

# Stakeholder Engagement Plan

Jizzakh Solar PV

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## Quality information

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## Acronyms

Acronym	Definition
AOI	Area of Influence
CLO	Community Liaison Officer
EEA	Ecological Effect Assessment
EHS	Environmental, Health and Safety
EIA	Environmental Impact Assessment
ESDD	Environmental Social Due Diligence
ESIA	Environmental and Social Impact Assessment
GIIP	Good International Industry Practice
GW	Gigawatt
ha	Hectare
HV	High Voltage
IFC	International Finance Corporation
LRP	Livelihood Restoration Plan
m	Metre
mm	Millimetre
MV	Medium Voltage
MW	Megawatt
OTL	Overhead Transmission Line
PAP	Project Affected Person
PS	Performance Standard
PV	Photovoltaic
RUz	Republic of Uzbekistan
SCA	Social Compliance Audit
SEE	State of Environmental Expertise
SEP	Stakeholder Engagement Plan

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## 1. Introduction

### 1.1 Purpose of this Document

This document constitutes the Stakeholder Engagement Plan (SEP) for a proposed 220 megawatt (MW) solar photovoltaic power plant in the Jizzakh region in the Republic of Uzbekistan (RUz) (the 'Project').

It presents the broad approach and key steps to be undertaken by the Client, to plan and manage stakeholder engagement activities throughout various stages of the Project implementation.

This SEP is a 'live' document, which will be periodically revised in course of the Project lifecycle, when required. The current version covers engagement activities to be undertaken during the undertaking of the national Environmental Impact Assessment (EIA) and international Environmental and Social Impact Assessment (ESIA) processes, as well as the construction phase of the Project.

### 1.2 Objectives of Engagement

This SEP sets out the process for undertaking engagement and consultation with stakeholders. Consultation with stakeholders is essential to obtaining the Project's social 'Licence to Operate' and facilitating the successful completion of the baseline socio-economic and environmental surveys. Stakeholders include local communities potentially affected by the survey activities and other stakeholders not directly affected but who have an interest in these activities or who could affect their progress. These could include national and local authorities, neighbouring projects, and/or non-governmental organisations.

The SEP aims to establish the process and tools to:

- Identify and map stakeholders who have influence on the Project or who the Project influences, and identify and record key issues and concerns that stakeholders may have about the Project.
- Identify whether there are any vulnerable communities/groups, and if so, engage with them in meaningful informed consultation.
- Build trusting relationships with local stakeholders based on a transparent and timely supply of information, open dialogue, and provision of opportunities for stakeholders to voice opinions and concerns for informing Project design and mitigation measures, and minimising impacts on local resources and/or stakeholders.
- Keep stakeholders regularly informed about the Project's activities, explaining the nature of the construction and operation stages, overall Project duration, and any changes that could generate new impacts or increase the existing ones, and opportunities for grievance and engagement.
- Demonstrate how national requirements, good international industry practice (GIIP) and IFC guidelines and corporate requirements have been addressed in the national EIA and/or EHIA.
- Build positive stakeholder relationships and ensure ongoing stakeholder participation.
- Implement a viable grievance mechanism.
- Maintain a record of all consultations and grievances using a Stakeholder Database and Grievance Mechanism Database (or similar).
  - The purpose of the stakeholder database is to document and record all stakeholder interactions to date.
  - The grievance database specifically documents grievances recorded during and after the implementation of the project.

### 1.3 Structure of the Document

This document also provides a time schedule for consultations, which may be subject to revisions during project initiation, design and implementation. The resources available to implement the SEP are also described in this document.

The SEP contains the following sections:

- Chapter 2 – Project description.
- Chapter 3 – Roles and responsibilities.
- Chapter 4 – Regulatory Policy and Framework.
- Chapter 5 – Stakeholder identification and analysis.

- Chapter 6 – Stakeholder engagement program.
- Chapter 7 – Tools, techniques and record management.
- Chapter 8 – Grievance mechanism.



## 2. Project Description

### 2.1 Key Elements and Activities

The proposed Project Site is located in Gallaorol District, Jizzakh region, in the south-east of the Republic of Uzbekistan. Nearest communities (makhallas) are Chayonly (also referred to as Chayli on some maps), Kiziltut, Karobchi (also referred to as Karakchi on some maps), and Sayfin Ota. The Project Site is approximately 10 km north of the city of Gallaorol and 25 km west of the city of Jizzakh, the regional capital. The Site can be accessed via road R-42 off motorway M39.

The site area is 562 ha.

The Site centre point coordinates are:

	Geographic (WGS 84)	WGS 84 UTM 42N
Longitude	67° 31' 47" E	374733
Latitude	40° 7' 38" N	4442916

The overhead transmission line route is 15km, connecting the Project to the existing national grid substation at Saribazar.

The layout/shape of the project footprint is subject to operational requirements, to be finalised with the EPC contractor, and hence will be confirmed close to the commencement of the construction phase.

It is expected that during construction phase approximately 900 personnel will be working on site in peak times. The size of the operational workforce will depend on the final operation and maintenance concept; however, it is anticipated that around 25 workers will be employed by the Project during operation.

The key components of the solar photovoltaic (PV) power plant are:

- PV modules, which will produce direct current.
- Mounting structures, which the PV modules will be installed on.
- Inverters and medium voltage (MV) transformers, converting direct current into alternating current.
- On-site high voltage (HV) substation and transformer, which convert the electricity from MV to HV.
- Overhead line infrastructure to transport the electricity to the existing 220kV overhead line.
- Other equipment such as switchgear, grounding, and lighting protection.

Such information is based on preliminary information and design provided by the Proponent.

The anticipated lifespan of the Project is approximately 25 years, after which the PV generating facility will be decommissioned, and the site reinstated back to the previous land use (agriculture).

A full project description is provided in the project ESIA.

### 2.2 Schedule

At the time of writing (Oct 2022), the final Project design is yet to be completed. Construction will start once all the required permits and licences have been granted by the relevant authorities. Construction of the PV power plant will take approximately 18 months to complete. A further one and a half months will be required to commission and test the installation before the PV power plant can start supplying the grid in the first quarter of 2024.

### 2.3 Project Area of Influence

The Project Area of Influence (AoI) that has been preliminary defined based on the anticipated environmental and social (E&S) impacts and availability of the ESH receptors broadly includes the following:

- Immediate Project site and the approaching roads, where physical disturbance of environmental and social receptors (including the neighbouring communities) might take place as a result of the presence of Project equipment and traffic movement; and

- Area up to 5 km radius surrounding the Project site (depending on availability of environmental and social receptors and impacts identified) which could theoretically be affected by dust/noise, visual/landscape changes, glare, hindered access to places and indirect socio-economic impacts.

### 3. Roles and Responsibilities

This section presents an organisational structure to support Masdar in delivering stakeholder engagement activities. Roles presented relate to activities and responsibilities, rather than individuals, and may be filled by existing Masdar staff, potential new Masdar staff, or Masdar’s consultants.

Effective stakeholder engagement requires clear lines of communication and effective coordination within the Project, between the Project and partners, and with stakeholders.

Key participants in the management of stakeholder engagement include:

- Masdar In-country Project team, with technical support from Masdar Operations and Technology group; and
- Project consultants and contractors.

The Masdar in-country Project Team will be responsible for stakeholder engagement throughout the life of the Project. The Project’s Environmental & Social consultant will assist the in-country Project Team with engagement activities during the ESIA process, as per the pre-agreed allocation of roles.

Table 3-1 sets out the key roles and responsibilities required to manage the stakeholder engagement process for the Project.

**Table 3-1: Key Internal Stakeholder Tasks and Responsibilities**

**Responsibility Task**

<b>Masdar</b>	
In-country Project Stakeholder Engagement (SE) Manager	<p>Ensuring that there is a clear and well-defined strategy to guide stakeholder engagement activities and that the staff, resources and systems are in place to enable the strategy and this SEP to be implemented. Tasks would include:</p> <ul style="list-style-type: none"> <li>• Ensure this SEP is updated on a regular basis, as when appropriate;</li> <li>• Planning, implementing and conducting day-to-day ongoing management of stakeholder engagement, including grievances;</li> <li>• On-going maintenance of records of formal and informal stakeholder engagement activities;</li> <li>• Organisation, logistical arrangements and attendance at stakeholder meetings;</li> <li>• Preparation of information for dissemination to stakeholders in accessible formats;</li> <li>• Ensure that the Grievance Mechanism is implemented.</li> </ul>
<b>Project’s Environmental &amp; Social Consultant</b>	
ESIA Social Lead <i>(to be involved up to the point of the EIA/ESIA disclosure)</i>	<ul style="list-style-type: none"> <li>• Providing support to Masdar’s in-Country Project Stakeholder Engagement (SE) Manager;</li> <li>• Supporting Masdar with organisation, logistical arrangements and attendance at stakeholder meetings;</li> <li>• Documenting stakeholder engagement activities.</li> </ul>

## 4. Regulatory Policy and Framework

Stakeholder engagement for the Project will comply with RUz national legislative requirements, Masdar corporate policy on communication and engagement, and international best practice, where feasible.

This section details the legal, regulatory, and company requirements pertaining to stakeholder engagement. It further outlines the standards for international good practice in stakeholder engagement which have informed the development of this document.

### 4.1 National EIA Consultation Requirements

National legislation in the RUz states that the public should be informed about the Project and have an opportunity to comment on the information provided.

The Operator shall report to the State Committee for Nature Protection (SCNP) of RUz and appropriate Public Authorities of the RUz about the measures taken. Requirements to the content, development procedure and examination of Environment Impact Assessment (EIA) documents are governed by the following legislative acts of the Republic of Uzbekistan:

- Law of the Republic of Uzbekistan No 754-XII dated 09.12.1992 «On Environment Protection»
- Law of the Republic of Uzbekistan No 73-II dated 25.05.2000 «On Environmental Impact Audit»
- Regulation «On State Ecological Expertise in the Republic of Uzbekistan», approved by the Decree of the Cabinet of Ministers of the Republic of Uzbekistan No 491 dated 31.12.2001.

EIA documents consisting of the following stages are being developed for designed facilities in accordance with the given requirements:

- DEIA - Draft Environmental Impact Assessment, which shall be developed in the conception stage of planned or anticipated economic or other activity prior to the beginning of project financing (1 stage of EIA);
- EIA - Environmental Impact Assessment, which shall be developed if, based on the results of DEIA State Environmental Expertise (SEE), it was ascertained that additional surveys, on-site investigations, special analyses, simulation experiments and development of well-founded environmental actions are required (2 stage of EIA). Necessity of EIA development shall be defined by State Committee on Nature Protection of the Republic of Uzbekistan based on the results of DEIA state environmental expertise.
- EEA - Ecological Effect Assessment, which shall be developed prior to commissioning of the project and shall be final stage of EIA procedure for designed facilities (3 stage of EIA). (considering, that these standards and experience do not contradict the legislation) on safety and EP. Operator has ISO 14001 and OHSAS 18001 certification.
- Project developer takes all reasonable measures in accordance with these laws and standards in order to minimize any potential violations of general balance of environment, including, but not limited to, land surface, subsoils, air, lakes, rivers, flora and fauna, crops and other natural resources. Sequence of actions is determined in the following order: life protection, EP and property protection.

### 4.2 Public Hearings

Public hearings cover results of the EIA (and Preliminary EIA, where necessary) of proposed economic activities that may have a significant impact on the environmental and human health.

It is anticipated that public hearings are held in relation to projects that may directly affect the environment and human health and to draft environmental protection action plans. Public hearings provide participants equal rights to express their opinions based on documentary materials on the issue containing public information. Participants of public hearings include:

- Interested members of the public.
- Public and non-governmental organisations and associations.
- Local executive and representative bodies, governmental bodies authorised to make relevant decisions.
- Mass media.

If applicable the Project developer should assist the local authority in arranging public hearings. The Project developer should interact with local executive authorities regarding the date and venue of the public hearings. The public announcement should be published 20 days prior to the date of the public hearings. The announcement should also specify contact details of offices where members of the public may review the EIA documents prior to the public hearings event.

The public hearings will be held irrespective of the number of participating members of the public. During the hearings, any participant will have the right to express his or her opinion and raise questions to the speakers. The results of the public hearings will be documented in minutes. The Project developer and EIA consultants will review the results and may decide to improve the Project documents to incorporate public opinion. The Project developer will be responsible for the financing, technical, and information support of the public hearings, as agreed between the Project developer and the respective environmental authority.

### 4.3 International Standards

The IFC Performance Standards (PS) set out the requirements for undertaking stakeholder engagement throughout the Project lifecycle and requires formal evidence of stakeholder engagement at specific stages of Project development, including key stages within the ESHIA process, e.g. ESIA Scoping, draft ESIA preparation, and commencement of operations.

IFC PS 1 ‘Assessment and Management of Environmental and Social Risks and Impacts (2012)’ sets out the requirements relating to stakeholder engagement and the EIA process, particularly in relation to ‘Affected Communities’. Further guidance is available in the IFC documents ‘Good Practice Manual: Doing Better Business through Effective Public Consultation (1998)’ and ‘Stakeholder Engagement: A Good Practice Handbook for Companies doing Business in Emerging Markets (2007)’.

A summary of IFC Performance Standard 1 engagement requirements is presented in Table 4-1. These will be applied by the Project as a benchmark of GIIP.

**Table 4-1: Stakeholder engagement requirements as set out in IFC Performance Standard 1**

Issues	Key Requirements
Stakeholder analysis and planning	<ul style="list-style-type: none"> <li>• Identify Project affected stakeholders, including vulnerable groups<sup>1</sup></li> <li>• Develop and implement a Stakeholder Engagement Plan</li> </ul>
Disclosure of information	<ul style="list-style-type: none"> <li>• Provide stakeholders with access to information on:                             <ul style="list-style-type: none"> <li>- Purpose, nature and scale of the Project</li> <li>- Duration of proposed Project activities</li> <li>- Any risks, potential impacts and mitigation measures</li> <li>- Proposed stakeholder engagement process</li> <li>- Grievance Mechanism</li> </ul> </li> </ul>
Consultation	<ul style="list-style-type: none"> <li>• Consultation will be in line with the degree of potential project impacts and will:                             <ul style="list-style-type: none"> <li>- Begin early and continue throughout the Project lifecycle</li> <li>- Be based on prior disclosure and dissemination of information</li> <li>- Focus on those directly affected</li> <li>- Be free of outside interference and external manipulation</li> <li>- Enable meaningful participation</li> <li>- Be documented</li> </ul> </li> </ul>
External communications	<ul style="list-style-type: none"> <li>• Implement and maintain a procedure for external communications that:                             <ul style="list-style-type: none"> <li>- Registers communication</li> <li>- Screens and assesses issues raised</li> <li>- Tracks and documents responses</li> <li>- Adjusts the management programme</li> </ul> </li> </ul>
Grievance Mechanism	<ul style="list-style-type: none"> <li>• Establish a Grievance Mechanism to receive and facilitate resolution of Affected Communities’ concerns and grievances about the Project.</li> <li>• The Grievance Mechanism should:                             <ul style="list-style-type: none"> <li>- Resolve concerns promptly</li> <li>- Use a transparent and culturally appropriate consultative process</li> </ul> </li> </ul>
Ongoing reporting to affected communities	<ul style="list-style-type: none"> <li>• Provide periodic progress updates, specifically with regard to issues or grievances communities have raised</li> <li>• Communicate any updates of the management programme</li> <li>• Report to the community with frequency that is proportionate to the concerns of affected communities but not less than annually.</li> </ul>

Source: IFC Performance Standards, 2012

The Asian Development Bank (ADB) is a principal lender of the Project. In order to comply with International Best Practice Guidelines, application of the ADB Safeguard Policy Statement will be applied to Project development and implementation. This is consistent with IFC policy and integrates previous ADB policies and safeguard requirements on environment, involuntary resettlement, and indigenous peoples. ADB safeguard policies are designed to avoid, minimize, or mitigate adverse environmental and social impacts.

