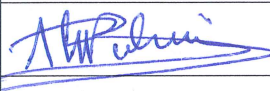
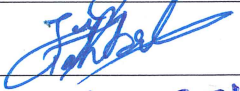
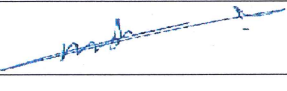


Stakeholder Engagement Plan



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Nov. 2021	Nov. 2021	November ,2021	Date

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O&M Stakeholder Engagement Plan

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List of Abbreviations

HSE	Health, Safety and Environment
TBT	Toolbox talk
CLO	Community Liaison Officer
SEP	Stakeholder Engagement Plan
PC	Project Company
CSR	Corporate Social Responsibility

1.0 INTRODUCTION

Baynouna Solar Energy Project aims to operate the constructed Solar Photovoltaic (PV) power project with a power capacity of 200MW. The power generated will be exported to the National Electric Power Company (NEPCO) grid. The project is located in the Al Muwaqqar district (population 84,370) in Amman Governorate approximately 25 km northeast of the Queen Alia International Airport, Amman, Jordan. The area is around 840 meters above sea level, moderately sloppy with some wadis, and poorly vegetated located in the Steppe region which is a transitional region between the Jordan Highland to the West and the Eastern Desert Region. The area surrounding the project is not inhabited with the closest village at about 13km. The surrounding soils are mostly barren with occasional/seasonal land ploughing near the wadis by the local farmers/herders for livestock fodder.

The Site is easily accessible through the Muwaqqar area in the south or the road leading to the conventional power plant northwest of the Site. A paved road runs along the western side providing access. The project is 4.5 km away from the conventional electric power plant

The Project site is divided into six (6) respective sectors, where each sector will consist of the following components:

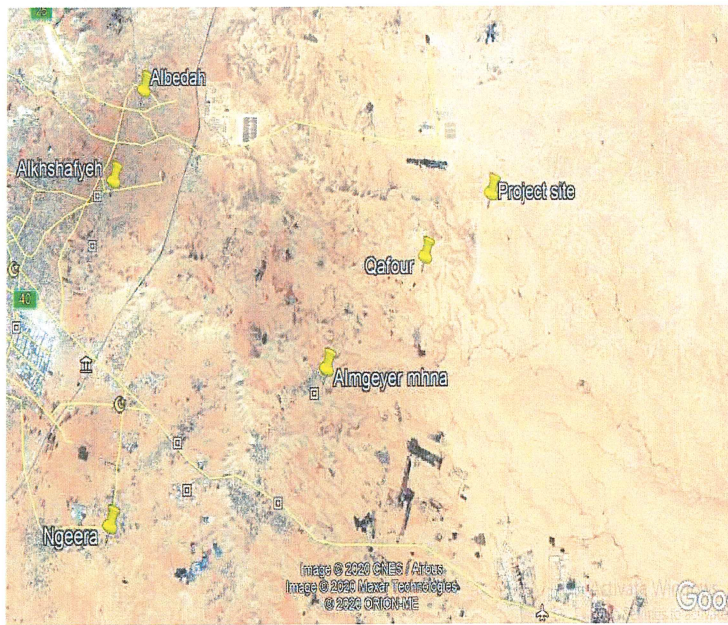
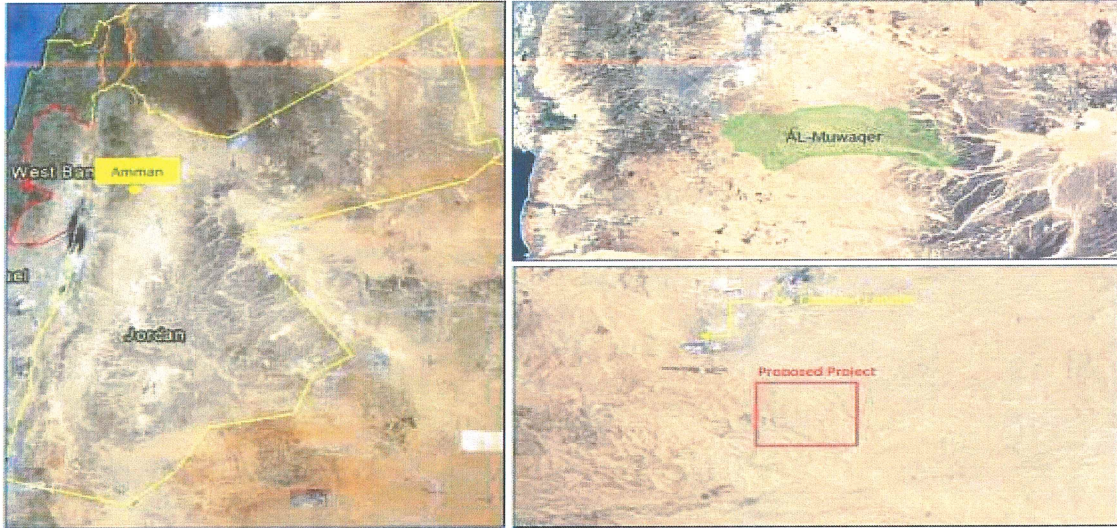
- PV panels: The PV module to be used for the project is crystalline silicon-based technology
- Mounting structure: The mounting structure is a metal supporting structure on which PV modules are mounted. In this project, modules are installed on a single-axis tracker which tracks the position of the Sun during the day to maximize the plant's energy output.
- Inverter station: a total of 42 inverter stations. The LV/MV transformer included in the inverter station steps up voltage up to 33 kV.
- Substation

