



The Hashemite Kingdom of Jordan

Ministry of Agriculture

Agriculture Resilience, Value Chain Development and Innovation

Program (ARDI)

Investment Project Financing (IPF)

Stakeholders Engagement Plan (SEP)

September 2023

Acronyms

CBO	Community-Based Organization
E&S	Environmental and Social
ESMP	Environmental and Social Management Plan
GoJ	Government of Jordan
GM	Grievance Mechanism
GRS	Grievance Redress Service
IPF	Investment Project Financing
MOA	Ministry of Agriculture
MoEnv.	Ministry of Environment
MOF	Ministry of Finance
MIT	Ministry of Industry and Trade
MoL	Ministry of Labor
MOPIC	Ministry of Planning and International Cooperation
MOLA	Ministry of Local Administration
MWI	Ministry of Water and Irrigation
NGO	Non-Governmental Organization
OHS	Occupational Health and Safety
OIP	Other interested parties
PAP	Program Action Plan
PPE	Personnel Protective Equipment
SEP	Stakeholder Engagement Plan
WB	World Bank

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1. Introduction

Stakeholder engagement is the basis for building strong, constructive, and responsive relationships that are essential for the successful management environmental and social impacts. The purpose of stakeholder engagement is to establish and maintain a constructive relationship with a variety of stakeholders over the entire life of a Project. Initiating the engagement process in early phases helps ensure the timely public access to all relevant information and gives the stakeholders an opportunity to input into a Project design and the assessment of impacts.

The Program for Results (Hybrid) Agriculture Resilience, Value Chain Development and Innovation (ARDI) (“the Operation”) was approved on September 8, 2022. The Program Development Objective (PDO) is to strengthen the climate resilience and enabling environment for agriculture development in selected value chains in Jordan. The ARDI Program consists of two key results areas: (1) Climate resilience and sustainability and (2) Competitiveness and exports. The total financing of the ARDI program amounts to US\$ 125 Million, of which US\$ 119.5 Million will be provided by IBRD and US\$ 5.5 Million by the PROSPECTS TF Grant. The Operation consists of a Program for Results (PforR) and an Investment Project Financing (IPF) component (“the Project”) aimed at supporting PforR implementation. The Project includes four components: (1) Jordan Sustainable Agriculture Plan (JAP) Systems Building and Implementation Support, (2) Inter-Ministerial Coordination and Stakeholder Engagement, (3) Capacity Development for Implementing Agencies and (4) Contingent Emergency Response Component.

The IPF Component of the Program (the Project) is designed to support implementation of the PforR, especially the implementation of JAP overall, with technical support to strengthen the respective technical project management, financial management, procurement, and safeguards systems. The IPF would aim at providing support to MoA for system development and strategic planning in the JAP’s selected priority areas. This would be achieved through the establishment of a Delivery Unit (DU). In support of the DU, the IPF component would finance works, goods, nonconsulting services, and consulting services, training and operating costs. In July 2023, the IPF underwent financial restructuring. The purpose of the restructuring was to accelerate implementation of the PforR and reduce the risk of implementation delays. The proposed changes do not affect the Program’s theory of change, description of Disbursement-Linked Indicators, or Program Action Plan items. The proposed restructuring of the Project sharpen the focus towards fast-tracking enabling activities for the PforR. To achieve this, a fifth component is added to the Project (IPF component), titled ‘Fast-tracked enabling activities for program delivery’, encompassing upstream enabling activities to be initiated in 2023. The overall share of financing to the Project (IPF component) would be increased by US\$1 M and that of the PforR reduced by the same amount. The IPF activities are subject to the World Bank’s Environmental and Social Framework, and require a Stakeholder Engagement Plan to be prepared in accordance with the objectives and requirements of ESS10, the Environmental and Social Standard on Stakeholder Engagement and Information Disclosure. Given the expanded activities under the IPF, this SEP is prepared as a dedicated stand-alone SEP, covering all IPF activities, including the new activities under the fifth component (component 5).

In addition to the SEP, as part of the restructuring, an Environmental and Social Management Plan (ESMP) (including labor management procedures) has been prepared to manage environmental and social impacts of the IPF activities (Component 5), as well as an Environmental and Social Commitment Plan (ESCP) that is part of the loan agreement.

Other relevant environmental and social documentation include the Environmental and Social Systems Assessment (ESSA) for the broader PforR program that was prepared and disclosed by the World Bank during project preparation. The ESSA identifies the stakeholders for the broader program and describes the manner in which stakeholder engagement is mainstreamed into all interventions. Given the interconnection between PforR and IPF this SEP applies to the IPF, and is also designed to support implementation of the PforR Program interventions.

Stakeholder Engagement Plan (SEP) lays out how the project (and PforR program) will engage systematically with its stakeholders. The SEP identifies which information will be public domain, the different stakeholders involved in the project, the timing, tools and methods of engagement along the lifecycle of the project and how those should be adapted to the numerous groups of stakeholders and most importantly, to the vulnerable groups. The SEP will also indicate the interest of each stakeholder and the type of information that they would need to know. The SEP promotes two-way communication between the MOA Delivery Unit and different stakeholders continuously. Information regarding the project, environmental and social risks and impacts, proposed mitigation measures, will be shared with project stakeholders on a regular basis. It also provides channels for stakeholders to share comments and concerns, and tools for the project team to close the feedback loop by disclosing how those comments were assessed and taken into account in the project. It also describes the project's grievance mechanism and how to access it. The grievance mechanism described in the SEP, applies to both the IPF and PforR Program.

1.1 Project Components

The implementation of the National Sustainable Agriculture Plan 2022–2025 (JAP) overall will require considerable, well-coordinated, timely, and focused technical support from the Ministry of Agriculture, particularly during the early stages of implementation. The IPF component will provide technical assistance to MOA and other implementing agencies of JAP. This would be achieved through the establishment of a Delivery Unit (DU). DU capacity would be strengthened with a view toward a longer-term role in supporting the delivery of strategic plans for the agriculture sector and of partner initiatives in their support, such as by other development partners.

The Project IPF component has five sub-components as follows:

Component 1: JAP Systems Building and Implementation Support (US\$ 1.7 million, of which International Bank for Reconstruction and Development (IBRD) and Global Concessional Financing Facility (GCFF) US\$ 0.7 million; PROSPECTS Total Financing (TF) US\$ 1 million)

The DU will provide expertise and support to implementing agencies of the JAP in the development of appropriate systems underpinning JAP implementation in the following areas:

- A. Strategic activity planning: Working with directorates and agencies on improved strategic planning processes and the design of implementation plans for activities under JAP;
- B. Financial management: Strengthening the capacity of budget planning, and financial reporting;
- C. Environmental and social risk management and safeguards: Strengthening the capacity for environmental and social risk assessment, management, and monitoring including design, preparation and implementation of environmental and social safeguards screening tools, studies, plans and reporting to ensure environmental and social considerations are mainstreamed including inclusivity of all activities toward vulnerable populations including refugees;
- D. Procurement: Assisting with the preparation and updating of Program annual procurement plans, the execution of procurement transactions through Electronic Government Procurement System (JONEPS) and Systematic Tracking of Exchanges in Procurement (STEP) (for IPF), monitoring of procurement and contract implementation, and procurement reporting;
- E. *Monitoring and evaluation*: Assessing and, where necessary, improving the quality of monitoring and reporting systems deployed by MoA and other JAP implementing agencies;
- F. Decent work and Occupational Health and Safety (OHS): Providing targeted expertise and support on topics such as child and forced labor; decent working conditions and OHS in agricultural operations across JAP implementation;
- G. Digitalization and Ag Tech Innovation: Providing advisory and technical assistance to implementing agencies in the use of and collaboration with third parties related to leveraging the potential of digitalization and ag tech innovation across JAP implementation; and
- H. Independent Verification: Establishing and operationalizing the mechanism to review and verify the attainment of disbursement-linked indicators under the Program for Results (PforR). This will be accomplished in the first year through the services of specialist consultants and through the procurement of an external service provider in subsequent years.

Under this component, specific gaps in implementing agencies' social safeguards capacities will be filled through the recruitment of specialized and adequately qualified technical staff to strengthen capacity in refugee inclusion in the short and medium term.

Component 2: Inter-Ministerial Coordination and Stakeholder Engagement (US\$ 0.3 million; of which IBRD and GCFF US\$ 0.3 million)

This component will support MoA in establishing:

- (i) Mechanisms for inter-ministerial and agency coordination at technical level, including Ministry of Planning and International Cooperation (MoPIC), Ministry of Water and Irrigation (MWI), Ministry of Environment (MoEnv), Jordan Enterprise Development Corporation (JEDCO), Ministry of Labor (MoL), etc., and
- (ii) Stakeholder engagement mechanisms (private sector, civil society, producer, and farmer organizations).

Mechanisms will focus on selected strategic priority areas underpinning JAP, including *inter alia*: efficiency of water use in agriculture, opportunities for private sector engagement in extension, competitiveness of agriculture value chains and agricultural exports, and the enabling environment for better jobs for Jordanians as well as vulnerable workers such as women, youth, and refugees.

The DU will support improved coordination with other Government of Jordan (GoJ) entities as well as the organization of regular and adequately organized consultation meetings with representatives of civil society, development partners, and academia to advance existing programs already aimed at as well as further opportunities to improve livelihoods and working conditions of vulnerable workers including women, youth, and refugees across its programs and any particular issues arising as needed.

The SEP outlines the objectives, principles and mechanisms to support implementation of this component.

Component 3: Capacity Development for Implementing Agencies (US\$ 3.5 million; of which PROSPECTS TF US\$ 3.5 million)

The DU will mobilize on an as needed basis targeted technical assistance in support of skills development of staff of the implementing agencies of JAP, as well as other relevant parties. International and regional experts will be mobilized in response to specific requests and needs identified on themes directly related to the priority areas included in the PforR. Short- and medium-term training programs will be offered for key implementing agencies' staff. Assistance will also be provided in a more transversal manner on policy analysis and development as well as in support of the annual and multi-year budgetary programming process at MoA in order to ensure an effective process of mobilization of the budgetary resources necessary for the implementation of the PforR. Areas identified for capacity building include strategic planning, project management, digitalization and ag-tech, procurement and contract management, safeguards, inclusion of vulnerable groups, private sector collaboration as well as a range of technical aspects related to agricultural development and value chains.

Capacity building such as training courses and awareness raising activities will target the employees of MoA with a range of relevant topics including social dimensions in general as well as refugees' relevant topics in particular.

Component 4: Contingent Emergency Response Component (CERC) (Total: US\$ 0)

Contingent Emergency Response Component (CERC). There are no changes to this Component under the restructuring. The component has zero allocation of funding at the onset and would only be triggered in emergency circumstances; the IPF would support the preparation of a procedure manual governing the CERC operations which would also cover any environmental and social requirements including stakeholder engagement activities consistent with this SEP and the commitments under the ESSA.