<sup>1</sup> Vulnerable stakeholders are defined as those who may be differently or disproportionately affected by the Project due to pre-existing disadvantaged status, or whose situation may mean that they are hard to reach, and/or require differentiated measures in consultation and disclosure activities to allow their effective participation.

The European Bank for Reconstruction and Development (EBRD) is another lender of the Project, and in its Environmental and Social Policy (2019), has outlined its impact mitigation requirements and the accompanying Performance Requirement (PR) 10. The Project will therefore aim to be compliant with the requirements of this policy. Specific requirements for the consultation process of PR10 include:

- All projects financed by EBRD shall be structured to meet the requirements of the EBRD Environmental and Social Policy (2019) which includes ten Performance Requirements (PRs) for key areas of environmental and social sustainability that projects are required to meet, including PR10 on Information Disclosure and Stakeholder Engagement.
- In addition, EBRD's Independent Project Accountability Mechanism (IPAM), as an independent last resort tool, aims to facilitate the resolution of social, environmental and public disclosure issues raised by Project-affected people and civil society organisations about EBRD financed projects among Project stakeholders or to determine whether the Bank has complied with its ESP and the Project-specific provisions of its Access to Information Policy; and where applicable to address any existing non-compliance with these policies, while preventing future non-compliance by the Bank.
- The EBRD's ESP defines stakeholder engagement as an on-going process which involves the following elements:
  - i. Stakeholder identification and analysis;
  - ii. Stakeholder engagement planning;
  - iii. Disclosure of information;
  - iv. Meaningful consultation and participation leading to the client's incorporating into its decision-making process the views of the affected parties on matters that affect them;
  - v. An effective grievance procedure or mechanism, and
  - vi. Ongoing reporting to relevant stakeholders.
- The process of stakeholder engagement should begin at the earliest stage of project planning and continue throughout the project life.
- An essential element in the stakeholder engagement process, to ensure meaningful and effective consultation process, is the careful identification of all involved stakeholders and the examination of their concerns, expectations, and preferences. Special attention should be paid to the identification of vulnerable stakeholders. The engagement with these stakeholder groups needs to be planned and managed with special care.

*Furthermore, the EBRD requires that the project developer establish and maintain an effective grievance mechanism, ensuring that any stakeholder complaints are received, handled, and resolved effectively, in a prompt and timely manner.* The Project must also comply with the requirements of The European Investment Bank (EIB), who are another principle lender of the Project. The EIB has as part of their Environmental and Social Standards 2022 document Standard 2 – Stakeholder Engagement, therefore the Project should comply with the requirements of this standard. Another principle standard of this document, is Standard 6, which is on Involuntary Resettlement. As part of the land acquisition and involuntary resettlement process, the standard outlines particular requirements for stakeholder engagement and disclosure as part of this process. This includes the following:

- The promoter should identify and meaningfully engage in a transparent manner with all PAPs regularly throughout resettlement planning, implementation, monitoring, and evaluation.
- The promoter should inform PAPs regarding options and rights on resettlement and disclose all relevant information in a timely, accessible manner, provided in the local language. There should also be special attention paid in circumstances of illiteracy, or where education differs according to age, gender or economic status
- Vulnerable groups and any groups disproportionately affected by the resettlement process should be paid special attention by the promoter and special provisions should be applied to Indigenous Peoples.

## 5. Stakeholder Identification and Analysis

### 5.1 Stakeholder identification

In accordance with international standards (Section 4.3) and Masdar’s corporate standards, this SEP must ensure that relevant stakeholders have been identified and consulted.

Stakeholder identification is conducted based on available primary and secondary data information, a review of available Project documentation, input from the Project consultants, as well as being informed by the results of site visits.

The stakeholder list will be continuously updated throughout the life of the Project.

Table 5-1 outlines the stakeholder groups and potential key stakeholders, as well as their specific relevance to or interest in the Project that have been identified throughout the ESIA stage.

**Table 5-1: Summary of Key Potential Stakeholders following Identification and Analysis**

Stakeholder Group	Stakeholders	Interest/Relation to the Project
Institutional-based Stakeholders (regional – Jizzakh)	<ul style="list-style-type: none"> <li>Deputy Khokim of Jizzakh region</li> <li>Chief of the Main Department</li> <li>Deputy Khokim of Gallaorol district on investment, innovation, support of privatized enterprises, free economic and small industrial zones as well the development of tourism</li> <li>Chief Engineer, Cadastral officials of Gallaorol district</li> <li>Chief Inspectorate of State Committee for Nature Protection of Jizzakh Region</li> <li>Chief Specialist of the Centre for Ecological Expertise</li> <li>Head of District Melioration Department</li> <li>Head of Investment Department of the Gallaorol Khokimiyat</li> <li>Head of Cultural Heritage, Gallaorol district</li> </ul>	<ul style="list-style-type: none"> <li>Approvals for and assistance in Project activities within each of the authorities’ remit (land issues, water use, energy, investment support, etc.)</li> <li>Support with providing various baseline information on the area of Project implementation (from the rural district level to the republican level)</li> <li>Potential assistance in interaction with other authorities and local population/organisations</li> </ul>
Institutional-based Stakeholders (local)	<ul style="list-style-type: none"> <li>Chairman of the mahalla committee Kokbulak (Chayonli, Karobchi, Sayfin, Kiziltut villages)</li> </ul>	<ul style="list-style-type: none"> <li>Assistance with identification of impacted people including informal farmers and herders</li> <li>Identification of vulnerable people and groups</li> <li>Land use types in the project area</li> <li>Current community governance structures and grazing activities</li> </ul>
Local communities	<ul style="list-style-type: none"> <li>Chayonli, Karobchi, Sayfin, Kiziltut villages</li> </ul>	<ul style="list-style-type: none"> <li>Potential perceivable impacts of the Project (dust, noise, glare, visual, water- and land use-related, load on communal infrastructure)</li> <li>Potential opportunities (employment, community development)</li> </ul>
Project Affected Parties	<ul style="list-style-type: none"> <li>Farmers and other individuals directly affected by land acquisition.</li> </ul>	<ul style="list-style-type: none"> <li>Potential perceivable impacts of the Project (dust, noise, glare, visual, water- and land use-related, load on communal infrastructure)</li> <li>Potential opportunities (employment, community development)</li> </ul>
Vulnerable Groups	<ul style="list-style-type: none"> <li>Young families (where the parents are under 30) who have lost both parents</li> <li>Children and young people</li> <li>Families with disabled parents or children</li> <li>A widower</li> <li>A single parent family</li> <li>A single retired person</li> <li>An elderly person (over 65 years old)</li> <li>Women in the family</li> <li>Anyone farming or investing in the land without a legal title</li> <li>People in poor health</li> <li>Households under the poverty line</li> <li>Households in financial difficulty</li> <li>Households with a member who is addicted to drugs or alcohol</li> </ul>	<ul style="list-style-type: none"> <li>Potential perceivable impacts from land acquisition of the project which may be worse due to vulnerable status</li> <li>Potential opportunities (employment, community development)</li> </ul>

Stakeholder Group	Stakeholders	Interest/Relation to the Project
Specialist from the Women's Committee	<ul style="list-style-type: none"> <li>Deputy head of women and families issues.</li> </ul>	<ul style="list-style-type: none"> <li>They have a programme to integrate women, including but not limited to vulnerable categories (e.g. domestic violence, etc.), in the job market. They offered support to the future concessionaire to help recruit women for the project.</li> </ul>
Local Land Users (involved in passage through the Project site, etc.)	<ul style="list-style-type: none"> <li>Herders</li> </ul>	<ul style="list-style-type: none"> <li>Potentially impacted due to disturbed access to the commonly used grazing lands and existing tracks</li> </ul>
Media	<ul style="list-style-type: none"> <li>To be confirmed</li> </ul>	<ul style="list-style-type: none"> <li>Potential communication channels/means of the Project information disclosure</li> </ul>
Research/Educational Organisations	<ul style="list-style-type: none"> <li>To be confirmed</li> </ul>	<ul style="list-style-type: none"> <li>Research in the fields of water management, environment and construction, potential support with providing baseline information on these matters</li> <li>Graduates may potentially be interested in/suitable for employment on the Project</li> </ul>
Land administration authorities	<ul style="list-style-type: none"> <li>Pasture designation unit of khokimiyat</li> </ul>	<ul style="list-style-type: none"> <li>Responsibility for land management.</li> <li>Notification and assessment of potential impacts including accidental damages to utility assets and public infrastructure around the Project construction zones.</li> </ul>
Civil Society Organisations (CSOs) and Non Governmental Organisations (NGOs).	<ul style="list-style-type: none"> <li>NGOs or CSOs at local or international level</li> </ul>	<ul style="list-style-type: none"> <li>Potential interest in the Project regarding issues such as biodiversity or effects on vulnerable groups</li> </ul>

As identified in the above Table, Vulnerable groups have been identified for the stakeholder engagement programme. Vulnerable groups are those individuals or groups who may be directly and differentially or disproportionately affected by the Project's negative impacts and/or less able to participate in and benefit from the Project's positive impacts because of their disadvantaged or vulnerable status. This status may stem from ethnicity, property, level of income, economic situation, gender, language, religion, national or social origin, age, culture, literacy, physical or mental disability, and dependence on unique natural resources (IFC, 2021). Based on the above definition, the following groups within the Project social area of influence are considered vulnerable:

- Young families (where the parents are under 30) who have lost both parents
- Children and young people
- Families with disabled parents or children
- A widow
- A single parent family
- A single retired person
- An elderly person (over 65 years old)
- Women in the family
- Anyone farming or investing in the land without a legal title
- People in poor health
- Households under the poverty line
- Households in financial difficulty
- Households with a member who is addicted to drugs or alcohol

These categories should however be used as a guide and it is possible that some people may be vulnerable because of very specific circumstances which might not fit into the above list.

A more detailed vulnerability analysis among project affected people, is included in the LRP. A range of measures will be explored to ensure engagement with vulnerable groups including but not limited to:

- Differentiated measures of engagement such as group meetings, one to one interviews, presentations or phone calls.
- Ensuring they are represented at meetings and committees associated with the Project.
- Ensuring accessibility (especially for disabled individuals) to Project meetings or finding alternative arrangements.
- Ensuring participation of family members.



- Ensuring women and spouses are represented.
- Translating to local languages.
- Explaining and simplifying information.
- Use of imagery for illiterate individuals.

## 5.2 Stakeholder Analysis

As well as identifying potential stakeholders, it is also necessary to determine the level of engagement priority that should be afforded to Project stakeholders. Stakeholder priority can be determined by understanding each stakeholder's influence and impact in relation to the Project. This is termed "stakeholder mapping", the process for which is outlined below.

## 5.3 Assessing Stakeholder Impact

Stakeholder impact is defined as the extent to which the interests of a stakeholder are affected by a project. These impacts can be either positive or negative and lead to either an improvement or deterioration in their conditions. For the purposes of this exercise, all stakeholders will be assigned into one of three impact significance categories to help inform the stakeholder mapping process: high, medium, and low. These terms are defined as follows:

- **High impact** – The Project potentially has a significant beneficial or adverse impact on the interests of a stakeholder. The impact is generally considered to be high when the number of people affected is large (e.g. greater than 50), the duration of the impact is over the long-term (perceived for over a year), extends over a large area (i.e. regional, international and transboundary), and/or the stakeholders are highly sensitive to the impact.
- **Medium impact** – The Project potentially has a moderate beneficial or adverse impact on the interests of a stakeholder. The impact is considered to be medium when a small number of people are affected (e.g. greater than 10, less than 50), the duration of the impact is over the medium-term (perceived for a few months), is experienced on a regional scale, and/or the affected stakeholders are moderately sensitive to the impacts.
- **Low impact** – The Project potentially has a minor beneficial or adverse impact on the interests of a stakeholder. The impact is minor when the number of people affected is relatively small (e.g. less than 10), the impact is temporary, short term (perceived from few days and up to 2-3 months), or can be fully mitigated, scale of impact is local or on-site, and/or the stakeholders are not considered sensitive to the impact.

## 5.4 Assessing Stakeholder Influence

Influence in the stakeholder mapping context refers to the extent to which the stakeholder or group of stakeholders is/are able to influence the Project (including Masdar's reputation) through affecting key aspects such as design and permitting decisions. Influence may be formal or informal, for example, informal influence through a personal connection to a politician or formal influence through the issue of government approvals and determinations.

All stakeholders will be assigned to one of three influence categories to help inform the stakeholder mapping process: high, medium and low. Categorisation is based on analysing three key elements related to influence: power, capacity and legitimacy.

These categories are by their nature subjective. However, through this analysis it is possible to establish the following broad definitions and categories of influence:

- **High influence** – The stakeholder or stakeholder group is considered highly influential when it has the capacity to halt the Project or significantly influence Masdar's reputation, such as powerful civil society groups and individuals who can affect Project-related decision-making.
- **Medium influence** – The stakeholder or stakeholder group has a moderate capacity to exert influence over the Project or Masdar's reputation, such as a lobby group, small associations, national, and international NGOs.
- **Low influence** – The stakeholder or stakeholder group is isolated and has limited capacity to exert influence over the Project or Masdar's reputation. For example, stakeholders who may lack the institutional legitimacy or social capacity to affect the Project such as elderly, children, vulnerable, and disadvantaged members of the community. Isolated communities that are geographically distant are considered to have low influence, but a group of these communities connected through social media or associations can be considered as having moderate influence.