Several inverters are connected to the grid via substation. The substation includes HV/MV Power Transformers, MV Switchgears, protection relays, and cables. The output voltage from the Inverter station is 640 V which will be further stepped up to 33kV and then stepped up to 132 kV through power transformers installed in the substation. The 132kV output from the substation will feed into the NEPCO grid.

- Control Room

The project performance, meteorological parameters, and control of output according to NEPCO requirements will be made through the SCADA system installed in the control room. This building also includes office areas during the construction and operation of the Project.

Baynouna Solar Energy project complies with IFC Policy on Environmental and Social Sustainability, including the IFC Performance Standards (2012) (IFC PS) on Environmental and Social Sustainability (more details on the regulatory context can be found in section 3).



Community	Distance (Km)
Qafour	13
Al-Mageyer mhna	14
Albeedah	20
Alkhshafyeh	23
Negeera	25

2.0 PURPOSE

This 'Stakeholder Engagement Plan' (SEP) guides the stakeholder engagement activities during the operation stage of the Project. The SEP has been revised based on experiences during the preceding stages of the project (design, development, and construction). The SEP aims to outline the systematic approach that will be followed to maintain a constructive, strong, and responsive relationship with the Project stakeholders by effectively engaging them during the O&M phase. It describes the process and means for disclosing meaningful and relevant information to the different Project stakeholders. It also includes the grievance mechanism, describing the means for raising a Project-related grievance identified by the communities and other stakeholders, as well as the grievance evaluation and management process.

The SEP is designed to follow best practices. It is a live document that will be reviewed at least on annual basis and updated as considered applicable based on the Project's environmental and social performance and interactions with stakeholders.

The following principles and core values are underpinning the stakeholder engagement process described in this SEP:

- Commitment;
- Integrity;
- Respect;
- Transparency;
- Inclusiveness; and
- Trust.