Component 5: Fast-tracked enabling activities for PforR program delivery, (Total: US\$4.94 million)

This component would support the financing of upstream enabling activities to accelerate the PforR implementation and remove initial bottlenecks towards the achievement of Disbursement-Linked Indicators (DLIs). All proposed activities were included in the theory of change and results areas of the original PforR design and assessed technically, financially and from a safeguards point of view. This Component will support the digital and physical operating environments (e.g., digital software, equipment) needed to achieve DLIs. In particular, these enabling activities will strengthen the operating environment of Sub-RA 1.2. "Building Institutional Adaptive Capacity for Innovation" (DLI 2) and Sub-RA 2.1. "Enabling Services for Value Chain Development and Export Promotion" (DLI 3). Below are the activities that will be performed under component 5 which may have environmental and social adverse impacts or risks, which will be mitigated through this ESMP.

1- Enterprise Resource Planning (ERP) System for the Agriculture Credit Corporation (ACC) (564,000 USD)

The bidding documents will include the purchase of software, related equipment (servers), and required licenses and include roll-out and training of staff. The system will be rolled out to support the Reimbursable Grant Instrument under the PforR and subsequently cover all services and management functions of ACC.

2- Upgrading veterinary service centers (1,974,000 USD)

Purchase of equipment for comprehensive veterinary service center at al Tafelah Governorate in the south of Jordan, which was recently rehabilitated (facilities and furnishing), and in center of Jordan (currently being rehabilitated).

These veterinary centers provide advanced veterinary services for livestock owners that cannot be provided at other veterinary service centers that locates at each governorate.

The veterinary centers have animal examination rooms, procedures rooms, holding facilities, x-ray areas, treatment rooms and other procedure rooms such as cytology, surgery labs, Serology and Virology, post-mortem sections, etc. The project funds will be used to purchase equipment to upgrade the functionality and equipment of centers (e.g. microscopes, new flooring, washing facilities, freezer, photography and tissue sample equipment preparation, dissection table, etc).

3- Automation and refurbishment of tree nurseries (1,269,000 USD)

Three nurseries operated by MoA would be refurbished (Jerash, Baqa'a, and Madaba). These nurseries produce seedlings of fruits and vegetables and provide it for farmers with incentive cost, in addition these nurseries produce forest seedlings for the afforestation projects and distributed free to increase the green area in the country. Nurseries also aims to preserve the local plants breeds. MoA will purchase equipment to modernize operations and increase workers productivity by providing equipment for mechanical soil mixing. The services of these nurseries benefit around 85,000 framers registered in Jordan.

The target nurseries are the following:

- Faisal Nursery in Jerash:

The nursery comprises of green houses, management building, maintenance workshops, internal roads and other relevant facilities The nursery has 48 MOA permanent employees, in addition to 25-30 seasonal workers who work for 6 months a year. These workers are from the local community and 25% of them are women.

Location:

This nursery is established in 1963 and located at Zarqa Riverbank on the eastern border of Jerash Governorate (Figure 1), with an area of 516,000 m².

The nursery is located at semi natural landscape that includes aquatic habitats comprise of Zaqra River that is running around the year with the flow of treated wastewater from As Samra Wastewater Treatment Plant. The nursery has dense planted vegetation with high canopy and dense planted seedlings. Bibbin nature reserve is around 4 km far from the nursery's location, however, the buffer zone is 2 km far (Figure 2).

The nearest community is about 3.5 km distance, but the surrounding area includes many private farms.



Figure 1: Location of Jerash Trees Nursery

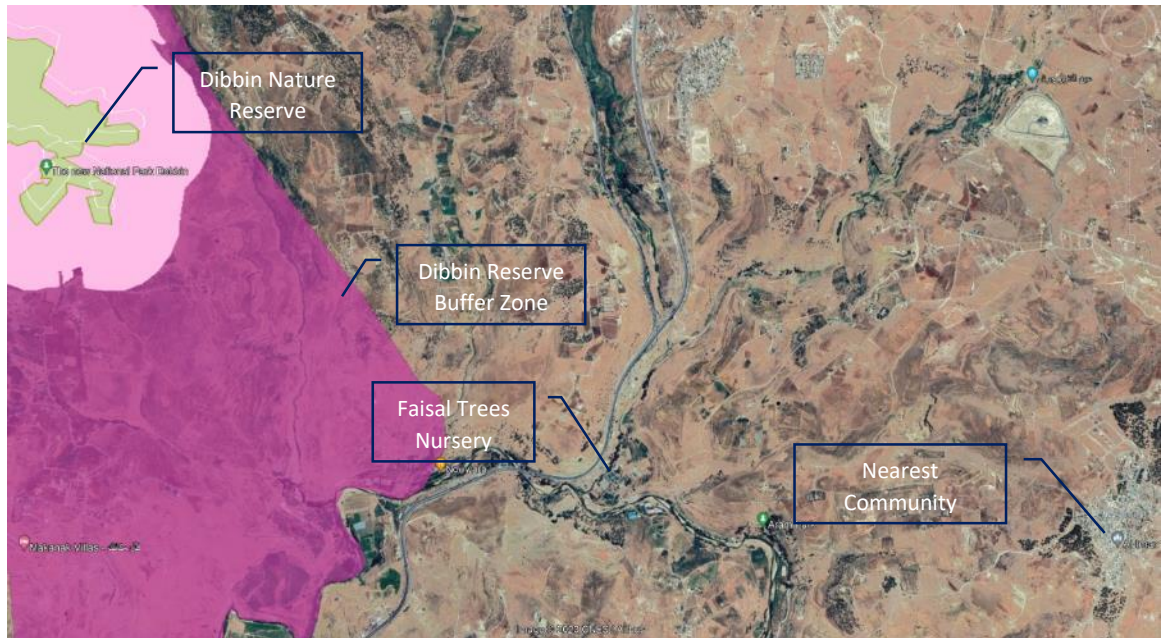


Figure 2: Location of Jerash Nursery to nearest community and Dibbin Protected Area

Proposed Activity:

Refurbishment needs for the nursery includes covering the old green houses with glasses instead of the damaged ones, and plastering, painting, and maintenance of the old buildings. In addition to maintenance of control rooms with purchasing some equipment, as well as installation of small solar PV panels.

The number of workers expected to be involved at this activity is limited, as more skilled workers are required to refurbishment than unskilled labor. The total at site are not expected to exceed 30 workers at the peak. No major heavy machines are required to be permanently on site during performing the activity except the trucks of suppliers who will supply and transport required materials, in addition to trucks needed on intermittent basis to transport refurbishment waste.



Figure 3: Sample of Jerash Nursery buildings require refurbishment

- Alwalah Nursery in Madaba:

Location:

This nursery is located at the bank of Wadi Al Walah at Theban District in Madaba and around 5 km downstream of Al Walaha Dam to the west (Figures 4&5). The nursery is surrounded by a mix of natural and planted areas with private farms (Figure 6). The nursery is located at edge of the buffer zone of Mujib nature reserve, where the boundary of Mujib Nature Reserve is about 10 km west south of the nursery. (Figure 4).



Figure 4: Al Walah Nursery Location



Figure 5: Al Walah Nursery & Al Walah Dam

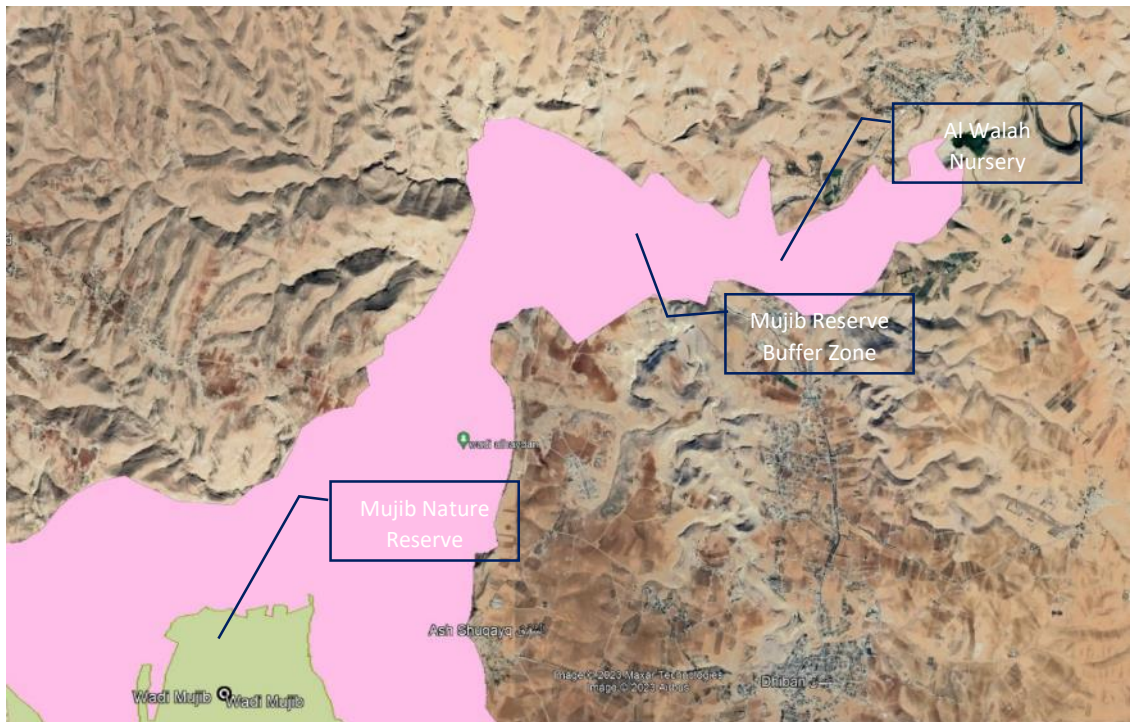


Figure 6: Al Walah Nursery within buffer zone of Mujib Nature Reserve



Figure 7: Picture of Al Walah Nursery

Proposed Activity:

The refurbishment activities will include repair of old buildings including replacement of damaged glass at green houses, maintenance, painting and plastering of existing incubators rooms, and purchase mechanical soil mixing equipment, as well as installation of small solar PV panels. The number of workers expected for this activity is limited (around 20 at peak), and no large construction machineries are required at site except those to transport the maintenance, refurbishment and construction materials.