## 5.5 Levels of Engagement

There are five levels of engagement ranging from basic disclosure of information through to on-going, in-depth engagement and discussion (classified from Tier 1 to Tier 5). Each level of engagement identified helps to capture the appropriate engagement needs of individual stakeholders. A description of each level of engagement is provided below:

- **Information Disclosure (Tier 5)** - Stakeholders within this category typically are not required to be presented with feedback mechanisms and are unlikely to be involved in project decision making. Information is provided to these stakeholders in order to give them basic awareness of the Project and help avoid escalation of any concerns they have.
- **Opportunity to Comment (Tier 4)** - Stakeholders within this category typically have a low-to-medium impact from the project, and influence over, the project. While holding little decision-making power individually, collective opinion within this category can be highly influential and as such it is important to consider this opinion.
- **Informed Engagement (Tier 3)** - Stakeholders within this category would generally have a low level impact from, but high level ability to influence, the project. Such stakeholders should be kept informed about the projects development as they may have much potential to affect project outcomes significantly.
- **Focused Engagement (Tier 2)** - Stakeholders within this category are recognised as potentially being moderately impacted by the project, with low – medium influence levels. As such, they are typically provided with detailed information and the opportunity to respond regarding specific aspects of the project about which they are concerned.
- **In-depth Engagement (Tier 1)** - Consultation with stakeholders within this category is for those likely to be highly impacted by the project or considered to be critical in terms of the project success and obtaining 'social license' to operate. Stakeholder engagement with this group would typically be in-detail and on-going as the project develops.

## 6. Stakeholder Engagement Programme

Throughout the ESIA and LRP study, AECOM is carrying out ongoing stakeholder engagement programme. The programme comprises several stakeholder engagement activities which aim to:

- Build and maintain stakeholder relationships.
- Gather information on the local environmental and social issues.
- Continue to disclose Project information (including any access restrictions, employment and procurement opportunities, and community health and safety issues).
- Monitor and evaluate stakeholder engagement.
- Provide stakeholders the opportunity to provide feedback.
- Manage grievances.

This section presents a summary of the stakeholder engagement programme, namely in two parts: previous engagement activities and future engagement activities.

The details of the stakeholder engagement programme as well as the applicable regulatory framework, the stakeholder identification and analysis process, and details of the Grievance Mechanism (GM), will be documented here. The SEP (and the engagement programme) is a 'live' document that will be updated as the Project progresses.

Issues identified during the stakeholder engagement process have been recorded in the assessment of impacts and appropriate mitigation has been developed where appropriate.

### 6.1 Previous Engagement Activities

#### 6.1.1 Scoping Phase

TYPSA undertook an Environmental and Social Scoping Study for the current Project in September 2020 and as such have conducted some preliminary stakeholder engagement.

##### 6.1.1.1 Methods

Stakeholders were consulted either via videoconference or face-to-face during the site visits. Stakeholders consulted via videoconference were predominantly institutional stakeholders who had reliable access to a computer and the internet and therefore could easily participate in this manner. All stakeholders attended one meeting held on 9<sup>th</sup> September 2020. Stakeholders who attended included representatives from the following institutions:

- Ministry of Energy
- Ministry of Energy – Development of Renewable Resources Department
- Gallaorol District - Deputy Khokim on investments
- Gallaorol District - Head of water resources Department
- Gallaorol District - Head of cadastre Department
- Gallaorol District – Environmental Protection Committee
- Chairman of Kiziltut Makhalla
- Chairman of Sayfin Ota Makhalla
- Chairman of Karakchi Makhalla
- Chairman of Chayli Makhalla

Other stakeholders were engaged face-to-face during the scoping site visit which took place on 28<sup>th</sup> September 2020. Some of these stakeholders were community-level and therefore may not have had the resources required to participate in remote engagement methods (e.g. videoconferencing). Others were institutional stakeholders who participated in the site visit to facilitate a clear understanding of the project site and the environmental and social opportunities and constraints it presents. Stakeholders engaged with face-to-face during the site visit include:

- Representative of environment protection committee of Gallaorol District
- Land surveyor of cadastral department of Gallaorol District
- Aksakals (village elders) of the Kiziltut, Sayfin Ota, Karakchi and Chayli makhallas

- Secretary of Rural citizens council Kuklik including Chayli and Karakchi makhallas
- Local shepherds

#### 6.1.1.2 Outcomes

The outcomes of these engagement activities yielded an understanding and appreciation of local and regional environmental and social issues. Environmental issues identified and discussed during stakeholder consultations included:

- The head of the water resources management department informed that ground water is located at a depth of 5-15 m below ground level (mbgl) in the communities around the project site.
- There is no data on air quality in the area, the District khokimiyat assumes air quality is good, as it is close to mountains.
- There is a landfill site 12-15 km from the site which can receive municipal and construction waste. Another landfill site is located 30 km from the project area. There are no licensed companies for removal of hazardous wastes, as there are no hazardous wastes generated in the project area and surroundings.
- The head of forestry department stated that there are no endangered species of birds and animals or protected areas within the project area.
- The State committee for environment and its regional and district departments are responsible for natural protected areas.
- There are no landslide risks stemming from the highlands where the project will be located. However, during the spring, there are mudflows that cross along the makhallas.

Social issues identified and discussed during stakeholder consultations included:

- According to local leaders the project area is mainly used for livestock grazing or for rainfed subsistence agriculture. These activities do not receive any legal or official permission, but district authorities are aware of them and tolerate them. The land in the project area used to be owned by a poultry farm, however, because of the land's rocky nature, the farm was not productive and therefore the company transferred this land to the Government 4 - 5 years ago.
- District authorities claimed that local communities will be provided another place for grazing cattle, as the grazing area is quite large. There are potential alternative grazing areas to the north, east and south of the project site.
- When asked about official actions taken to relocate grazing activities, participants informed that before the start of the project there was a meeting with the community and local population where they were advised to graze the cattle on alternative land. Also, the population was informed that with the project, their income would be at least doubled, according to the authorities.
- When asked about a farm identified toward the north of the project site local leaders indicated that the project poses no threat to the farm's road access or water supply. This is because there is a dedicated road which serves the farm that does not go through the project site and, water is supplied by a nearby spring, no wells have been drilled for irrigation or other purposes.
- The main source of livelihood around the project area is rainfed agriculture through the cultivation of wheat and peas, as well as livestock breeding. Wheat is sold to the Government under the order, whereas peas are sold in the local market.
- Public support programs for farmers include the development of greenhouses on 100 ha located in Chayli makhalla (more 330 ha are allocated for future development) and a program called "Every family is an entrepreneur" through which some households in the area are provided with soft loans for livestock breeding. Land for the greenhouse projects is allocated officially to the project promoter. The primary objective of the project is to provide income generating opportunities and jobs for the local population.
- There is Farmer Union and a Population Protection Association in the area. They provide soft credits and help with machinery and other services. They provided 260 families with 7 billion 8 thousand UZS as financial support.

Other information which came out of the stakeholder engagement activities undertaken during the scoping stage include:

- The entire population in the project area is connected to power supply and only in case of extreme weather conditions there can be cut offs.
- The local population use wells for water drinking. For animals, they use watercourses and springs. Artesian wells used by the population are 7-15 meters deep.
- The majority of the population in the area are Uzbeks. There is a perception that no ethnic minorities, vulnerable groups, or migrants, etc. are located in the Project Area.
- The local population has had no previous experience with large projects in the last 15 years, except for the construction of the above mentioned 330 ha of greenhouses.

Among the questions and concerns raised by the participants, makhalla and district representatives asked about the possible adverse health impacts of the PV station. The E&S team explained that no health impact is expected. Solar panels do not produce

any type of radiation. Solar power plant will be fenced to avoid current shocks. During construction there will be some dust because of heavy machines accessing the area. This will be mitigated by environmental measures.

Representatives of the population and District Khokimiyat also asked about job opportunities during the construction and operation of the PV station. The E&S team explained that the recommendation will be to hire local population based on their qualification during the construction period. As panels require maintenance, during the operation period there will be some jobs created as well, however, fewer than during the construction period.

### 6.1.2 ESIA

During the preparation of the ESIA a number of site visits were undertaken by the in-country project team which included some further stakeholder engagement activities. The site visit was conducted between 16<sup>th</sup> and 19<sup>th</sup> September 2021 and again in November 2021.

#### 6.1.2.1 Methods

Stakeholder engagement is an important process at all ESIA stages however, it is particularly helpful to engage with relevant stakeholders during the early stages of the ESIA as their inputs can be considered in the assessment of impacts and the design of mitigation, management, and enhancement measures. A preliminary list of project stakeholders was identified prior to the site visit. Stakeholders identified include individuals, groups, and organizations that may be affected by or may influence project development, either positively or negatively. The list of project stakeholders will be continuously revised (expanded or reduced as necessary) throughout the ESIA study. The stakeholders identified and engaged with throughout the site visit are in Table 6-1.

**Table 6-1. Stakeholder Groups Engaged During Site Visit**

Stakeholder Group	Stakeholders
<b>Local Government Representatives</b>	<ul style="list-style-type: none"> <li>Deputy Khokim of Djizzak Region on Investments</li> <li>Deputy Khokim of Gallaorol Khokimiyat</li> <li>Leading specialist of Mahalla and Family Department of Gallaorol Region Khokimiyat</li> </ul>
<b>Community Representatives</b>	<ul style="list-style-type: none"> <li>Chair of Kukbulak mahalla</li> </ul>
<b>Land Users</b>	<ul style="list-style-type: none"> <li>Herders on the site</li> <li>Farmers using land to be impacted by the OTL:                             <ul style="list-style-type: none"> <li>Owner of Sangzor busines parranda LTD, Oq oltin polutry LTD, Farmer 1</li> </ul> </li> </ul>
<b>Community Members</b>	<ul style="list-style-type: none"> <li>Local dweller of Karobchi village</li> <li>Teachers at School №54 in Chayonli Village</li> <li>Community women</li> <li>Local medical point doctor</li> <li>Kukbulok mahalla community members</li> </ul>
<b>Individual Specialists / Academics</b>	<ul style="list-style-type: none"> <li>Leading specialist of Investment and Foreign Trade Department of Gallaorol Region Khokimiyat</li> <li>Specialist on women's issues</li> </ul>

At the start of each engagement session a brief overview of the Project was provided and the rationale for engaging with the specific stakeholders was explained. The format of the engagement varied depending on the number of stakeholder's present and the environment (i.e. on the project site or in a meeting room). The selected engagement methodologies included:

- Key Informant Interviews (KIIs):** this methodology was used to engage one-to-one with local government representatives who are used to engaging with in this manner. This methodology was also used to engage with specific land users who would be impacted by the project in different ways.
- Focus Group Discussions (FGDs):** this methodology was used to engage with specific groups of stakeholders who were likely to have similar concerns, priorities, and perceptions of the project and its likely impacts. This included community members, women, community leaders, and teachers.

The KIIs and FGDs both followed a semi-structured format with standard list of questions for each stakeholder. Stakeholders were then given the opportunity to ask questions of the ESIA Consultants. The project site map was used as visual aid at the meeting.

#### 6.1.2.2 Outcomes

Throughout the site visit a range of stakeholders were engaged with including herders (**Error! Reference source not found.**), community members (**Error! Reference source not found.**), Mahalla leaders (**Error! Reference source not found.**), and local government representatives (**Error! Reference source not found.**). Notes were taken during each stakeholder meeting and the key outcomes are presented.

Further details of these consultations are provided below.

Table 6-2. ESIA and LRP Engagement Activities

Stakeholders Present	Stakeholder Engagement Methods	Location/Date	Topics Discussed	Consultation Disclosure Materials	Mean of Advance Notification	Responsibility
<b>Scoping/ESIA PHASE</b>						
Local authority stakeholders including Mahalla Chairs and Head of District Departments	Group Videoconferencing	9 <sup>th</sup> September 2020	<ul style="list-style-type: none"> <li>Mission tasks, stakeholders meeting list</li> <li>Local and regional environmental issues – e.g. lack of air quality data, existing waste facilities, biodiversity, natural hazards, project area/ any possible social issues, local utilities</li> <li>Concerns/questions raised regarding the project e.g. adverse health impacts, employment opportunities</li> </ul>	N/A	Videoconferencing	GBI
Representative of environment protection committee of Gallaorol District Land surveyor of cadastral department of Gallaorol District Aksakals (village elders) of the Kiziltut, Sayfin Ota, Karakchi and Chayli makhallas Secretary of Rural citizens council Kuklik including Chayli and Karakchi makhallas Local shepherds	Group meeting	28 <sup>th</sup> September 2020	<ul style="list-style-type: none"> <li>Mission tasks, stakeholders meeting list</li> <li>Local and regional environmental issues – e.g. lack of air quality data, existing waste facilities, biodiversity, natural hazards, project area/ any possible social issues, local utilities</li> <li>Concerns/questions raised regarding the project e.g. adverse health impacts, employment opportunities</li> </ul>	N/A	Telegram/Phone	GBI
Deputy Khokim of Djizzak Region on Investments	One to one interviews	16 <sup>th</sup> September 2021	<ul style="list-style-type: none"> <li>Mission tasks, stakeholders meeting list</li> <li>Overview of the region economic indicators</li> </ul>	N/A	Telegram/Phone	GBI
Deputy Khokim of Gallaorol Khokimiyat Leading specialist of Investment and Foreign Trade Department of	One to one interviews	16 <sup>th</sup> September 2021	<ul style="list-style-type: none"> <li>Mission tasks, stakeholders meeting list</li> </ul>	N/A	Telegram/Phone	GBI

Stakeholders Present	Stakeholder Engagement Methods	Location/Date	Topics Discussed	Consultation Disclosure Materials	Mean of Advance Notification	Responsibility
Gallaorol Region Khokimiyat						
Local dweller of Karobchi village	One to one interviews	16 <sup>th</sup> September 2021	<ul style="list-style-type: none"> <li>Discussion regarding cattle breeding, and local safety concerns regarding a bridge which becomes dangerous for children when water levels rise</li> </ul>	N/A	Telegram/Phone	GBI
Leading specialist of Mahalla and Family Department of Gallaorol Region Khokimiyat		18 <sup>th</sup> September 2021	<ul style="list-style-type: none"> <li>Discussion regarding employment amongst women in Chayonli and Karbochi (mostly self employed)</li> <li>Categories of vulnerable people getting support from the government (9 categories)</li> <li>Rural medical point in Sayfin ota village</li> <li>Discussion of local area - Mahalla Kokbulak is known as sheep and goats breeding area. Local population engaged in breeding and wheat growing</li> <li>Database of vulnerable women and families of the mahalla / option to share future employment prospects on here</li> <li>Telegram channel of Gallaorol including 29 Mahalla chairs</li> <li>Health impacts of solar panels</li> <li>Possibly prioritization of vulnerable families / women for employment opportunities</li> </ul>	N/A	Telegram/Phone	GBI
Teachers	Group Meeting	18 <sup>th</sup> September 2021	<ul style="list-style-type: none"> <li>Discussion regarding importance of electricity for industries in region</li> <li>Discussion of poor means of communication e.g. mobile network coverage (difficulties in online learning) and use of telegram channels</li> <li>Further education opportunities</li> </ul>	N/A	Telegram/Phone	GBI
Kukbulak Mahalla Chair	One to one interview	3rd September 2021	<ul style="list-style-type: none"> <li>Discussion of local area (Kokbulak Mahalla) – includes 9 villages – only 2 supplied by gas pipe (Chayonli and Karobchi) – rest do not have liquified gas</li> <li>Spring water channels have been reinforced to reduce risk of mudfloods</li> </ul>	N/A	Telegram/Phone	GBI