This SEP forms part of the Project's Environmental and Social Management System, which includes other Management Plans of which the following are directly relevant to the SEP:

- ✓ Community Grievance Procedure (Refer to Grievance procedure)
- ✓ Community Health and Safety Plan
- ✓ Corporate Social Responsibility (CSR) Plan
- ✓ Emergency Response and Preparedness Plan

3.0 REGULATORY CONTEXT

3.1 Relevant Jordanian Stakeholder Engagement Requirements & Legislation

Stakeholder engagement in Jordan is connected to the preparation of an Environmental and Social Impact Assessment (ESIA) (in the project design phase) as per the "EIA Regulation No. (37) of 2005". For those projects which require an ESIA (as is the case for this Project), the Regulation requires a scoping session with potentially affected stakeholders at the onset of the ESIA, to provide information and allow them to participate in the ESIA process.

In addition, the EIA Regulation specifies that the outcomes of the ESIA are to be announced to the public and stakeholders in a manner that the Ministry of Environment deems appropriate and is dealt with on a case-by-case basis – taking into account the type and nature of the project development. The ESIA and scoping session have been undertaken for this project, outcomes of which are informing this SEP and can be consulted on the [Baynouna webpage](#).

3.2 IFC Performance Standards (PSs)

The project is designed and managed by good international industry practice and standards, including the Performance Standards of the International Finance Corporation (IFC) which is a lender to the project. IFC PS 1 on “Assessment and Management of Environmental and Social Risks and Impacts” in particular describes the stakeholder engagement requirements in more depth. It states the following:

“Stakeholder engagement is the basis for building strong, constructive, and responsive relationships that are essential for the successful management of a project’s environmental and social impacts. Stakeholder engagement is an ongoing process that may involve, in varying degrees, the following elements:

- ✓ Stakeholder analysis, and planning;
- ✓ Disclosure and dissemination of information;
- ✓ Consultation and participation;
- ✓ Grievance mechanism; and
- ✓ On-going reporting to Affected Communities.

The nature, frequency, and level of effort of stakeholder engagement may vary considerably and will be commensurate with the project's risks and adverse impacts, and the project's phase of development.”.

3.3 Project Company Policy

The implementation of the SEP will contribute to achieving the following objectives of Baynouna's Company Policy:

- To maintain a constructive and responsive relationship with the local communities where we operate and with wider stakeholder groups based on stakeholder engagement and access to relevant information; and
- To endeavor in strengthening our corporate governance system as well as our engagement with diverse stakeholders that form the basis of the overall sustainability of our operations.

4.0 OBJECTIVES OF THE SEP

Stakeholder engagement can be described as the systematic effort to understand and involve stakeholders and their concerns in the project activities and decision-making processes. Stakeholders are defined as any group or individual who can affect or can be affected by the project.

The main objectives for stakeholder engagement are:

- ✓ To inform the relevant stakeholders about the project, to build and keep the social license to operate for the project within the host community, and to manage stakeholder expectations;
- ✓ To provide a basis for stakeholder participation in environmental and social impact identification, prevention, and mitigation as well as to provide a platform for reporting back on mechanisms to address these impacts.

5.0 STAKEHOLDER ENGAGEMENT STRATEGY

5.1 Identification of Stakeholders

To define a communication process with stakeholders, several stakeholder groups that may be interested and/or affected by the project development and implementation on different levels are identified. These include (see Table 1):

1. People and social groups who will be directly or indirectly affected by the Project;
2. People and social groups who may participate in the implementation of the Project (such as investors, lenders, workers/employees, etc.);
3. People and social groups who are not affected by the Project development per se but can influence and make decisions on the implementation of the Project and/or may have an interest in the Project.

Throughout the project implementation, the Project Company together with EPC and O&M Contractor have identified the range of stakeholders that may be interested in and/or affected by their actions. Whenever a new activity is identified that may generate adverse environmental and social impacts, the Project Company and the Operator will identify the affected stakeholders and will meet the relevant requirements described in this SEP.