- **Al Hussien Nursery in Al Balqa:**

Location:

Al Hussien Nursery locates near National Agriculture Research Center (NARC), and close to Al Baq'a Palestinian Refugees Camp in Al Balqa Governorate. The surrounding area is a mix of residential and agricultural use (Figure 8). The surrounding habitats are mainly man developed, where natural landscape has been changed by the existing human activities. The nearest important natural landscape is Dibbin Forest Important Birds Area (IBA) that locates around 12 km to the north of the nursery (Figure 9)



Figure 8: Location of Al Hussien Nursery in Al Balqa

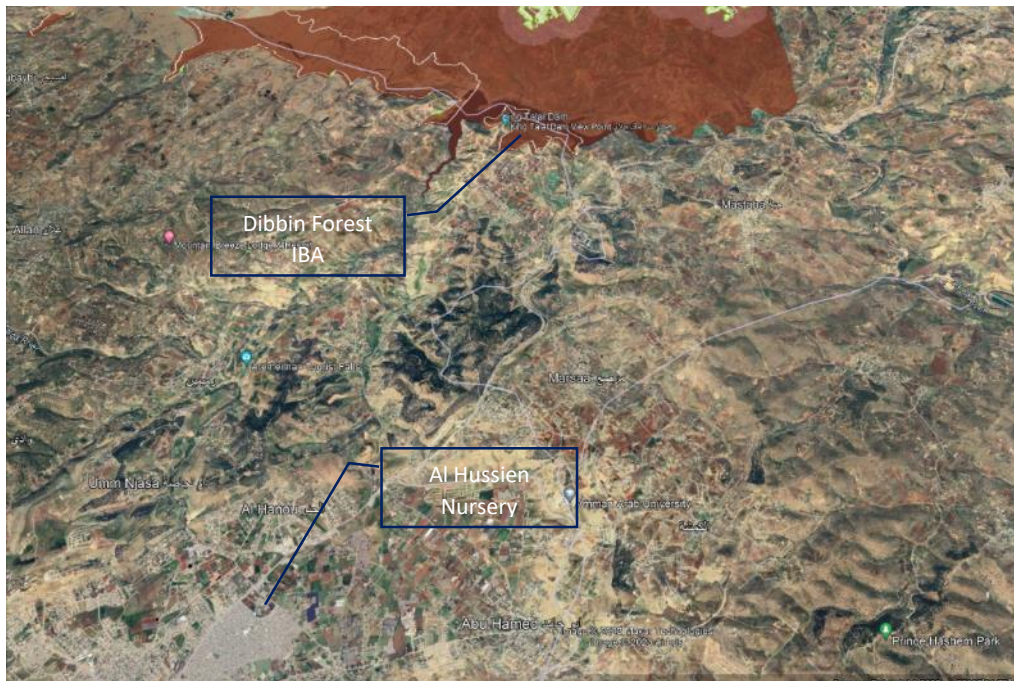


Figure 9: Nearest Important Natural Landscape – Dibbin Forest IBA

Proposed Activity:

The refurbishment activities will include repair of old buildings including replacement of damaged glass at green houses, maintenance, painting and plastering of existing incubators rooms, and purchase mechanical soil mixing equipment, as well as installation of small solar PV panels. The number of workers expected for this activity is limited (around 20 at peak),

and no large construction machineries are required at site except those to transport the maintenance, refurbishment and construction materials.

4- Automation and modernization of public food testing laboratories(853,000 USD)

Public food testing laboratories are responsible in testing the agriculture products to ensure that its free of any pesticides or other chemicals that will make it harmful for human consumption. So all agriculture products prior approved for local markets, or for export and import, samples of these products are tested at these labs. Th eservice is provided for around 85000 framers and 30,000 exporter and importers in Jordan.

Location:

Automation and modernization of food safety testing laboratories that locates within Ain Al Basha agriculture directorate at Al Balqa Governorate and close to National Agriculture Research Center (NARC) (Fig. 10). The surrounding area is a mix of residential and agricultural use, in addition to the presence of Al Baq'a Palestinian Refugees Camp.



Figure 10: Location of Public Foods Safety Labs

The purchased equipment will be mainly operated by kits (no chemicals needed). The proposed equipment include:

The following equipment will be purchased and installed under this sub-component as presented in table 2 below.

Equipment		Target Department / Institution	Purpose
GCMS/MS		Plant Production Labs Directorate	To expedite tests and analysis results
HPLC		Pesticide Residue Analysis Lab	
FTIR		Pesticide Analysis Lab	
LCMS/MS		Jordan Valley Agriculture Directorate / Pesticide Residue Analysis Lab	To operate Jordan Valley Pesticide Residue Analysis Lab
Services Automation Software		Plant Production Labs Directorate	Services upgrade and enhancement
Installation of Solar Panels		Plant Production Labs Directorate	Energy Conservation
Building Maintenance		Plant Production Labs Directorate	Improve infrastructure

Table 1: Equipment to be purchased under sub-component automation and refurbishment of tree nurseries

5- Digital Farmer Extension Services Platform (141,000 USD)

Development and procurement of a prototype for a digital farmer extension service platform. This platform will enhance communication and knowledge transfer between MoA and farmers regarding agriculture best practices, in addition to enable farmers to raise any ES relevant concerns.

6- Refurbishment of Seed Testing Laboratories (MoA/NARC) (141,000 USD)

These laboratories are located at the National Agriculture Research Center (NARC) at Ain Al basha area in Al Balqa Governorate, and adjacent to Al Hussein Trees Nursery. This involves the refurbishment of an existing seed testing lab including testing equipment, maintenance, and furnishing. The equipment that will be purchased under this sub-component are below

Item	Unit
Incubators and instruments	Instrument
Calibration of equipment	Calibration certificate
Coding System	Software
Microscopes and imaging	Instrument with software
PC and Printers	Instrument
UPS	Instrument
Germination paper and consumables for the lab	Consumables

Table 2: Equipment to be purchased under sub-component refurbishment of Seed Testing Laboratories

1.2 Project Implementation Arrangement

MOA has the overall responsibility for the implementation of the Project. A Delivery Unit (DU) will be established at MOA under the Assistant Secretary General Assistant for Projects and Rural Development to provide technical assistance (TA) for the implementation of Program for Results (PforR) and the IPF.

The DU will support the Directorate of Projects Management, the other Directorates involved in Program implementation and the overall implementation of the Jordan Agriculture Plan (“JAP”) in the following functions: (i) provision of implementation support for the JAP; (ii) coordination with other government entities and stakeholders; and (iii) capacity development for implementing agencies of the JAP.

Table 3 below illustrates the implementing agencies and their responsible component(s) for implementation under the Project.

No.	Project IPF Component	Implementing Agency
1	Component 1: JAP Systems Building and Implementation Support	MOA / DU
2	Component 2: Inter-Ministerial Coordination and Stakeholder Engagement	MOA / DU
3	Component 3: Capacity Development for Implementing Agencies	MOA / DU
4	Component 4: Contingent Emergency Response Component	MOA
5	Component 5: Fast-tracked enabling activities for PforR program delivery: 1- Enterprise Resource Planning (ERP) System 2- Upgrading veterinary service centers 3- Automation and refurbishment of tree nurseries 4- Automation and modernization of public food testing laboratories 5- Digital Farmer Extension Services Platform 6- Refurbishment of Seed Testing Laboratories	1- MOA 2- MOA 3- MOA 4- MOA 5- MOA / Extension Service Directorate 6- MOA / NARC

Table 3: Project Implementing Agencies

1.3 Objective of the SEP

The main goal of the Stakeholder Engagement Plan is to ensure that all relevant stakeholders affected by and/or interested in the IPF project activities (Project) are engaged and information flow with these stakeholders is continuous throughout the project life. Given the interconnection between the broader PforR Program, and the IPF, this SEP applies to the IPF, and can also be used to support implementation of the PforR Program, and all its activities and interventions.

The Stakeholder Engagement Plan (SEP) enables the provision of appropriate and timely consultation and information disclosure throughout the entire program and its interventions. e. SEP outlines the target groups and methods of stakeholder identification, engagement, and the responsibilities of implementing agencies (IAs) in performing SEP activities. Specifically, SEP serves the following purposes: i) stakeholder identification and analysis; (ii) planning engagement modalities and effective communication tools for consultations and disclosure; (iii) defining role and responsibilities of different actors in implementing the SEP; (iv) defining the Grievance Mechanism (GM) (for both IPF and PforR) and (v) providing feedback to stakeholders; (vi) monitoring and reporting of the SEP.

The overall objectives of SEP as stated in the ESS-10 are to:

- Understand the stakeholder engagement requirements
- Identify the roles and responsibility of all stakeholders and ensure their participation in all stages of the project cycle;
- Establish a systematic approach to stakeholder and citizen engagements that will help identify stakeholders and build and maintain a constructive relationship with them, in particular project-affected parties;
- Assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be considered in project design and environmental and social performance;
- Promote and provide means for effective and inclusive engagement with project-affected parties throughout the project cycle on issues that could potentially affect them;
- Ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format taking special consideration for the disadvantaged or vulnerable groups;
- Provide project-affected parties with accessible and inclusive means to raise issues and grievances and allow the Project Implementing Agency and its Delivery Unit to respond to and manage such grievances.
- Define roles and responsibilities for the implementation of the SEP;

Define reporting and monitoring measures to ensure the effectiveness of the SEP and periodical reviews of the SEP based on findings

2. Summary of Previous Stakeholders Activities

During the preparation of the Environmental and Social Systems Assessment for the broader PforR program, several consultations were conducted jointly by the World Bank and Ministry of Agriculture with relevant stakeholders.

These activities performed with all identified stakeholders. This section presents a summary of these activities, and details of these stakeholders' engagement activities are at ESSA of PforR program that was officially disclosed to stakeholders and public on the World Bank website.

2.1 Consultation with Farmers' Organizations (March 31, 2022)

A consultation session for farmers representing the farmers union, olive mills owners' association, inverters at agriculture section in addition to individual farmers. The attendees were given the opportunity to comment on the proposed program and to express their opinion on the current challenges that the sector is facing and opportunities that exist to enhance and support the agriculture sector and the farmers. Main issues of discussion and attendees' concerns were as follows:

- Main challenges that farmers are currently are facing
- Potential solutions and opportunities to support the sector and farmers
- Existing agriculture farmers HSE work conditions and how can be improved

2.2 Consultation with Agriculture Sector Donors (April 5th , 2022)

The major issues and concerns raised and discussed at this meeting session were:

- - Marketing agriculture products
- Introduction of agriculture activities around RWH Hafirs can be an added value
- Small livestock owners' interest must be considered at RWH projects and not large-scale owners only
- Coordination between different stakeholders a t agriculture sector need to be enhanced.
- Labor rights for women agriculture labor are usually ignored.
- Lack of proper monitoring on sustainability of agriculture projects by MoA

2.3 Women Focus Group Discussion Meeting (Civil Society) (April 11, 2022)

Women related major concerns and issues discussed were:

- The main challenges that women are facing in the Jordanian Agriculture sector
- Selection criteria for RWH projects
- The training needs for women and main gaps in existing training initiatives
- Women and working conditions in the agricultural sector
- The best outreach and communication strategies and methods for engaging women in agriculture

2.4 Gender and Women Focus Group Consultation (April 11, 2022)

- Major gender related concerns and challenging women face at agriculture sector
- Opportunities the project has to improve access of women to project benefits
- Lessons learned from previous experience and previous projects.
- Existing complaints handling procedure and recommendations for improvement

3. Stakeholder Identification and Analysis

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. It 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 ongoing reporting to the project-affected parties and other interested parties, etc... 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.

