

			DISI - MUDAWARRA to AMMAN water conveyance project.				
			Document N°:	DAOM-MGT-SPC-0001-21			
			Revision N°:	2	Date of issue:		2021/04/15

## DISI AMMAN OPERATION & MAINTENANCE

### DAOM Stakeholder Engagement Plan

#### Document Summary

This document describes the different identified stakeholders / Interested parties related to DAOM operations, their needs, and the communication requirements.



### Revision History

Rev #	Summary of Changes	Date	Prepared By	Checked By	Approved By
0	Initial issuance	2021/01/26	NGH	MAH, EMD	PAS
1	Add details for contract persons from DWC and DAOM for communicating social related issues	2021/02/25	NGH	MAH, EMD	PAS
2	Update according to IFC comments: 1. Add the responsibilities of DPAC 2. Modify the part related to external grievances (add communication to MWI)	2021/04/15	NGH	MAH, EMD	PAS

### This document is addressed for:

	For Information	For Action
DAOM		x
DIWACO	x	

### List of related documents:

None.

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## 1. INTRODUCTION

The purpose of this document is to identify DAOM's process in ensuring effective two-way communication with the identified stakeholders during the Operation and Maintenance period of the DISI project. Any outcomes of this process are taken as inputs for making any required updates for the any of DAOM's processes and plans (e.g. ESMP).

## 2. IDENTIFIED STAKEHOLDERS

The below table shows the identified stakeholders and their identified needs:

Interested Parties	Interested Parties detailed	Type of Needs and Expectations	Related Documents/Records
The Client	DIWACO Ministry of Water & Irrigation [MWI] (indirectly) The Lenders (Investors) (indirectly)	Fulfill the contractual obligations	Project/O&M Agreement, Lenders Agreement (CTA), Asset Management Roadmap and related documents and results, Client Satisfaction Evaluation
Indirect Service Providers (through the client)	Insurance company	Fulfill the Insurance Agreement requirements (reduce the operational and asset-related risks)	Insurance Agreement, outcomes of insurance company visits
	Electricity Providers (JEPCO, EDCO)	Fulfill the contractual obligations (uninterrupted compliant electrical supply to minimize asset-related risks))	Electricity Supply agreement
Employees	Steering Committee / Top Management Middle Management Non-managerial Workers	Safe working conditions and means	SOP's, CMMS (AlaTool365), JD's, Engagement Survey, OHSA indoor air and noise regulations, clean water JS, health assessment, safety risk assessment, Toolbox Talks (TBT's), Employees contracts, Training Plan, Job descriptions, Payroll process, H&S Committee, Fair Culture policy, IMS Declaration, HR Policy, Internal By-laws, Business Continuity/Recovery Plans
		Job security	
		Training and development, clear instructions	
		Salary accurate and on time	
		Participation and consultation	
Local Community	MEU University Neighbors residents Heads of Tribes DISI Project Advisory Committee (DPAC) Local Association Local authorities (Example: Badia Police in MUS)	Safe neighborhood	Emergency Response Plan, Crisis Management and communication
		Environmental protection	ESMP documents
		Sustainable development (employment, access to clean water)	ESMP documents
Government	Ministry of Water & Irrigation Ministry of Labor Ministry of Environment Jordan Institution for	Legal/compliance requirements	Legal Requirements register

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Interested Parties	Interested Parties detailed	Type of Needs and Expectations	Related Documents/Records
	Standards and Metrology Ministry of Health Ministry of Industry and Trade Ministry of Finance Tax Authority Customs Department Social Security Corporation		
SUEZ	SUEZ Head Quarters	Technical Expertise, support, and knowledge sharing	Technical Assistance missions and training
		SUEZ Technology to support Water Production activities	New software packages (e.g. Well and Pump Factory and Asset Management)
		Innovation to address Environmental and H&S issues (in addition to operational)	Innovation program, Safety/Health Day
		H&S / Env incidents prevention (investigation, communication in case of occurrence)	Flash alerts, social security documents & process
		Developing a HSE culture	Fair culture, H&S contract
		Ethics values are the core of SUEZ's strategy and development. Ethics values to be the reference for SUEZ employees' behaviors and actions	Ethics Charter
		Work as per the international best practices and guidelines	OHSA, NEBOSH
Suppliers/ Subcontractors	See document No. DAOM-HQ-PRO-1546-15	External recognition	ISO 9001, ISO 14001, ISO 45001, ISO 55001
		Safe working conditions and means	Material Management procedure
		Sustainable business/ timely payments/ accurate delivery versus Purchase Order	Supplier Evaluation
		Provide accurate data	Reports

### 3. GRIEVANCES

DAOM has set up a process for receiving and handling internal and external grievances.

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- ✓ Employees' Grievances are received and handled according to the process documented in the HR Policy (Document no. DAOM-HRE-POL-0137-14).
- ✓ External grievances from local community and neighbors received are communicated to the project company, who will then communicate it directly to its client, the Ministry of Water and Irrigation (MWI). Dealing with external grievances follows the requirements of the Project Agreement and the O&M Agreement.
- ✓ Grievances received from subcontractors are received by the concerned supervisor from DAOM and/or the Procurement department. The received grievance is discussed with the concerned parties to find the proper solution.

All received grievances are recorded in a dedicated register.

### 3.1 EXTERNAL GRIEVANCES CONTACTS

Two contacts persons for the DISI project have been identified to receive and communicate external grievances. One person from DIWACO and one person from DAOM.

#### DIWACO

Chief Financial Officer: Mohiddin Abu Lughod  
 Telephone: +962 79 7650 905  
 Email: [mlughod@gamaenergy.com](mailto:mlughod@gamaenergy.com)

#### DAOM:

O&M Manager: Mohammad Abu Hamdeh  
 Telephone: +962 79 6708 883  
 Email: [mohammed.abuhamdeh@suez.com](mailto:mohammed.abuhamdeh@suez.com)

### 4. GENERAL NOTES

The below notes are to be observed regarding the Stakeholder Engagement practices implemented at DAOM:

- ✓ The social aspects of the DISI project are managed through the DISI Project Advisory Committee (DPAC).
- ✓ Main communication methods used are official letters, face-to-face meetings, and on-line meetings. Other methods can be used on as needed basis.

### 5. DISI PROJECT ADVISORY COMMITTEE

The DISI Project Advisory Committee (DPAC) comprises the review unit for DP environmental performance. Its members will be drawn primarily from MWI and representatives from other stakeholders.

#### 5.1 DISI PROJECT ADVISORY COMMITTEE MEMBERS

The DPAC Committee is formed from members from the below entities:

- ✓ Ministry of Water and Irrigation (MWI).
- ✓ Water Authority of Jordan (WAJ).
- ✓ DISI Water Company (DIWACO).
- ✓ DISI Amman Operation and Maintenance (DAOM).

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## 5.2 ROLES AND RESPONSIBILITIES

The responsibilities of the Committee are as follows:

- ✓ Assess the adequacy of the management of the ESMP through annual reviews to ensure its continuing suitability and effectiveness.
- ✓ Setting performance indicators and targets for DP environmental management and review performance against those targets.
- ✓ Recommend levels of resourcing necessary to implement the ESMP, including human resources, specialized skills, technology and financial provision.
- ✓ Approve an Annual Environmental Report for submission to MWI.