during the construction, operation, and until decommissioning of the project including but not limited to: potentially affected communities, employees, suppliers and beneficiaries, etc. The SEP will ensure that stakeholders are engaged throughout the project lifecycle (construction, operation, and decommissioning).

The objectives of stakeholder engagement for the AAWDC Project are the following:

- Identify the main stakeholders including the project-affected persons of the project, their level of interest in, and influence upon the Project including 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's requirement with respect to the scoping process, EIB and USAID requirements.

- Provide an opportunity for the stakeholders including project-affected persons to participate in the process of identifying any potential impacts (e.g. land acquisition).
- 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 EIB requirements.
- Ensure that the identified stakeholders are appropriately engaged on issues that potentially affect them including managing the grievance mechanism that will be adopted by MWI during project implementation (construction and operation phases).
- Present the grievance mechanism that will be adopted by MWI during project implementation (construction and operation phases). The AAWDCP operator shall be responsible for implementing the grievance mechanism during the operation phase.
- Establish and maintain an ongoing relationship with the stakeholders including communities affected (positively or negatively) by the Project during construction and operation.
- Establish, maintain, and improve the BOT Developer's worker-management relationship, and ensure that the workers' grievance mechanism is accessible, and that concerns of workers/employees are addressed in a timely manner.

1.3. Key Socio-economic Impacts

Key anticipated social and socio-economic impacts from the construction and operation activities include the following:

- Land acquisition and involuntary resettlement
- Impacts on public safety and occupational health and safety risks
- Changes to existing land use
- Economic displacement,
- Disruption of access and interruption of mobility patterns
- Presence of foreign workers
- Damage to existing utilities
- Disruption and/or loss of cultural heritage
- Waste management

2. Project Description

The AAWDC Project concept involves the development of infrastructure starting from the Southern Red Sea coast in Aqaba and ending in the capital city of Amman. The Project comprises several technical components as follows:

- Seawater Intake System off shore and Intake Pump Station (IPS) on shore;
- Seawater Pipeline from IPS to the Sea Water Reverse Osmosis (SWRO) Desalination Plant;
- SWRO Desalination Plant;
- Brine pipeline from the SWRO Desalination Plant to the IPS and brine outfall system off shore;
- Pump Stations along Conveyance Pipeline from SWRO Desalination Plant to Mudawwara;
- Regulating Tanks;
- Pump Station (PS) in Mudawwara;
- Conveyance Pipeline from Mudawwara to Amman terminating at a pump station next to Amman Development Corridor - PS ADC;
- PS ADC;
- Conveyance Pipeline to Abu Alanda Reservoir;
- Conveyance Pipeline to Al-Muntazah Reservoir;
- Aqaba Reservoir 1 at the BPS2 site; and
- Aqaba Reservoir 2 at the SWRO Desalination Plant site.

Construction of the Project including all components is expected to take up to 36 months.

A summary of the project components and their description is shown in Table 2-1 below. It is estimated that the Project will generate 250 MCM/year of drinking water.

Table 2-1: AAWDC Project Components

Item	Type of Facilities	Description
1	Seawater Intake System and Conveyance Pipeline to the Intake Pump Station	Sized to meet the set production capacity of 300 MCM/year of fresh water at a set plant availability 97%. The RO plant overall recovery rate was set between 42 and 45%.
2	Seawater Intake Pump Station	
3	Seawater Pipeline from IPS to Desalination Plant	
4	Desalination Plant	
5	Brine Line	Sized to discharge generated brine
6	Conveyance Pipeline from Desalination Plant to Amman PS ADC	250 MCM/year
7	Pump Stations along Conveyance Pipeline from Desal Plant to Amman 1. BPS 1 to 4 2. Mudawwara PS 3. PS ADC	BPS 1 is sized for 300 MCM/year while all other pumping stations are sized for 250 MCM/year
8a	Conveyance Pipeline from PS ADC to Abu Alanda Reservoir	180 MCM/year
8b	Conveyance Pipeline from PS ADC to Al Muntazah Reservoir	70 MCM/year
9	Regulating Tanks on Conveyance Pipeline	250 MCM/year for the tanks that are a part of the conveyance system

A general layout showing AAWDC Project area along with the project's key components is presented in Figure 2-1. The figure illustrates the general alignment of the water conveyance system along with the location of the IPS and Desalination Plant (SWRO), Abu Alanda Reservoir and Al Muntazah Reservoir.

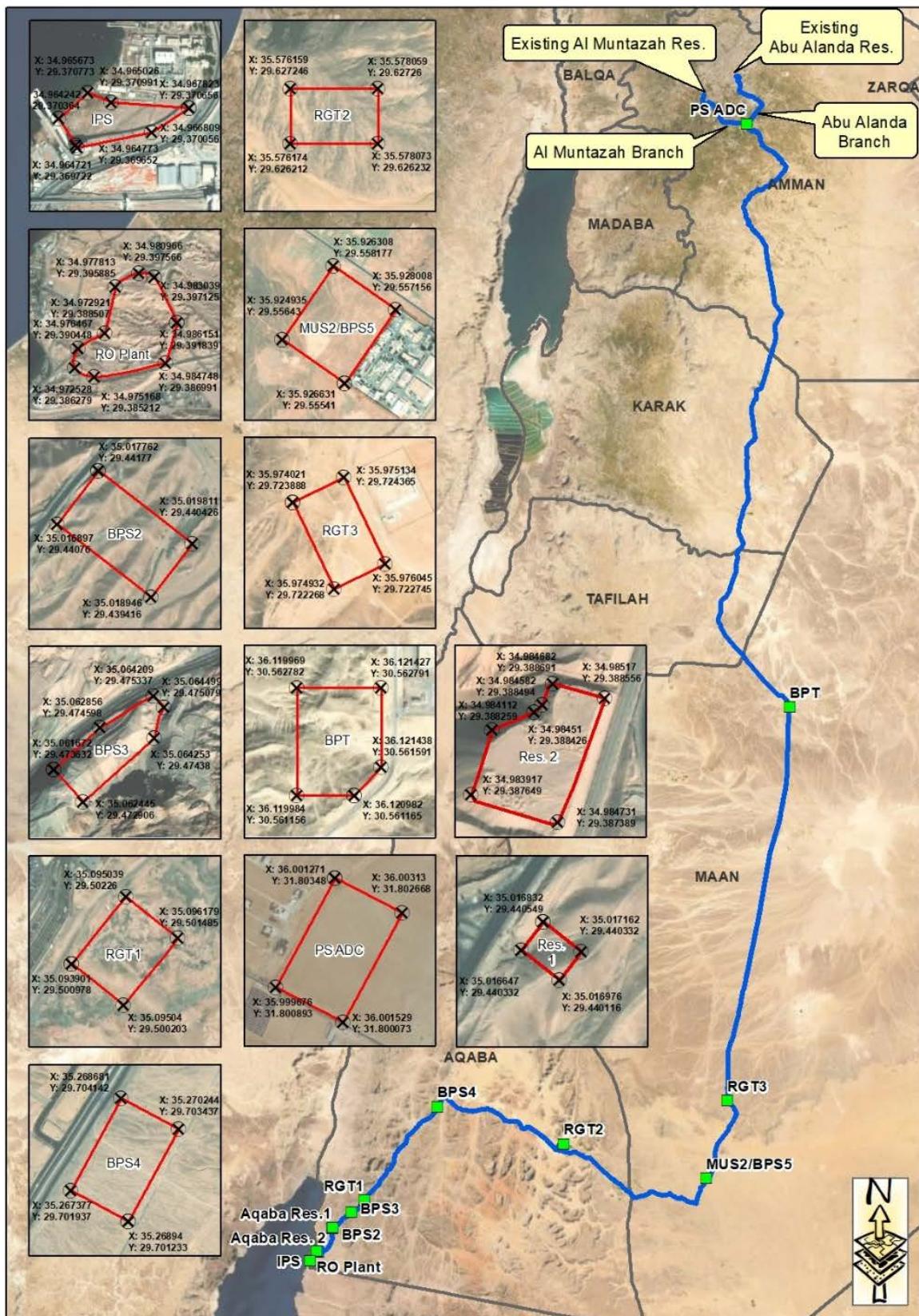


Figure 2-1: General Layout of the AAWDC Project

With the exception of the two main urban centers of Aqaba and Amman, the project travels through mostly rural and uninhabited desert land. Most of the rural communities affected by the project consist of towns, villages and sporadic permanent settlements. The area between RGT2 in the south and Hasa to the north (where the pipeline route returns from the desert to Highway 15) is almost completely barren, uninhabited land with a few scattered Bedouin groups (mainly shepherding livestock) who move from one location to another depending on seasonal rangeland availability. All Bedouin groups observed during the field visits were located far enough from the pipeline route to be directly affected by the project's construction activities.

The following provides a brief description of the location and project area where the main AAWDC components are located.

2.1. The Intake System

The proposed intake system will include the intake tower, the marine intake pipeline, the IPS and the water conveyance pipeline from the IPS to the SWRO Desalination Plant. The proposed location for the IPS is approx. 18 km south of Aqaba City, within the Aqaba Industrial Zone by the Red Sea and adjacent to the recently constructed industrial port. The area on which the IPS will be constructed is approximately 2.77 ha. It will pump seawater to the SWRO desalination plant which is located at around 2 km northeast. The intake tower and submerged pipeline will be constructed at the marine side of the IPS.



Figure 2-2: Location of the Intake Pumping Station

2.2. SWRO Desalination Plant

The SWRO desalination plant site is located approximately 16 km south of the City of Aqaba. The site will host the SWRO plant, its feed / upstream sea water reservoir, and the treated water reservoir downstream. The site will also include the freshwater booster pump station 1 (BPS1). The proposed 113.28 ha site on which the desalination plant will be constructed is located approximately 500 m from the coast of the Gulf of Aqaba. The

proposed site is located within an established industrial zone south of Aqaba surrounded by several recently constructed highways.

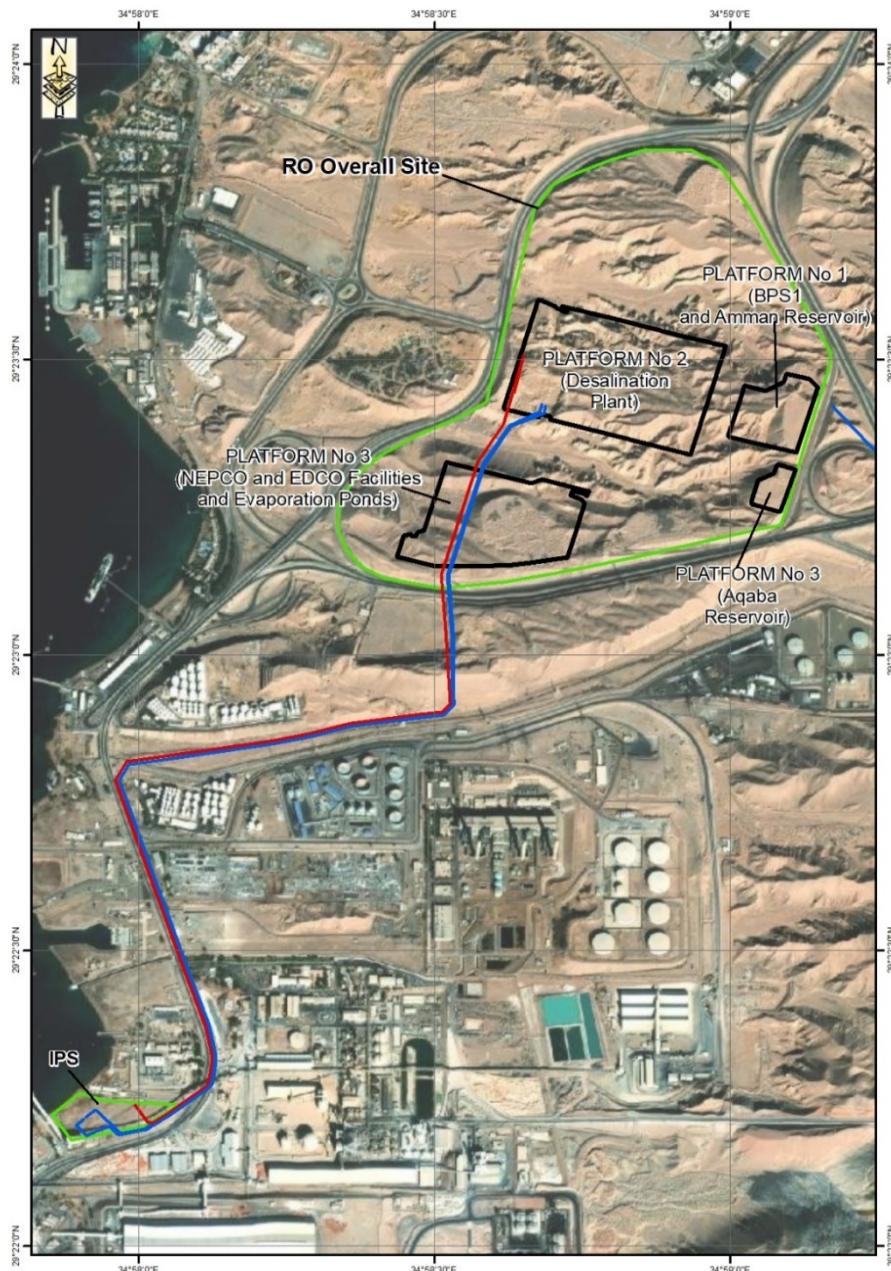


Figure 2-3: Desalination Plant Site Location

2.3. Brine Discharge System and Outfall

Brine generated by the SWRO desalination process will be conveyed from the brine reservoir at the SWRO Desalination Plant to the location of the IPS and is planned to pass through a hydropower generation system. From there, it will be discharged to the marine side of the IPS through a submerged pipeline ending at high velocity diffusers enhancing quick dilution of the brine into the marine environment.