This SEP is developed to enable participation of stakeholders and ensure that project design, approaches and activities are implemented in a participatory and inclusive manner, and in ways that minimize potential environmental and social risks. The stakeholders will be informed and consulted about the project at different level as described later in the document.

3.1 Stakeholders Identification

The first step in the process of stakeholder engagement is stakeholder identification; that is, determining the various categories of project stakeholders, and their needs. In accordance with the World Bank Environmental and Social Standard on Stakeholder Engagement (ESS10), this SEP categorizes the Project's stakeholders into two groups:

- **Affected Parties (APs)** - stakeholders that are directly or indirectly affected or likely to be affected by the project; because of actual impacts (positive and negative) or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods. These stakeholders may include individuals or groups, including direct project beneficiaries and local communities. This group may include individuals or groups who may require special engagement efforts due to their vulnerable or disadvantage status, therefore they called Vulnerable or Disadvantage groups. These groups and individuals are who may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project's benefits. These specific groups include but not limited to women, persons with disabilities, elder people, children and refugees.
- **Other Interested Parties (OIPs)** - other parties who may have an interest in the project. It refers to: individuals, groups, or organizations with an interest in the project. This group whose interests may be affected by the Project and who has the potential to influence the project outcomes such as regulators, Community Based Organizations (CBOs), Non-Governmental Organizations (NGOs), vocational associations or chambers of trade and industry, women organizations, etc.
- **Disadvantaged / Vulnerable individuals or groups** - individuals or groups who are potentially disproportionately affected and less able to benefit from opportunities offered by the project due to specific difficulties to access and/or understand information about the project and its environmental and social impacts and mitigation strategies.

Cooperation and negotiation with the stakeholders throughout the Project development also require the identification of persons within the groups who act as legitimate representatives of their respective stakeholder group, i.e. the individuals who have been entrusted by their fellow group members with advocating the groups' interests in the process of engagement with the Project.

Community representatives may provide helpful insight into the local settings and act as main conduits for dissemination of the Project-related information and as a primary communication/liaison link between the Project and targeted communities and their established networks. Verification of stakeholder representatives (i.e. the process of confirming that they are legitimate and genuine advocates of the community they represent) remains an important task in establishing contact with the community stakeholders.

Stakeholder mapping for the broader PforR Program has been conducted as part of the ESSA. See Table 5 below.

Table 5: P4R Program Stakeholders:

Group/Entity	Internal/External	Role in Project	Interest in Project/E&S Issues
Ministry of Agriculture (MoA)			
<ul style="list-style-type: none"> - Water Harvesting Directorate - Projects Management Directorate - Pastures Directorate – - Lands and Irrigation Directorate - Directorate of Training and Awareness of Farmers - Veterinary Directorate - Plant Production Directorate - Olives Unit - Quality and Tracking Directorate - Prevention and Plant Health Directorate 	Internal	Implementation/ regulatory	<p>Interest: The listed directorates will be involved in implementing various activities under the program:</p> <ul style="list-style-type: none"> • Expansion of rainwater harvesting structures • Improvement of veterinary system performance • Improvement of nurseries’ performance • Development of traceability system • Improvement of seed system performance • Development of public services for value chain • Development of capacity in the agri-food sector <p>E&S Issues:</p> <ul style="list-style-type: none"> - Pesticide management - Productivity/efficiency in agriculture Existing E&S management capacity - Health and safety management - Engaging a wide range of stakeholders • Eligibility and selection criteria for program benefits - Inclusion/Empowerment schemes for rural women
Agricultural Credit Corporation (ACC)			
<ul style="list-style-type: none"> - Loans Department - Projects Management Directorate 	Internal	Implementation	<p>Interest:</p> <ul style="list-style-type: none"> • Water savings investments • Development of public services for value chain <p>Issues or E&S concerns:</p> <ul style="list-style-type: none"> - Compliance with environmental regulations - Supporting women in agriculture - Supporting water efficiency and mitigating climate change
National Agriculture Research Center (NARC)			
<ul style="list-style-type: none"> - Environment and Climate Change Research Directorate - Others 	Internal/partner institution	Partner institution	<p>Interest:</p> <ul style="list-style-type: none"> - Performance of extension system - Development of public services for value chain development

Group/Entity	Internal/External	Role in Project	Interest in Project/E&S Issues
			E&S Issues - E&S and health and safety within extension services to farmers
Ministry of Environment (MoEnv.)			
- National Committee for Environmental Impact Assessment (EIA) - Environmental Impact Assessment (EIA) Directorate - Environmental Monitoring and Assessment Directorate - Waste and Hazardous Materials Directorate - Inspection and Environmental Monitoring Directorate	External/ Partner institution	Regulatory	Interest/Issues: - Regulatory approval of rainwater harvesting interventions (earthen dams and Hafirs) - Disposal of agricultural waste including hazardous wastes and agricultural wastewater discharges (- Strategic environmental assessment
Ministry of Water and Irrigation (MWI)/ Water Authority of Jordan (WAJ)/ Water Harvesting Directorate at the Jordan Valley Authority (JVA)			
- Operation and Maintenance Department of the JVA (North, Middle, and South) - Reuse of Treated Wastewater in Agriculture (WAJ)	External/ partner institution	Regulatory	Interest: - Regulatory enforcement and labor conditions in the agricultural sector - jobs for Jordanians and non-Jordanians - Grievance Mechanism (GM) - Agricultural workers complaints' managing system E&S Issues: - Working conditions and health and safety of informal and vulnerable workers including refugees, migrants and women - child and forced labor risks in the agricultural sector
Direct Beneficiaries			
- Household farms - Semi- nomadic Bedouins - Livestock owners - Women, youth, and refugees - Exporters (SMEs)	External	Beneficiaries (project affected People)	Interest: - All these direct beneficiaries will be directly benefiting from projects' interventions in different areas: RWH, extension services, veterinary services, training and skills enhancement, etc.

Group/Entity	Internal/External	Role in Project	Interest in Project/E&S Issues
			E&S Issues: - Climate change hazards affecting their livelihoods - importance of extension services (Farmers Field Schools) - E&S requirements for export (including child labor)
Other Interested Parties			
- Jordan Food and Drug Association (JFDA) - Customs Department - Ministry of Industry and Trade (MOITS)	External	Regulatory	Interest - Traceability System Development - E&S requirements for export
Governates and municipalities	External	Consultation and coordination	Interest: - Identification of needs /decentralization committees - Extension and other MOA services E&S issues: - Climate Change - Needs of poor or vulnerable households including women and refugees - Social cohesion
All those working along the agricultural value chain	External	Indirect beneficiaries	Interest: Indirectly benefiting while working or being related to program's implementation including private sector and SMEs in general
Development Partners and UN Agencies			
FAO, WFP, USAID, IFAD, OPIC, ESCWA, EU, ILO, Netherlands Cooperation	External	Consultation and Coordination	Interest: -Productivity/efficiency in the agriculture sector - building on experience/coordination with on-going projects - Issues or E&S concerns: - Sustainability of projects - protecting poor and vulnerable - Social cohesion - transparency and monitoring results

Group/Entity	Internal/External	Role in Project	Interest in Project/E&S Issues
			- Enhancing E&S capacities of implementing agencies
Vulnerable Groups and CSO's that represent them			
<ul style="list-style-type: none"> - Women - Youth - Refugees - Migrant workers - Small holder farmers - Nomadic or Semi-nomadic groups 	External	Beneficiaries	<p>Interest:</p> <ul style="list-style-type: none"> - Training and skills enhancement activities - Job matching in agri-food sector and economic opportunities - Access to financial services - accessibility to water efficient techniques/cost savings and improved livelihoods - Mechanisms for further engagement with CSOs <p>E&S Issues or E&S concerns:</p> <ul style="list-style-type: none"> - Climate change effects Labor and working conditions, including enforcement of new agricultural workers regulation, particularly for women and vulnerable groups - Lack of protection for women's safety working in agriculture - Inequality of pay between men and women
Civil Society Organizations (CSOs) representing the Private Sector			
<ul style="list-style-type: none"> - Women Agricultural Associations - Jordan Farmers Union - Exporters' Associations - Association of Veterinarians - Agricultural Engineers Association - Others 	External	Implementation/ Consultation and Outreach	<p>- Interest:</p> <ul style="list-style-type: none"> - improving livelihoods of farmers - traceability standards and export requirements - Animal health and extension services - Access to financial services - Access to extension and other MOA services <p>E&S Issues:</p> <ul style="list-style-type: none"> - Climate change effects affecting their livelihoods - health and safety in agriculture - agricultural workers' rights and safety, particularly women, children

Specific stakeholders for the IPF activities has been done in a more detailed manner below using the above stakeholder categories.

Component 1: JAP Systems Building and Implementation Support

This component will include interventions that aim to provide technical assistance to build required systems and support implementing agencies in execution of Jordan Sustainable Agriculture Plan (JAP) 2022-2025. Proper implementation of this component will not only enable MOA to meet JAP objectives, but also will promote (i) Improvement of occupational health and safety practices at agricultural operations that will be performed under JAP. That is planned to be achieved through automation of certain agriculture activities that were physically performed by workers which will reduce risks of physical injuries as well as increase the productivity of workers (ii) Enhance provision of decent work conditions for workers involved at JAP activities, by developing the extension services to provide capacity building programs related to requirements of increasing competitiveness of agriculture products at international markets. That includes the enhancement of working conditions for workers as one of the requirements of these markets, and (iii) Strengthen capacity for refugees' inclusion at agricultural activities, where JAP aims to create permanent and temporary work opportunities where percentage of these work opportunities will be directed to refugees at hosting communities. . The support in building systems with proper implementation of JAP will impact positively the vulnerable groups in agriculture sector especially small farmers and women workforce who are might be marginalized during the implementation. Therefore, relevant stakeholders for this component are:

- Project Affected Parties:
 - o Local labor who will directly and in indirectly benefit from implementation of JAP
 - o Vulnerable groups / women and Refugees labor who work in agriculture will benefit from the implementation of JAP
 - o
- Other Interested Parties
 - o Farmers and farmers' association who recruit agriculture labor
 - o Women associations
 - o Ministry of Labor
 - o Social Security Corporation
 - o Humanitarian local and international NGOs
 - o IFIs and Donor Agencies
 - o Media and local press

Component 2: Inter-Ministerial Coordination and Stakeholder Engagement

The component will technically support in the creation of a coordination mechanism between different governmental institutions involved at certain priority areas of JAP including but not limited to MWI, MIT, MoEnv. MOLA and MOF. In addition to effective engagement of other non-governmental stakeholders. Stakeholder engagement activities under this Component will be conducted in a manner consistent with ESS10 and the SEP.