Stakeholders Present	Stakeholder Engagement Methods	Location/Date	Topics Discussed	Consultation Disclosure Materials	Mean of Advance Notification	Responsibility
			<ul style="list-style-type: none"> <li>Well for drinking water</li> <li>Local transport methods (bus)</li> </ul>			
Specialist on women issues at the mahalla, community women	One to one interview	18th September 2021	<ul style="list-style-type: none"> <li>List of vulnerable women in region</li> <li>Existing employment opportunities for women – seasonal work in collecting harvest, regular work in schools and medical, local market sellers</li> <li>Unemployment high – men migrate to surrounding countries for work or stay and breed cattle</li> <li>No NGOs in area</li> <li>Local transport methods</li> <li>Employment opportunities</li> <li>Discussion of poor means of communication</li> </ul>	N/A	Telegram/Phone	GBI
Local women	Group Meeting	18 <sup>th</sup> September 2021	<ul style="list-style-type: none"> <li>Employment opportunities</li> <li>Training opportunities prior to construction</li> <li>Discussion of existing skills amongst women e.g. higher education and technical skills like operating machinery</li> </ul>	N/A	Telegram/Phone	GBI
Local medical professional	One to one meeting	18 <sup>th</sup> September 2021	<ul style="list-style-type: none"> <li>Discussion of existing services including dentist, 2 doctors, 15 patronage nurses for 9 villages</li> <li>Transportation to emergency centre difficult</li> <li>Prevalent diseases in the area</li> </ul>	N/A	Telegram/Phone	GBI
Herders	One to one interviews	18 <sup>th</sup> /19 <sup>th</sup> September 2021	<ul style="list-style-type: none"> <li>Sheep herding, pay</li> <li>Number of herders in the area</li> <li>Children herd on Sundays when out of school – one family has 200 sheep in herd – at end of year give sheep back to owners and take back in spring</li> <li>From spring do wheat harvesting</li> </ul>	N/A	Telegram/Phone	GBI
Famers	One to one interviews	18 <sup>th</sup> September 2021	<ul style="list-style-type: none"> <li>Farming activities in area (wheat, cattle farming, herding)</li> <li>Water resources in area</li> <li>Electricity benefits from project</li> <li>Concerns with route of OHTL passing orchard</li> </ul>	N/A	Telegram/Phone	GBI

Stakeholders Present	Stakeholder Engagement Methods	Location/Date	Topics Discussed	Consultation Disclosure Materials	Mean of Advance Notification	Responsibility
			<ul style="list-style-type: none"> <li>• Employment opportunities of project and employment of seasonal workers</li> </ul>			
Community Leaders of Chayonli, Karobchi, Sayfin and Kiziltut	Face to face community meeting	19 <sup>th</sup> September	<ul style="list-style-type: none"> <li>• Routes to pasture lands</li> <li>• Importance of community road and infrastructure</li> <li>• Concerns/questions regarding radiation, job opportunities, opportunities for women, reinforcement of current road infrastructure, future project communications</li> <li>• Positivity regarding project and prospects for community</li> </ul>	N/A	Telegram/Phone	GBI
<b>SCA and LRP PHASE</b>						
Disclosure of LRP process Community leaders from all three districts, <ul style="list-style-type: none"> <li>• Khokimiyat representative from all three districts.</li> </ul>	Face to face community meeting	8 <sup>th</sup> – 9 <sup>th</sup> August	<ul style="list-style-type: none"> <li>• Presented a map of the project area and OTL Explanation of who might be affected by the land acquisition (Leaseholders, informal farmers, herders, other community members who access the site)</li> <li>• Explanation of the types of impact including permanent land take, temporary land take and the conditions associated with the sterilization zone.</li> <li>• Explanation of the Land Acquisition Process and key date of surveys and construction.</li> <li>• Explained the principles of the LRP process, including: <ul style="list-style-type: none"> <li>– Compensation will be issued for all land and assets lost or damaged</li> <li>– After the survey date, new crops, buildings or land sold will not be recorded or compensated</li> <li>– Highly impacted households will receive additional livelihood support</li> <li>– Vulnerable households will be supported</li> <li>– The community will be consulted and participate in decision making</li> <li>– All complaints and grievances will be recorded and addressed</li> <li>– Upcoming surveys and engagements</li> </ul> </li> </ul>	Disclosure PowerPoint Presentation	<ul style="list-style-type: none"> <li>• Advertisement in Telegram Group</li> </ul>	

Stakeholders Present	Stakeholder Engagement Methods	Location/Date	Topics Discussed	Consultation Disclosure Materials	Mean of Advance Notification	Responsibility
			<ul style="list-style-type: none"> <li>Contact details for the grievance mechanism</li> </ul>			
<ul style="list-style-type: none"> <li>Socio-Economic Survey Interview with all impacted Leaseholders</li> </ul>	One on one interviews	29 <sup>th</sup> August – 2 <sup>nd</sup> Sept Various Locations	<ul style="list-style-type: none"> <li>Gathering demographic information</li> <li>Gathering socio-economic information</li> <li>Gathering livelihood information</li> </ul>	N/A	<ul style="list-style-type: none"> <li>Advance notice by phone</li> </ul>	
<ul style="list-style-type: none"> <li>Valuation Meeting with all impacted Leaseholders</li> </ul>	One on one interviews	29 <sup>th</sup> August – 2 <sup>nd</sup> Sept Various Locations	<ul style="list-style-type: none"> <li>Gathering information for valuation</li> </ul>	Grievance Mechanism Leaflet Cut-off date form	<ul style="list-style-type: none"> <li>Advance notice by phone</li> </ul>	
<ul style="list-style-type: none"> <li>Socio Economic Survey interview with cluster farmers</li> </ul>	One on one interviews	8-9th of September 2022 Various Locations	<ul style="list-style-type: none"> <li>Gathering demographic information</li> <li>Gathering socio-economic information</li> <li>Gathering livelihood information</li> </ul>	N/A	<ul style="list-style-type: none"> <li>Advance notice by phone</li> </ul>	
<ul style="list-style-type: none"> <li>Deputy Khokim of Gallaorol Khokimiyat</li> <li>Cadastre Representative</li> <li>District Agricultural Department Representative</li> </ul>	Face to face meeting	Local Khokimiat Office 22nd September 2022	<ul style="list-style-type: none"> <li>The LRP process</li> <li>Future engagement activities (Lenders visit and LRP verification)</li> <li>Current land use types in the project area</li> <li>Historic land use on the Solar PV Area (As part of SCA process)</li> <li>Current challenges with farming and livelihoods</li> <li>Known and potential impacts on stakeholders from the project</li> <li>Identification of impacted people, including informal farmers and herders.</li> <li>Identification of vulnerable people and groups</li> <li>Current governance structures and community activities (Such as herding rotations)</li> <li>Potential options for livelihood restoration and support</li> </ul>	N/A	<ul style="list-style-type: none"> <li>Advanced notice on Telegram</li> </ul>	AECOM & GBI
<ul style="list-style-type: none"> <li>Kokbulak Makhallas Chair</li> <li>Sayfin Community Leader</li> <li>Gallaorol Khokimiyat-Specialist on investment and tourism</li> </ul>	<ul style="list-style-type: none"> <li>Face to face meeting</li> </ul>	<ul style="list-style-type: none"> <li>Kokbulak Malhallas Office 23rd September 2022</li> </ul>	<ul style="list-style-type: none"> <li>Future engagement activities (Lenders visit and LRP verification)</li> <li>Current land use types in the project area</li> <li>Known and potential impacts on stakeholders from the project</li> <li>Identification of impacted people, including informal farmers and herders.</li> <li>Identification of vulnerable people and groups</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Advanced notice on Telegram</li> </ul>	AECOM & GBI

Stakeholders Present	Stakeholder Engagement Methods	Location/Date	Topics Discussed	Consultation Disclosure Materials	Mean of Advance Notification	Responsibility
<ul style="list-style-type: none"> <li>Kokbulak Malhallas – Women and family issue specialist</li> </ul>			<ul style="list-style-type: none"> <li>Current governance structures and community activities (Such as herding rotations)</li> <li>Potential options for livelihood restoration and support</li> </ul>			
<ul style="list-style-type: none"> <li>Two Professional Herders</li> <li>Sayfin Community Leader</li> <li>Cadastre Representative</li> </ul>	<ul style="list-style-type: none"> <li>Face to face meeting</li> </ul>	<ul style="list-style-type: none"> <li>Professional Herder Residence on 22nd September 2022</li> </ul>	<ul style="list-style-type: none"> <li>Current land use types in the project area</li> <li>Current governance structures and community activities (Such as herding rotations)</li> <li>Gathered data on the number of herders from the community and how many families use the professional herders' services</li> <li>Gathered demographic and household data for the herders</li> <li>Discussed access to the herding areas to the north of the site and how it will change</li> <li>Discussed how many herders use the path through the middle of the site. Herders confirmed they mainly use access from the north and so will not be as impacted.</li> <li>Discussed herding practices, where they herd in summer and winter.</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Advanced notice given by phone and on Telegram</li> </ul>	<ul style="list-style-type: none"> <li>AECOM &amp; GBI</li> </ul>
<ul style="list-style-type: none"> <li>Karobchi Community Leaders</li> <li>Community Member</li> <li>Cadastre Representative</li> </ul>	<ul style="list-style-type: none"> <li>Face to face meeting</li> </ul>	<ul style="list-style-type: none"> <li>Roadside community meeting point</li> <li>22nd September 2022</li> </ul>	<ul style="list-style-type: none"> <li>General lack of employment for women</li> <li>Issue of children using the bridges which are not safe</li> <li>Community challenges, in particular the failure of the bridges over the floodway.</li> <li>They expressed that herders are not allowed to use the bridges in case it damages the bridges</li> <li>Number of herders who take part in community herding</li> <li>They expressed that any livelihood options should benefit the community as a whole</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Advanced notice given by phone and on Telegram</li> </ul>	<ul style="list-style-type: none"> <li>AECOM &amp; GBI</li> </ul>
<ul style="list-style-type: none"> <li>Karobchi Professional Herder</li> </ul>	<ul style="list-style-type: none"> <li>Face to face meeting</li> </ul>	<ul style="list-style-type: none"> <li>Herding area to the south of the project</li> </ul>	<ul style="list-style-type: none"> <li>Discussed access to the herding areas to the north of the site and how it will change</li> <li>NOTE: Meeting was cut short due to herder's livestock moving on</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Advanced notice given by phone and on Telegram</li> </ul>	<ul style="list-style-type: none"> <li>AECOM &amp; GBI</li> </ul>
<ul style="list-style-type: none"> <li>One professional herder from Sayfin</li> <li>Cadastre Representative</li> </ul>	<ul style="list-style-type: none"> <li>Face to face meetings</li> </ul>	<ul style="list-style-type: none"> <li>Roadside community meeting point</li> <li>22nd September 2022</li> </ul>	<ul style="list-style-type: none"> <li>Discussed access to the herding areas to the north of the site and how it will change</li> <li>Discussed how many herders use the path through the middle of the site. Herders</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Advanced notice given by phone and on Telegram</li> </ul>	<ul style="list-style-type: none"> <li>AECOM &amp; GBI</li> </ul>

Stakeholders Present	Stakeholder Engagement Methods	Location/Date	Topics Discussed	Consultation Disclosure Materials	Mean of Advance Notification	Responsibility
<ul style="list-style-type: none"> <li>Sayfin community leader</li> </ul>			<p>confirmed they mainly use access from the north and so will not be as impacted.</p> <ul style="list-style-type: none"> <li>Discussed herding practices, where they herd in summer and winter.</li> <li>Gathered demographic and household data for the herders</li> <li>Discussed access to the herding areas to the north of the site and how it will change</li> <li>Discussed how many herders use the path through the middle of the site. Herders confirmed they mainly use access from the north and so will not be as impacted.</li> </ul>			
<ul style="list-style-type: none"> <li>One professional herder from east Sayfin</li> </ul>	<ul style="list-style-type: none"> <li>Phone call</li> </ul>	<ul style="list-style-type: none"> <li>18-November 2022</li> </ul>	<ul style="list-style-type: none"> <li>Herder confirmed he was the only one that regularly uses the path across the middle of the Solar PV Area but will now be using it less as he has some new land.</li> <li>He expressed interest in veterinary training and free vet consultations as a livelihood support due to the lack of vets in the local area and the lack of a drug store. He explained that currently herders must travel to Samarkand to consult with a vet or get drugs.</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<p>GBI</p>
<ul style="list-style-type: none"> <li>All stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>Announcement on District Khokimiyat and Local Mahallas Telegram groups</li> </ul>	<ul style="list-style-type: none"> <li>18<sup>th</sup> November 2022</li> </ul>	<ul style="list-style-type: none"> <li>The following wording was used (translated into Uzbek): <ul style="list-style-type: none"> <li><i>All Valuations for crops and infrastructure affected by the project are now completed as of 18/11/2022.</i></li> <li><i>This is the project “cut-off date” for compensation.</i></li> <li><i>All crops and infrastructure which were included in the valuation study before this date will be compensated if they are impacted by the project.</i></li> <li><i>Any new crops planted, or infrastructure developed in the project area after this date will not be considered for compensation.</i></li> <li><i>Anyone moving into the project area to farm or develop infrastructure after this date will not be entitled for compensation or support.</i></li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<p>GBI/AECOM</p>

6. Stakeholder Engagement Programme

Stakeholders Present	Stakeholder Engagement Methods	Location/Date	Topics Discussed	Consultation Disclosure Materials	Mean of Advance Notification	Responsibility
Farmers along the overhead transmission line and herders from Seyfin	One to one and group meetings	<ul style="list-style-type: none"> <li>Mahalla offices</li> </ul>	Presentation of/explanation of: <ul style="list-style-type: none"> <li>Final site map and layout</li> <li>The types of land impacts</li> <li>Land take required for each leaseholder for each of the above categories</li> <li>The purpose of Entitlement Matrix and the various categories</li> <li>How compensation is calculated</li> <li>Livelihood restoration packages</li> <li>Early works</li> <li>The grievance process</li> </ul>	<ul style="list-style-type: none"> <li>Information pack printed and handed to affected people</li> </ul>	<ul style="list-style-type: none"> <li>Telegram notice 2 weeks in advance (date changed one week in advance)</li> </ul>	GBI/AECOM