A feasible location and provisional routing for the brine outfall system will take into account existing physical restrictions related to the marine area expanding opposite the IPS (e.g. ship anchoring, loading/unloading berths, etc.) in addition to technical and operability restrictions related to the construction of the marine works for the outfall system and its interaction with the intake system, and environmental considerations related to brine discharge effects and brine dispersion.



Figure 2-4: Brine Discharge Line from SWRO to IPS

2.4. Conveyance Pipeline

The AAWDC pipeline will convey freshwater from the SWRO desalination plant in Aqaba to Abu Alanda Reservoir and Al Muntazah Reservoir, both located near Amman. Figure 2-4 above shows the entire route of the conveyance pipeline from IPS to its final destination at Abu Alanda and Al Muntazah.

3. Regulatory Requirements

The EIB actively promotes the right to access to information, as well as public consultation and participation. EIB's Standard 10 requires project promoters to uphold an open, transparent and accountable dialogue with all project-affected communities and relevant stakeholders. The value of public participation in the decision-making process is mainstreamed throughout the preparation, implementation and monitoring phases of EIB-funded projects.

EIB 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 AAWDC Project should comply with the EIB policies and Jordanian local laws and regulations. Stakeholder engagement will be an ongoing process throughout the AAWDC Project phases in order to ensure transparency with all stakeholders that may be affected by, or have influence on, the Project.

The relevant national and international standards and guidelines applicable to the AAWDC Project include the following:

1. Jordan's Environment Protection Law No. 6/2017;
2. Environmental Classification and Licensing Regulation No. 69 of 2020
3. Jordanian Labour Law No. 8, 1996 and its amendments, including Health & Safety regulations and instructions as part of the law;
4. Ministry of Labor Guide # 9 for Health and Safety Work Procedures to Prevent the Spread of Coronavirus in Industrial and Non-industrial Facilities;
5. Ministry of Labor Guide # 12 for Health and Safety Work Procedures to Prevent the Spread of Coronavirus in Construction Projects;
6. Jordan's National Defence Laws issued in 2020 and 2021 in connection with fighting the spread of COVID-19 pandemic;
7. Jordan's Civil Service Regulation No. 82/2013 and its amendments; and
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, operation and maintenance.
9. EIB Environmental and Social Principles and Standards particularly the following Standards:
 - Standard No. (1): Assessment and management of environmental and social impacts and risks
 - Standard No. (6): Involuntary Resettlement
 - Standard No. (7): Rights and Interests of Vulnerable Groups
 - Standard No. (10): Stakeholder Engagement
10. EIB Group's Complaints Mechanism Procedures (November 2018);
11. EIB Group's Transparency Policy (March 2015) setting out EIB's approach to transparency, disclosure and stakeholder engagement;

The following table presents the gaps that exist between the local national requirements in Jordan and those of EIB particularly as they relate to Public Consultations and Disclosure. Additional gaps have been identified and are included in the ESIA Report.

Table 3-1: Gaps in Legislation and Measures to Bridge Them

Requirements	Gaps	Measures to Bridge Gaps
Public Consultations and Disclosure	<p>Jordan's local legislation is not very elaborate on public consultation and disclosure requirements while EIB recognizes the importance of an open and transparent engagement between the client, its workers, local communities directly affected by the project.</p> <p>EIB requires that stakeholder engagement should be initiated at an early stage of the project cycle to outline a systematic approach to stakeholder engagement that will help clients build and maintain a constructive</p>	<p>Stakeholder engagement, including disclosure and dissemination of information, will be planned for and carried out in line with the principles of prior, informed and free engagement and informed participation, in order to lead to broad community support by the affected communities and longer-term sustainability of the project's activities.</p> <p>Stakeholders' inputs will be documented and carefully considered throughout the</p>

Requirements	Gaps	Measures to Bridge Gaps
	<p>relationship with their stakeholders, in particular the directly affected communities; to promote improved environmental and social performance through effective engagement with the project's stakeholders; and to provide means for adequate engagement with affected communities throughout the project cycle on issues that could potentially affect them and to ensure that meaningful environmental and social information is disclosed to the project's stakeholders.</p>	<p>project preparation and implementation phases.</p> <p>Applying EIB requirements will ensure that a grievance mechanism is established and grievances from affected communities and other stakeholders are addressed and managed appropriately.</p>

In order to fulfil EIB requirements, MWI will adopt a SEP that provides stakeholders with access to timely, relevant and understandable information, and to engage relevant internal and external stakeholders throughout the project to ensure effective communication. The BOT Developer will be responsible for implementing some aspects of this process.

4. Stakeholder Identification and Analysis

Identification of Project stakeholders and development of a SEP for implementation throughout the Project life cycle is conducted as part of the ESIA. This process recognizes stakeholders who are directly or indirectly affected by the Project as well as other stakeholder groups based on the recommendation of the local authorities.

Identification of project stakeholders entails the following:

- Defining the Project's geographic sphere of influence and identifying the stakeholders that are directly and indirectly affected by the Project;
- Classifying the stakeholders and grouping them into relevant categories such as, but not limited to, government authorities, local communities (i.e. residents, farmers, herders, etc.), local organizations and NGOs, local businesses (e.g. costal and marine tourism, industry, etc.); and
- Prioritizing the stakeholders depending on what category they were grouped into, and what interests they may have in the Project or how the Project may affect them.

The EIB requires the project promoter to be comprehensive in identifying and prioritizing all project stakeholders in the given context, especially those who may be differentially or disproportionately affected by the project because of their vulnerable status. Table 4-1 presents a list of the key stakeholder that had been identified along with their interest in, or influence on, the Project (H = High, M = Medium, L = Low).

Table 4-1: AAWDC Project Key Stakeholders

No.	Stakeholder Category	Department / Institution / Organization / Group	Interest in Project	Influence on Project
1	Project Financing / Contracting / Managing / Implementing Authority	European Investment Bank (EIB)	H	H
		USAID	H	H
2	Government Ministries / Public Departments and Institutions	Ministry of Water and Irrigation (MWI)	H	H
		– Ministry of Environment (MoEnv) – The Royal Department for Environmental Protection	M	H
		Aqaba Special Economic Zone Authority (ASEZA)	H	H
		Ministry of Local Administration (MoLA)	L	M
		Ministry of Interior (especially related to the governorates of Amman, Karak, Ma'an, Tafila and Aqaba)		
		– Ministry of Public Works and Housing (MPWH) – Aqaba Public Works Directorate	L	M
		Miyahuna	M	M
		– Ministry of Labor (MoL) – Aqaba Labor Directorate	L	M
		– Ministry of Transport (MoT)	L	M
		– Ministry of Health (MoH) – Aqaba Health Directorate	L	L
		Ministry of Tourism and Antiquities (MoTA)	L	L

No.	Stakeholder Category	Department / Institution / Organization / Group	Interest in Project	Influence on Project
		The Hijazi Railway Company	L	M
		Affected Municipalities (Kasabet Al Aqaba, Quweira, Houd Disi, , Jafra, Hasa, Qatraneh, Sultani, Um Al Rassas, Jiza Al Jadeedah, Muwaqar, Sahab, Amman)	L	M
		Prime Ministry (PPP Unit)	M	H
		Royal Jordanian Navy	M	M
		Ministry of Industry, Trade, and Supply	L	L
		Aqaba Police Directorate	L	M
		Aqaba Civil Defence Directorate	L	M
		Jordan Atomic Energy Commission	L	L
		Energy and Minerals Regulatory Commission	L	L
		Investment Commission	M	M
		Department of Lands and Survey	L	M
3	Affected communities	Local communities, villages, and towns in project-affected areas such as Qweirah, Disi, Jafra (Mudawara), Hasa, Qatraneh, Jiza, Sahab, Abu Alanda.	L	M
		Aqaba fishing communities	M	M
		Marine Park visitors	M	L
4	Vulnerable groups	Women, youth, refugees, persons with disabilities, etc.	M	L
5	Non-governmental organizations / Academic Institutions/ International Agencies	Royal Society for the Conservation of Nature	M	M
		Royal Marine Conservation Society of Jordan	M	M
		Jordanian Climate Change & Environmental Protection Society	M	L
		Disi Women Association	M	L
		Marine Science Station	M	M
		University of Jordan – Aqaba	M	M
		Al-Hussien Bin Talal University	M	M
		Aqaba University for Technology	M	M
		KfW, German Credit Bank for Reconstruction	M	L
		UKAID, United Kingdom Aid Agency	M	L
		JICA, Japan International Cooperation Agency	M	L

No.	Stakeholder Category	Department / Institution / Organization / Group	Interest in Project	Influence on Project
		KOICA, Korean Organization for International Cooperation Agency	M	L
6	Facilities, Companies, Projects, Industries, Businesses, and Investments located near or adjacent to the AAWDC Project components	Arab Potash Company	H	M
		Phosphate Mines Company	H	M
		National Electric Power Company (NEPCO)	H	M
		Fajr Gas Company	M	M
		Rum Agricultural Enterprises	M	L
		Aqaba Water Company	M	M
		Aqaba Port Marine Service Company	M	M
		Aqaba Company for Ports Operation and Management	M	M
		Solvochem Holland	L	L
		Aqaba Stores for Chemicals	L	L
		Jordan Petroleum Refinery Company - Aqaba	M	M
		East Gas Company	L	M
		Central Electricity Generating Company Aqaba Thermal Power Station	M	M
		Other industrial and commercial facilities not listed above, Factories, Gas Stations, Tourist Camping Grounds, Farms, Rest houses, Coffee Shops, Car Maintenance Shops, , Pharmacies, Truck Parking Yards, Agricultural farms around the Airport.	L	M

Table 4-2 presents the key project-affected towns, villages and communities located in the project area that have been identified at this stage.

Table 4-2: AAWDC Key Project-Affected Towns, Villages and Communities

No.	Governorate	District	Sub-District	Municipality	City / Town / Village	Project Component
1	Aqaba	Qasabat Aqaba	Disi	Aqaba City, Qweirah, Houd Al Disi,	Aqaba, Qweirah, Disi, Salhiyah, Um al Basateen, and Al-Shakryeh	Water Desalination / Water Conveyance / Pumping Stations / Tanks
2	Maan	Qasabat Maan	Jafr	Jafr	Jafr, Mudawara	Water Conveyance / Pumping Stations / Tanks
3	Tafileh	Hasa		Hasa	Hasa	Water Conveyance / Pumping Stations
4	Karak	Qatrana		Qatrana, Sultani	Qatrana, Sad Sultani, Wadi Abyad	Water Conveyance / Pumping Stations

No.	Governorate	District	Sub-District	Municipality	City / Town / Village	Project Component
5	Madaba	Um Al Rassas	Damkhi, Suwaqa	Um Al Rassas Al Jadeedah	Damkhi, Suwaqa	Water Conveyance
6	Amman	Jiza		Jeza Al Jadida	Jeza, Qastal, Daba'a, Dobia'a,	Water Conveyance / Pumping Stations / Tanks
		Mouwaqer	Rojem Al-Shami	Mouwaqer	Rojem Al-Shami Al-Gharbi, Al-Dhaihybeh Al-Gharbieh, Al Kteifeh Saifieh, Qunaitera, Lusane, Dheibeh Al Sharqiyeh, Al Rjeib	
		Quwaismeh			Quwaismeh, Abu Alanda	
		Sahab		Sahab	Sahab	

Consultations were conducted in coordination with relevant authorities including the MWI, MoEnv and ASEZA. Documentation of all meetings was made through minutes of meeting (including list of participants, method of meeting/venue and date, agenda and activities, summary of main outcomes). Full records of the meetings can be found in the Annexes of this SEP.