Potential stakeholders relevant to implementation of this component are:

- Project Affected Parties:
 - o Farmers and farmers' association
 - o Agriculture products exporters and trade associations

- Other Interested Parties
 - o Humanitarian local and international NGOs
 - o IFIs and Donor Agencies
 - o MWI, MoEnv., MOF, MOLA and MIT
 - o Private Sector

Component 3: Capacity Development for Implementing Agencies

This component target capacity building, training and support in skills development of staff of the implementing agencies of JAP, as well as other relevant parties. This component includes training courses and awareness raising activities will target the employees of MOA with a range of relevant topics including social dimensions in general as well as refugees’ relevant topics in particular. Therefore, potential stakeholders of this component are:

- Project Affected Parties:
 - o Local agriculture labor
 - o Vulnerable group / Refugees labor will indirectly benefit
- Other Interested Parties:
 - o Farmers and farmers’ association who recruit agriculture labor
 - o Humanitarian local and international NGOs
 - o IFIs and Donor Agencies
 - o Service Providers

Component 4: Contingent Emergency Response Component (CERC)

The IPF would provide support for the creation of a CERC. Following an eligible crisis or emergency, MOA may request the World Bank to reallocate funds to support emergency response and reconstruction. Therefore, stakeholders for this component will be identified during implementation. Once they identified, and update to the SEP will be performed, consulted and disclosed.

Component 5: Fast-tracked enabling activities for PforR program delivery

This component would support the financing of upstream enabling activities to accelerate the PforR implementation. This component has different activities that would have different stakeholders as follows:

1- Enterprise Resource Planning (ERP) System for the Agriculture Credit Corporation (ACC):

This component’s direct beneficiary is ACC because it includes purchase of software related equipment (servers), and required licenses and includes roll-out and training of staff. However, interested parties in this component include:

- o Private sector - Software programming licensing companies and Supplier of hardware (servers)
- o Farmers Cooperatives

2- Upgrading veterinary service centers

Purchase of equipment for veterinary service centers in the south of Jordan, and in center of Jordan with equipment and kits. This component will enhance and improve veterinary services provided by these centers. Stakeholders for this component are:

- o Project Affected Parties:
 - Livestock owners will benefit from enhanced veterinary services
- o Other Interested Parties:

- Local suppliers

3- Automation and refurbishment of tree nurseries

This component includes refurbishment activities for trees nurseries, in addition to purchase of equipment for plant production lands and pesticides residues tests labs. This sub-component will have the following stakeholders:

- Project Affected Parties:
 - Local labor
 - Local communities nearby or close to work locations
 - Vulnerable groups including women and refugees labor
 - Agri products importers and exporters
 - Owners of the surrounding private farms
- Other Interested Parties:
 - Local contractors and suppliers
 - Farmers and farmers' association
 - Agri products importers and exporters Associations
 - MOL
 - MoEnv
 - Jordan Food and Drugs Administration
 - Humanitarian local and international NGOs
 - IFIs and Donor Agencies
 - Media and local press

4- Automation and modernization of public food testing laboratories

This activity include purchase of equipment for food safety testing laboratories. The potential stakeholders for this sub-component are:

- Project Affected Parties:
No direct or indirect affected project parties are expected
- Other Interested Parties:
 - Local contractor and suppliers
 - Agri products importers and exporters Associations
 - Jordan Food and Drugs Administration
 - Media and local press

5- Digital Farmer Extension Services Platform

Development and procurement of a prototype for a digital farmer extension service platform. The potential stakeholders for this sub-component are:

- Project Affected Parties:
 - Farmers/Beneficiaries of the PforR Program
- Other Interested Parties:
 - Local IT companies
 - Farmers Associations
 - Media and local press

6- Refurbishment of Seed Testing Laboratories (MOA/NARC)

This sub-component includes purchase of testing equipment, maintenance, and furnishing. The potential stakeholders for this sub-component are:

- Project Affected Parties:
 - o Local labor
 - o Vulnerable groups / Refugees labor
- Other Interested Parties:
 - o Local contractors
 - o Local suppliers
 - o Farmers Associations
 - o MOL
 - o MoEnv
 - o Media and local press

3.2 Stakeholders Analysis:

This section analyzes the identified stakeholders with their relation and role in the IPF Project, in addition to the concerns and issues these stakeholders might have or are interested with during IPF Project execution. Although this SEP is specific to the IPF Project, but it also align with stakeholders engagement activities proposed for PforR Program as some similar stakeholders are identified for both based on activities of the IPF Project and PforR Program. And as IPF Project has been decided after the PforR program, some of the stakeholder engagement activities proposed for the PforR Program will be applied for the IPF Project ie project grievance mechanism. Table 6 below presents this analysis of the identified stakeholders for the IPF activities.

Table 6: Analysis of Project's Stakeholders

Project Component / Activity	Stakeholder Group	Stakeholder	Role in the Project	Issue of Concern / Interest
Component 1: JAP Systems Building and Implementation Support	Project Affected Parties	Local Agriculture labor	Beneficiary / Enhancement of working conditions and availability of job opportunities	<ul style="list-style-type: none"> - Occupational health and safety - Working conditions and terms
		Vulnerable Group / Women	Beneficiary / empowerment and availability of job opportunities	<ul style="list-style-type: none"> - Occupational health and safety - Working conditions and terms
		Vulnerable Group / Refugees labor	Beneficiary / Improvement of livelihood and inclusion at available work opportunities	<ul style="list-style-type: none"> - Occupational health and safety - Working conditions and terms - Job opportunities
	Other Interested Parties	Farmers and farmers' association	Coordination / Consultation / Maintain and protect interests of farmers	<ul style="list-style-type: none"> - Occupational health and safety requirements - Required working conditions and terms - Requirements for refugee labor inclusion
		Women associations	Coordination / Consultation / Maintain and protect interests of women	<ul style="list-style-type: none"> - Employment and job opportunities - Working conditions and terms
		Ministry of Labor	Regulator / Coordination / Compliance with relevant labor regulations	<ul style="list-style-type: none"> - Employment and job opportunities - Labor contracting process and terms - Labors rights - Workers OHS - Inspection at construction sites
		Social Security Corporation	Labor insurance / labor OHS / OHS accidents / Compliance with	<ul style="list-style-type: none"> - Labor insurance terms and process at social security

			relevant OHS requirements	- OHS accidents reporting
		Humanitarian local and international NGOs	Coordination / Consultation / Maintain and protect interests of refugees	- Refugees labor working conditions and terms
		IFIs and Donor Agencies	Consultation & Coordination / alignment with international best practices and co-financing	- Need for financing sustainable projects that last beyond the financed project duration - Enhancing E&S capacities of implementing agencies
		Media and Press	Information disclosure / Presentation of public concerns	- Inform public on benefits and or impacts of the component activities implementation
Component 2: Inter-Ministerial Coordination and Stakeholder Engagement	Project Affected Parties	Farmers and farmers' association	Indirect Beneficiary / Inter-Ministerial Committee information	- Mechanism the committee will used to engage PAPs and IPs
		Agriculture products exporters and trade associations	Indirect Beneficiary / Inter-Ministerial Committee information	- Mechanism the committee will used to engage PAPs and IPs
	Other Interested Parties	Humanitarian local and international NGOs	Coordination / Consultation / Inter-Ministerial Committee information	- Mechanism the committee will used to engage PAPs and IPs
		IFIs and Donor Agencies	Consultation & Coordination / Inter-Ministerial Committee information	- Mechanism the committee will used to engage PAPs and IPs
Component 3: Capacity Development	Project Affected Parties	Vulnerable Group / Refugees labor	Indirect Beneficiary	- Work opportunities Working conditions and terms

for Implementing Agencies	Other Interested Parties	Farmers and farmers' association	Coordination / Consultation	- Requirements for refugee labor inclusion
		Humanitarian local and international NGOs	Coordination / Consultation	- Refugees labor working conditions and terms
		IFIs and Donor Agencies	Consultation & Coordination	- Enhancing E&S capacities of implementing agencies
Component 4: Contingent Emergency Response Component	Project Affected Parties	Will be defined during implementation		
	Other Interested Parties	Will be defined during implementation		
Component 5: Fast-tracked enabling activities for PforR program delivery:				
<i>Enterprise Resource Planning (ERP) System for the Agriculture Credit Corporation</i>	Project Affected Parties	None		
	Other Interested Parties	Private sector - Software programming licensing companies and Supplier of hardware (servers)	Service provider	Business opportunities
		Farmers Cooperatives	Coordination / coordination	Loan process efficacy
<i>Upgrading veterinary service centers</i>	Project Affected Parties	Livestock owners	Indirect Beneficiary	- Veterinary Services - Economic livelihood
	Other Interested Parties	Local Suppliers	Service Provider	Business opportunity

Automation and refurbishment of tree nurseries	Project Affected Parties	Local labor	Beneficiary / Workforce	<ul style="list-style-type: none"> - Work opportunities - Occupational health and safety - Working conditions and terms
		Local communities nearby or close to work locations	Beneficiary / Workforce	Work opportunities
		Vulnerable groups including women and refugees labor	Beneficiary / Workforce	<ul style="list-style-type: none"> - Work opportunities - Occupational health and safety - Working conditions and terms
		Agri products importers and exporters	Indirect Beneficiary	<ul style="list-style-type: none"> - Efficiency in testing process - Economic livelihood
	Other Interested Parties	Local contractor and suppliers	Service provider	Business opportunity
		Farmers and farmers' association	Coordination / Consultation	<ul style="list-style-type: none"> - Enhancement in seedlings production
		Agri products importers and exporters Associations	Coordination / Consultation	<ul style="list-style-type: none"> - Enhancement in agri products testing
		Jordan Food and Drugs Administration	Regulator / Coordination	<ul style="list-style-type: none"> - Quality control - Public health
		MOL, MoEnv.	Regulator / Coordination	<ul style="list-style-type: none"> - Occupational Health and Safety - Working conditions - Waste Management
		Humanitarian local and international NGOs	Coordination / Consultation	Working terms and conditions for refugees labor
		IFIs and Donor Agencies	Coordination / Consultation	Enhancing E&S capacities of implementing agencies
Media and local press	Information disclosure / Presentation of public concerns	Inform public on benefits and or impacts of the component activities implementation		

Automation and modernization of public food testing laboratories	Project Affected Parties	None		
	Other Interested Parties	Local contractor and suppliers	Service provider	Business opportunities
		Agri products importers and exporters Associations	Coordination / consultation	Enhancement in agri products testing
		Jordan Food and Drugs Administration	Regulator / coordination	- Quality control - Public health
	Media and local press	Information disclosure / Presentation of public concerns	Inform public on benefits and or impacts of the component activities implementation	
Digital Farmer Extension Services Platform	Project Affected Parties	Farmers	Beneficiary	- Extension services - Capacity building - Efficiency in communication and coordination
	Other Interested Parties	Local IT companies	Service provider	Business opportunities
		Farmers Associations	Coordination / consultation	- Improvement of farming practices - Knowledge exchange
	Media and local press	Information disclosure / Presentation of public concerns	Inform public on benefits and or impacts of the component activities implementation	
Refurbishment of Seed Testing Laboratories (MOA/NARC)	Project Affected Parties	Local Labor	Beneficiary / Workforce	- Work opportunities - Occupational health and safety - Working conditions and terms
		Local communities nearby or close to work locations	Beneficiary / Workforce	- Work opportunities
		Vulnerable Group / Refugees	Beneficiary / Workforce	- Work opportunities

		labor		- Occupational health and safety Working conditions and terms
	Other Interested Parties	Local contractors	Service provider	Business opportunities
		Local suppliers	Service provider	Business opportunities
		Farmers Associations	Coordination / consultation	Improvement of agriculture products
		MOL, MoEnv	Coordination / consultation	- Occupational Health and Safety - Working conditions Waste Management
		Media and local press	Information disclosure / Presentation of public concerns	Inform public on benefits and or impacts of the component activities implementation

4. Stakeholder Engagement Program

The main goals of the stakeholder engagement program are to inform, disclose and consult on various project documents and activities to establish a dialogue with Project Stakeholders from project planning through implementation and operation. The stakeholder's engagement is also maintaining integrity of this IPF with the larger P4R program where implementing this project activities is to achieve the long-term objectives of the P4R program. Therefore, the stakeholders' program for this project will inform the project's stakeholders regarding the P4r program as described at table 6 (SEP).