Figure 6-1. Child herders

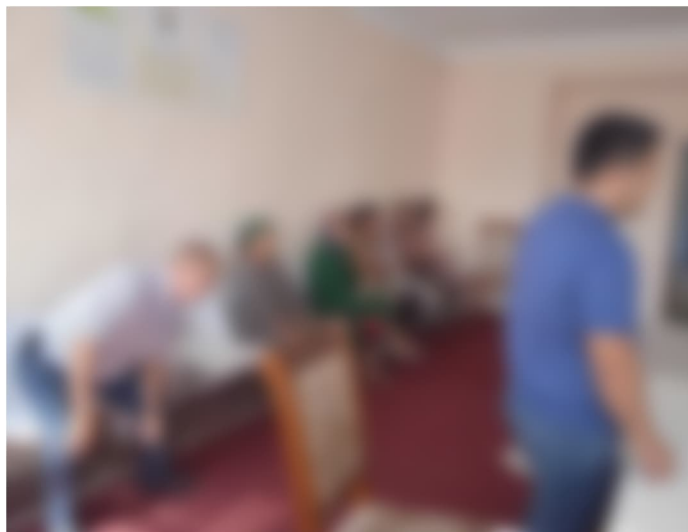


Figure 6-2. Meeting with community members, Kukbulak mahalla

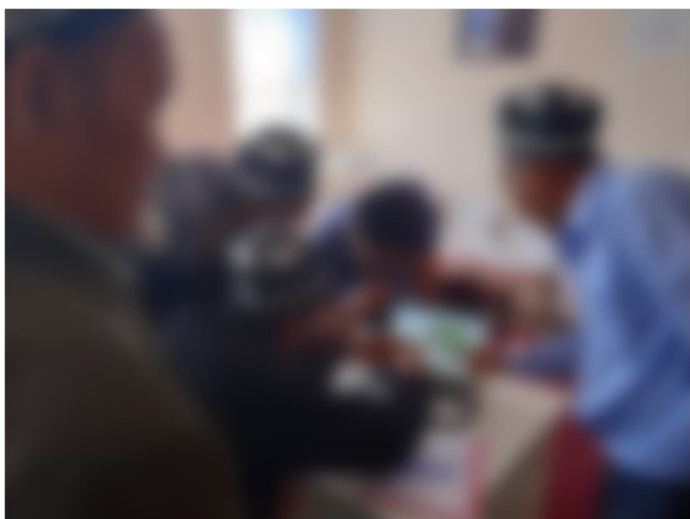


Figure 6-3. Meeting with village leaders regarding access across the site

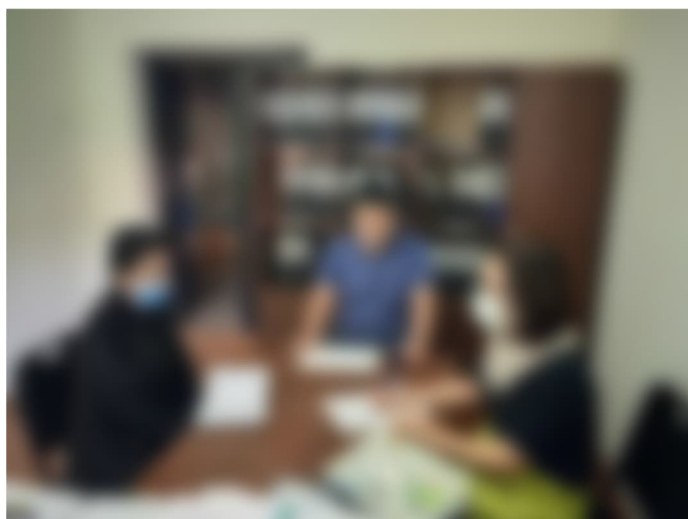


Figure 6-4. Meeting with Women focal point in Gallaorol Khokimiyat

A comprehensive stakeholder engagement programme has been completed by Masdar and the Lenders. A section of this programme involved engagement of Project stakeholders including central and local government authorities, affected communities and their informal leadership. Table 6-3 outlines the stakeholder engagement schedule, stakeholder group, participants and the modes of consultation. A priority of these engagements was ensuring adequate representation of women and marginalized groups. The agenda for stakeholder engagement covered previous engagement, land access and affected livelihoods, other socioeconomic considerations, environmental considerations, construction resources and utilities, and E&S monitoring. A summary of the feedback provided from these sessions can be found in the Appendix.

**Table 6-3. Masdar ESDD Stakeholder Engagement Schedule, Consultation Modes, Target Parties and Participants (from Environmental and Social Due Diligence Report)**

Date	Stakeholder Group	Participants	Consultation Mode
10 October 2022	Jizzakh Regional Administration (Khokimiyat)	<ul style="list-style-type: none"> <li>- Deputy of the Head of State Department for Investment.</li> <li>- Specialists from the Regional Department of Ecology.</li> <li>- State Assets Management Agency (SAMA) representatives.</li> <li>- Deputy Khokim of the Gallaorol District.</li> <li>- Specialists from the ESDD and ESIA consultants.</li> <li>- Delegation of the project lenders.</li> </ul>	Key Informant Interview (KII)
	Administration (Khokimiyats) of Gallaorol District	<ul style="list-style-type: none"> <li>- District Khokim.</li> <li>- Deputy District Khokim.</li> <li>- Heads of the State Power Supply Enterprise.</li> <li>- Specialists from the Department of Agricultural Development.</li> <li>- Specialists from the Cultural Heritage Department.</li> <li>- Land Cadastre Department and SAMA representatives.</li> <li>- Gas and water supply utility representatives.</li> <li>- Specialists from the ESDD and ESIA consultants.</li> <li>- Delegation of the project lenders.</li> </ul>	Key Informant Interview (KII)
	Affected communities (makhallas), namely: <ul style="list-style-type: none"> <li>- Chayonly</li> <li>- Karobchi</li> <li>- Sayfin</li> </ul>	<ul style="list-style-type: none"> <li>- Community leaders (elders and chairpersons).</li> <li>- Other community members, including vulnerable residents.</li> <li>- Specialists from the ESDD and ESIA consultants.</li> <li>- Delegation of the project lenders.</li> </ul>	Focus Group Discussion (FGD)
14 October 2022	Ministry of Energy	<ul style="list-style-type: none"> <li>- Chief Specialists from the Ministry's Renewable Energy Departments.</li> <li>- Legal Advisor.</li> <li>- Specialists from the ESDD and ESIA consultants.</li> <li>- Delegation of the project lenders.</li> </ul>	Key Informant Interview (KII)
	SCEEP	Not available for consultation.	N/A
	SEWPHS	Not available for consultation.	N/A



## 6.2 Future Engagement Activities

The future planned engagement methods are divided into the following categories:

- **Notification methods:** Used to inform stakeholders and the general population of the SEP activities and the project development process
- **Disclosure and consultation methods:** Used to provide information to stakeholders or to engage in a two-way dialogue by which information is shared with the stakeholders and these in turn can express their views and concerns about the project
- **External grievance mechanism:** System to receive and facilitate resolution of the stakeholder's concerns and grievances about project-related issues

Table 6-6 describes the proposed timeline for the stakeholder engagement during the ESIA phase and the tools that are proposed for each stakeholder engagement phase and for each type of stakeholder.

The draft SEP will be updated to account for ongoing engagement during construction and operational phases.

Regarding all future engagement activities, considerations will be made for vulnerable groups. Resources distributed in meetings will be differentiated in a way appropriate to individuals. The stakeholder engagement programme will include activities which specifically target Project Affected Persons (PAPs), as well as disadvantaged and vulnerable groups. The program will also include risk prevention and mitigation measures for Gender Based Violence (GBV), Sexual Exploitation Acts (SEA) and Sexual Harassment (SH).

### 6.2.1 ESIA Disclosure

All of the Lenders require the ESIA and supporting documents (SEP, LRP) to be disclosed to stakeholders before the commencement of the construction phase of the Project.

The overall aim during the disclosure process is to inform all stakeholders of the outcomes of the ESIA and LRP process and further refine and amend the mitigation measures based on feedback from stakeholders. The objective is to ensure that the needs of project affected people and other relevant stakeholders can be met prior to the commencement of the construction phase of the Project.

In accordance with Lender Requirements, this Project is classified as Category B, and therefore must adhere to specific regulations for this type of Project. The most stringent requirement is from AIIB, which requires disclosure of Environmental and Social information at least 30 calendar days prior to approval by the bank. Therefore, Masdar will be complicit with this policy, which will also satisfy the timelines in the policy of other Lenders of the Project.

All documents will be provided in an accessible manner, such as on the client's website and in appropriate locations around the site for project affected people such as within the local Mahalas offices and school buildings.

Disclosure must occur in a way which is gender sensitive, culturally appropriate and will be available in the local language of Uzbek as well as English.

Alongside the ESIA, the Non-Technical Summaries will also be provided which will provide a summary of the document (also in Uzbek). The following information must be included in summary form to the affected community:

1. Purpose, nature and scale of the Project
2. Duration of proposed Project activities
3. Any risks, potential impacts and mitigation measures
4. Proposed stakeholder engagement process
5. Grievance Mechanism

The following table demonstrates an example framework for recording and addressing questions and concerns raised during the disclosure process prior to construction.

**Table 6-4 – Example table to be used to capture comments raised during engagement events during the ESIA process**

Stakeholder category/Group	Stakeholder/Institution	Concerns Raised/Recommendations	Response during Stakeholder Engagement Activity	Follow up and way in which feedback was addressed in the ESIA
Lenders & International stakeholders				
National Government departments and agencies				
Regional and Local authorities				
Civil Society				
Affected communities within the Aol				
Project affected people (identified in the LRP)				

**Table 6-5- Disclosure Status/timeline**

Task	Status
Prior to ESIA disclosure, the company will ensure that any concerns of project affect people and other relevant stakeholders raised during prior engagement have been addressed.	Already Completed
OVOS Public hearings in Tashkent/District offices	Already Completed
Lender’s disclosure and publication of English and Uzbek documents on company website for 30 days. Provision of summary ESIA including a summary of human rights and climate change risks and impacts where relevant.	To be completed prior to commencement of construction (with the exception of approved early works)
Record and addressing all stakeholder comments, concerns and grievances updating the SEP and other documents where necessary.	To be included in annual monitoring report

**Table 6-6. Stakeholder Engagement Programme**

Stakeholder Category	Stakeholder Engagement Methods	Location/ Timeline	Purpose	Consultation Disclosure Materials	Mean of Advance Notification	Responsibility
<b>ESIA DISCLOSURE PHASE</b>						
All stakeholder groups	<ul style="list-style-type: none"> <li>• Disclosure online</li> <li>• Placement of paper versions of the ESIA in public places<sup>2</sup></li> <li>• Leaflets in public places</li> <li>• Media announcements</li> </ul>	Location/Date: Prior to construction (with exception of early works agreed with lenders)	<ul style="list-style-type: none"> <li>– Disclose and discuss the results of the ESIA study online</li> </ul>	Non-Technical Summary (NTS) of the ESIA online	Media announcements Website announcements	E&S Consultant (with support from the Client)
Mahalla Offices	<ul style="list-style-type: none"> <li>• One-to-one meetings</li> <li>• Phone calls</li> <li>• Placement of paper versions of the ESIA in public places<sup>2</sup></li> <li>• Placement of leaflets</li> </ul>	Location/Date: Prior to construction (with exception of early works agreed with lenders)	<ul style="list-style-type: none"> <li>• Arrange disclosure of the local ESIA package</li> </ul>	Local ESIA package	Personal interaction	E&S Consultant (with support from the Client)
All stakeholder groups	<ul style="list-style-type: none"> <li>• Public presentations to summarise the ESIA. t</li> <li>• Placement of leaflets in public places</li> <li>• Media announcements</li> </ul>	Location/Date: Prior to construction (with exception of early works agreed with lenders)	<ul style="list-style-type: none"> <li>• Comply with the ESIA regulatory requirements</li> <li>• Disclose and discuss the results of the ESIA study</li> <li>•</li> </ul>	Local ESIA package NTS of the ESIA online	Media announcements	Local authority and the Client (with support from E&S Consultant where necessary).
All stakeholder groups, including discussion with women's only groups and specialist from the women's committee	<ul style="list-style-type: none"> <li>• Public hearing event</li> <li>• Group Meeting</li> </ul>	Location/Date: [TBC]	<ul style="list-style-type: none"> <li>• Disclose and discuss the results of the ESIA study</li> <li>• Alternative meeting to the public hearing</li> </ul>	Local ESIA package	Phone & Telegram	E&S Consultant (with support from the Client)
Affected persons identified in LRP and other stakeholders relevant to the LRP	<ul style="list-style-type: none"> <li>• Public hearing event</li> <li>• Group Meeting</li> </ul>	Location/Date: [TBC]	<ul style="list-style-type: none"> <li>• Disclose and discuss the LRP including:</li> <li>• verifying asset survey and valuation outputs with affected landowners, informing affected landowners and herders about applicable valuation methods and compensation and resettlement assistance principles</li> </ul>	Local LRP package	Phone & Telegram	E&S Consultant (with support from the Client)

<sup>2</sup> Paper versions of the ESIA document will be placed in accessible public places in the local language for stakeholders to read. A register and comment box will be left with the ESIA document to record the members of the public who have consulted the ESIA and to attain any feedback/concerns the community have. This information will be shared with the Client so they can managed these issues as the project moves into the construction phase.

Stakeholder Category	Stakeholder Engagement Methods	Location/ Timeline	Purpose	Consultation Disclosure Materials	Mean of Advance Notification	Responsibility
			<ul style="list-style-type: none"> <li>presenting individual and collective entitlements, in a lucid and transparent manner.</li> <li>Any objections to the outcomes of asset inventory and subsequent valuation will warrant a follow-up, participatory asset survey and/or reiteration of contested valuation aspects.</li> </ul>			
<b>CONSTRUCTION PHASE</b>						
All stakeholder groups	<ul style="list-style-type: none"> <li>Disclosure online</li> <li>Placement of paper versions of the ESIA in public places<sup>2</sup></li> <li>Leaflets in public places</li> <li>Media announcements</li> </ul>	Location/Date: [TBC]	<ul style="list-style-type: none"> <li>Disclose and discuss the construction status and any major events due to take place (component delivery for example)</li> </ul>	Notices	<ul style="list-style-type: none"> <li>Media announcements</li> <li>Website announcements.</li> <li>Notice posted in public locations.</li> </ul>	Client
Local communities along access roads and near to the project site	<ul style="list-style-type: none"> <li>Public hearing event (prior to commencement of construction)</li> </ul>	Location/Date: [TBC]	<ul style="list-style-type: none"> <li>Community and road-user safety</li> <li>Explanation of grievance mechanisms</li> <li>Advertise potential employment opportunities</li> </ul>	Local ESIA package	<ul style="list-style-type: none"> <li>Personal interaction</li> <li>Notice posted in public locations</li> </ul>	Client
Regional Government Agencies	One-to-one meeting	Location/Date: [TBC]	<ul style="list-style-type: none"> <li>Disclose and discuss the construction status and any major events due to take place (component delivery for example)</li> </ul>	Local ESIA package	<ul style="list-style-type: none"> <li>Personal interaction</li> </ul>	Client
Local libraries	<ul style="list-style-type: none"> <li>One-to-one meetings</li> <li>Phone calls</li> <li>Placement of paper versions of the ESIA in public places<sup>2</sup></li> <li>Placement of leaflets and grievance forms</li> </ul>	Location/Date: [TBC]	<ul style="list-style-type: none"> <li>Disclose and discuss the construction status and any major events due to take place (component delivery for example).</li> <li>Advertise potential employment opportunities</li> <li>Collect grievance/comment forms</li> </ul>	Local ESIA package	<ul style="list-style-type: none"> <li>Personal interaction</li> <li>Notice posted in public locations</li> </ul>	Client
All stakeholder groups	<ul style="list-style-type: none"> <li>Public event</li> <li>Placement of leaflets in public places</li> <li>Media announcements</li> </ul>	Location/Date: [TBC]	<ul style="list-style-type: none"> <li>Disclose and discuss the construction status and any major events due to take place (component delivery for example)</li> <li>Inform community of potential employment opportunities</li> </ul>	Local ESIA package NTS of the ESIA online	<ul style="list-style-type: none"> <li>Media announcements</li> <li>Notice posted in public locations</li> </ul>	Client

6. Stakeholder Engagement Programme

Stakeholder Category	Stakeholder Engagement Methods	Location/ Timeline	Purpose	Consultation Disclosure Materials	Mean of Advance Notification	Responsibility
			<ul style="list-style-type: none"><li>Collect and provide feedback on potential grievances</li></ul>			

## 7. Tools, Techniques and Record Management

### 7.1 Introduction

This section briefly describes tools and techniques that will/may be used for engaging with stakeholders, including frequently asked questions and answers, and specific tools and techniques that will/may be employed to share information with stakeholders and collect and compile their feedback.