In view of the requirements, restrictions, and applicable mitigation measures due to the COVID-19 pandemic, all meetings and consultations were conducted with due consideration of the social distancing and other required measures and restrictions in place at the time. The health and safety of the study team as well as the stakeholders who were engaged was a priority. Relevant guidance by the competent local health authorities was followed.

5. Stakeholder Engagement Activities

5.1. Previous Stakeholder Engagement Activities

Prior to the Scoping Session, the most encompassing stakeholder engagement activity for the AAWDCP has been the Stakeholder Workshop conducted by CDM Smith on February 26, 2020 in Amman. The workshop attendees included the MWI (Project Promoter), concerned governmental authorities, recent project donors and potential donors, representatives from the business owners, NGOs, PAP's, municipalities, and Aqaba authorities.

The workshop achieved the following outcomes:

- Clear understanding of the AAWDCP mission statement: purpose, objectives, and expectations;
- Consensus about the critical success factors that is most important to delivering a successful AAWDCP; and
- Plan of action with specific processes, activities and tasks necessary to achieve AAWDCP success.

With respect to stakeholder engagement, the workshop participants identified the following critical success factors for the AAWDCP:

- Ensure all stakeholders have a clear understanding that MWI is directing the work and is the ultimate decision maker;
- Obtain the required consent and permits from stakeholders; and
- Identify the conveyance route and procure the required land.

5.2. Scoping Session

A scoping session was organized by the ESIA Team in coordination with ASEZA and MWI and held on March 1, 2021 to present the results of the scoping phase of the AAWDC project to stakeholders and obtain their feedback. The scoping session took place at the Hyatt Regency in Aqaba in addition to an online extension for participants who attended remotely. Around 90 different entities (government departments, civil society organizations, NGOs, academia and institutions) were invited to this session and around 130 persons attended. Due to the COVID-19 restrictions, three meeting halls were used at the Hyatt Regency Hotel in order to limit the number of participants per hall. A full list of attendees and the entities they represent can be found in the Scoping Report.

During the session, the project was presented by the design team (CDM Smith), after which technical questions were answered. This was followed by a presentation of all environmental and social details associated with the project, the methodology of the ESIA and next steps. The floor was then opened for questions, feedback and discussion. At the end of the session, all participants (in-person and online) were requested to fill out a questionnaire on environmental and social concerns (which 32 persons completed) out of 90 attendees. Photographic documentation can be found in Figure 5-1.



Figure 5-1: Photos from the Scoping Session at the Hyatt Regency Hotel in Aqaba

During the ensuing discussion on environmental and social issues and the ESIA study methodology, the following issues were raised by the scoping session participants and noted by the ESIA Team:

- Consider the impact of brine discharge on marine life and potential to reuse the brine (or dry it) instead of discharging it;
- Provide details on energy consumption of the project;
- Study the impact on traffic;
- Need for an emergency plan for the project especially during spill incidents;
- Account for seismic events and earthquakes;
- Ensure consultation with the local communities;
- Provide information about land acquisition;
- Consider the impact of withdrawing a large amount of water on the Gulf of Aqaba; and
- Consider supplying all communities along the pipeline route with desalinated water.

After the presentation, the floor was open for discussions of potential impacts, feedback, questions and answers. The key questions received from the participants during the discussions are presented below:

- Does the location of the intake near several industries make it vulnerable to pollution events such as oil spills?
- Did the conveyance pipeline design take into consideration the existing infrastructure such as the gas pipeline to Amman while designing;
- Did the conveyance pipeline design take into consideration planned developments in Aqaba from the inlet to the RO plant?
- Did the design consider using the Disi pipeline instead of running parallel to it?
- Did the design consider the use of alternative power options such as renewable and nuclear power?
- Did the project consider the impact of brine discharge on marine life and whether the brine can be re-used instead of discharging it back into the sea?
- What is the energy consumption of the project?
- Will the project study the impact on traffic?
- Will there be an emergency plan for the project especially during spill incidents?
- Will the design account for seismic events and earthquakes?
- Will the project conduct consultations with the local communities?
- Why is information on land acquisition not presented?
- What will be the impacts on Aqaba Bay from withdrawing a large amount of water?
- Will the project supply all communities along the pipeline route with desalinated water?

Table 5-1 and Table 5-2 below present the results of the analysis of the responses of the 32 stakeholders during the Scoping Session regarding anticipated impacts during construction and operation (including maintenance).

Table 5-1: Analysis of Stakeholder Feedback on Anticipated Impacts during the Project's Construction Phase

ملاحظات Notes	درجة التأثير السلبية المتوقعة Significance of Potential Negative Impact				العناصر والتأثيرات البيئية خلال فترة الإنشاء Environmental / Social Parameter – Construction Phase
	بالغة High	متوسطة Medium	محدودة / قليلة Low	لا يوجد No Impacts	
عناصر البيئة الفيزيائية					
	6%	3%	22%	69%	التأثير على نوعية التربة Impacts on Soil Quality
	43%	25%	13%	19%	التأثير على مستويات الضجيج Impacts on Noise Level
	3%	9%	9%	79%	التأثير على نوعية وكمية المياه Impacts on Water Quality and Quantity
	16%	28%	0%	56%	هل هناك عناصر أخرى للبيئة الفيزيائية قد تتأثر Other Physical Parameters
عناصر البيئة الحيوية					
	0%	6%	10%	84%	التأثير على الأنواع البرية من النباتات والحيوانات Impacts on Biodiversity and Wildlife
	3%	0%	6%	91%	التأثير على المحميات Impacts on Protected Areas
	6%	4%	0%	90%	هل هناك عناصر أخرى للبيئة الحيوية قد تتأثر Other Biological Parameters
العناصر الاجتماعية والاقتصادية					
3% Positive	28%	25%	16%	28%	التأثير على المجتمعات المحلية المحيطة بالمشروع Impacts on the Surrounding Community
	6%	0%	3%	91%	التأثير على النوع الاجتماعي (الجندر) Impacts on Gender and Diversity
9% Positive	19%	31%	13%	28%	التأثير على الفقر و البطالة وفرص العمل Impacts on Employment, Job Opportunities and Poverty
	25%	40%	22%	13%	التأثير على الصحة والسلامة العامة Impacts on Public Health and Safety
	19%	28%	22%	31%	التأثير الناتج عن العمالة الوافدة Impacts due to Presence of Foreign Labour
	0%	3%	6%	91%	التأثير على الآثار والمعالم الأثرية Impacts on Cultural Resources

Table 5-2: Analysis of Stakeholder Feedback on Anticipated Impacts during the Project's Operation and Maintenance Phase

ملاحظات Notes	درجة التأثير السلبية المتوقعة Significance of Potential Negative Impact				العناصر والتأثيرات البيئية خلال فترة التشغيل Environmental / Social Parameter – Operation Phase
	بالغة High	متوسطة Medium	محدودة / قليلة Low	لا يوجد No Impacts	
عناصر البيئة الفيزيائية					
	3%	3%	6%	88%	التأثير على نوعية التربة Impacts on Soil Quality
	0%	6%	13%	81%	التأثير على مستويات الضجيج Impacts on Noise Level
10% Positive	0%	6%	6%	78%	التأثير على نوعية وكمية المياه Impacts on Water Quality and Quantity
	0%	9%	6%	85%	هل هناك عناصر أخرى للبيئة الفيزيائية قد تتأثر Other Physical Parameters

ملاحظات Notes	درجة التأثير السلبية المتوقعة Significance of Potential Negative Impact				العناصر والتأثيرات البيئية خلال فترة التشغيل Environmental / Social Parameter – Operation Phase
	بالغة High	متوسطة Medium	محدودة / قليلة Low	لا يوجد No Impacts	
					Other Physical Parameters
عناصر البيئة الحيوية					
					Biological Environment
	0%	6%	0%	94%	التأثير على الأنواع البرية من النباتات والحيوانات Impacts on Biodiversity and Wildlife
	0%	3%	0%	97%	التأثير على المحميات Impacts on Protected Areas
	3%	0%	0%	97%	هل هناك عناصر أخرى للبيئة الحيوية قد تتأثر Other Biological Parameters
العناصر الاجتماعية والاقتصادية					
					Socioeconomic
3% Positive	0%	22%	9%	66%	التأثير على المجتمعات المحلية المحيطة بالمشروع Impacts on the Surrounding Community
6% Positive	0%	0%	0%	94%	التأثير على النوع الاجتماعي (الجندري) Impacts on Gender and Diversity
6% Positive	6%	44%	6%	38%	التأثير على الفقر والبطالة وفرص العمل Impacts on Employment, Job Opportunities and Poverty
7% Positive	0%	6%	6%	81%	التأثير على الصحة والسلامة العامة Impacts on Public Health and Safety
	13%	9%	6%	72%	التأثير الناتج عن العمالة الوافدة Impacts due to Presence of Foreign Labour
	0%	3%	0%	97%	التأثير على الآثار والمعالم الأثرية Impacts on Cultural Resources

5.3. Disclosure Sessions

5.3.1. Virtual Disclosure Session

On February 22, 2022, the ESIA Team, in coordination with ASEZA, MoE and MWI, held a virtual Disclosure Session using MS-Teams to present the results of the AAWDC's ESIA study to stakeholders and obtain their feedback. Over 85 invitations were sent to various ministries, agencies and institutions to attend this session. In total, 139 persons participated. During the session, a technical description of the project was presented by the design team (CDM Smith). This was followed by a presentation of the environmental baseline conditions of the Project's Area of Influence, impacts and mitigations for four main environmental components as follows: physical environment, terrestrial environment, socio-economic environment (in addition to cultural heritage) and marine environment. The main components of the Project ESMP during both construction and operation were also presented. The floor was then opened for questions and discussion. At the end of the session, all participants were requested to fill out a questionnaire on environmental and social concerns (which 14 participants completed).

The main issues raised by the attendees during the session and their responses are as follows:

- How can the impacts faced by Al-Disi project be avoided in this Project and can the project area especially Wadi-Rum handle another project as AAWDC after Al-Disi Project? **Response:** Disi project biodiversity impacts were significant because a lot of work was done at the wellfield location, including drilling of wells. The construction for this project will mainly affect the vegetation and habitats along the corridor and if the contractor applies the mitigation measures in the ESMP, these impacts will be reduced to acceptable levels.
- Will the project reduce or increase GHG emissions? **Response:** The project will lead to an increase in GHG but the extent of the increase is dependent on whether renewable energy is adopted by the BOT Developer.
- Training the MWI operators by the BOT contractor before the contract ends. **Response:** The ESIA states that a capacity building program is needed to ensure that MWI are properly trained on various aspects related to the project. In addition, it is a requirement in the BOT contract to train MWI operators before the end of concession period and handover of facilities to MWI.
- The ESIA Approval to the Project components within Al-Aqaba Governorate is from ASEZA only. **Response:** This will be clarified in the ESIA Report.
- There was no detailed traffic study, risk assessment, and emergency plan in the ESIA Study. **Response:** AAWDC is a BOT project, so the ESIA was done for a preliminary design and the BOT Contractor is the one who is responsible to do the detailed design. As this project is still at the preliminary design stage, there is not enough data to conduct a full traffic study and other detailed assessments mentioned. All these have been included in the ESMP to be executed as the responsibility of the BOT Developer.
- A disclosure session needs to be held face to face to discuss the issue of the brine water. **Response:** In-person meeting was held (refer to Section 5.3.2).
- The ESIA study should be available online. **Response:** The non-technical summary has already been provided and the full ESIA will be made available online in both Arabic and English languages once finalized.
- The intake and outtake locations are sensitive and not considered suitable. Better locations should be investigated. **Response:** ASEZA stated that a committee including representatives from Aqaba Water and MWI selected this location after considering several other ones and due to various factors. Please refer to Chapter 4 of the ESIA (site alternatives).
- People are stealing water from Al-Disi Conveyor and this should be studied for AAWDC project. **Response:** A Security Plan is required to be prepared and implemented by the BOT Developer to address the issue of theft.
- In the Executive Summary, it was mentioned that the Electricity provider is EDCO and it will provide the desalination Plant with 200 MVA, while EDCO network cannot handle 200 MVA. So, the company should be changed from EDCO to NEPCO. **Response:** The discussion on the electricity capacity and source is ongoing and decisions have not been finalized.
- Solids will be upwards of 7000 kg/d. Volume will be higher, based on water content. Where will this be disposed of? **Response:** Dewatered sludge from the onsite STS (of dry solids content > 20%) will be disposed or offsite to a dedicated landfill in coordination with the regulators.
- Does the ESIA includes the options of supplying the project with energy and evaluate each option? **Response:** The study estimated the GHG emissions for each option.
- Is there any potential effect of oil spillage from berthing ships or tankers that may go with water into Intake pipes/cages all the way to IPS, I refer to heavy spills (sinkers that is suspended in water and not on the surface)? **Response:** The intake towers would be located at a water depth of 12-15 m, with windows more than 5m below sea surface level; hence floating oils would not be entrained. Oils with entrained solids causing bulk density

greater than seawater would tend to sink. The very steep sea bathymetry would result in these migrating to deeper waters away from the intake. SWRO plants are equipped with hydrocarbon detection systems at intake pump stations to alert and protect the plant should such hydrocarbons enter the intake. Such provisions have been included in the ESMP. Provision for floating barriers for the protection of the intake system has also been included in the ESMP. There are many SWRO intake facilities located at power plants where tankers load oil fuel at jetties nearby.