Implementation of the stakeholder engagement plan will depend on a proactive approach; before implementation of each of the project components/activities. Appropriate engagement with stakeholders will be conducted whether through consultations, focus group discussions, dissemination of information through direct contact, announcements at information boards at MoA Directorates or through media and social platforms.

4.1 Engagement Methodology

In order to meet best practice approaches, the project will apply the following principles for stakeholders Engagement:

- *Openness and life-cycle approach*: public consultations for the project(s) will be arranged during the whole life-cycle, carried out in an open manner, free of external manipulation, interference coercion or intimidation;
- *Informed participation and feedback*: information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholders' feedback, for analyzing and addressing comments and concerns;
- *Inclusiveness and sensitivity*: stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times encouraged to be involved in the consultation process.
- *Equal access to information is provided to all stakeholders*. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups, in particular women, youth, elderly and the cultural sensitivities of diverse ethnic groups.

4.2 Purpose and Timing of Stakeholder Engagement Program

Stakeholder engagement is an inclusive process that must be conducted throughout the project cycle. Where properly designed and implemented, it supports the development of strong, constructive, and responsive relationships that are important for successful management of project's environmental and social risks. Stakeholder engagement is most effective when initiated at an early stage of the project and is an integral part of early project decisions and the assessment, management and monitoring of the project's environmental and social risks and impacts.

This SEP program aims to:

- Provide an outline the stakeholders engagement activities that will be performed during the project life cycle
- Define the strategy for information disclosure for each group of stakeholders
- Define the strategy of consultation that will be adopted during engagement of stakeholders
- Define the strategy to incorporate the view of vulnerable groups
- Explain the method of collecting feedback comments, and how it will be reviewed and the reporting back to stakeholders
-

Prior to project appraisal, MoA has made several stakeholders consultations during the preparation of PforR with all identified stakeholders. The consultations presented to stakeholders the environmental and social safeguards proposed for the PorR at ESSA including environmental and social management of the program, stakeholders' engagement, and other recommended safeguards during program implementation. Table 7 below defines the indicative proposed timing for the engagement of different stakeholders according to the project activities

Table 7: : Proposed Stakeholders Engagement Plan

Project Component	Target Stakeholder(s)	List of Information and documents to be disclosed	Disclosure Method	Engagement Method	Responsibility	Timing of Engagement
Component 1: JAP Systems Building and Implementation Support	Local labor	- ESMP - Program grievance procedure & Contacts	- Display information and documents on MOA website and Social Media	- Comments and feedback contacts (phone and email) will be published at MOA website and social media ages	MOA	During Implementation
	Vulnerable group / Refugees labor	- ESMP - program grievance procedure & Contacts	- Display information and documents on MOA website and Social Media	- Comments and feedback contacts (phone and email) will be published at MOA website and social media ages	MOA	During implementation
	Farmers, farmers' associations, Local communities/labor, Women associations, Humanitarian local and international NGOs, IFIs and Donor Agencies	- Brief about the project - ESMP - Program grievance procedure & Contacts	- Presentation during consultation sessions will be inclusive and accessible manner. - Meetings - MoA Website	- Advance notice for upcoming consultation meetings will be published on MOA websites and social media pages for	MOA	During implementation

				<ul style="list-style-type: none"> - participation - Comments and feedback contacts (phone and email) will be published at MOA website and social media ages 		
	Ministry of Labor, Social Security Corporation	<ul style="list-style-type: none"> - Brief about the project - ESMP - Program grievance procedure & Contacts 	<ul style="list-style-type: none"> - Meetings - Letters - Presentation during Consultation sessions 	<ul style="list-style-type: none"> - Minutes of meetings will be documented and shared for feedback and concerns to be raised 	MOA	During implementation
	Media and local press	<ul style="list-style-type: none"> - Brief about the project 	<ul style="list-style-type: none"> - Press release - Inviting media and local press to consultation meetings 	<ul style="list-style-type: none"> - Invitation and advance notifications of coming consultation meetings and events 	MOA	During implementation
Component 2: Inter-Ministerial Coordination and Stakeholder Engagement	Vulnerable group/ Refugees labor	<ul style="list-style-type: none"> - ESMP - Program grievance procedure & Contacts 	<ul style="list-style-type: none"> - Display information and documents on MOA website and Social Media 	<ul style="list-style-type: none"> - Comments and feedback contacts (phone and email) will be published at MOA website and social 	MOA	During implementation

				media ages		
	Farmers and farmers' association, Agriculture products exporters and trade associations, Humanitarian local and international NGOs , IFIs and Donor Agencies	<ul style="list-style-type: none"> - Brief about the project - ESMP - Program grievance mechanism 	<ul style="list-style-type: none"> -Presentation during Consultation sessions -Meetings and Focus Group Discussions 	<ul style="list-style-type: none"> - Advance notice for upcoming consultation meetings will be published on MOA websites and social media pages for participation - Comments and feedback contacts (phone and email) will be published at MOA website and social media ages 	MOA	During implementation
Component 3: Capacity Development for Implementing Agencies	Vulnerable group/ Refugees labor	<ul style="list-style-type: none"> - ESMP - Program grievance procedure & Contacts - 	<ul style="list-style-type: none"> - Display information and documents on MOA website and Social Media 	<ul style="list-style-type: none"> - Comments and feedback contacts (phone and email) will be published at MOA website and social media ages 	MOA	During implementation
	Farmers and farmers' association,	<ul style="list-style-type: none"> - Brief about the project - ESMP 	<ul style="list-style-type: none"> - Consultation sessions 	<ul style="list-style-type: none"> - Advance notice for 	MOA	During implementation

	Humanitarian local and international NGOs , IFIs and Donor Agencies	- Program grievance procedure & Contacts	-Meetings	upcoming consultation meetings will be published on MOA websites and social media pages for participation - Comments and feedback contacts (phone and email) will be published at MOA website and social media ages		
Component 4: Contingent Emergency Response Component	Proposed engagement plan will be identified if funds are allocated during implementation	na	na	na	na	Na
Component 5: Fast-tracked enabling activities for PforR program delivery:		-	-	-		
Enterprise Resource Planning (ERP)	Private sector - Software programming	- Tender document	-Announcement for business opportunity at	- Question and comments contact email	ACC	During implementation

System for the	licensing companies and Supplier of hardware (servers)		ACC website -News pares announcements for business opportunity	and telephone provided - Submission address and contact provided		
	Farmers Cooperatives	- Brief about the component	- Informative meetings and session with system updates	- Minutes of meetings - ACC contact email or phone for feedback and comments	ACC	During implementation
Upgrading veterinary service centers	Livestock Owners	- Brief about the component	- Display information and documents on MOA website and Social Media	- Comments and feedback contacts (phone and email) will be published at MOA website and social media ages	MOA	During implementation
	Suppliers	- Tender document	- Announcement for business opportunity at MOA website - News pares announcements for business opportunity	- Question and comments contact email and telephone provided - Submission address and contact provided	MOA	During implementation
Automation and refurbishment	Local Labor, Local communities nearby	- Employment opportunities - ESMP	- Display announcement	- Advance notification on	Contractor	Prior and during construction

<i>of tree nurseries</i>	or close to work locations	-Workers grievance procedure & - Contacts	at site office, at municipalities and governorates offices	upcoming work opportunities at MOA websites and social media pages - Grievance forms will be provided at site with a box to receive complaints and concerns		
	Vulnerable groups / women and refugees labor	- Equal employment opportunities for women according to LMP - -ESMP. - - Grievance procedure & - Contacts	-Display announcement at site office, at municipalities and governorates offices	- Advance notification on upcoming work opportunities at MOA websites and social media pages - Grievance forms will be provided at site with a box to receive complaints and concerns	Contractor	Prior and during construction
	Agri products and importers	- Information about the component	-Display information and	- Comments and feedback	MOA	During implementation

	exporters		documents on MOA website and Social Media	contacts (phone and email) will be published at MOA website and social media ages		
	Local contractor and suppliers	- Tender document	-Announcement for business opportunity at MOA website -News pares announcements for business opportunity	- Question and comments contact email and telephone provided - Submission address and contact provided	MOA	During implementation
	Farmers and farmers' associations, Agri products importers and exporters Associations, Humanitarian local and international NGOs, IFIs and Donor Agencies	- Brief about the component	-Informative meetings and session with system updates	- Minutes of meetings - MOA contact email or phone for feedback and comments	MOA	During implementation
	Jordan Food and Drugs Administration	- Brief about the component	-Meetings -Letters	- Minutes of meetings - MOA contact email or phone for feedback and comments	MOA	During implementation