Table 1: Identified Groups of Stakeholders

Stakeholders who may be directly or indirectly benefited/affected by the project
Residents of Al Muwaqar and Sahab city, villages, and communities
Community-Based Organizations
Local Academic Institutions
Local enterprises and businesses
Youth and the unemployed
Women groups
Stakeholders who may participate in the implementation of the project
Investor/Lender
Local Sub/Contractors
Employees of Local Sub/Contractors
Equipment/Service Suppliers
Stakeholders who may influence/make a decision/have an interest in the implementation of the project
Central Government
Ministry of Environment
Ministry of Energy and Mineral Resources
Ministry of Interior
National Electric Power Company (NEPCO)
Ministry of Labor
Ministry of Health
Ministry of Public Works
Ministry of Agriculture
Ministry of industry and trade
Ministry of water and irrigation
Ministry of Public Works and Housing
Local Government
Greater Amman Municipality

Amman Governorate
Al Muwaqqar and Sahab District
Jordan Civil Defence
Social Security Corporation
Police
Healthcare Department, Fire Department
Non-Governmental Organizations and other Organizations
EDAMA
Jordan Engineers Association
Local Environmental Societies
Jordanian Hashemite Fund for Human Development (JOHUD),
Renewable Energy and Environment Investment Society
Jordan River Foundation

It is to be noted that the residents of Al Muwaqqar city, villages, and communities will be represented by their leader (locally called Sheikh) in coordination with Al Muwaqqar municipality (see also below). Also, we will be contacting the three former CLOs as needed. Relevant stakeholders will be further identified through a variety of methodologies, including formal and informal discussions with traditional leaders and government agencies and community meetings.

The SEP aims to tailor stakeholder engagement activities to the characteristics and interests of the affected communities and includes various measures to allow the effective participation of those identified as disadvantaged or vulnerable. When the stakeholder engagement process depends substantially on community representatives, the Operator and the Project Company will make every reasonable effort to verify that such persons do represent the views of affected communities and that they can be relied upon to faithfully communicate the results of consultations to their constituents. The verification of the proper representation will be carried out through meetings with the local community representatives (leader of the tribe) in liaison with the government representative within the society (the administrative ruler of Al-Muwaqqar) when necessary.

5.2 Communication Process and Methods

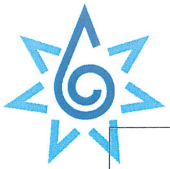
For each of the stakeholder groups, the specific communication methods and tools were identified in addition to the objective for interaction with each stakeholder group to ensure easy, transparent, direct, open, and interactive communication with all stakeholders and to get as early as possible their feedback in the different phases of project implementation.

The matrix below contains identified stakeholders and the most appropriate communication methods and tools as well as the objectives for such interaction:

Table 2: Identified Groups of Stakeholders and Most Appropriate Communication Methods and Tools

Stakeholder Group	Communication/Engagement Methods	Objective
Stakeholders who may be directly or indirectly benefited/affected by the project		
Residents of Al Muwaqar and Sahab city, villages, and communities - representatives	Direct meetings	<ul style="list-style-type: none"> - Provide necessary information and communication required throughout the Project's lifetime - Explanation of Stakeholder Engagement Plan (SEP) including grievance mechanism or any other issues. - effective consultation and engagement in case of anticipated impacts and risks of the project activities - Project CSR plan
Any potentially affected parties	Direct meetings	described in the grievance mechanism section
	Direct meetings	Where multiple grievances are received on a certain topic, targeted public meetings/ workshops will be arranged to discuss specific works that may cause disruption