- Do you foresee any challenges in land acquisition? Is there any involuntary resettlement involved? **Response:** No physical/involuntary resettlement is anticipated for the project. We only anticipate land acquisition, mostly barren or agricultural land. A Land Acquisition Policy Framework has been prepared for this purpose.

Table 5-3, Table 5-4 and Table 5-5 below present the results of the analysis of the responses of the 14 stakeholders during the First Disclosure Session regarding anticipated impacts during construction and operation.

Table 5-3: Results of First Disclosure Session's Questionnaire Responses for Construction of Desalination Component

Impact	Percentage		
	High	Medium	Low
Marine habitat destruction from excavation works	23.08	23.08	53.85
Alteration of trophic conditions of Gulf of Aqaba	16.67	33.33	50
Degradation of Gulf of Aqaba water quality from accidental oil/chemical spills or leakages	7.69	38.46	53.85
Water quality and hydrology of wadi flood pathways	7.69	38.46	53.85
Changes in groundwater table	0	15.38	84.62
Damage to of cultural heritage sites	7.69	69.23	23.08
Alteration of existing land uses	23.08	61.54	15.38
Permanent land acquisition	15.38	38.46	46.15
Worker and public health and safety risks	15.38	30.77	53.85
Alteration in ship mobility patterns	23.08	30.77	46.15
Disruption to industries in the desalination components system area	7.69	30.77	61.54

Table 5-4: Results of First Disclosure Session Questionnaire Responses for Construction of the Water Conveyance Component

Impact	Percentage		
	High	Medium	Low
Wadis, surface and ground water contamination	38.46	15.38	46.15
Disturbance from generated dust and noise	15.38	46.15	38.46
Terrestrial habitat loss or alteration	15.38	38.46	46.15
Disruption/destruction to existing infrastructure	23.08	38.46	38.46
Disruption of traffic movement	7.69	53.85	38.46
Worker and public health and safety risks	7.69	15.38	76.92
Disruption/loss of cultural heritage	25	66.67	8.33
Permanent land acquisition	8.33	25	66.67
Disruption to businesses along the route	15.38	53.85	30.77

Table 5-5: Results of First Disclosure Session Questionnaire Responses for Operation of the Project

Impact	Percentage		
	High	Medium	Low
Disruption of soil properties from backwash sludge	38.46	30.77	30.77
Disruption of seafloor and sediments characteristics (salinity) from brine discharge and filters' backwash	33.33	33.33	33.33
Change in water circulation by open intakes when water is extracted	30.77	30.77	38.46

Impact	Percentage		
	High	Medium	Low
Increase in ambient seawater salinity	30.77	30.77	38.46
Alteration of seawater quality (enrichment of nutrients, organic matter, pollutants, or trace metals)	23.08	61.54	15.38
Disruption of marine flora and fauna from open intakes and discharge of filters' backwash and brine	23.08	46.15	30.77
Marine and terrestrial habitat loss from generated noise	15.38	38.46	46.15
Worker health and safety risks	15.38	38.46	46.15
Disturbance from generated dust and noise	15.38	38.46	46.15
Habitat fragmentation and disturbance during maintenance activities	16.67	33.33	50
Positive impact of the project on national water security	64.29	35.71	0

5.3.2. Hybrid Disclosure Session

On March 16, 2022, the ESIA Team, in coordination with ASEZA and MWI, held a second disclosure session at the Hyatt Regency Aqaba Ayla Hotel and online (in hybrid format) to present issues related to the Project impact on the marine environment to stakeholders and obtain their feedback. Around 30 agencies and institutions were invited to this session such that 44 persons attended. During the session, the Project was presented, as were all findings related to the marine environment were explained by the ESIA team. The floor was then opened for feedback, discussion and questions. At the end of the session, all participants (in-person and online) were requested to fill out a questionnaire on environmental and social concerns (which 27 persons completed). Photographic documentation can be found in Figure 5-2.



Figure 5-2: Photos at the Second Disclosure Session

Additional issues raised by the attendees during the second session and their responses are as follows:

- Do the intake towers generate currents that may affect the ships? **Response:** The intake towers are designed to have large openings to reduce the velocity of the incoming water. Hence, we do not anticipate inshore or offshore currents.
- There is a need for Security Plan for the project facilities. **Response:** ASEZA will contact the Royal Jordanian Navy, ADC and Jordan Maritime commission to see if there is a need for a Security Plan. In any case, the ESMP requires the BOT Contractor to prepare and implement a Worksite Security Strategy and Plan that limits access to all project facilities.
- In case of fire near the intake towers there should be a plan to protect the intake towers. **Response:** Intake towers are submerged structures at water depths of 12 to 15m. Any fire incidents due to combustible hydrocarbons leaks will occur at the surface and are highly unlikely to affect the towers at those depths. The mitigation measure that is mentioned in the ESMP and the emergency plan in the ESIA will protect the intake towers from fire and prevent leaks to enter abstracted water.
- Is there a chance to reuse the brine water instead of discharging it? **Response:** The project is a BOT project for water supply and not commercial exploitation of brine. Alternative options for brine exploitation have been assessed by MWI but not promoted for this project. However, the BOT Developer may decide to change the design, and choose another method instead of discharging the brine water.

- The currents in the gulf of Aqaba causes upwelling, which is the main source of nutrients in the eastern part of the gulf. Will the intake towers and brine water discharging (due to the upwelling, it will increase water salinity) have a critical effect on the northern area of the project? **Response:** Aqaba Gulf is not affected by the upwelling so the brine will not reach the surface.
- The expert used simulation to find the mixing zone regulation for the RO Plant in Aqaba. However, why does the expert select the Mixing Zone Regulation for the RO plant in Aqaba according to the Saudi project in the Red Sea not according to the Saudi project in the Gulf? **Response:** There is no set mixing zone regulation in Jordanian legislation. Following detailed review of mixing zone regulations in other countries operating large scale desalination facilities, inclusive of Saudi Arabia, the ESIA selected the Saudi (Red Sea) set mixing zone regulation of 2% salinity increase above ambient seawater salinity at 100m from the diffusers throughout the water column. Currently, this is the most stringent mixing zone rule globally, hence was selected as the most protective for the Gulf of Aqaba. The near field modelling did not set the regulation for the mixing zone; it showed that the set salinity standard is achieved within 100m from the diffusers.
- It is not mentioned whether governorates other than Amman will benefit from the Project and received desalinated water. **Response:** All governorates through which the conveyance will pass will receive a share from the treated water. The infrastructure needed for this will be undertaken by MWI, not the BOT Contractor in parallel to project construction
- What is the source of the wastewater that will be sent to the wastewater treatment plant? **Response:** The wastewater source is from the plant workers (15 worker / day) and is considered domestic.
- Where will the treated wastewater and sludge be discharged? **Response:** There are several options for discharge, including potential reuse in line with the Jordanian standards. Sludge is required to be handled in accordance with JS 1145.
- The Project committee should provide ASEZA with a list of alternative locations or use the current locations and keep a corridor at the seafront for future projects. **Response:** A redesign was done and sent to the ADC whereby a 15m corridor was kept for future projects.

Table 5-6 and Table 5-7 below present the results of the analysis of the responses of the 27 stakeholders during the First Disclosure Session regarding anticipated impacts during construction and operation.

Table 5-6: Results of Second Disclosure Session Questionnaire Responses for Construction of Desalination Component

Impact	Percentage		
	High	Medium	Low
Marine habitat destruction from excavation works	44.44	55.56	0
Alteration of trophic conditions of Gulf of Aqaba	22.22	48.15	29.63
Degradation of Gulf of Aqaba water quality from accidental oil/chemical spills or leakages	14.81	44.44	40.74
Water quality and hydrology of wadi flood pathways	11.11	44.44	44.44
Changes in groundwater table	14.81	29.63	55.56
Damage to of cultural heritage sites	1.11	14.81	74.04
Alteration of existing land uses	15.38	42.31	42.31
Permanent land acquisition	14.81	44.44	40.74
Worker and public health and safety risks	18.52	59.26	22.22
Alteration in ship mobility patterns	11.11	37.04	51.85
Disruption to industries in the desalination components system area	7.41	48.15	44.44

Table 5-7: Results of Second Disclosure Session Questionnaire Responses for Operation of Desalination Component

Impact	Percentage		
	High	Medium	Low
Disruption of soil properties from backwash sludge	29.63	44.44	25.92
Disruption of seafloor and sediments characteristics (salinity) from brine discharge and filters' backwash	40	48	12
Change in water circulation by open intakes when water is extracted	38.46	30.77	30.77

Impact	Percentage		
	High	Medium	Low
Increase in ambient seawater salinity	38.46	34.61	26.9
Alteration of seawater quality (enrichment of nutrients, organic matter, pollutants, or trace metals)	34.61	46.15	19.23
Disruption of marine flora and fauna from open intakes and discharge of filters' backwash and brine	53.85	34.62	11.54
Marine and terrestrial habitat loss from generated noise	50	34.62	15.38
Worker health and safety risks	23.08	46.15	30.77
Positive impact of the project on national water security	60	40	0

5.4. Stakeholder Meetings

Stakeholder meetings were conducted by two senior social scientists during the months of June and July 2021. The consultations involved in each case visiting the stakeholder, confirming their engagement with the project and personally interviewing them. This process was undertaken to engage the stakeholders and project-affected persons; inform them of the project and anticipated impacts; understanding their concerns; obtaining their feedback; and managing their expectations. The concerns, comments and feedback of the stakeholders and project-affected persons interviewed were fully documented.

In total, 32 people were interviewed from a broad spectrum of stakeholders and PAPs. They represented national, local and municipal governments; private businesses; NGOs and CBOs; villagers and community leaders. All those interviewed were selected by the study team to have either "High" or "Medium" level of engagement with the project.

Annex 1 presents a detailed account of the feedback obtained from each stakeholder interviewed including identifying their current engagement with the project, level of engagement, key concerns during the construction and operation phases of the project, and any suggestions or recommendations they contributed.

All these voiced concerns have been taken into consideration in the assessment of impacts of the AAWDC Project as described in Section 7.3 of the ESIA so that effective mitigation is provided, as described in the Project's Environmental and Social Management Plan.

6. Stakeholder Engagement Action Plan

Stakeholder engagement is an ongoing process that is integrated into the project lifecycle to ensure that issues which may have an impact on the local community are taken into consideration from project design until closure.

Stakeholder engagement for the AAWDC Project will be carried out by MWI internally and externally through its designated person. As construction of the project commences, both MWI and the BOT Developer will appoint Community Liaison Officers (CLOs). The community liaison activities pertaining to this project are expected to include managing the ongoing action plan of stakeholder engagement, in addition to recording and documenting any consultation session that takes place relating to the project as applicable. Furthermore, the CLOs will support handling and documenting grievances as appropriate and based on MWI and BOT Developer's community grievance mechanisms that will be applied throughout the lifecycle of this project.

6.1. Roles and Responsibilities

MWI has the overall responsibility for undertaking the stakeholder engagement and information disclosure activities. However, some engagement activities will be undertaken by the BOT Developer during the construction and operation phases. MWI will distribute relevant documentation to the BOT Developer and stakeholders involved in their regulatory role of this project. MWI will appoint a CLO responsible for implementation and reporting on the SEP, as well as managing the implementation of the community grievance mechanism. The BOT Developer shall incorporate summaries of grievance reporting into monthly and quarterly reports to MWI, in addition to copies of the community grievance log.

6.2. Stakeholder Engagement Action Plan

Table 6-1 outlines activities, timing and responsibilities of disclosure and consultation activities, noting that all communications with stakeholders will be prepared and disseminated in Arabic language.

