

Disi Water Company PSC



Operation & Maintenance Phase

Stakeholder Engagement Plan

Stakeholder Engagement Plan

Ref.: DWC-HRM -OM-QAP-SEPL-015

Rev.: 1

Issue Date: 25/April/2021

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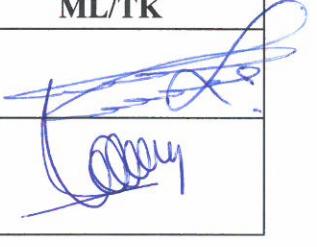
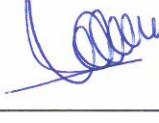
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Quality Control Sheet

Document Title: Stakeholder Engagement Plan			Document Ref.: DWC-HRM -OM-QAP-SEPL-015		
Rev. no.	Reason for issue	Date	Prepared by	Checked by	Approved by
0	Initial Issuance	25/4/2021	AA	KW	ML/TK
					
1	Add more details about the DIWACO grievance mechanism	13/6/2021			

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Introduction

The purpose of this document is to identify DIWACO's process in ensuring effective two-way communication with the identified stakeholders during the Operation and Maintenance period of the DISI project.

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
Shareholder	GAMA Energy Water International B.V. <ul style="list-style-type: none"> • GAMA Enerji A.S: <ul style="list-style-type: none"> - GAMA Holding (50.5%) - TNB (30%) - IFC (14.5%) - GIF (5%) 	Owners	Owners
The Client	Ministry of Water & Irrigation (MWI/WAJ)	Fulfill the contractual obligations	Project Agreement
The Lenders	Investors	Fulfill the contractual obligations	Common Terms Agreement (CTA)
The Operator	DISI Amman Operation & Maintenance (DAOM)	Fulfill the contractual obligations	Project/O&M Agreement
Gama HQ	Head Quarters (Ankara, Turkey)	Technical expertise, support and knowledge sharing	Technical assistance missions and requested reports
Service Providers	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
	External auditors (PWC & EY)	Audit and consultation (Financial and taxes)	Engagement letters and audit reports

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Interested Parties	Interested Parties detailed	Type of Needs and Expectations	Related Documents/Records
	External auditors (SGS Jordan)	Quality management audit	Contract Agreement and audit reports
Employees	<ul style="list-style-type: none"> - Top Management - Middle Management - Non-managerial workers 	Safe working conditions and means	Jordanian labor law, Employees contracts, Job descriptions, HR Policy, Internal By-laws and Training Plan
		Job security	
		Training and development, clear instructions	
		Salary accurate and on time	
		Participation and consultation	
Local Community	<ul style="list-style-type: none"> - 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 (managed by the operator)
		Environmental protection	ESMP documents (managed by the operator)
		Sustainable development (employment, access to clean water)	ESMP documents (managed by the operator)
Government	<ul style="list-style-type: none"> - Ministry of Water & Irrigation - Ministry of Labor - Ministry of Environment - Jordan Institution for Standards and Metrology - Ministry of Health - Ministry of Industry and Trade - Ministry of Finance - Tax Authority - Customs Department - Social Security Corporation 	Legal/compliance requirements	Project Agreement Jordanian labor law Company Commercial Registration Social Security Corporation Law DAOM Legal Requirements register
Suppliers/ Subcontractors	All DIWACO Suppliers/ Subcontractors	Safe working conditions and means	Supplier Evaluation
		Sustainable business/ timely payments/ accurate delivery versus Purchase Order	Supplier Evaluation
		Provide accurate data	Reports

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Grievances

DIWACO has set up a process for receiving and handling internal and external grievances. (see DIWACO Grievance Policy Ref.: DWC-HRM -OM-QAP-GP-013).

DIWACO have identified one person to receive, record and communicate internal/external grievances:

Chief Financial Officer (CFO): Mohiddin Abu Lughod

Mobile: +962 79 765 0 905

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P.O Box 3389 Amman 11821 Jordan.

General Notes

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

- 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.

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.

DISI Project Advisory 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).

Roles and Responsibilities

The responsibilities of the DPAC are as follows:

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- 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.