### 7.2 Tools and Techniques for Engaging with Stakeholders

A variety of tools and techniques can be used to disclose Project information and collect engagement data. The key tools and techniques that can be used for the Project are summarised in **Table 7-1**.

**Table 7-1: Tools and Techniques for Information Disclosure and Collection**

Aim	Tool/Technique	Description
Share and disclose information	Public meeting	Allows disclosure of information to a wide range of stakeholders. Project information can be made available in printed format and Masdar staff can provide verbal explanations. Should not be used as the sole means of information disclosure but consider combining with a technique that can reach less vocal and mobile stakeholders (e.g. poster/flyers/leaflets, letters, and media).
	Poster/Flyer/Leaflet	Use posters, flyers or leaflets to keep all stakeholders informed about the status and progress of the project. A means to reach stakeholders who are less likely to participate in a public meeting. A poster/flyer/leaflet can also be used to explain the grievance mechanism.
	Letter	A means to disseminate project information. Can also be used as a feedback mechanism to update stakeholders on how their comments have been considered. Combine with flyer and consider including a Comment Form.
	Media (radio, print, TV)	Television and print media can be used nationally. Useful to disclose information regarding permitting, and employment and any specific project progress updates.
Collect and compile information and feedback	Focus group discussion (FGDs)	Can be used to explore perceptions on specific issues in depth.
	In-depth informal interview	Useful technique to build rapport with stakeholders and to learn their individual perspectives on the Project. This is a time-consuming process and usually reserved for key stakeholders.
	Comment Form	A means to learn information from stakeholders individually and to allow less vocal stakeholders to share their views on the Project. Should be used at public meetings.
	Grievance Form	To collect information from a specific stakeholder relating to a specific project activity or activities and provide the stakeholder with a record of receipt/acknowledgement of their grievance.

Source: Adapted from 'Techniques for Effective Public Participation', International Association for Public Participation, 2011

The notification methods outlined below can be used for announcing information disclosure and consultation activities.

### 7.3 Signboards and Posters

Signboards and posters are useful to notify local communities and other affected stakeholders of consultation activities. These methods will be deployed two weeks in advance of a specific activity (e.g. public consultation), if possible, to allow for word of mouth dissemination of the relevant information.

### 7.4 Community Liaison Officer

Masdar will employ a Community Liaison Officer (CLO) who will:

- Communicate with the stakeholders.
- Manage the project grievance mechanism, responding to the grievant in the first instance and maintain contact with grievant throughout the process, investigating and close out of grievances within input from community leaders.

- Manage the compensation process, including the issuing of compensation documents and payments and storage and of all confidential information.
- Receive and fill in grievance forms and reporting to the E&S team.
- Maintain stakeholder engagement plan and database including minutes of meetings.
- Communicate with the community about upcoming activities, meetings and trainings.
- Prepare posters, press releases, media release and other external engagement for the LRP where appropriate.

## 7.5 Disclosure and Consultation Methods

Disclosure of relevant project information will help Affected Communities and other stakeholders understand the risks, impacts and opportunities of the project. Providing stakeholders with complete, accurate and understandable information is essential to allow meaningful participation. Where appropriate, all written project information will be disclosed in English and Uzbek. Consultation methods provide a mechanism for stakeholders to provide feedback and share their concerns, complaints or suggestions about the Project.

## 7.6 Online Disclosure

Online disclosure allows for quick and free access to documents for all stakeholders that have internet. Documents disclosed online will be disclosed at a website created for this purpose by Masdar. Disclosure of hard copies

Disclosure of printed documents at key locations (e.g. local government buildings). Hard copies will be provided free of charge, and there are visuals accompanying the documents to aid all levels of literacy. The following documentation, as a minimum, will be provided in English and the local language (Uzbek):

- ESIA
- Non-technical summary of the final ESIA; and
- Project leaflets

## 7.7 Consultation through open meetings

Open meetings allow for stakeholders to share their views and opinions, promoting transparency as all stakeholders can see that the same information is shared with everybody and community members can learn about the position of their representatives. Any individual that goes to a meeting will be allowed to attend and share his/her concerns.

An initial presentation will disclose all relevant information to the attendees, in a visual and oral manner, to ensure that illiterate attendees get all the information. A significant amount of time in the meeting has to be allowed for the stakeholders to express their views. Every point raised by the stakeholders will be replied to and all comments, questions and answers will be minuted.

If any assistance is required to attend a public meeting, Masdar will take the necessary measures to ensure that they can attend or to provide the relevant information and gather their feedback.

All meetings will be conducted in Uzbek. Consultation meetings will be conducted for the ESIA phase and at regular intervals by the CLO (such as every 2 months during construction and yearly during operation).

## 7.8 Recording and tracking of SEP

Transparent documentation of engagement activities will enable Masdar to track stakeholders' perceptions and concerns regarding the development of the Project and facilitate the identification of additional stakeholders and stakeholder groups for Masdar to undertake engagement.

In addition, monitoring results, both qualitative and quantitative, will be disclosed to stakeholders on at least a quarterly basis.

Suggested monitoring and evaluation activities are outlined below:

- Monitor media coverage of Masdar.
- Keep records of all engagement activities including meetings attended, community meetings, focus group discussions, etc.
- Keep copies (electronic or hard copy) of all communication material.
- Conduct stakeholder interviews to gauge level of satisfaction.
- Develop and assess performance in terms of Key Performance Indicators (KPIs). Some suggested KPIs include:

- Number of engagement activities facilitated quarterly - by stakeholder group and engagement type;
  - Number of attendees at stakeholder engagement activities (expected vs actual); and
  - Number of grievances received per quarter.
- Revise plans and activities.



## 8. Grievance Mechanism

A key requirement of the IFC is the establishment and communication of an effective and adequate Grievance Mechanism. Effective implementation of a Grievance Mechanism is crucial to the management of grievances from the local community and other stakeholders. It is an integral part of the SEP and engagement process and should be reflective of the scale of impacts and expected risks of the Project.

### 8.1 Overview

Local people need a trusted way to voice and resolve concerns linked to a project's operations. A locally based grievance resolution mechanism provides a promising avenue by offering a reliable structure and set of approaches where local people and the company can find effective solutions together. Masdar will develop and implement a grievance mechanism which:

- Increases the likelihood that small disputes can be brought to a conclusion relatively quickly before they become deep-seated grievances
- Keeps ownership of the dispute in the hands of local people
- Offers an early, efficient, and less costly way to address concerns
- Promotes a more stable business climate for companies that reduces risk and enhances accountability to the host community.

A successful grievance mechanism can help achieve the following goals:

- Open channels for effective communication
- Demonstrate that a company is concerned about community members and their well-being
- Mitigate or prevent adverse impacts on communities caused by company operations
- Improve trust and respect
- Provide structures for raising, addressing, and resolving issues that reduce imbalances in power
- Promote productive relationships
- Build community acceptance of a company's "social license" to operate.

AECOM, on behalf of Masdar, has developed a grievance mechanism for the Project in accordance with IFC's Performance Standards and Guidance Notes which present various principles and good practice measures on grievance mechanisms. These include:

- Establish a procedure for receiving, recording or documenting and addressing complains that is easily accessible, culturally appropriate, and understandable to affected communities.
- Inform the affected communities about the mechanism during the company/community engagement process.
- Consider when and how to seek solutions to complaints in a collaborative manner with the involvement of the affected community.
- Address concerns promptly, using an understandable and transparent process that is readily accessible to all segments of the affected communities—and at no cost and without retribution.
- Ensure full participation of both genders and vulnerable groups.
- Take into consideration customary and traditional methods of dispute resolution when designing the system.
- Assign consistent, experienced, and qualified personnel within the company with responsibility for receiving and responding to grievances.
- Establish a redress mechanism so those who feel their grievances have not been adequately addressed have recourse to an external body for reconsideration of their case.
- Document grievances received, and responses provided and report back to the community periodically.
- Provide periodic reports on issues that the grievance mechanism has identified as of concern to those communities.

The Performance Standards and Guidance Notes emphasize that a grievance mechanism should help Masdar understand the community's perception of project risks and impacts so as to adjust its measures and actions to address the community concerns.

The objective of Masdar's grievance procedure is to ensure that all comments and complaints from people directly affected by the Project, including local communities, farmers and their families are processed and considered in an appropriate way. Furthermore,

the grievance mechanism should contain the corrective actions needed to be implemented in relation to complaints received with guarantees that the complainant is being informed of the outcome. The means by which stakeholders may make comments and complaints must be appropriate to their culture. At all times, Masdar will accept comments and complaints concerning the Project in both verbal and written formats.

## 8.2 Principles

The United Nations Guiding Principles (UNGP) on Business and Human Rights lists several “effectiveness criteria” for the successful implementation of a Grievance Mechanism. The UNGP states that it should always be:

- **Legitimate:** it must have a clear transparent and sufficiently independent governance structure to ensure that no party to a grievance process can interfere with the fair conduct of that process;
- **Accessible:** it must be publicised to stakeholders who may wish to access it and provide adequate assistance for aggrieved parties who may face barriers to access, including language, literacy, awareness, finance, distance, or fear of reprisal;
- **Predictable:** it must provide a clear and known procedure, with time frames for each stage; clarity on the types of process and outcome it can (and cannot) offer, and means of monitoring the implementation of any outcome;
- **Equitable:** it must ensure that aggrieved stakeholders have reasonable access to sources of information, advice, and expertise necessary to engage in a grievance process on fair and equitable terms;
- **Rights-compatible:** it must ensure that its outcomes and remedies accord with internationally recognised human rights standards; and
- **Transparent:** it must provide sufficient transparency of process and outcome to meet the public interest concerns at stake and should presume transparency wherever possible.

## 8.3 Examples of Grievances Typically Encountered

The following table provides examples of the types of grievances that are typically encountered on a major construction project such as this.

**Table 8-1: Types of Grievances**

Type	Complainant(s)	Examples	Risk Level
Relatively minor and onetime problems related to company operations	An individual or family	A company truck damaging a community member’s fence; a one-time disrespectful encounter between a company employee and a community member	Low
Relatively minor but repetitive problems related to company operations	An individual or family or small group of people	Livestock getting loose because company employees fail to close gates	Low/Medium
Relatively minor but repetitive and widespread problems	Multiple individuals, families, or larger groups	Company-related road traffic raising dust that settles on clothes hung out to dry	Medium
Significant and larger repetitive problems	Community groups, non-governmental or community-based organizations, or local governments	Company blasting allegedly causing structural and/or aesthetic damage to building	High
Major claims that company activities have resulted in significant adverse impacts on larger populations of people	Community groups, nongovernmental or community-based organizations, or local governments	Company operations adversely impacting a community’s water supply, making it unsafe for drinking, livestock, and/or irrigation	Very High
Major claims over policy or procedural issues	Non-governmental organizations, community groups or community-based organizations, or local governments	A company’s noncompliance with its own policies; failure to follow guidelines of multilateral lenders for adequate consultation to achieve prior and informed consent; inadequate resettlement and compensation of affected populations	Very High

### 8.4 Community Expectations

When local people present a grievance, they generally expect to receive one or more of the following:

- Acknowledgment of their problem
- An honest response to questions about company activities
- Modification of the conduct that caused the grievance
- Some other fair remedy (options include: an apology /compensation)

In voicing their concerns, they also expect to be heard and taken seriously. Finally, Masdar, contractors, or government officials must encourage people that they can voice grievances and work to resolve them without retaliation. Stakeholders are to be informed that the grievance mechanism can be used to submit complaints anonymously.

### 8.5 Responsibilities

The grievance mechanism implementation team shall be comprised of the HSE Managers from Masdar and/or Masdar, the EPC Contractor and the CLO. Clear lines of responsibility and accountability will be established within the implementation team.

It is important that all members of the team are adequately trained in stakeholder engagement.

It is important that the CLO be a local person, who is fluent in both English, Russian and Uzbek and familiar with the local customs.

**Table 8-2 - Responsibilities for managing grievances**

Entity	Responsibilities for managing grievances
<b>Company E&amp;S Manager</b>	<ul style="list-style-type: none"> <li>• Ensure that the CLO has the necessary resources and personnel required to meet the commitments of the Grievance Mechanism (GM). Support the resolution of grievances by conducting investigation of serious grievances and proposing appropriate resolutions to those grievances.</li> <li>• Ensure that grievances raised are used to improve the Project’s environmental and social performance in the future, so that similar grievances to not re-occur over time.</li> <li>• Monitor the effectiveness of the grievance process and make alterations to improve its effectiveness where required.</li> </ul>
<b>Company Community Liaison Officer (CLO)</b>	<ul style="list-style-type: none"> <li>• Raise awareness of the GM and distribute copies of the GM leaflet and forms.</li> <li>• Provide practical assistance to people seeking to raise a grievance, so that they are able to complete a Grievance Form.</li> <li>• Send information to the Company E&amp;S Manager, copies of completed Grievance Forms so that the Grievance Register can be updated.</li> <li>• Support the investigation and resolution of grievances in close coordination with other concerned parties, including the person/group raising the concern.</li> </ul>
<b>EPC Contractor Representatives</b>	<ul style="list-style-type: none"> <li>• To direct any grievances made by a person or group in contact with a member of the EPC Contractor’s workforce, to the Company CLO for formal recording, investigation and resolution.</li> <li>• To provide their full support during the process of the Company investigating and resolving any grievances that occur.</li> </ul>

The grievance mechanism implementation team shall be comprised of the HSE Managers from Masdar, and the appointed CLO (community liaison officer). Clear lines of responsibility and accountability will be established within the implementation team. It is important that all members of the team are adequately trained in stakeholder engagement. It is important that the CLO be a local person, who is fluent in both English, Russian and Uzbek and familiar with the local customs.

Any person or organisation may send comments and/or complaints in person or via post, email, or facsimile using the contact information provided in Table 8-3.