Table 6-1: Project Disclosure and Stakeholder Engagement Action Plan

Activity	Timing/Detail	Responsibility
Project Design Phase		
Identify project stakeholders	Identification of project stakeholders started with the commencement of the ESIA process.	MWI / ESIA Team
Analyze project stakeholders	Analysis of project stakeholders is based on a preliminary assessment of the influence of and level of impact upon each stakeholder and identifying how best to engage them during the project lifecycle.	MWI / ESIA Team
Conduct consultations with project stakeholders	The scoping session was conducted on March 1, 2021. Feedback was obtained from participants. Additional consultations were undertaken during ESIA study. Further consultations are planned during disclosure of the ESIA.	MWI / ESIA Team
Pre-construction Phase		
Update and disclose the ESIA including the SEP	Two disclosure sessions were held on February 22, 2022 and March 16, 2022. Feedback was obtained from participants and integrated into the Final ESIA.	BOT Developer
Consult with stakeholders	Consultation with stakeholders prior to starting construction will serve to update stakeholders of	MWI

Activity	Timing/Detail	Responsibility
	any changes in the construction plans and schedules.	
Engage stakeholders while preparing a detailed Resettlement Action Plan	The Resettlement Action Plan will specify the project-affected persons, assets affected temporarily or permanently, in addition to the basis for compensation.	MWI
Construction Phase		
Implement the Land Acquisition and Resettlement Action Plan	Implementation of the Land Acquisition and Resettlement Action Plan shall be conducted before construction of relevant component commences.	MWI
Liaise with stakeholders especially local communities while construction is in progress	Community liaison staff need to be on the ground prior to commencement of construction. Local stakeholders need to be notified of construction activities and changes to schedules ahead of time.	BOT Developer
Implement the grievance mechanism at Ministry and Project Levels	Ensure rapid response times in resolving grievances.	MWI / BOT Developer
Operation and Maintenance Phase		
Liaise with stakeholders and local communities especially during maintenance	Throughout the operational phase of the project, keep stakeholders and local communities informed of operational matters affecting them, or of interest to them. Focus should be on: <ul style="list-style-type: none"> – Major maintenance activities (scheduled, unscheduled or preventive); – Modifications, expansions and changes requiring physical works on any project component; and – Failure of any project component or emergency stoppage 	BOT Developer
Implement the grievance mechanism at Ministry and Project Levels	Resolve grievances arising from operational activities including maintenance. This will continue throughout operation of all project components.	MWI / BOT Developer

6.3. Information Disclosure

EIB complies with the Aarhus Regulation on the application of the Aarhus Convention on access to information, public participation in decision-making and access to justice in environmental matters. The EIB Public Disclosure Policy (PDP) reflects the requirements of the EU Aarhus Regulation. It commits the Bank to making public on request relevant environmental information in its possession, subject to the constraints described in the PDP. In particular, it promotes the public availability of an Executive Summary in the EU and the Environmental Impact Study or Statement (EIS) outside the EU, along with the Executive Summary for all projects financed by the Bank that require a formal EIA.

The full ESIA documents will be disclosed by MWI online. The documents will be made available in hard copy at MWI offices in Amman.

The ESIA Team will undertake a disclosure session to present the ESIA findings to stakeholders and obtain their feedback. Stakeholders consulted during the ESIA phase and scoping session will be notified of the availability of the documents once they are officially disclosed.

Table 6-2 presents the information disclosure plan for the AAWDC Project.

Table 6-2: Information Disclosure Plan

Document	Method / Location of Disclosure
Announcement about the beginning of the Project disclosure period and availability of documents for review and comments	Publication on the MWI website Publication on the municipal websites Publication in media outlets (newspapers)
Invitations for public meetings	Publication on the MWI website Publication on the municipal websites E-mails or official letters to organizations. Publication in the media listed above
Executive Summary	Hard copies will be available at municipalities Hard copies will be available at public meetings An electronic version will be published at MWI website
Draft ESIA Report including description and location of project components.	An electronic version will be published on the MWI website.
Draft Land Acquisition and Resettlement Policy Framework / Action Plan	An electronic version will be published on MWI website.
Draft SEP (this document), including the Grievance Mechanism	An electronic version will be published on MWI website. Hard copies will be available at municipality websites Signs will be posted where project works are planned.
Presentations from public hearings	Publication on MWI website after conducting the meetings.
Report on written comments received during the disclosure period and MWI's responses	Publication on MWI website.
Final versions of all above listed draft documents.	Publication on MWI website after finalization of documents on the basis of comments and suggestions submitted during the disclosure period. Hard copies will be available in the same locations where the draft documents were available, as described above.

7. Grievance Mechanism

The primary purpose of a grievance mechanism is to provide clear and accountable means for affected persons to raise complaints and seek remedies when they believe they have been harmed by the project. An effective and responsive grievance mechanism also facilitates project progress by reducing the risks that unaddressed complaints eventually lead to construction delays, lengthy court procedures, or adverse public attention.

7.1. Community Grievance Procedure

The BOT Developer 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.

Grievances filed through MWI's existing system shall be forwarded by MWI to the BOT Developer as needed to be handled by the CLOs. Grievances/Complaints will be addressed by the BOT Developer during the construction and operation phases. The BOT Developer shall be responsible for implementing all measures needed to resolve any issues during project construction and operation. The CLO's role includes receiving any complaints or grievances and shall be appropriately trained where needed to handle and resolve grievances. CLOs shall preferably be selected from the local community.

The CLOs shall 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 must be assigned for the management of the grievance mechanism, including management and resolution of grievances and reporting. Table 7-1 presents the community complaints/grievance procedure to be applied during project implementation (construction and operation phase) and its implementation in parallel with MWI's community complaints/grievance procedure which shall be applicable during project implementation. The BOT Developer's representative on site shall be responsible to ensure compliance with the grievance mechanism through the CLOs. The BOT Developer shall report to MWI in line with Section 8 of this SEP.

Table 7-1: Steps of the Community Grievance Procedure

Step	Community Grievance Mechanism
1. Receiving the Grievance	<p>Stakeholders and communities can file a grievance through the following:</p> <p>1. MWI:</p> <ul style="list-style-type: none"> • Suggestions & Complaints Boxes at customer center offices/MWI • MWI Call Center (direct line: 117116) • MWI Complaints form / filled Online (refer to Figure 7-1 below) • Email: Complain@mwi.gov.jo • WhatsApp #: 0791500686 & 0791500696 <p>Grievances/ complaints received through MWI, shall be forwarded to MWI's Follow-up Directorate / Communication Department and then sent to the Project's Community Liaison Officer/s (CLOs).</p> <p>2. AAWDC Project Site:</p> <ul style="list-style-type: none"> • MWI Complaint forms – copies to be available at project site • WhatsApp (direct messages to CLO); • Email (direct email received at the Project's email address) <p>Grievances/complaints received through the project site, shall be directly handled and documented in the grievance log (Table 7-2) 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</p>

Step	Community Grievance Mechanism
	<p>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 MWI grievance record forms made available in hard copies the project site. <p><i>Note: Individuals/entities have the right to request that their name be kept confidential.</i></p>
2. Grievance Investigation	<p>The CLO will investigate the complaint's eligibility for validation purposes. 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 of the complainant with evidence where applicable.</p> <p>The CLO shall communicate the eligibility determination to MWI's Follow-up Directorate / Communications Department in order to close the grievance.</p>
3. Grievance Resolution	<p>Once the grievance is investigated and clarified, the BOT Developer 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>
4. Grievance Resolution Agreement	<p>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.</p>
5. Escalated Grievance Mediation	<p>If the Complainant is not satisfied with the grievance resolution, he/she may involve MWI Senior Management to review the complaint/grievance. If still not satisfied, he/she can revert the complaint to court for resolution.</p>

Figure 7-1 presents the form adopted by the Government of Jordan to file a complaint in the water sector.

* غيري المواطن / المواطن

قم بتعينة النموذج المعد للشكاوى والإقتراحات ومن ثم الضغط فقط على موافق .

أو الإتصال على هاتف مركز الشكاوى المودع لبطاع المنهى ١١٧١٦

أو تعينة النموذج الخاص بنظام الشكاوى الحكومية المركزى من خلال الرابط التالي:-

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

نحتاج عناصر هذه الفالمة الموافقة على المجنوى. لن يتم عرض ما يتم إرساله في طرق العرض العامة حتى يتم الموافقة عليه من قبل أي شخص يتمتع بالحقوق المناسبة لذلك. [يرجى معرفة المزيد حول الموافقة على المجنوى](#)

إلغاء الأمر **موافق**

يشير إلى حقل مطلوب **نتحقق إمدادي...**

إلغاء الأمر	موافق	نتحقق إمدادي...
العنوان		
شكوى		
النوع		
الاسم		
رقم الهاتف		
البريد الإلكتروني		
الموضوع		
النص		

أقر للحصول على تعليمات حول إضافة تنسيق HTML.

إلغاء الأمر **موافق**

Figure 7-1: MWI Complaint Form (available at <http://www.waj.gov.jo/sites/ar-jo/Lists/test2/Newform.aspx>)

Table 7-2 shows a sample community grievance log to be adopted by the BOT Contractor for all filed complaints during project implementation.

Table 7-2: Sample Community Grievance Log

7.2. Employee Grievance Procedure

Employee/Worker grievance is a process to ensure that all employees/workers on site have access to a grievance mechanism, are informed of the mechanism when they start work, 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 of the BOT Developer, the following is a standardized procedure for labour grievance applicable to the BOT Developer's direct workers in addition to contractor and sub-contractor workers.

The BOT Developer shall be committed to a transparent process for workers to express concerns and file grievances, including anonymous complaints.

The BOT Developer shall ensure that there is no retaliation or discrimination against those who express grievances, and that grievances will be treated with confidentiality and as follows:

- The BOT Developer will treat the grievances seriously and take prompt and appropriate action.
- The BOT Developer shall ensure that the employee/worker grievance mechanism is in line with the applicable requirements and the human resources policy of the BOT Developer.
- The employee/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 employee/worker has the right to express his or her grievance to workers organizations to protect their rights.
- MWI has the right to randomly check and ask employees/workers at the project sites if they have any complaints and if the BOT Developer implements the labour grievance mechanism on their complaints.

Table 7-3 presents the grievance process on handling complaints/grievances received from the BOT Developer's staff.

Table 7-3: BOT Developer Employee/Worker Grievance Process

Steps	Grievance
Step 1: Informal Discussion	<p>Employees/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 project 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 BOT Developer's human resources 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 BOT Developer. The senior manager will give the employee the 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>

8. Monitoring and Reporting

Consultation and stakeholder engagement will continue throughout project planning, construction, and operation phases. As discussed above, MWI and the BOT Developer will be responsible for ensuring good relationships with the local stakeholders and communities.

During project construction and operation, the BOT Developer will report on community engagement and grievance aspects as well as social and environmental monitoring results to MWI.

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

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

Minutes of any consultation meetings conducted by the MWI or BOT Developer must 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 by the BOT Developer to MWI on request.

During construction, monitoring of grievances and community engagement will be reported on a monthly basis. The BOT Developer shall provide monthly summaries of community grievances and community meetings to MWI as part of the monthly and quarterly reports submitted to MWI.

The SEP is a living document and will be updated regularly by MWI.

Annex 1 – Stakeholder Consultations Feedback (Record of Meetings with Relevant Stakeholders and Project-Affected-Persons)

No.	Stakeholder / PAP Category	Stakeholder / PAP	Means and Date of Communication	Current Engagement	Level of Engagement	Key Concerns – Construction Phase	Key Concerns – Operation Phase	Remarks / Suggestions / Notes
1	Governmental Departments / Local Municipality	Al Jeezeh Al Jadeedah Municipality – Eng. Shaker Al Stoul, Executive Director (Tel. 0798166385) – Eng. Ahmad Abed Rabbo, Head of Building Construction (Tel. 0788261357)	In-person meeting (interview & site visit) June 8, 2021	Pipeline passes through areas under the jurisdiction of the Municipality including (Arenbah Al Sharqiyah, Seiffeyyah, Quneitra, Tuneib, and Lubban)	H (High)	<ul style="list-style-type: none"> – Preserving the Hijazi Railway and its ancient bridges – Expecting job opportunities – Making sure the line is protected so future municipal works do not affect it – Land acquisition could be beneficial for owners 	<ul style="list-style-type: none"> – Need to benefit the local communities from the water conveyance pipeline through providing additional quantities of water – Employment opportunities (positive) – Additional water availability for households will reflect positively on women 	<ul style="list-style-type: none"> – Lack of water resources within the area. Additional water is brought in at a cost – No significant impact considering that the line passes through mostly open, uninhabited areas
2	Governmental Departments / Local Municipality	Al Ameriyah Al Jadeedah Municipality – Eng. Shaher Al Stoul, Executive Director (Tel. 0795113196) – Attorney Tareq Abdallah Msallam, Municipality Legal Advisor (Tel. 0796337206)	In-person meeting (interview & site visit) June 8, 2021	Pipeline passes through areas under the jurisdiction of the Municipality including (Dab'a, Dobe'a, Zmeilah, Gyal, Khan Al Zabeeb, Al Thurrah)	H	<ul style="list-style-type: none"> – Accessibility to properties and local roads – Landscape disfigurement – Removal of waste and construction debris – Property fragmentation – Land use changes – Like Disi Project, legal cases related to resettlement are expected – Reduction in property frontage – Interference with existing utilities 	<ul style="list-style-type: none"> – Need to benefit the local communities with water from the conveyance pipeline through providing additional quantities of water to the municipality – Employment opportunities (positive) – Additional water availability for households will reflect positively on women 	During Disi Project, there were legal cases by local people filed against the project regarding resettlement. This is also expected here.