Local Academic Institutions Local enterprises and businesses Youth and the unemployed Women groups	Direct meetings Group meetings or public meetings, municipal bulletin boards, E-mails with Project updates	<ul style="list-style-type: none"> - Provide necessary information and communication required throughout the Project's lifetime - explanation of Stakeholder Engagement Plan (SEP) including grievance mechanism or any other issues - Manage expectations so that local communities are realistic about opportunities from the Project and discuss commitments related to social development - Number of skilled and unskilled job opportunities targeted to the local community - Present transparent recruitment procedures
Stakeholders who may participate in the implementation of the project		
Investor/Lender	Annual Monitoring Report, meetings, site visits, EHS reporting, E-mails	<ul style="list-style-type: none"> - Provide EHS information throughout the Project's lifetime - update ESMPs - report on grievances, incidents
Local Sub/Contractors	Direct meetings Group meetings or public meetings, municipal bulletin boards, and E-mails with Project updates.	To include amongst others information or communication related to ESMP, work contract, occupational health, and safety plan, company policies, and procedures, grievance mechanism, code of conduct, etc.
Employees of Local Sub/Contractors		
Equipment/Service Suppliers		
Central Government		
Ministry of Environment	Official correspondence / direct meetings as necessary	<p>On an as-needed basis:</p> <ul style="list-style-type: none"> - Provide necessary information and communication required throughout the Project lifetime; - Coordinate as required on any topics related to the respective competencies of Central Government bodies
Ministry of Energy and Mineral Resources		
Ministry of Interior		
National Electric Power Company (NEPCO)		
Ministry of Labor		
Ministry of Health		
Ministry of Public Works		
Ministry of Agriculture		
Ministry of Industry and Trade		
Ministry of Water and Irrigation		
Ministry of Public Works and Housing		
Local Government		
Greater Amman Municipality	Official correspondence / direct	On an as-needed basis:



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Amman Governorate	meetings as necessary	- Provide necessary information and communication required throughout the Project lifetime; - Coordinate as required on any topics related to the respective competencies of Local Government bodies
Al Muwaqqar and Sahab District – Administrative Ruler		
Local emergency response governmental bodies (Jordan Civil Defence, Social Security Corporation, Police, Fire Department)	Direct meetings Correspondence and official letters	Coordinate the implementation of the Project's Emergency Preparedness and Response Plan, including regular active engagement in drill exercises, updates on contact details

Non-Governmental Organizations and other Organizations		
EDAMA	Official correspondence / direct meetings as necessary	- Provide necessary information and communication required throughout the Project lifetime;
Jordan Engineers Association	Direct meetings Correspondence and official letters	- Direct benefits of employment during operation - Provide necessary information and communication required throughout the Project lifetime;
Local Environmental Societies	Official correspondence / direct meetings as necessary	- Concern regarding ecological and social impacts - Direct benefits of employment - Provide necessary information and communication required throughout the Project lifetime; - Explanation of Stakeholder Engagement Plan (SEP) including grievance mechanism or any other issues.

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Friends of Environment Society	Official correspondence / direct meetings as necessary	- Concern regarding ecological and social impacts - Provide necessary information and communication required throughout the Project lifetime;
Jordanian Hashemite Fund for Human Development (JOHUD)	Official correspondence / direct meetings as necessary	- Concern regarding ecological and social impacts
Renewable Energy and Environment Investment Society	Official correspondence / direct meetings as necessary	- Provide necessary information and communication required throughout the Project lifetime;
Jordan River Foundation	Official correspondence / direct meetings as necessary	- Provide necessary information and communication required throughout the Project's lifetime

5.3 Stakeholder Engagement Plan

Stakeholder engagement during the operation phase of the project will build on the engagement activities undertaken during preceding project phases, will run throughout the lifetime of the project, and will include the following key components: (1) disclosure of information, (2) consultations, and (3) receiving and handling grievances.

5.3.1 Disclosure of Information

Objective: The Project Company aims to provide the stakeholders with access to relevant information, to help Affected Communities and other stakeholders understand the risks, impacts, and opportunities of the project. This information will include:

- ✓ The purpose, nature, and scale of the project;
- ✓ The duration of proposed project activities;
- ✓ Any risks and potential impacts on such communities and relevant mitigation measures;
- ✓ The envisaged stakeholder engagement process;
- ✓ Employment/procurement opportunities;

- ✓ The grievance mechanism;
- ✓ Effective consultation and engagement in case of anticipated impacts and risks of the project activities
- ✓ Information on CSR activities.