**Table 8-3: Responsible Persons and Contact Details**

Pre-Construction Phase	Construction Phase
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<b>Masdar</b> Khurshid Karamatov, Community Liaison Officer e-mail: <a href="mailto:kkaramatov@masdar.ae">kkaramatov@masdar.ae</a>	<b>Masdar</b> <b>To be confirmed</b>
<b>Community Liaison Officer (CLO)</b> Saida Yusupova, Community Liaison Manager e-mail: <a href="mailto:Saidayusupova@gmail.com">Saidayusupova@gmail.com</a> Contact phone number: (+99893) 522-00-70 (+99890) 319-77-21	<b>Community Liaison Officer (CLO)</b> <b>To be confirmed</b>

In addition to the above contact details, a mailbox will be provided at the site entrance to allow local people to raise grievances in a more informal way.

Grievance boxes will also be placed in each surrounding project community. This is most likely to be at the local community building (TBC).

## 8.6 Implementation of the Grievance Mechanism

It is important to reiterate that the aim of the grievance mechanism is to establish a system to receive and facilitate resolution of the stakeholder's concerns and grievances about the project's environmental and social performance. The grievance mechanism has the Affected Communities as its primary beneficiaries. It seeks to resolve concerns promptly, using an understandable and transparent consultative process that is culturally appropriate and readily accessible at no cost and without retribution to the party that originated the issue or concern. The mechanism will not impede access to judicial or administrative remedies. The stakeholders will be informed and consulted about this grievance mechanism during the stakeholder engagement process undertaken for the ESIA. The grievance mechanism will be actively publicised during the lifecycle project.

The grievance mechanism for the project will comply with the following principles:

- Clarify at the outset what is the purpose of the procedure.
- Assure people that there will be neither cost nor retribution associated with lodging a grievance.
- The entire process (i.e. how a complaint is received and reviewed, how decisions are made and what possibilities may exist for appeal) will be made as transparent as possible by putting it into written form, publicising it and explaining it to relevant stakeholders.

The grievance mechanism will be published at different locations and through letters to the authorities and clarifying that everyone is welcome to make use of it. All information about grievance procedures, grievance forms, and responses will be available in Russian and in Uzbek. Access to the mechanism will be free of cost.

Raising a complaint can pose risks for people, especially if it concerns issues such as corruption, misconduct, compensation, or if it interferes with local social norms, including gender norms. The grievance mechanism will include precautions such as a clear non-retaliation policy, measures to ensure confidentiality and safeguarding of the personal data collected in relation to a complaint, as well as an option to submit anonymous grievances.

Handling grievances encompasses a step-by-step process as well as assigned responsibilities for their proper completion.

Masdar will follow the process' steps discussed in the sections below.

The lenders to the project also have in place their own Independent Accountability Mechanisms Network (IAMs). This provides an avenue for complainants to still voice any concerns regarding the Project if the Grievance Mechanism put in place by Masdar is not functional.

### 8.6.1 Publicizing Grievance Management Procedures

The grievance mechanisms will be publicized in the following ways:

- Posters (project site, local Council, current Farm A and B users, and residential clusters within a 5 km buffer from the site).
- Future consultation meetings.
- Letters to the local and provincial authorities, and Online (website).

The information provided online and on printed material will include at least the following:

- What project-level mechanisms are capable of delivering and what benefits complainants can receive from using the company's grievance mechanism, as opposed to other resolution mechanism.

- Who can raise complaints (i.e. all stakeholders).
- Where, when, and how community members can file complaints.
- Who is responsible for receiving and responding to complaints (i.e. the CLO).
- What sort of response complainants can expect from the company, including timing of response.
- What other rights and protection are guaranteed.

### 8.6.2 Submitting a Complaint

The grievance mechanism will allow for complaints to be filed in several ways:

- By post.
- Online: By email and/or through an online form.
- At the project gate.
- At the Mailboxes (project gate or at the communities).
- During meetings with the Community Liaison Officer.

Written and verbal complaints will be received at the project's gate – therefore the security personnel have to be aware and trained to deal with the complaint appropriately. The security personnel should communicate that a stakeholder wants to submit a grievance to the CLO. For illiterate complainants or those that prefer to submit their complaints verbally, the CLO will meet them at the company's gate (or could offer them to go into the company's offices, depending on security restrictions) and will take notes on the details of the complainant and read them out loud to the complainant to confirm that the key elements of the complaint have been captured.

### 8.6.3 Receiving Complaints

Masdar will publicly commit to a certain time frame in which all recorded complaints will be responded and to ensure that this response time frame is enforced. By letting people know when they can expect to be contacted by company personnel and/or receive a response to their complaint their frustration may be reduced. The CLO will be the Masdar employee who will initially receive the complaint.

The following points receipt procedure rules will be followed for grievances:

- All incoming grievances will be acknowledged as soon as possible, no later than a week from receipt. A formal confirmation—with a complaint number, or other identifier, and a timeline for response— assures the complainant that the organization is responding properly, and it gives the project a record of the allegation. As a good practice, complaints received in person will be acknowledged on the spot.
- If a more complex investigation is required, the complainant will receive an update within two weeks of the grievance being received, explaining the actions required to resolve the complaint, and the likely timeframe.
- Masdar will explain in the first letter of acknowledgment, which claims are clearly outside the scope of the mechanism and what alternative mechanisms communities can use to address these potential issues.
- There will also be a special protocol for Gender Based Violence (GBV), Sexual Exploitation Acts (SEA) and Sexual Harassment (SH). This will include a safe, confidential and accessible grievance mechanism which is utilisable by the local community. An anonymous line will also be established for reporting which is gender sensitive. Once grievances are received, a review committee, where women, vulnerable groups and all genders are represented appropriately, will investigate grievances. The committee will also work with local community organisation to coordinate grievance redress measures.

### 8.6.4 Reviewing and Investigating Grievances

To ensure that all grievances are adequately investigated and closed out, a grievance log will be kept, documenting all the actions taken to address each grievance.

An extensive investigation may be required when grievances are complex and cannot be resolved quickly. Masdar will take full responsibility for investigating the details of grievances coming through its grievance mechanism, following the principle of "no cost".

In cases of sensitive grievances - such as those involving multiple interests or displacement issues - it may help to engage outside organizations in a joint investigation, or allow for participation of local authorities, only if the complainants agree to this approach.

For complex grievances, an investigation team will have to be appointed. If the investigation team is formed internally, issues that will be taken into consideration include potential conflicts of interest, qualifications, gender composition, and budget.

Meetings with complainants and site visits can be useful for grievance investigation and will be undertaken, as appropriate.

Complainants will be informed weekly of the status of their grievance.

All grievances received will be captured in Grievance Forms which will then be forwarded to the Masdar HSE Manager. The grievance will be registered in a grievance tracker in order to track and monitor actions taken against the grievance. Each complaint will be assigned an individual number to ensure that it is appropriately tracked and closed out.

It is important that the process is easily accessible and not intimidating to stakeholders.

There will also be a special protocol in place for sensitive grievances including GBV, SEA and SH. The review committee will investigate these types of grievances with an element of sensitivity and work with community organisations in delivering suitable grievance redress mechanisms.

### **8.6.5 Acknowledge Grievance**

Masdar will acknowledge receipt of the grievance in writing and verbally and will provide information on the proposed steps and the anticipated timeframes required to resolve the grievance.

This acknowledgement will be provided to the complainant within five (5) days of receiving the grievance or within 24 hours in the event of an urgent concern which is deemed to have the potential to result in personal injury.

If the grievance is not well understood or if additional information is required, clarification will be sought from the complainant.

It is suggested that literacy levels are taken into consideration when providing the complainant with the acknowledgement of receipt, and verbal acknowledgement should accompany a written acknowledgement.

Where appropriate, acknowledgement should be provided through the CLO.

### **8.6.6 Assessing the Grievance**

During the assessment, the team gathers information about the case, key issues and concerns, and helps determine how the complaint might be resolved. Masdar will:

- Determine who will conduct the assessment. Typically, the Masdar HSE Manager will perform this task or directs it to an appropriate staff or department for assessment (production, procurement, environment, community relations, human resources).
- Select a company member (typically the CLO) to engage directly with the complainants to gain a first-hand understanding of the nature of the complaint.
- Clarify the parties, issues, views, and options involved:
  - Identify the parties involved.
  - Clarify issues and concerns raised by the complaint.
  - Gather views of other stakeholders, including those in the company.
  - Determine initial options that parties have considered and explore various approaches for settlement.
- Classify the complaint in terms of its seriousness (low, medium or high). Seriousness includes the potential to impact both the company and the community.

Issues to consider include the gravity of the allegation, the potential impact on an individual's or a group's welfare and safety, or the public profile of the issue. A complaint's seriousness is linked to who in the company needs to know about it and whether senior management is advised.

Rather than resorting to a purely unilateral "investigate, decide, and announce" strategy, engage more directly with the complainant in the assessment process, and involve the complainant in influencing the resolution process to be selected, and settlement options.

### **8.6.7 Grievance Resolution Options and Responses**

One of the potential advantages of a grievance mechanism is its flexibility. Rather than prescribe a specific procedure for each particular type of complaint, a list of possible options appropriate for different types of grievances will be provided. Options may



include altering or halting harmful activities or restricting their timing and scope (e.g. for construction noise), providing an apology, replacing lost property, providing monetary compensation, revising the community's engagement strategy, and renegotiating existing commitments or policies.

The grievance investigation team will provide a proposal to resolve the complaint, which will have the backing of the Senior Management. The HSE Manager will then contact the complainant to get an agreement on the proposed solution.

If all parties accept the proposed solution, the agreed actions will be implemented in the established timeframe. In the case that complainant does not accept the proposed resolution, Masdar should re-assess the situation and make sure that all alternatives within the grievance mechanism are explored. If agreeing on a solution acceptable to all parties is not possible within the grievance mechanism, the complaint will be referred to external mechanisms.

Close-up monitoring of a complaint will be undertaken, if possible, by collecting proof that the necessary actions have taken place. For example:

- If the issue was resolved with the satisfaction of the complainants, get a confirmation and file it along with the case documentation, and
- Take photos or collect other documentary evidence to create a comprehensive record of the grievance and how these were resolved

The system for responding to the complainant should specify who communicates and how. In some cases, it may be appropriate that feedback be provided by the staff member responsible for assessment accompanied by the coordinator of the complaints procedure.

The Masdar HSE Manager may participate in feedback, depending upon the seriousness of the complaint. Any complaint classed as high seriousness would include the HSE Manager. Medium complaints would include the HSE Manager where deemed appropriate.

When formulating a response Masdar will ensure that:

- The complaint coordinator or relevant department may prepare the response. The response should consider the complainants' views about the process for settlement as well as provide a specific remedy. The response may suggest an approach on how to settle the issues, or it may offer a preliminary settlement.
- To present and discuss the response to the complainant, consider holding a meeting with the complaint coordinator, relevant company manager, and the complainant. If a direct meeting is not possible, consider meeting with a neutral third party serving as facilitator. The group would also discuss appropriate next steps during this meeting. If the proposal is a settlement offer and it is accepted, the complaint is resolved successfully and there is no need to proceed to the next step of selecting a resolution approach. If the complainant is not happy with the response about a resolution process or substance, the group should try to reach an agreement that would be mutually acceptable.
- If the case is complex and a resolution time frame cannot be met, provide an interim response—an oral or written communication—that informs the person of the delay, explains the reasons, and offers a revised date for next steps.

All comments and complaints will be responded either verbally or in writing, in accordance with preferred method of communication specified by the complainant in the Comments and Complaints Form. Comments will not be considered as complaints and may not, therefore, be responded to unless the commenter requests a response.

Masdar will respond to the complaint within one week. It is possible that some responses may take longer than one week to implement, but even in those instances Masdar will inform the complainant what actions will be taken and when.

### **8.6.8 Sign-off on a Grievance**

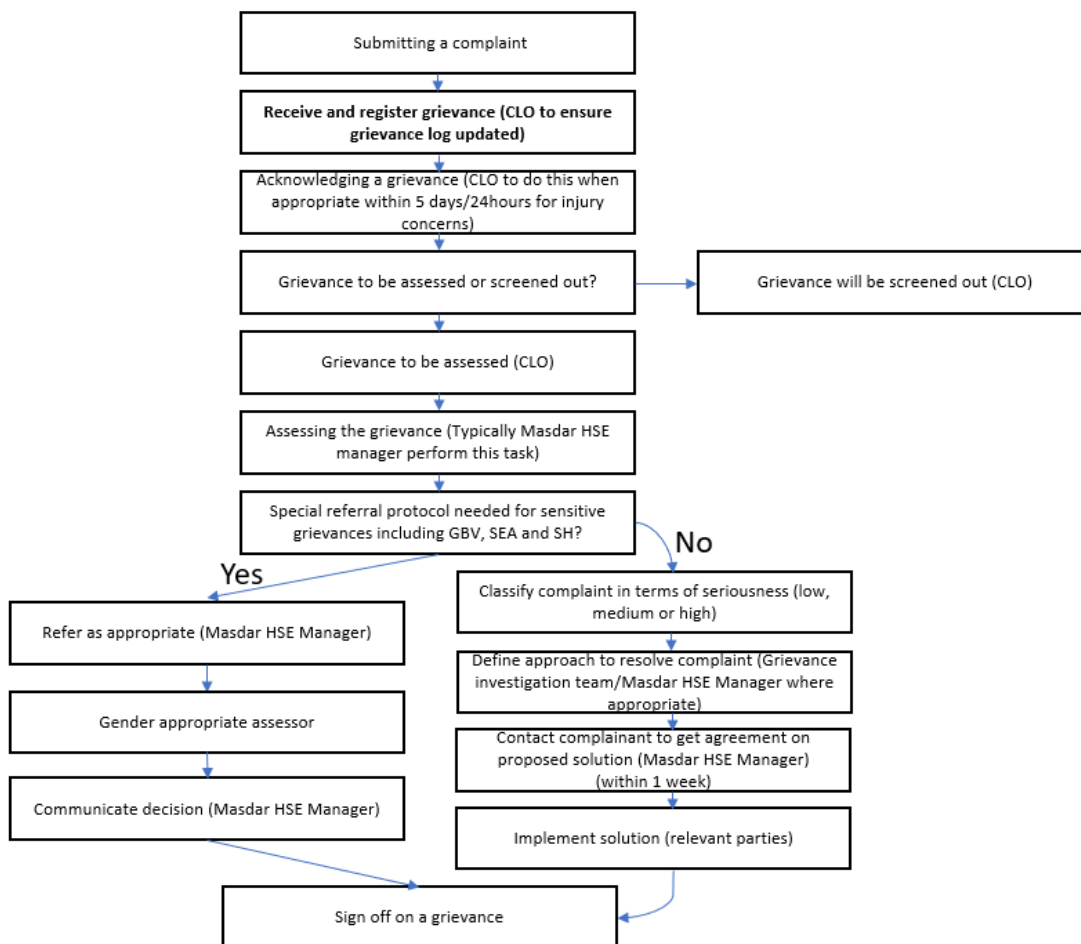
Masdar will seek sign-off from the complainant(s) that the grievance has been resolved. This will be achieved via a Grievance Resolution document.