No.	Stakeholder / PAP Category	Stakeholder / PAP	Means and Date of Communication	Current Engagement	Level of Engagement	Key Concerns – Construction Phase	Key Concerns – Operation Phase	Remarks / Suggestions / Notes
						<ul style="list-style-type: none"> – Need to maintain good coordination with the municipality to minimize negative impacts and maximize benefits – Impacts on Dab'a rangeland, Dab'a and Khan Al Zbeeb historical sites 		
3	Governmental Departments / Local Municipality	Sahab Municipality <ul style="list-style-type: none"> – Dr. Abdul Hadi Tahrawi, Executive Director (Tel. 0798337780) – Eng. Mohammad Ali Assaf, Head of Investment Promotion Unit (Tel. 0796906735) 	In-person meeting (interview & site visit) June 8, 2021	Project components and the conveyance pipeline are located within the city of Sahab	H	<ul style="list-style-type: none"> – Reinstatement of streets and roads – Interruption of businesses and local facilities – Removal of waste and construction debris – Ensuring quality of reinstated sections to prevent later settlement – Need to avoid working during the winter months (wet season) because of the poor drainage in the municipal streets especially Seteen Road – Interference with public utilizes especially electricity and water lines – Employment opportunities (positive) 	<ul style="list-style-type: none"> – Positive impacts on the municipality from additional water quantities available – Positive impacts on the poor because they cannot afford buying water from private wells – Employment opportunities (positive) – Cost-saving on reinstating streets by the Municipality following works conducted by WAJ to rehabilitate the local water network 	The Seteen Road where the conveyance pipeline will pass along divides Sahab into two major parts and is a critical transport route for the city. The Road is under the jurisdiction the Ministry of Public Works and Housing. This road serves around 80,000 vehicles per day.
4	Governmental Departments / Local Municipality	Qatraneh Municipality Ali Mohammad Bani Attieh, Executive	In-person meeting (interview & site visit)	The water conveyance pipeline passes through areas	H	<ul style="list-style-type: none"> – The pipeline will affect major roads and cause disruption of traffic on both the Desert 	<ul style="list-style-type: none"> – Poor reinstatement after completion of construction will increase the cost on 	– Qatraneh covers the municipality of Sad Sultani (Abyad)

No.	Stakeholder / PAP Category	Stakeholder / PAP	Means and Date of Communication	Current Engagement	Level of Engagement	Key Concerns – Construction Phase	Key Concerns – Operation Phase	Remarks / Suggestions / Notes
		Director (Tel. 079708011)	June 10, 2021	under the jurisdiction of Qatraneh Municipality including the town of Qatraneh		<p>Highway and the service road where about 90% of the commercial facilities are located.</p> <ul style="list-style-type: none"> – Municipal services especially waste collection will be affected. – Shallow groundwater will affect excavation activities and prolong the construction period. – Vibrations from heavy equipment will affect nearby buildings. – Dust will cause nuisance and affect the commercial sector. – Employment opportunities for the local community (positive) – Improved business for the shops in Qatraneh if the contractor uses local resources (positive) 	<p>the Municipality during yearly maintenance.</p>	<ul style="list-style-type: none"> – The executive director proposed changing the pipeline alignment by moving it to the opposite side of the Desert Highway since it is mostly vacant land. Another option would be to circle around the town of Qatraneh. – He has concerns that the service road will not be able to accommodate another water conveyance pipeline.
5	Private Business / Commercial Complex	Sameeh Mohammad Abu Tarboush Abu Tarboush Supermarket, Bakery and other commercial store in Qatraneh (Tel. 0796047907)	In-person meeting (interview & site visit) June 10, 2021	The water conveyance pipeline passes right in front of several shops and businesses owned and operated by the interviewee	H	<ul style="list-style-type: none"> – Access to shops by customers and suppliers using the Desert Highway or the Service Road will be affected and this will significantly damage the business. – Dust and noise will affect the shops and their products. 	<ul style="list-style-type: none"> – Any maintenance activities during the operation of the line have to be coordinated with the business owners. 	This interviewee claimed to have received compensation during Disi Project but it was less than expected.

No.	Stakeholder / PAP Category	Stakeholder / PAP	Means and Date of Communication	Current Engagement	Level of Engagement	Key Concerns – Construction Phase	Key Concerns – Operation Phase	Remarks / Suggestions / Notes
						<ul style="list-style-type: none"> Movement of construction vehicles and workers will affect the daily operations. The impact will be higher if the duration of construction is too long. Vibrations from heavy construction equipment may affect the structural elements of the shops. 		
6	NGO/Community Leader	جمعية أبناء المحطة الخيرية Abdul Rahman Mohammad Abu Tarboush, Chairman of the Members of Mahatta Charitable Society in Qatraneh (Tel. 0795582134)	In-person meeting (interview & site visit) June 10, 2021	This NGO works in Qatraneh and supports its citizens through charitable activities. Its offices are located in front of the proposed pipeline alignment.	M (Medium)	<ul style="list-style-type: none"> Construction will affect the local shops and stores which will reduce the income and increase unemployment. Nuisance from dust and noise for the local community and businesses. Employment opportunities for the local community (positive) 	<ul style="list-style-type: none"> Need to offer employment opportunities for the local community in maintenance and operation 	They hope that the project will use local workers unlike the Disi Project
7	Governmental Departments / Local Municipality	Muwaqar District Municipality Sleiman Abeidan Al Jbour, Executive Director (Tel. 0777426342)	In-person meeting (interview & site visit) June 10, 2021	The water conveyance pipeline passes through areas under the jurisdiction of Muwaqqar Municipality including the towns of Kteifeh, Lusane, Dheibah Al Sharqiyah and Dheibah Al	H	<ul style="list-style-type: none"> Dust and noise will affect the local communities especially that the conveyance pipeline passes close to houses and shops in Kteifeh, Lusane, Dheibah Al Sharqiyah and Dheibah Al Gharbiyyeh 	<ul style="list-style-type: none"> Need to offer employment opportunities for the local community in maintenance and operation Leaks caused by damage to the line will affect local residences, shops and farms 	Deputy Mayor Mohammad Awwad Al Shakanbeh attended part of the interview

No.	Stakeholder / PAP Category	Stakeholder / PAP	Means and Date of Communication	Current Engagement	Level of Engagement	Key Concerns – Construction Phase	Key Concerns – Operation Phase	Remarks / Suggestions / Notes
				Gharbiyeh, Rujm Al Shami		<ul style="list-style-type: none"> – Interruption of access to houses, farms and shops – Public safety concerns from construction activities where the line passes close to residences – Interference with municipal activities and services – A project will begin soon by the Municipality to install street LED lights which may be affected by construction activities of the project – Need to increase the awareness of the local communities about the project to generate acceptance and avoid conflicts 		
8	Governmental Departments / Local Municipality	Hasa Municipality Naser Mohammad Sleiman Al Hajaya, Executive Director (Tel. 0799027923)	In-person meeting (interview & site visit) June 14, 2021	The conveyance pipeline divides the town of Hasa into two main neighborhoods – East and West. Also, the Municipality plans to construct a service road which may be affected by the AAWDC Project construction activities	M	<ul style="list-style-type: none"> – Movement of the local residents between the two main neighborhoods of Hasa will be interrupted. The Eastern neighborhood contains most of the government departments, shops schools and banks. – Construction of the pipeline could affect the natural surface runoff patterns thus causing obstruction 	<ul style="list-style-type: none"> – Need to offer employment opportunities for the local community in maintenance and operation activities 	The executive director proposed changing the pipeline alignment by moving it to the opposite side of the Desert Highway

No.	Stakeholder / PAP Category	Stakeholder / PAP	Means and Date of Communication	Current Engagement	Level of Engagement	Key Concerns – Construction Phase	Key Concerns – Operation Phase	Remarks / Suggestions / Notes
						<p>and impoundment in wadis and streams</p> <ul style="list-style-type: none"> – Construction activities and movement of high construction equipment may affect highway bridges – Increased risk of accidents along the highway due to construction activities and lack of proper warning signs. 		
9	Local Community / Livestock Farmer	Livestock Farmer in Hasa Ali Awad Al Hajaya, (Tel. 0797215999)	In-person meeting (interview & site visit) June 14, 2021	Interviewee is in the business of breeding and raising herds of sheep and goats in Hasa and uses the rangeland and water of the area for his livestock. He sells his products and buys his supplies at the local shops in Hasa where the water conveyance pipeline will pass through.	M	<ul style="list-style-type: none"> – Noise from construction will affect the livestock. – Preventing access to local shops will affect his activities of selling products and buying supplies. – Movement of livestock herds may be affected by construction. – Dust generation causes health issues. – Interruption of road access affects his business. – Obstruction of water flow in the main wadi crossing Hasa. 	<ul style="list-style-type: none"> – Construction waste and debris remaining after completion of construction. 	Suggested changing the pipeline alignment by moving it to the opposite side of the Desert Highway
10	Private Business / Bank	Islamic Bank - Hasa Branch, Hasa Ahmad Mohammad Al Shabatat – Office Manager, (Tel. 0799626049)	In-person meeting (interview & site visit) June 14, 2021	This bank is located in Hasa and serves the local residents and business. It is located in front of the pipeline route.	M	<ul style="list-style-type: none"> – Customer and employee access to the bank and parking could be affected – for both vehicles and pedestrians 	<ul style="list-style-type: none"> – Improper reinstatement can cause negative changes in the discharge of street water runoff. 	The interviewee emphasized the importance of the following: <ul style="list-style-type: none"> – Warning and precautionary signs

No.	Stakeholder / PAP Category	Stakeholder / PAP	Means and Date of Communication	Current Engagement	Level of Engagement	Key Concerns – Construction Phase	Key Concerns – Operation Phase	Remarks / Suggestions / Notes
						<ul style="list-style-type: none"> Customer safety issues due to excavation and construction. Dust generated from construction will add to an already dusty environment. Noise and nuisance to employees and customers 		<ul style="list-style-type: none"> Providing pedestrian crossings over trenches and excavations Securing temporary parking areas for employees and customers
11	Governmental Departments / Public Security (Police and Gendarmerie)	Public Security Department – Southern Gendarmerie Force - Hasa Major Moa'th Mohammad Zuqaili (Tel. 06-5100360 – Ext. 2530)	In-person meeting (interview & site visit) June 14, 2021	The headquarters of the Southern Gendarmerie is located in Hasa. This is part of the Police and Public Security Forces in Jordan. The water conveyance pipeline crosses the access road to the headquarters from the Desert Highway.	M	<ul style="list-style-type: none"> There is a critical need to maintain vehicular access to and from the Southern Gendarmerie Headquarters during construction for both security and operational purposes. Dust generation. Damage to existing utility lines in the area affecting power and communications make it important to coordinate with the concerned authorities. Security issues related to the presence of foreign labor around the Southern Gendarmerie facility. 	<ul style="list-style-type: none"> Reinstatement and removal of all construction waste and debris after construction is complete 	
12	Private Business / Investment Park	South Aqaba Investment Park – (Part of National Real Estate Company NREC), Aqaba	In-person meeting (interview & site visit) June 15, 2021	This park houses 120 companies both industrial and commercial mainly for export purposes through the Port of Aqaba. About 40-50 trucks enter and	H	<ul style="list-style-type: none"> Obstructing the two main entrances – one used for the investors' trucks and the other for the staff and employees. Need for more security to be provided for the 	<ul style="list-style-type: none"> Maintenance operations need to be coordinated with the Park management to avoid any disruption of work. Reinstatement of roads in front of the Park 	<ul style="list-style-type: none"> A solution proposed by the general manager was switching between the two existing gates when construction of

No.	Stakeholder / PAP Category	Stakeholder / PAP	Means and Date of Communication	Current Engagement	Level of Engagement	Key Concerns – Construction Phase	Key Concerns – Operation Phase	Remarks / Suggestions / Notes
		Murad Abu Rous, General Manager (Tel. 0797141516)		exit the facility daily, about 1000 monthly. Time is critical for the investors in the Park as they import and export their products. The water conveyance pipeline passes in front of the two main entrances.		<ul style="list-style-type: none"> Park in the presence of construction crews. Risk of damaging utility lines as the factories and facilities inside the Park use power and water lines 24/7. Dust and noise generation. Disruption in delivery of raw materials and exporting finished products. Vibration from heavy equipment can cause damage to building. 	need to be done properly.	<p>the pipeline is taking place. Another is opening a new gate.</p> <ul style="list-style-type: none"> Making more water quantities available will attract new investment especially those relying on water in their industry.
13	Governmental Departments / ASEZA	Aqaba Special Economic Zone (ASEZA) Eng. Taghreed Ma'aytah, Head of Environmental Section at ASEZA, Aqaba (Tel. 0797121623) <i>(Gender: Female)</i>	In-person meeting (interview & site visit) June 15, 2021	ASEZA is the government entity within the Aqaba Governorate which has the authority of a municipality, as well as being the regulator for permitting investments. ASEZA has sole jurisdiction over environmental regulation within Aqaba Special Economic Zone.	H	<ul style="list-style-type: none"> General impacts on the marine environment. Impacts on the infrastructure. Impacts on villages and farms. Damage to existing utility lines especially in industrial zones (electricity, gas, water, communications). Impacts on port operations and handling of goods. Impacts on road safety. Dust generation. Waste disposal. Noise from operating the large pumps at the intake station. Blocking access to industrial and commercial facilities 	<ul style="list-style-type: none"> Leaks and accidents pose risks to ASEZA operations Employment opportunities (positive) 	<ul style="list-style-type: none"> Emphasized the need for a full risk analysis to be done covering the entire life cycle of the project. The need to investigate the risks on the marine environment from returning saline water to the sea.