As part of this, all interested and affected parties can find the following documents on the Baynouna website <http://baynouna.bluerayjo.com/>

- ✓ ESIA Report (in English);
- ✓ ESIA Scoping Session Report (in English);
- ✓ ESIA Executive Summary (in Arabic)
- ✓ Current SEP (In English/Arabic)

In addition, hard copies of these documents in Arabic/English will be available with the CLO and other locations available to the local community.

Further disclosure of information to inform the stakeholders will be undertaken in line with the matrix as presented in Table 3 below.

5.3.2 Consultations

As per the IFC guidance, when Affected Communities are subject to identified risks and adverse impacts from a project, the Project Company will undertake a process of consultation in a manner that provides the Affected Communities with opportunities to express their views on project risks, impacts, and mitigation measures, and allows Operator and the Project Company to consider and respond to Them. Effective consultation is a two-way process that should:

- Begin early in the process of the identification of environmental and social risks and impacts continuing on an ongoing basis as risks and impacts arise;

- Be based on the prior disclosure and dissemination of relevant, transparent, objective, meaningful, and easily accessible information which is in a culturally appropriate local language(s) and format that is understandable by Affected Communities;
- Focus inclusive engagement on those directly affected as opposed to those not directly affected;
- Be free of external manipulation, interference, coercion, or intimidation;
- Enable meaningful participation, where applicable; and
- Be documented.

The above process is achieved through the following:

- Inform and guide the affected stakeholders to access the ESIA and SEP via the Project Company website.
- CLO having regular meetings (at least on weekly basis) with the local community representatives (leader of the tribe); Some governmental or other organization if required
- Having meetings with the government representative within the society (The Administrative Ruler of AL Muwaqar and Sahab) (bi-annual)
- Adopting regular grievances assessment via the Operator and the Project Company to ensure compliance and adherence;
- Peer to peer meeting with the 3 former construction CLOs if needed and the local community who may be affected by any unwanted consequences of the Project;

5.3.3 Community Grievance Mechanism

The operator has implemented a Community Grievance Procedure (Refer to Grievance procedure) whereby a grievance is defined as any complaint, problem, disagreement, or dispute that affected communities face and raise related to this project, its activities, or involved entities including Baynouna, Operator, and contractors or subcontractors hired by Operator for the Project. The grievance could include but is not limited to damage to public or private assets, disturbances, unethical or unjust behavior, health and safety risks, nuisances, and others. The procedures provide for a reporting method, an investigation, tracking of the resolution, and a documented close-out procedure.

5.3.4 Safe Stakeholder Engagement in the Context of COVID-19

The Company acknowledges that the COVID-19 pandemic situation can hamper traditional stakeholder engagement and that therefore different approaches and alternatives for communicating with the Project's stakeholders need to be explored and implemented. The Company will ensure that engagement processes can be conducted through safe but effective channels while adhering to the health directives issued by applicable national and local authorities and in line with the guidelines in the [Interim Advice for IFC Clients on Safe Stakeholder Engagement in the Context of COVID-19](#).

Depending on the local COVID-19 pandemic circumstances, the Company will provide a safe participation and engagement process through:

- 1- Online communication like WhatsApp for posting project information
- 2- Traditional meeting, if possible, with leaders, and the local community to disseminate information and gather feedback
- 3- Accessible stakeholders to participate and raise grievances by mobile phone with CLO coordination.
- 4- Video/conference call to disseminate information and gather feedback.