All grievances are to be signed off at an appropriate level of seniority of staff. The staff member who signs off the complaint should have sufficient knowledge about the topic to provide assurance.

Once sign-off has occurred, this will be recorded in the Grievance Form.

Any grievances not signed-off as resolved will be investigated further.

The below flow chart (Figure shows the general mechanism of processing complaints at Masdar.



**Figure 8-1 Mechanism of Processing Complaints at Masdar**

**8.6.9 Monitoring and reporting of grievance mechanism**

The grievance mechanism will be monitored and evaluated annually. Suggested monitoring and evaluation activities are outlined below:

- Monitor the grievance log in terms of response times to address complaints lodged as well as the recurrence of complaints over time.
- Gauging level of stakeholder satisfaction as a secondary aspect to other stakeholder engagement meetings.
- Keep records of all engagement activities including meetings attended, community meetings, focus group discussions, etc.
- Keep a library (electronic or hard copy) of all communication material.
- Conduct stakeholder interviews to gauge level of satisfaction.
- Revise plans and activities.

Masdar will report internally at least once a month on grievances received (both open and closed), and how they were resolved.

**8.7 Grievances Received to Date**

All grievances received to date are logged in the Grievance Tracker.

The following grievances have been received to date. This section will be reviewed and updated throughout the project.

**Table 8-4 Grievances received to date**



Complainant	Date when complainant was informed of action	Date when action was taken	Date when grievance was received	Grievance	Are further actions needed (Y/N): If yes, please add details	Status of Complaint

**Appendix**

**Grievance Form**

I, (full name)

Resident at:

Tel: Fax:

E-mail:

Wish to raise the following complaint or concern (include location and duration of problem):

Preferred method of communication (verbal, written, other):

Signed: Date:

.....

.....

**Appendix Table 1: Summary of Feedback Received from Consulted Government Authorities and Affected Communities**

Topic	Stakeholder Group	Summary Comments
Previous engagement	Regional and district-level administration (khokimiyats)	<ul style="list-style-type: none"> <li>The AECOM and GBI social team has introduced the regional and district authorities to the Project and related E&amp;S studies (i.e., ESIA and LRP). Consultations were held with officials from relevant khokimiyat technical departments, and other focal representatives (including the head of the district's investment department).</li> <li>The Project's Grievance Redress Mechanism (GRM) has not been explicitly communicated to the regional and district-level offices.</li> </ul>
	Affected communities (makhallas) and their respective local leadership	<ul style="list-style-type: none"> <li>The AECOM and GBI social team has conducted a series of engagements with the affected communities, and at least three rounds of consultation in particular. The community members indicated that they have been informed about the project development objectives and foreseeable impacts.</li> <li>The majority of the community members in attendance indicated that they were not fully aware of the Project's GRM at the time of the consultation. However, some of the participants alluded to remote recollections of posters previously circulated to familiarize affected communities with the GRM.</li> </ul>
Land access affected livelihoods	Regional and district-level administration (khokimiyats)	<p>Impact on land tenure:</p> <ul style="list-style-type: none"> <li>Formerly, land within the main project site was owned by a poultry farm developer, under a fixed-term leasehold agreement. No developments were made to the land. The leasehold was eventually terminated, and the land plot was reallocated back to state reserves without any legal grounds for compensation.</li> <li>The preceding transfer of ownership rights for the main site was undertaken in line with regulatory protocols and documented accordingly. The process involved the regional cadastre and agricultural departments as well as the Ministry of Justice. In 2019, the land was reallocated back to state ownership, with no objection from the lessee.</li> <li>With regards to the wider project area, in February of 2022, a land expropriation order was issued by the regional khokimiyat in preparation for a 25-year leasehold for the Project Company. The nine (9) registered farmland owners along the OHTL corridor have been informed about the purpose and scale of imminent land acquisition, and none of the farmers have expressed any objections to date.</li> <li>With regards to the overhead transmission line (OHTL) footprint, the land-take agreements for the establishment of the OHTL towers will be formalized by means of notarized applications for return of land to state reserves (including no-objection declarations) that will be submitted to the Ministry of Justice via district and regional khokimiyats for ultimate review and endorsement. The landowners' effective LLAs will also be revised to reflect the minor reduction in the total hectareage of their respective land parcels. Farming activities can continue normally throughout operation, however, regulatory restrictions on the height of planted trees will be imposed to ensure sufficient vertical clearance for OHTL conductors. Compensation must be discharged for the clearance of standing trees and farming interruptions during construction.</li> <li>With regards to site access, an existing access road developed for a neighbouring project can be utilized, or new access roads can be developed. Provided the southern access road (option 1) will be adopted, the EPC Contractor will need to specify the requisite Right of Way (RoW) area, so that any further land requirements can be quantified.</li> <li>With regards to contingencies requiring in-kind compensation, regional and district-level khokimiyats are able to offer physically or economically displaced households replacement land drawn from the state reserves. However, due to the scarcity of arable and well-developed land for residential and agricultural use, these lands are oftentimes of inferior quality in comparison with the households' original landholdings (i.e., in terms of locational convenience, access to social services, productivity and irrigation infrastructure).</li> </ul> <p>Impact on associated livelihoods:</p> <ul style="list-style-type: none"> <li>Resident agriculture is rainfed and none of the affected farmers are subject to underproduction penalties, as no production quotas (for cultivated crops) have been imposed on local farming communities. The maximum compensation period for potential opportunity costs associated with transient agricultural disruption during construction is one year (for annual crops, assuming farm work is suspended early in the farming cycle).</li> <li>No agricultural activities have been established within the main project since its annexation into state reserves, given the prevailing water scarcity. Nevertheless, the site offers seasonal pastures for local herders.</li> <li>Grazing is carried out seasonally over a period of four months, in the spring. More productive alternative pastures</li> </ul>

		<p>are available nearby the main project area, however grazing on these sites carries a cost. To ensure sustainable and equitable access to these pastures, it is recommended that the district khokimiyat establish a pastureland committee to develop and administer an agreement for collective grazing on the large pasture situated northeast of the main site.</p>
Affected communities (makhallas) and their respective local leadership		<p>Impact on land tenure:</p> <ul style="list-style-type: none"> <li>• With regards to the main project site, roughly five years ago, a farmer acquired a plot of land within the area, and this parcel of land was secured (with fencing) for about three years.</li> </ul> <p>Impact on associated livelihoods:</p> <ul style="list-style-type: none"> <li>• After the privately held land plot within the main site was handed back to the Government, the fencing was taken down. In the duration of the three following years, about a half of the local herders have been using the communal track crossing the site, as a shortcut for accessing the pastures located east of the site. The other half of the herders have used paths outside of the main site to access pastures north of the site.</li> <li>• Livestock rearing constitutes the communities' economic mainstay, as rainfed agriculture offers limited productivity in the absence of irrigation facilities.</li> </ul>
Ministry of Energy		<ul style="list-style-type: none"> <li>• The protocol for land acquisition by the Project Company is as follows: <ul style="list-style-type: none"> <li>o In the course of the national ESIA process and initiatory approvals from SCEEP, the Project Company is required to establish the footprint of the Project's permanent facilities and issue the locational information (coordinates) thereof to the Ministry of Energy. The Ministry will subsequently initiate the preparation of a cabinet decree highlighting the location and extent of project-related expropriation.</li> <li>o On the basis of the final decree, the land will be reclassified (i.e., reallocated for project use) and transferred to state reserves under the mandate of the Ministry of Energy and Regional Khomikiyats. The Ministry will thereupon direct the regional khokimiyat to annex the land into state reserves, in collaboration with the district khomikiyat, by way of a land expropriation order.</li> <li>o The khokimiyats' cadastre departments will be charged with the review of affected landowners and property subject to valuation and compensation. The imperative for land expropriation will be communicated to the affected landowners, and the termination of their land tenure will be formalized by notarized no-objection declarations. Afterwards, a tripartite Land Lease Agreement (LLA) will be established between the Ministry of Energy, regional khomikiyat and the Project Company.</li> </ul> </li> <li>• With regards to permanent land acquisition for the Project's development, the Project Company will be responsible for delivering compensation for permanently impacted land, structures, and perennial crops and trees, on behalf of the Ministry of Energy. In the event that vulnerable impacted entities opt for in-kind compensation, the Ministry of Energy can facilitate the delivery of replacement land by the agency of the regional land departments.</li> <li>• With regards to temporary land use restrictions (i.e., for establishment of impermanent and aerial project facilities), the onus for associated compensation exclusively falls on the Project Company. In this respect, the Project Company is required to provide due compensation to affected landowners on the basis of bilateral and voluntary negotiations (i.e., between the Project Company and landowners), as the Ministry is not legally responsible for this aspect of land access. In the event of failed negotiations or other reasonable grounds for objection (on the part of the landowners), the landowners potentially affected by temporary land use restrictions will reserve the right to refuse such encroachment. For this reason, it is important for the Project Company to attain pre-requisite settlements with all project-affected entities subject to temporary land-use restrictions (in the latter stage of feasibility studies), prior to the delineation of the final project footprint for subsequent and bureaucratic expropriation.</li> <li>• The Project Company is required to discharge payable compensation funds in full prior to the onset of displacement and/or land-use restrictions for mobilization and construction works. The earlier the Project Company specifies the project footprint inclusive of land requiring expropriation (redesignation and termination of existing LLAs), the sooner the Ministry can coordinate the expropriation process and land delivery.</li> </ul>
Other socioeconomic considerations	Regional and district-level administration (khokimiyats)	<ul style="list-style-type: none"> <li>• The project can assist vulnerable households within local communities by maximizing local recruitment and extending skilled and semi-skilled labour to locally available, qualified candidates. Resident women should also be given priority consideration in terms of recruitment during the Project's construction and operational phases.</li> <li>• The project can also aid the wider community by developing communal infrastructure such as local roads, water supply networks.</li> </ul>

		<ul style="list-style-type: none"> <li>• There are no Indigenous Peoples (IPs) within the Jizzakh Region, Gallaorol District and the affected communities (makhallas).</li> <li>• No incidents of child labour and forced labour have been reported within the region, district and affected communities. Historically, child labour was mostly prevalent within the cotton production sector, but minors' employment within the industry has been fully eradicated in recent years. National labour authorities undertake continual monitoring to ensure that any such malpractices are identified and remediated.</li> <li>• No incidents of gender-based violence and harassment on construction projects within the region, district and affected communities. The region has achieved significant progress in terms of women's political empowerment and economic participation.</li> <li>• It is strongly recommended that dedicated accommodation facilities are secured for the Project's construction labour. Suitable, exclusive accommodation facilities can be sought within the district, however it is not advisable to place workers within housing offered by the local communities, as religious and cultural differences between foreign workers and host communities may culminate in tensions. Furthermore, the established majority of potentially available residential facilities situated within the host communities do not offer adequate amenities for workers' accommodation and welfare relative to local guidelines (i.e., sewerage, water supply and heating). A limited number of apartment complexes are available in Gallaorol District centre.</li> </ul>
	Affected communities (makhallas) and their respective local leadership	<ul style="list-style-type: none"> <li>• The local population would benefit considerably from prospective employment in the Project's construction and operational phases.</li> <li>• The employment rate of the communities at large is still very limited, and local labour is predominated by low-wage seasonal work. Most of the youth and graduate aspirants in particular attempt to seek better jobs in Tashkent, Kazakhstan and Russia.</li> <li>• Unemployment is especially high amongst resident women, who typically engage in seasonal labour on dekhan farms or menial work in housekeeping, eateries, and retail at distant urban centres. Working women would favour employment opportunities closer to home, as this would lift the burden of long commutes and allow for time-savings for other household-level commitments.</li> <li>• The focal point for gender issues and social welfare at the district level, as well as formal and informal community leadership (e.g., female elders, chairpersons) would serve as effective information channels for reporting grievances related to gender-based violence and harassment. Any gender-related criminal cases can also be channelled to the resident police force through these entities, as appropriate.</li> <li>• No physical cultural resources/ heritage sensitivities are present within the project area. The nearest cemetery is located about 60 km away from the site.</li> <li>• It is anticipated that construction workers will be accommodated within on-site labour camps or rental residences within the local communities (villages) or nearby towns. The majority of locals are in favour of construction labour being based within dedicated camps. Nevertheless, some of the residents would be willing to rent out their residential property to a fraction of the workforce, in default of more suitable alternatives.</li> <li>• The affected communities shared that they would appreciate any project assistance in developing a borehole for ameliorated water supply.</li> </ul>
Environmental considerations	Regional and district-level administration (khokimiyats)	<ul style="list-style-type: none"> <li>• The construction of the Project's overhead transmission line and access road(s) should not encroach on regulatory buffers for rivers and other watercourses. The EPC Contractor is required to carry out pre-construction consultation with relevant district departments to establish the requirements for these buffers (can range from 5 to 20 metres from the water channel).</li> <li>• Regional and district-level khokimiyats were duly involved in ESIA-oriented baseline biodiversity surveys within the project area, and in the translocation of ecologically important species. While the relocation of sensitive species is not recognized as a standard practice nationally, it is a viable conservation initiative with respect to international standards for biodiversity.</li> <li>• No significant cumulative impacts are expected to arise during the Project's construction and operation, with regards to other planned and existing developments within the district and broader region.</li> </ul>
	Affected communities	No further input.

	(makhallas) and their respective local leadership	
Construction resources and utilities	Regional and district-level administration (khokimiyats)	<p>It is strongly recommended that dedicated access roads are established to minimize the disruption of transportation along busy communal roads. Existing, low-capacity bridges should be avoided where possible or otherwise reinforced sufficiently to prevent critical damages with severe impact on local transit.</p> <p>Power outages are not uncommon around the project area in the winter. This should be considered in construction planning, such that the burden on the local power grid and consequent transmission congestion is not exacerbated to the disadvantage residential, municipal and industrial users.</p> <p>The EPC Contractor and project operators must obtain requisite permits for the abstraction of water resources.</p>
	Affected communities (makhallas) and their respective local leadership	No further input.
E&S monitoring	Regional and district-level administration (khokimiyats)	<p>In the course of the ESIA, the regional and district-level ecological departments were closely involved in the biodiversity surveys and identification of ecologically vulnerable species. The departments also reviewed the species relocation plan, and a concerted species relocation protocol was endorsed (signed off) by relevant district officials subsequently. Copies of this protocol have been issued to both the district and regional ecological departments.</p> <p>The ecological departments of the regional and district khokimiyats will undertake ecological monitoring throughout the Project's construction and operational phases, in coordination with SCEEP.</p> <p>It is recommended that a cross-cutting local committee (including khokimiyat representatives) is established to institute E&amp;S monitoring at the grass-roots level, particularly for the management of the Project's social impacts.</p>
	Affected communities (makhallas) and their respective local leadership	No further input.
Further comments	Regional and district-level administration (khokimiyats)	No further input.
	Affected communities (makhallas) and their respective local leadership	No further input.

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