	MOL, MoEnv.	<ul style="list-style-type: none"> - Project description - Project location - LMP - Labor records, information and documents - Medical fitness certificates for non-Jordanian labor - Accidents notification and reports 	<ul style="list-style-type: none"> -Meetings -Letters 	<ul style="list-style-type: none"> - Minutes of meetings with ministries will be documented and shared with the ministries for feedback and concerns to be raised 	Contractor	During implementation
	Media and local press	<ul style="list-style-type: none"> - Brief about the component 	<ul style="list-style-type: none"> - Press release - Inviting media and local press to consultation meetings - 	<ul style="list-style-type: none"> - Invitation and advance notifications of coming consultation meetings and events 	MOA	During implementation
<i>Automation and modernization of public food testing laboratories</i>	Local contractor and suppliers	<ul style="list-style-type: none"> - Tender document 	<ul style="list-style-type: none"> - Announcement for business opportunity at MOA website - News pares announcements for business opportunity 	<ul style="list-style-type: none"> - Question and comments contact email and telephone provided - Submission address and contact provided 	MOA	During implementation
	Agri products importers and exporters Associations	<ul style="list-style-type: none"> - Brief about the component 	<ul style="list-style-type: none"> - Informative meetings and session with system updates 	<ul style="list-style-type: none"> - Minutes of meetings - MOA contact email or phone for feedback and 	MOA	During implementation

				comments		
	Jordan Food and Drugs Administration	- Brief about the component	-Meetings -Letters	- Minutes of meetings - MOA contact email or phone for feedback and comments	MOA	During implementation
	Media and local press	- Brief about the component	- Press release - Inviting media and local press to consultation meetings -	- Invitation and advance notifications of coming consultation meetings and events	MOA	During implementation
Digital Farmer Extension Services Platform	Farmers, Farmers Associations	- Information about the Application access and use	- Display information and application links on MOA website and Social Media	- Advance notice with application launching at MOA website and social media - MOA contact email and phone for feedback on application use	MOA	During implementation
	Local IT companies	- Tender document	- Announcement for business opportunity at MOA website - News pares announcements	- Question and comments contact email and telephone provided - Submission	MOA	During implementation

			for business opportunity	address and contact provided		
	Media and local press	- Brief about the component	- Press release - Inviting media and local press to consultation meetings -	- Invitation and advance notifications of coming consultation meetings and events	MOA	During implementation
Refurbishment of Seed Testing Laboratories (MOA/NARC)	Local Labor, Local communities nearby or close to work locations	- Employment opportunities - ESMP - Workers grievance procedure & - Contacts	- Display announcement at site office, at municipalities and governorates offices	- Advance notification on upcoming work opportunities at MOA websites and social media pages - Grievance forms will be provided at site with a box to receive complaints and concerns	Contractor	Prior and during construction
	Vulnerable groups / refugees labor	- Equal employment opportunities for women according to LMP - ESMP. - Grievance procedure & - Contacts	- Display announcement at site office, at municipalities and governorates offices	- Advance notification on upcoming work opportunities at MOA websites and social media	Contractor	Prior and during construction

				pages - Grievance forms will be provided at site with a box to receive complaints and concerns		
	Local contractors, Local suppliers	- Tender document	-Announcement for business opportunity at MOA website -News pares announcements for business opportunity	- Question and comments contact email and telephone provided - Submission address and contact provided	MOA, NARC	During implementation
	Farmers Associations	- Brief about the component	- Informative meetings and session with system updates	- Minutes of meetings - MOA contact email or phone for feedback and comments	MOA	During implementation
	MOL, MoEnv.	- Project description - Project location - LMP - Labor records, information and documents - Medical fitness certificates for non-Jordanian labor	- Meetings - Letters -	- Minutes of meetings with ministries will be documented and shared with the ministries for feedback and	Contractor	During implementation

		- Accidents notification and reports		concerns to be raised		
	Media and local press	- Brief about the component	- Press release - Inviting media and local press to consultation meetings -	- Invitation and advance notifications of coming consultation meetings and events	MOA	During implementation

5. Resources and Responsibilities for Implementing Stakeholder Engagement

5.1 Resources

Stakeholder engagement will be coordinated and led by the MOA who will provide necessary human and managerial resources that would enable effective implementation of the stakeholder's engagement. These resources are:

- Staff and Personnel:
 - o Contractor HSE supervisor will be assigned as Community liaison officers at site
 - o Environmental and Social Consultant will be assigned under project management organization (Delivery Unit) of MOA, who will oversee the engagement process implementation through coordination and guidance for contractors' liaisons
- Delivery Unit at MOA will create a database for SEP implementation where this database (log) for the whole project, and the source of data for component 5 will be each individual registers and logs generated by each contractor for its concerned sub-projects under implementation
- Online Platform. A dedicated webpage/Platform will be created for the project to enable users to find all the information about the project. The goal of the platform is to provide core information about the project and to ensure accessible online feedback from water customers and to support several citizen engagement activities. The platform will also be used to publish the ESMP document, and other relevant information related to project implementation. All public consultations events will be advertised through this platform.
- Meetings and workshops either in person or virtual will be made available as needed based on SEP implementation program and the needs evolved during project implementation
- GRM will be made available at sites and at offices of the project (MOA and ACC), and the online platform/webpage

5.2 Estimated Costs

The estimated cost for SEP implementation is only related to SEP activities that will be performed by MOA/ DU including any required meetings, consultation and capacity building for project staff involved at SEP implementation. In addition to costs for some announcements by local media and press. Overall estimated budget is USD 10,000 that will be financed by MoA. Other SEP activities that will be under the responsibility of contractors are not considered at this estimation and will be part of overall subproject contract value for contractors, and defined by contractor at the tender financial documents.

5.3 Management Arrangement and Responsibilities

The SEP will be implemented by the DU at MOA. The proposed management arrangements are as follows:

- MOA will lead overall project management and coordination, and Delivery Unit (DU) at MOA will be utilized for overall coordination and communication on the project, and to support capacity where necessary.
- MOA will have the overall responsibility for monitoring, evaluation, and reporting of project results, supported by the DU.
- Delivery Unit (DU) at MOA will be the technical responsible team for all environmental and social aspects of the project to ensure that all ES requirements of the project has been applied and implemented at the required performance level.
- DU technical team, in addition an ES Consultant will be assigned at DU to implement and support the execution of project's ES requirements including the SEP of the project
- In the scope of the SEP, ES Consultant will be responsible for:
 - o Hold the projects overall SEP database and records
 - o Supervise and monitor SEP management through monthly audit
 - o Provide guidance and support of Contractors' liaison officers when needed.
 - o Provide MOA with advice regarding certain raised issues and recommend the appropriate response
 - o Participate at major SEP consultation events to provide information about the project's ESMP and SEP implementation as needed.
 - o Provide guidance and technical support for major grievances resolution
- ES Consultant at DU will be the key staff to liaise with the liaison officers at sites.
- Each Contractor will have a liaison officer at site. Liaison officer who will be responsible for the implementation of projects ESMP, and for SEP, HSE Supervisor will be the Liaison Officer who will:
 - o Collect and maintain SEP database for his site
 - o Implement grievance mechanism and provide relevant guidance
 - o Organize and directly implement SEP activities during implementation
 - o Report received grievance either directly or via the contractor to DU.

The stakeholder engagement activities will be documented through:

- Minutes of meetings, consultations, and any other form of communication
- Updates on stakeholder engagement efforts under the project will be included in the Project's main progress reports and related safeguards reporting.
- The updates of SEP

6. Project Grievance Mechanism

The IPF project will be implemented by MoA and NARC, and handling of Project's complaints is the responsibility of DU that will be created at MoA. This grievance mechanism has been developed to handle complaints from stakeholders, public and project's staff during construction and operation phases.

During construction phase, the contractor will have a responsibility in receiving and handling complaints under the monitoring of DU. However, during the IPF project operation, DU will be responsible for handling the grievances related to the project's activities.

6.1 Uptake Channels

MOA has different complaints uptake channels that will be utilized to receive grievance from individuals, groups and entities during the project implementation. Anonymous grievances can also be raised and will be addressed. These uptake channels are:

a. Complaints received through the governmental platform "Bekhedmetkom" (At your service):

The "At Your Service" platform is a centralized system (Bekhedmetkom) that is directly responsible for managing and tracking citizens' complaints with all government agencies. Almost 89 government agencies are linked to the platform (including MOA) and there are liaison officers within such agencies. The response for project relevant complaints through (Bekhedmetkom), the following procedure will be applied:

"At Your Service" (Bekhedmetkom) platform created on MOA's website: the complaint is considered and referred to the relevant agricultural directorate, whether in governorate or district. It's worth noting that there are focal points for grievance handling mechanism in all agricultural directorates in the governorates and in the MOA's headquarters, who follows up complaint handling process. GRM is carried out by the Strategic Planning Directorate / Institutional Development Division.

1. The complaint is registered on the platform through the application of the platform on the phone or the website through the complainant.
2. The received complaints on the platform are transferred to the MOA, who then transfers the complaint to the related directorate in the governorate.
3. The complaints transferred are followed up to ensure the response and close the complaint within the time period specified.
4. The Complainant is contacted to make sure that the complaint is resolved.
5. Preparing periodic monthly reports for the platform and making monthly statistics and related official books to follow up performance and level of citizen satisfaction.

b. Complaints received directly from the complainants at the Public Service Desk at MOA (face to face)

If a complaint was received by the directly at the Public Service Desk at MOA, the following procedure will be applied:

- 1- The complainant submits a complaint in person, or electronically via the Ministry's website or by telephone,
- 2- The complaint and queries are lodged on the "Public Service and Complaints System" of the Directorate of Management and Support Services and referred to the relevant party that follow up and inform the service recipient of respond to his queries by phone, via e-mail, or through the government messaging system.
- 3- A letter addressed to the party concerned with the complaint is prepared
- 4- After the response by the authority concerned with resolving the complaint, the complainant will be contacted until it is confirmed that the complaint is closed
- 5- Close the complaint and save it in special files.

c. Complaints received over the phone (Hotline).

MoA operates a hotline where complaints can be communicated with the ministry on phone number (00962 6) 5686151ext. 295. The officer in charge receives complaints and forward them to DU for processing and follow-up.

d. Complaints procedures received via e-mail

1. The complaint received on the MOA e.mail: MOA.mail@MOA.gov.jo is followed up by the authority concerned
2. The complaint is transferred to the relevant directorate in the relevant governorate to resolve it.
3. The transferred complaints are followed up on to ensure they are closed.

e. Complaints received through the suggestions and complaints box

The complainant may submit suggestions and /or complaints. The Help Desk is in charge checking the complaints box and dispatching the complaints received to DU.

f. Other Uptake Channels:

- Walk-in: complainants are required to write the complaint and it is transferred to the DU.
- Complaints received by the contractor at construction site, contractor's assigned officer will receive the complaint, documented and forward to DU is related to community or public grievances. Workers grievances will be handled by the contractor according to LMP at ESMP of eth project.
- Complaints received through the Minister of the Secretary General's offices
- Complaints received through the Ministry's website where there is an electronic "queries form" which most of the time is used for lodging complaints and queries.

6.2 Community Level GM - Conflict Resolution Mechanisms:

It is important to have conflict resolution mechanisms and systems at the local, first level where concerns regarding the project normally occur.

The community is made aware of the relevant GRM contact numbers and focal point in the Ministry and agricultural directorates, the Ministry social media accounts, project signage at the construction sites.

Moreover, all contractors are required to provide and install project signage at the project location including the basic information of the project. Most importantly, the project signage will also state the phone number of the GRM Focal Point at the Ministry.