5.3.5 Envisaged approach of stakeholder engagement activities

Table 3 below outlines the planned actions to be followed as part of the SEP. This approach integrates the three objectives described above and is based on currently available information and the current situation within the local communities. Priority stakeholder groups targeted with these actions are stakeholders who may be directly or indirectly benefited/affected by the project and/or participate in its implementation. This approach is adaptive and can be amended based on additional information

Table 3: Envisaged Approach of Stakeholder Engagement Activities

Action	Target Stakeholder Group	Document Subject to Disclosure	Timing and Frequency	Responsibility
Disclosure of project information/updates to key local community stakeholders	Residents of Al Muwaqar and Sahab city, villages, and communities - representatives	ESIA, Updated SEP (also available on Baynouna website) - Grievance Mechanism related documentation: Grievance mechanism simplified procedure in Arabic, Grievance box, and grievance forms available at the Project site offices - Project brochure and/or poster - Updates on the Project including environmental and social issues	- Continuously available with the most updated version of all documents - Frequency of checks semi-annually for all documents and monthly for grievance-related documentation	Sr. CLO/CSR
Regular outreach to local communities	Residents of Al Muwaqar and Sahab city, villages, and communities - representatives	- meeting records in report/log sheet - minutes of meetings - attendance registers	Monthly meeting with representatives and CLO	Sr. CLO/CSR
Implementation of Emergency Preparedness and Response Plan (ERP)	Civil Defence, Police Department, Healthcare Department, Fire Department	ERP includes different potential emergency scenarios and the level of an emergency including coordination for Emergency drills	biannual or if there are significant changes to the EPRP	Baynouna PC Operator HSE Manager
Update on project activities	Project Lenders	- Monthly and annual reports (AMR), including information on HSE performance and details of any accidents, emergencies, or other material events	monthly/annual/as needed	Operator HSE Manager and project team

- Coordinate COVID-19 procedures and measures including Defence Law	Ministry of Health	Coordination to take the information and government rules for COVID-19	As required	Baynouna PC Operator HSE Manager
- Conduct audits/inspections as required by the respective authority - Provide project information/updates as required by the respective authority	Central government: Ministry of Environment, Ministry of Labour, Ministry of Energy and Mineral Resources, Ministry of Health, Social Security Corporation, National Electric Power Company, Jordan Civil Defence Police Municipality	Audit reports and any other documents as required	As required	Baynouna PC Sr. CLO/CSR Operator HSE Manager
Coordinate waste (water) collection	Ministry of Environment	Audit reports and any other documents as required	As required	Baynouna PC and Operator HSE Manager
Update on project activities	Al Muwaqqar and Sahab District – Administrative Ruler	- Grievance Mechanism related documentation: Grievance mechanism simplified procedure in Arabic, Grievance box, and grievance forms available at the Project site offices - Project brochure and/or poster - Updates on the Project including environmental and social issues	Semi-annual	Sr. CLO/CSR
Ramadan food coupons donation	Al Muwaqqar and Sahab District – Administrative Ruler cooperation with Civil Service Consumer Cooperation	CSR plan	annual	Baynouna PC Sr. CLO/CSR
Concern regarding ecological and social impacts	EDAMA	Project Activities Report	As required	Baynouna PC Sr. CLO/CSR and Operator HSE Manager

6.0 ROLES AND RESPONSIBILITIES

6.1 Baynouna PC

Ensuring, in coordination with the Development Coordinator & Social Specialist, that the Project Team (including direct employees and contracted workers) are aware of and understand the grievance mechanism, explained to them through a toolbox talk and regular refresher training.

6.1.1 Senior Community Liaison Officer/Corporate Social Responsibility Officer

In general, the Sr. CLO/CSR employed by the Project Company will undertake the stakeholder engagement exercises, maintenance of the Community Grievance Log, stakeholder engagement register, and feedback systems. The Sr. CLO/CSR will coordinate with Operator.

As part of this, the Sr. CLO/CSR will:

- Liaise with all project participants to ensure effective relationships, accuracy in information delivery, and consistency in messages from the Operator, employing a myriad of communication tools and techniques to build and sustain the reputation and image of the Project.
- Fulfil his responsibilities under the supervision of the Baynouna Plant Manager;
- Manage community grievances received either directly through the Sr. CLO/CSR or by Operator, and provide written confirmation of receipt of grievance, resolving the grievance, and submit grievance resolution form to Project Manager and others;
- Analyze the nature of grievances in coordination with other relevant personnel from the Operator, investigate if the grievance is eligible or not, and identify the required actions to be implemented to address and resolve the issue;

Conduct meetings with the local community members and project members either in the project or at the community representatives' residences/offices as required/needed to the benefit of both the project and the local community.