No.	Stakeholder / PAP Category	Stakeholder / PAP	Means and Date of Communication	Current Engagement	Level of Engagement	Key Concerns – Construction Phase	Key Concerns – Operation Phase	Remarks / Suggestions / Notes
						<ul style="list-style-type: none"> Employment opportunities (positive) 		
14	Governmental Enterprise / Power Generation	Aqaba Thermal Power Station (CEGCO), Southern Industrial Zone, Aqaba Eng. Zuhair Abu Zaid, General Manager (Tel. 0797411162)	In-person meeting (interview & site visit) June 16, 2021	CEGCO provides the power needed for operating the AAWDC Project components in Aqaba. Also, CEGCO operations could be affected by the construction of the AAWDC project.	H	<ul style="list-style-type: none"> Damage to existing lines feeding and serving the power station including the main fuel line. There are more than 10 separate lines that could intersect with the AAWDC pipeline alignment. Blocking the main entrance to the power station. 	<ul style="list-style-type: none"> Leaks and accidents pose risks to CEGCO operations which make it important to protect the line Cooling water for the power station may become less effective as salinity is expected to increase due to returning the brine back to the sea. 	Suggested re-alignment of the pipeline to the north to run adjacent to the Fertilizers Company's boundary line following the existing gas line.
15	Private Business / Major Industry	Arab Potash Company (APC), Aqaba – Eng. Khaled Mahmoud Abu Al Samen, Executive Director (Tel. 0777111164) Eng. Mohammad Abdulatif Ma'aytah, Director of Technical Department and Operations (Tel. 0775482410)	In-person meeting (interview & site visit) June 16, 2021	Movement of potash will be affected by interruption in the operations of the industrial port caused closing the main road serving the APC export facility.	M	<ul style="list-style-type: none"> Blocking the main and only road used by APC trucks to carry potash Construction equipment interfering with APC movement of potash across the industrial port Direct impacts on the industrial port 	<ul style="list-style-type: none"> Maintenance operations can damage utility lines Leaks and accidents pose risks to APC Aqaba operations 	<ul style="list-style-type: none"> Suggested to plan road closure in advance and to be implemented in a manner that keeps traffic flowing. Need to implement road safety measures through precautionary, warning and directional signs
16	Private Business / Major Industry	Jordan Phosphate Mines Company Industrial Complex, Aqaba Eng. Abdul Azziz Marakzeh, General Manager (Tel. 0790140342)	In-person meeting (interview & site visit) June 16, 2021	AAWDC pipeline will pass in front of all the main access points to the Complex. In addition, the main conveyor lines could be affected by construction.	H	<ul style="list-style-type: none"> Obstructing access of the main gates used by employees and visitors. Preventing access of raw materials to the Complex which is brought in daily. 	<ul style="list-style-type: none"> Leaks and accidents could interfere with road traffic thus affecting the Industrial Complex operations Maintenance could affect the cooling water lines used by the Industrial Complex 	Suggested the following: 1) Providing alternative routes for the entrance and egress to the Industrial Complex during construction.

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		Eng. Rifad Al Rafay'ah, Head of the Safety Department (Tel. 0797118339)		Main utility lines feeding the Complex with power, water and other services can be affected.		<ul style="list-style-type: none"> – Damaging utility lines feeding the Complex with power, water and other services can be affected. – Risk of damage to the cooling water lines used by the Industrial Complex 		2) Cutting short the construction period especially in front of the main access points.
17	CBO/Community Leader	جمعية سيدات قرى حوض الديسة، قرية الديسة Qutnah Mohammad Al Hweitat, Chairman of the Disi Ladies Society (Tel. 0772495908) (Gender: Female)	In-person meeting (interview & site visit) June 16, 2021	This CBO works in Disi villages and supports women by training and capacity building for income-generating projects. The Society has projects that employ women of the area. Its offices and related projects are located in front of the proposed pipeline route	M-H	<ul style="list-style-type: none"> – Noise and nuisance affecting the Society's beneficiaries – Dust affects the Society's tools and machines used in its workshops like sewing machines. It will also affect products and exhibited items (medicinal plants project) – Interference with access to the Society's offices and its adjacent projects will affect the beneficiaries including women and children – Presence of foreign workers will affect movement of village women participating or benefiting from the Society's training and projects 	<ul style="list-style-type: none"> – Presence of foreign staff for maintenance and operation of the AAWDC line will affect privacy and movement of village women – This CBO is active in catering and food preparation and can offer the project contractor their services which will benefit both parties 	<ul style="list-style-type: none"> – The CBO's chairman suggested coordinating the construction activities with the local events of the CBO to avoid nuisance and negative impacts. – This CBO received support from the Disi project for its activities. – They commended the Disi Project for providing work opportunities for the local community. – Providing pedestrian and vehicular crossings will be important for the local people – Provide alternative back

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								access road for the Society during construction – Accelerating the construction phase will avoid many adverse impacts
18	Private Business / Tourist Camp	Zawaideh Tourist Camp , Mahmoud Abdallah Al Zawaideh, Camp Owner and Manager (Tel. 0779479113)	In-person meeting (interview & site visit) June 16, 2021	Tourist camp is one of many tourist camps located in Disi area, around 0.5 km inland from the main road where the AAWDC Conveyance pipeline will pass through. The access road to this and other tourist camps will be interrupted by the construction activities on the pipeline	M-H	<ul style="list-style-type: none"> Blocking access to the tourist camp for tourists and employees will affect its business Noise and dust generation will affect the quality of the tourist experience 	<ul style="list-style-type: none"> Any waste left after construction is completed will affect the landscape and cause visual intrusion 	The camp owner strongly recommended providing work opportunities for the local people during construction due to the high unemployment rate. He suggested postponing the works affecting access to the camp until the end of the project. Coordinate the construction activities with the camp to avoid busy days at the camp.
19	CBO/Community Leader	جمعية قرى حوض الديسية السياحية، قرية الديسية Awad Ayed Al Zawaideh, Chairman of the Disi Basin Tourist Society (Tel. 0772796360)	In-person meeting (interview & site visit) June 16, 2021	This CBO works in Disi villages and supports tourist projects and members of the Society. The Society maintains a plantation of wild	M-H	<ul style="list-style-type: none"> Interfering with access to the Society offices and projects and tourist and visitor mobility Impacts on the vehicle parking area used by the Society for bringing in and offloading 	<ul style="list-style-type: none"> Need to offer employment opportunities for the local community in maintenance and operation activities 	The Society suggested providing a temporary parking area for tourist buses during construction. Avoid the two peak tourist

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				plants, a bazar and transportation vehicles for tourists. Its offices and related projects are located in front of the proposed pipeline route		tourists. The AWWDC pipeline passes in front of this parking area.		seasons (Sep-Dec & Mar-Jun). They emphasized the need to provide job opportunities. There may be alternative access routes and bus offloading areas to the Society but they need further examination.
20	Private Business / Tourist Complex	Rock Adventure Village & Echo Jordan Tourist Company , Islam Saleh Abdel Rahman Qatawneh, Owner & General Manager (Tel. 0795625892) (Gender: Female)	In-person meeting (interview & site visit) June 17, 2021	Tourist complex includes a restaurant, bazar, and tourist accommodation. The water conveyance pipeline passes in front of the tourist complex along the main street frontage. Access to the tourist complex could be interrupted by the construction activities and preventing tourist buses from parking or offloading	H	<ul style="list-style-type: none"> – Blocking access to the tourist complex for tourists and employees will affect business – Noise and dust generation will affect daily operations – Damage to utility lines serving the tourist complex – Dust will affect the plantations around the tourist complex – Foreign labor will be rejected by the local communities if not associated with local labor 	<ul style="list-style-type: none"> – Improper reinstatement will cause long-term effects on the road and infrastructure and will require additional maintenance to be done by the tourist complex – Need to offer employment opportunities for the local community in maintenance and operation activities – Residual construction waste will affect the visual quality at the tourist complex 	PAP suggestions: <ul style="list-style-type: none"> – Paying compensations for construction impacts affecting the business. – Offering catering services to the project's workforce. – Need to propose traffic solutions when the road is closed for construction. – Closure due to construction should be timed with the low season.
21	Governmental Departments / Local Municipality	Al Quweirah Al Jadeedeh Municipality – Eng. Malek Hasan Reyati, Executive	In-person meeting (interview & site visit) June 17, 2021	Pipeline passes through areas under the jurisdiction of the Municipality including the	H	<ul style="list-style-type: none"> – The four access points to the two villages of Salehiyyah and Um Al Basateen will be affected thus affecting municipal services 	<ul style="list-style-type: none"> – Need to benefit the local communities with employment opportunities and use the services of the local communities in 	This Executive Director attended the Scoping Session on March 1, 2021. The Municipality

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		<p>Director (Tel. 0787608990)</p> <ul style="list-style-type: none"> Eng. Sleiman Mohammad Al Mara'eh, Head of the Local Development Unit (Tel. 0788880997) 		villages of Salehiyyah and Um Al Basateen		<ul style="list-style-type: none"> works in addition to the movement of local inhabitants Noise and dust will increase and will affect the local communities and increase the burden on the municipal services. Foreign labor will not be accepted by the local communities if the project is not using local resources for work and services during project construction 	<ul style="list-style-type: none"> project maintenance and operation. Improper clean-up of waste from construction and reinstatement will place a burden on the Municipality 	<p>provides direct water supplies to Um Al Basateen village as it is not connected to the water network thus any interruption of this service will be vital.</p>
22	Private Business / Petrol Station	<p>Hasa Petrol Station (JO Petrol), Hasa, Hatem Abdul Rahman Tarawneh, General Manager (Tel. 0799523007)</p> <p>N30 47' 43" E35 59' 34"</p>	<p>In-person meeting (interview & site visit)</p> <p>June 17, 2021</p>	<p>The water conveyance pipeline passes along the entire frontage line of the gas station (about 150 m) which will impact access. This station serves 300-400 trucks per day in addition to 400-500 passenger cars.</p>	H	<ul style="list-style-type: none"> Impeding access to the station during construction will stop/reduce the number of vehicles being served by the station The digital fuel pumps are sensitive to dust which will be generated from construction activities Risk of permanent loss of regular customers who have long-term contracts with the station for fueling their vehicles Public safety risk for users of the station 	<ul style="list-style-type: none"> Need to clean up the area after completion of construction. Improper reinstatement of road and pavement will have impacts on the vehicles and the overall service of the station. 	<p>This PAP made the following suggestions:</p> <ul style="list-style-type: none"> It is critical to complete the construction along the station's frontage as fast as possible. Phase the construction of the pipeline along the frontage in coordination with the management and such that service is not seriously affected.