The community level grievances are more expected during the operation phase than the construction phase due to the type of the activities of the project that do not have major direct interaction with surrounding communities. Therefore, the project will benefit from existing judicial and community dispute resolution mechanisms to handle and resolve potential conflicts or grievances within or between affected communities. The project will cooperate with existing community level committee to act as the first level of GM. If such committee is not existing then the project and in coordination with the local governor, will seek establishment of such committee from prominent and trusted community members.

When cases cannot be resolved at the local level or when parties are dissatisfied with the resolution, they could transfer it to the next level which is the Administrative Governor (Hakim Idari) who could look into the dispute and act as an escalation body (before it is escalated to the central MoA). However, all grievances should be documented.

6.3 Complaints Sorting and Processing

The GM focal point either at the contractor or at the Ministry (according to uptake channel) are the key officers for receiving and documenting grievances from anyone in the community related to the project prior forwarding the grievances to the authorized committee that will handle the grievance. The Focal Point documents grievances and complaints in the Project's complaints' logs with the following information: complainant name (unless anonymity is requested), contact address, date of the complaint, uptake channel, description of the grievance, procedures taken to resolve the complaints, timeframe of the resolution, description of the resolution, and name of the person who received the complaint. The Focal Points also handle the complaints that are within their power but refer all others to relevant directorate and divisions in the Ministry, and continue to follow up on the complaint until it is resolved.

All grievances received through the different uptake mechanisms by GM focal points are reviewed by the authorized GM committee at MoA in the presence of at least three members including a member of the DU in addition to a social specialist (during construction phase only). The committee screens the complaints according to the data and classifies them into suggestions, praise or regular complaints.

A sequential number is given for the suggestion or complaint. The complaint is lodged in the complaints log and the data contained therein are written down into the complaints log according to its sequential number. Each document attached to the complaint is given the same sequential number of the complaint. The directorate concerned with the complaint and the time period required to respond, is identified if possible.

Complaints from an unknown person are recorded in a special register and are not neglected. They are given a serial number, to which the phrase "unknown" is added. The complaints are considered by the Suggestions and Complaints Committee and maintained.

6.4 Complaints related to Project Labor

Received complains related to labor issues will be handled according to workers grievance mechanism described at ESMP (Section 6.7).

6.5 Complaints related to Sexual Exploitation and Abuse or Sexual Harassment

Complains related to SEA/SH during project implementation will be handled in confidentiality despite of the uptake channel or method. These complains will be documented at separate register and forwarded to the grievance committee who shall maintain confidentiality in acknowledgment, investigation and processing of these complains.

6.6 Complaints Acknowledgement, Investigation and Action

The Project's GM committee at the MoA investigates the complaints received from external stakeholders against the project-related interventions. The committee gathers the necessary information and data related to the received grievances received through the different uptake mechanisms and contact and meet with all the relevant parties to the complaints to gather information and supporting details that will help in reaching an acceptable resolution. Investigation of grievances also involves site visits and consultations with relevant parties (e.g., affected persons, contractors, witnesses, etc.).

After acknowledgment of the grievance by the committee, a copy of the grievance is sent to the relevant party (i.e contractor, operator) to be engaged in proposing suitable and acceptable resolution action.

Complaints will be handled and processed in serious and transparent ways. The nature of the relationship with the complainant shall not be affected, whether external or internal.

Acknowledgment, Investigation and proposal of resolution actions must be completed within 7 – 16 days based on the complexity of the complaint (grievance)

6.7 Provide Response to the Complainant

The response to the complainants will be performed by GM focal point in two stages:

- Respond to the complainant to inform the complainant with the acknowledgment and the expected start of the grievance process within two days form the date of grievance receive. The complainant will be informed that the duration required for investigation and processing is 7 – 16 days based on the complexity of the complaint.
- Response to the complainant with the resolution proposed by the grievance committee and the relevant stake holder. This response shall not exceed 16 days from the date of grievance receive.

If the complaint was rejected for reasons such as being ineligible, has no basis or no action is required, then the committee must put together a diplomatic response within 10 days explaining the reason for rejection to the complainant with evidence where applicable. The response will be communicated with the complainant by GM focal point.

Complaints will be closed when an agreement is reached with the complainants.

6.8 Escalation

The MoA will serve as the first level of escalation in case the grievances couldn't be handled or the proposed resolution was rejected by the complainant at the level of Grievance committee, resulted resolution if any, then resolution will be communicated with the complainant as mentioned in the above section. If the grievance is not handled at the level of the grievance committee then the Project's steering committee that includes other relevant ministries including MOPIC will act as the second escalation level.

Once all possible means to resolve the complaint have been made and if the complainant is still not satisfied, then the complainant has the right to resort to legal actions.

6.9 Reporting

The contractor/operator will provide reports on grievance resolution within the monthly reporting to MOA. If grievances are not resolved by Contractor/ operator, then DU is responsible to prepare these monthly reports. DU is responsible to report to the WB on quarterly basis the status of grievances received and resolved.

6.10 Procedure for monitoring and evaluating the performance of handling complaints

This section describes the proposed project's procedure for monitoring and evaluation of complaints handling

1. In the event that the same complaint is repeated more than once and the FP is notified through the complainant:
 - Taking the complainant's data and the complaints number and recording them.
 - The complaints registered by the complainant are inquired through his data through the unified complaints system through the work team.
 - The concerned party is contacted and the complaint is followed up to ensure its resolution and closure.
2. Citizens are contacted to ensure that the complaint is resolved through callback
3. Comparisons and evaluation of the performance of the entities, reports and correspondences are prepared periodically and whenever the need arises.
4. Performance indicators are measured and approved annually.

6.11 Grievance Log

The Ministry and its units should maintain grievance log to ensure that each complaint has an individual reference number and is appropriately tracked, and recorded actions are completed. When receiving feedback, including grievances, the following is defined:

- Type,
- Category,
- Deadline for resolving the appeal, and
- Agreed action plan.

Each complaint should be assigned with an individual reference number and is appropriately tracked, and recorded actions are completed. The log should contain the following information:

- Name of the grievant, location and details of the grievance.
- Date of submission.
- Date when the Grievance Log was uploaded onto the project database.
- Details of corrective action proposed.
- Date when the proposed corrective action was sent to the complainant (if appropriate).
- Date when the grievance was closed out.
- Date when the response was sent to the grievant.

6.12 World Bank Grievance Redress System

Communities and individuals who believe that they are adversely affected by a World Bank (WB) supported project may submit complaints to existing project-level grievance redress mechanisms or the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals may submit their complaint to the WB's independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank's corporate Grievance Redress Service (GRS), please visit <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>.

For information on how to submit complaints to the World Bank Inspection Panel, please visit

7. Monitoring and Reporting of the SEP

The SEP will be periodically revised and updated as necessary in the course of project implementation in order to ensure that the information presented herein is consistent and is the most recent, and that the identified methods of engagement remain appropriate and effective in relation to the project context and specific phases of the development. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP

The results of the stakeholder engagement process will be included in the Project Monitoring Reports (and SEP updates as needed). The monitoring reports will include the following information:

- Venue, time and date of any public consultation meetings that have been undertaken;
- Issues and concerns raised during the consultative meetings;
- A list of the number and types of grievances raised in the reporting period and the number of resolved and/or outstanding grievances; and
- Information on how the issues raised during the meetings and through grievances were/will be taken into consideration during the Project implementation Phase.
- Stakeholder engagement activities by the relevant departments in MOA such as awareness campaigns, etc.
- Stakeholder engagement activities by the other IAs (ACC & NARC)

The Reports will also include a summary of implemented corrective measures meant to address the grievances.

a. Formal Meetings

All formal meetings, which are scheduled through the stakeholder engagement team will be documented and minutes taken. Minutes will be captured in English and Arabic by team members engaged. Attendance registers / form will be maintained in appropriate formats.

b. Attendance Register / Form

A Stakeholders registers / form will be used to track the Consultation and Disclosure process. Specific stakeholder engagement actions will then be tracked in the registers / form, which contains the list of all stakeholders identified, under what category they fall, their importance to the project in terms of how they can influence or be influenced by the Project.

c. Record Keeping

A master database will be maintained by the ministry to record and track management of all comments and grievances, and independently audited. This will serve to help monitor and improve performance of the Comment Response and, Grievance Mechanism. This database will be continued throughout all phases of the Project.

8. Disclosure and Consultation requirements

The World Bank disclosure standards require that the SEP report for the project is made available to project affected communities and groups, local NGOs, and the public at large. The executive summary will be translated into the main local languages. Public disclosure of SEP document is also a required. MOA will make available copies of the report at MOA website.

Public invitation shall be announced in a reputable printed media with national coverage to allow a wide range of Stakeholders to be included in the Consultation process. This will provide the Stakeholders with opportunities to express their views on project risks, impacts, and mitigation measures and allow MOA to consider and respond to them.

Once the Consultations have been completed, Minutes of the Meeting shall be prepared and annexed to the SEP. The Minutes shall reflect on the feedback received, questions raised and how these were incorporated into the final document. The attendance of Stakeholders shall be verified through a signed attendance log, preferable with contact details of the attendees and photographs with permission to disclose.

Annex 1 Templates for Applied Stakeholders Engagement Forms

Form 1: Community Grievance Complaint Form

Reference No: رقم مرجع استمارة الشكوى:	
Full Name (Optional) الاسم الكامل (أختياري)	
Contact Information معلومات الاتصال ----- Please mark how you wish to be contacted (telephone, e-mail). الرجاء تحديد الطريقة المناسبة للاتصال بك.	<input type="checkbox"/> By Telephone (الهاتف عبر) : _____ <input type="checkbox"/> By E-mail (البريد الإلكتروني عبر) : _____ <input type="checkbox"/> Other (including Anonymous Submission), Please Specify (أخرى (بالإضافة إلى التقديم من قبل مجهول)، نرجو التحديد)
Description of Incident or Grievance: الرجاء وصف الحادث أو الشكوى	
What happened? Where did it happen? Who did it happen to? What is the result of the problem? ماذا حدث؟ أين حدث هذا؟ من فعل ذلك؟ ومن كان الشخص المتضرر؟ الرجاء أن يتم وصف طبيعة المشكلة؟ والنتيجة؟ -----	
Date of Incident/Grievance	طبيعة / تاريخ الحادث أو الشكوى
<input type="checkbox"/> One time incident/grievance (date _____) (حدث مرة واحدة (التاريخ) <input type="checkbox"/> Happened more than once (how many times? ____) (حدث أكثر من مرة (الرجاء تحديد عدد المرات؟) <input type="checkbox"/> On-going (currently experiencing problem) (متواصل (المشكلة متواصلة حتى الآن)	
What would you like to see happen to resolve the problem? ما هو الحل المثالي للشكوى أو المشكلة برأيك؟	
Signature (التوقيع): _____	
Date (التاريخ): _____	
Please return this form to (الرجاء إعادة هذا النموذج إلى) :	
[name], HSE Supervisor [Contractor]	
Address (العنوان) _____ Tel. (رقم الهاتف) Tel: (Will be included later) E-mail (البريد الإلكتروني) :	