6.2 Operator

6.2.1 Operator Plant Manager

- ✓ The Project Managers for Operator and Baynouna are the responsible persons for external relations overall during the O&M phase. This includes ensuring the implementation of the Community Grievance mechanism.
- ✓ Consistently track issues related to the O&M activities that have been reported to the Sr. CLO/CSR.
- ✓ End-responsibility on handling grievances, and their coordination with the Sr. CLO/CSR.

6.2.2 Operator HSE Manager

- ✓ Responsible for managing and overseeing the effective implementation of this Stakeholder Engagement Plan and the Grievance Mechanism.
- ✓ Providing necessary input on the Stakeholder Engagement Log on a monthly basis
- ✓ Developing the Corporate Sustainability Report including communication on environmental and social performance for the Project, amongst other Company projects, and ensuring it is made publicly available

6.2.3 Project staff

As part of their Code of Conduct, the Project staff will refer any stakeholder or complainant to the SEP, Grievance Mechanism, and the Sr. CLO/CSR and/or Project Management.

6.3 Contractors and subcontractor

The project's procedures regarding stakeholder engagement and grievance mechanism and its underpinning principles will need to be adhered to by all contractors and Operators as specified in their contracts.

As part of this, contractors and their staff will be required to:

- ✓ Implement this SEP and refer to the SEP and the project's CLO in their interactions with their and the project's stakeholders;
- ✓ Tailor engagement to the language preferences of the Affected Communities, their decision-making process, and the needs of disadvantaged or vulnerable groups;
- ✓ Undertake engagement in an informed and culturally appropriate manner;
- ✓ Train their personnel and workforce in basic interpersonal communications skills to ensure that behaviors honor the local norms, rules, and systems, and promote active dialogue and listening;
- ✓ Monitor complaints regarding personnel/workforce behavior regularly;
- ✓ Collaborate with local stakeholders to play a leadership role in engagement processes, where appropriate;
- ✓ Avail stakeholders of necessary and relevant site information;
- ✓ Develop and convey core messages about Site activities;
- ✓ Where gaps or underperformance are identified, corrective action plans will be developed in agreement with Operator and Baynouna and implemented.
- ✓ The contractor will inform the subcontractor about SEP during the induction session, and in TBT and training.
- ✓

7.0 LOGGING, MONITORING, AND REPORTING

The operator and the Project Company will document and maintain a register of the engagements with various stakeholders.

Record keeping will take the following form:

- ✓ An electronic and hard copy filing system for all external relations activities;
- ✓ Recording issues raised at meetings and distributing the report to attendees for verification at regular intervals;
- ✓ Attendance registers completed at all meetings, and taking digital photographs and/or video recordings at meetings as required/possible;

Keeping a comprehensive record for reporting purposes of:

- ✓ All meetings (dates, venues, attendees, objectives, outcomes);
- ✓ All events such as launches, open days, etc. (dates, venues, attendees, objectives, outcomes);
- ✓ All comments, compliments, grievances, and responses to these; and,
- ✓ Times and content of media advertisements, radio broadcasts
- ✓ A summary of the results of the meeting and any grievances will be included in the monthly project EHS report and Annual Monitoring Report to the Lenders.

The outcome of the stakeholder engagement, public consultation, and disclosure will be evaluated by the Sr. CLO/CSR and Operator team. The operator and the Project Company will review such evaluations by the Sr. CLO/CSR and act swiftly to apply corrective actions.

The logging will be based on the below matrix:

Stakeholder Engagement notes – Baynouna		
Date:	Location:	Observation:
Participants:	Baynouna Representative/s:	
Objectives:	Key messages:	Supporting Tools:
Engagement Notes:		
Next Steps/Commitments:		