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								<ul style="list-style-type: none"> – Set up alternative access as needed. – Need to post warning and signs and make safety precautions.
23	Private Business / Rest House	Pillars of Jerusalem Rest House, Hasa, Hasan Ibrahim Ababneh , Co-owner & General Manager (Tel. 0797022793) N30 47' 45" E35 57' 37"	In-person meeting (interview & site visit) June 17, 2021	Rest House includes a restaurant, bazar, souvenir shop and rest areas. The water conveyance pipeline passes in front of the Rest House along the main Desert Highway (frontage of 120m). Access to the Rest House could be interrupted by the construction activities which will prevent visitors and tourists from using this facility.	H	<ul style="list-style-type: none"> – Blocking access to the Rest House for tourists and employees will affect the business especially tourist groups arriving specifically to this location in big buses – Dust generation will negatively affect the souvenirs and food items thus the daily operations of the Rest House – Noise will also affect the comfort of tourists using the Rest House 	<ul style="list-style-type: none"> – Improper reinstatement will cause long-term effects on the road and infrastructure and will require additional maintenance to be done by the Rest House – Residual construction waste left around the area will affect the big buses coming into the Rest House 	PAP suggestions: <ul style="list-style-type: none"> – The contractor needs to promptly remove the waste generated from construction activities and not allow to accumulate – Offering catering services to the project's workforce. – Need to propose an access if closure is to take place during construction. – Closure due to construction should be quick and timed with the low season.
24	NGO/Community Leader	جامعة العقبة للتطوير والتنمية المجتمعى Fayzah Khalawi Al Khateeb, Chairman of the Aqaba	In-person meeting (interview & site visit) June 15, 2021	This NGO works in Disi and Wadi Rum villages and supports women, youth and children by raising	M	<ul style="list-style-type: none"> – Delay, cancel or postpone the implementation of the Society's activities and functions in the areas 	<ul style="list-style-type: none"> – Since part of the scope of the Society is water conservation, the Project will serve as a good example of water 	The NGO's chairman suggested the following:

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		Development and Empowerment Society, Aqaba (Al Mahdoud Al Gharby) (Tel. 0795191963) <i>(Gender: Female)</i>		awareness, training and capacity building for income-generating projects. The Society has projects that educate women and youth in health and water conservation issues.		affected by the pipeline construction.	projects (positive impact)	<ul style="list-style-type: none"> Provide alternative access routes for the participants in the Society's activities where construction is causing closures. Providing alternative meeting halls to avoid construction areas.
25	CBO/Community Leader	جمعية الشاكرة والصالحة السياحية Yousef Hussein Al Sweilhiyeh, Chairman of the Shakeriyeh and Salihiyyeh Tourist Society , Salihiyyeh Qweira, Aqaba (Tel. 0796077214)	In-person meeting (interview) June 28, 2021	This CBO works in Shakeriyeh and Salihiyyeh villages and supports tourist operators and the local community working in the tourism industry in Disi and Wadi Rum area. The chairman is also a tribal leader in Shakeriyeh and Salihiyyeh villages. The conveyance pipeline passes at a distance of 50-100 m along the two villages of Shakeriyeh and Salihiyyeh.	H	<ul style="list-style-type: none"> Need to provide employment opportunities for the local people. Obstructing access to the villages from construction activities. Phasing of the construction along the Salihiyyeh village frontage which extends about 1km along the pipeline route. 	<ul style="list-style-type: none"> Need to benefit the local communities by offering them employment opportunities and using the services of the local businesses (water tankers, loaders, transportation vehicles, etc.) during project operation and maintenance. 	<ul style="list-style-type: none"> The CBO's chairman suggested considering re-routing the pipeline so that it is adjacent to the Disi-Aqaba pipeline which runs about 150m away from the main road. He mentioned that these communities benefited from the Disi Pipeline Project and look forward to a similar experience with the AAWDC Project.

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								<ul style="list-style-type: none"> The NGO's chairman suggested raising awareness of the local communities about the project in advance of project commencing.
26	Private Business / Tourist Facilities (horse stables, catering and food, traditional kitchen)	إسطبلات خيول رم / مشروع من المزرعة إلى المائدة Khitam Khalil Al Hasanat, Business Owner and Manager, Rum Horse Stables & Farm-to-Table Project , Salihiyeh Qweira, Aqaba (Tel. 0772443963) (Gender: Female)	In-person meeting (interview) June 28, 2021	This business serves tourists and visitors in Disi and Wadi Rum. It is located in 1km from the village of Salihiyeh over an area of 20 donums. Construction of the conveyance pipeline could block access to these facilities.	H	<ul style="list-style-type: none"> Potential damage to three main utility lines serving this facility. Dust and construction waste could negatively affect the food products and food preparation process. Obstructing access to the facility for visitors and employees from construction activities. Positive impact from generating business for this tourist facility (food catering) 	<ul style="list-style-type: none"> Need to benefit the local businesses from employment opportunities and using their services. 	<p>PAP suggestions:</p> <ul style="list-style-type: none"> Phasing of construction activities in a manner to reduce impacts on the tourist season, mainly from September to May. It is important not to remove / obstruct directional signs posted on the main road during construction as they are important to guide tourists to this business facility. Reducing the construction duration is crucial for this

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								and similar businesses in the area.
27	Governmental Departments / Local Municipality	Disi Municipality Sidki Khalil Al Rfou', Chairman of Disi District & Municipality, Disi, Aqaba (Tel. 0772123442)	In-person meeting (interview) June 29, 2021	The water conveyance pipeline passes through the town of Disi along the main road which divides the town into two parts.	H	<ul style="list-style-type: none"> - The local residents will not accept the presence of foreign unskilled workers if the project is not employing local residents and using local resources (from local shops) during project construction - Dust and construction waste will affect the residents of Disi. - Road closure caused by construction activities will affect local residents and businesses and will affect municipal services 	<ul style="list-style-type: none"> - Need to remove all residual construction waste and provide proper reinstatement of roads affected otherwise it will be a burden on the Municipality to perform frequent maintenance - Need to benefit the local residents and business during operation and maintenance by offering them employment as and using the services of the local businesses 	The stakeholder suggested planning construction in a manner that does not close the two sides of the road during construction but shifting traffic to one side at a time.
28	Private Business / Tourist Camp	Sun City Tourist Camp , Abdul Azziz Salem Al Zawaideh, Camp Owner and Manager (Tel. 0772227047)	In-person meeting (interview) June 30, 2021	Tourist camp is located close to the water conveyance pipeline in Disi area. It is around 400m inland from the main road where the AAWDC Conveyance pipeline will pass. The access road to this tourist camp could be interrupted by the construction	M-H	<ul style="list-style-type: none"> - Noise and dust generation may affect the quality of the tourist experience at the camp especially that the background dust is already high - Road closure will block access to the tourist camp for tourists and employees which will affect its business 	<ul style="list-style-type: none"> - Construction waste remaining after completion of construction will affect the visual quality - Need to offer local residents jobs in operation and maintenance considering the high unemployment rate 	The camp owner suggested: <ul style="list-style-type: none"> - Providing work opportunities for the local people during construction due to the high unemployment rate. - Plan the construction activities to avoid the busy season at the camp.

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				activities on the pipeline				<ul style="list-style-type: none"> – Consider alternative and emergency access routes for the camp. – Need to shorten the construction period as much as possible. – Avoid working at night to prevent nuisance for the tourists. – Provide clear directional and warning signs at work locations and detours.
29	Governmental Departments / Local Municipality	Um Al Rassas Al Jadeedah Municipality Eng. Mais Salman Al Ka'abneh, Executive Director, Madaba Governorate (Tel. 0798585047) (Gender: Female)	In-person meeting (interview & site visit) July 6, 2021	The water conveyance pipeline passes through areas under the jurisdiction of Um Al Rassas Al Jadeedah Municipality including the towns of Damkhi and Suwaqa	M	<ul style="list-style-type: none"> – Closure of the main road will affect the municipal services such as waste collection and maintenance of street lights and roads – Emergency municipality services may be affected during construction of the pipeline such as cleaning culverts during winter storms. – Damage to power and water utility lines feeding Damkhi. – Interruption of mobility for residents using the main road or who need access to the Desert highway. 	<ul style="list-style-type: none"> – Improper reinstatement of roads will cause the Municipality to perform frequent maintenance – Need to offer employment opportunities for the local community in maintenance and operation – Water leaks from damaged line will affect the main and secondary roads. 	The Executive Director of the Municipality suggested performing a detailed examination of the location of the utility lines feeding Damkhi in order to avoid any damage during construction. Also, to consider setting up alternative access roads to facilitate the movement of municipal service vehicles and residents of the area.

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						<ul style="list-style-type: none"> – Need to fairly compensate owners of land if acquired by the project 		
30	CBO / Community Leader	جمعية الكتيبة الخيرية Ekhleif Erhayyan Ajaj Al Hardan, Chairman of the Kteifeh Charitable Society, Al Kteifeh, Muwaqqar District (Tel. 0772264880)	In-person meeting (interview & site visit) July 6, 2021	This CBO is active in Al Kteifeh village and supports the local community in awareness, education and in-kind contribution to meet basic needs. The water conveyance pipeline passes along the main road of the village and about 50m from the village's mosque and right next to the school for boys.	H	<ul style="list-style-type: none"> – Obstructing access to the village mosque, health center and the local municipal council building. Also access to the only boys school in the village may be blocked by construction. – Some residences and commercial shops will be affected by loss of access including the CBO's building. – Damage to utility lines from construction (water, electricity and communication lines) – Risk to the public if construction takes place at night since the main street is not lit. – It is critical to keep the surface water drainage culverts open during construction and not block water flow by construction waste since these culverts are under road to the village. 	<ul style="list-style-type: none"> – Improper reinstatement of the main road will cause the roads to settle and become unusable. – Need to offer employment opportunities for the local community in maintenance and operation 	<p>The CBO chairman suggested:</p> <ul style="list-style-type: none"> – Considering providing revolving loans to the CBO to help the local community. – Avoid working at night to prevent accidents as the road is unlit. – Provide clear directional and warning signs at work locations and detours. – Provide alternative access roads to vital community facilities.

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31	Governmental Departments / GAM	Greater Amman Municipality (GAM) Eng. Suha Abdul Wahab Al Shishani, Head of Section for Environmental Monitoring of Projects at GAM, Amman (Tel. 0799054175) <i>(Gender: Female)</i> <i>(attended the Scoping Session on March 1, 2021)</i>	In-person meeting (interview & site visit) July 7, 2021	Main project components are located in areas under the jurisdiction of GAM. This includes the areas of: Qweismeh, Abu Alanda, Al Rajib, and Al Muntazah.	H	<ul style="list-style-type: none"> – Preventing access to residences, community facilities and shops. – Damage to service and utility lines including water, wastewater, electricity and communications – Dust and noise affecting residential and commercial areas especially restaurants located along the main roads – Excavations in some areas where the soil is unstable may cause damage to houses and garden walls – Interference with road traffic during construction – Construction could disrupt school activities 	<ul style="list-style-type: none"> – Improper reinstatement of roads will cause GAM to perform frequent and costly maintenance – Construction waste remaining after completion of construction – Leaks and accidents pose risks to ASEZA operations – Employment opportunities (positive) 	<ul style="list-style-type: none"> – Emphasized the need to adhere to the standard specifications for reinstating roads and road pavement – Consider using noise barriers where construction is close to residential areas – Provide warning and directional signs and limit vehicular speed near construction sites and use flag men – Provide lighting for construction sites at night – Inform the residents and businesses of work schedules ahead of time – Ensure there is a clear and easy grievance mechanism in place and – Need to coordinate between GAM and the BOT Developer – Need to ensure the BOT

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								Developer applies the chance finds procedure
32	CBO / Community Leader	جمعية العهد والإتفاق الخيرية / الاتحاد النوعي لجمعيات نوادء المؤقر Farhan Qasem Al Methan, Chairman of Ahed and Itifiaq Charitable Society, Muwaqqar District (Tel. 0798281320)	In-person meeting (interview) July 7, 2021	This CBO is active in Dheibeh Al Sharqiyyah village and supports the local community including Syrian refugees through in-kind contributions to meet basic needs. The water conveyance pipeline passes close to the village and affects some houses at the edge of the village. PSADC is located nearby.	H	<ul style="list-style-type: none"> - Dust will affect community health of the local residents especially those with respiratory problems. Also dust will affect the local crops and livestock - Obstructing access to the village residences, a few commercial shops and the village's only school - Risk to the community from construction activities on the narrow streets of the area - Need to provide job opportunities to the local youth during construction and use local businesses and construction machinery 	<ul style="list-style-type: none"> - Construction waste remaining after completion of construction will cause dust generation - Improper reinstatement of the roads will cause damage to the vehicles of the villagers - Need to offer employment opportunities for the local community in maintenance and operation 	<p>The CBO chairman suggested:</p> <ul style="list-style-type: none"> - Considering supporting local CBOs to help the local community. - Use the local CBOs to spread awareness about the project. - Provide clear directional and warning signs at work locations and any detours. - Inform the local residents and businesses of the construction work schedules before commencing activities. - Monitor the health condition of residents who are sensitive to dust due to existing

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								respiratory problems. – Limit the duration of the construction period as much as possible.

Annex 2 – Scoping Session Details

Annex 3 – Virtual Disclosure Session Details

Annex 4 – Hybrid Disclosure Session Details

Annex 5 – Selected Photos from Meetings with Stakeholders

