



Alvus
E S G C O N S U L T I N G

Stakeholder Engagement Plan

Ayg-1 200MW PV Plant

Armenia

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MASDAR 



Document Information



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List of Acronyms

Acronym	Definition
ADB	Asian Development Bank
AWHHE	Armenian Women for Health and Healthy Environment
CDP	Community Development Plan
CLO	Community Liaison Officer
CLC	Community Liaison Committee
COD	Commercial Operations Date
EBRD	European Bank for Reconstruction and Development
E&S	Environmental and Social
EPC	Engineering, Procurement and Construction
ESG	Environmental, Social & Governance
ESIA	Environmental and Social Impact Assessment
ESMS	Environmental and Social Management System
FGD	Focus Group Discussions
HR	Human Resources
IFC	International Finance Corporation
KPI	Key Performance Indicator
LRP	Livelihood Restoration Plan
NGO	Non-Governmental Organisation
NTP	Notice to Proceed
O&M	Operations and Maintenance
PR	Performance Requirement
PS	Performance Standard
PV	Photovoltaic
SEP	Stakeholder Engagement Plan
SPV	Special Purpose Vehicle
WHO	World Health Organisation

1 Introduction

Masdar Armenia 1 CJSJ (the 'Project Company' or the 'Company') is developing a 200MW Solar Photovoltaic (PV) Power Plant (AYG-1 or the 'Project') in the Aragatsotn Marz region of Armenia.

The Project was subject to an Environmental and Social Impact Assessment (ESIA) and requires an Environmental and Social Management System (ESMS) to manage compliance with its environmental and social (E&S) obligations.

The Project aims to ensure full compliance with National Law and Lender requirements, including but not limited to International Finance Corporation (IFC) Performance Standards (2012), Asian Development Bank (ADB) Safeguards (2009) and The European Bank for Reconstruction and Development (EBRD) Performance Requirements (2019) which are considered in throughout this SEP.

This document is the Stakeholder Engagement Plan (SEP) for the Environmental and Social Impact Assessment process. It describes the stakeholder identification and analysis, the stakeholder engagement undertaken during the ESIA Scoping and ESIA reporting phases of the Project and sets the framework for the stakeholder engagement to be undertaken during the construction, operations and decommissioning of the Project.

Phase specific SEPs will be prepared for the construction, operational and decommissioning phases of the Project (i.e. this document will be updated to incorporate it to the construction, operational and decommissioning ESMSs), further developing the specific stakeholder engagement required for each phase.

2 Objectives and Scope

Stakeholders are persons or groups who are affected by a project, as well as those who may have interests in a project and/or the ability to influence its outcome. Stakeholders include locally affected communities and individuals, their formal and informal representatives, national or local government authorities, and can potentially include politicians, religious leaders, civil society organizations and groups with special interests, the academic community, and businesses.

Stakeholder engagement is an on-going process that starts during the origination and design phase of the Project. The Project Developer engages with stakeholders to obtain relevant approvals and social support for the Project. In addition, stakeholders are systematically engaged by independent consultants during the preparation of the Environmental and Social Impact Assessment for the Project. Stakeholder engagement continues during Project construction, operation and decommissioning.

This ESIA phase Stakeholder Engagement Plan aims to:

- Identify and analyze the Project's stakeholders.
- Outline a systematic approach to build and maintain a constructive relationship between the Company and their stakeholders, particularly the directly affected communities.
- Summarise the stakeholder engagement undertaken during the ESIA phase; and
- Appropriately manage and responding to grievances from the local communities and other stakeholders.

This Stakeholder Engagement Plan has been prepared following the ESIA consultation meetings. The SEP is a "live" document, meaning that it will be updated throughout the project lifecycle. As outlined above, major updates of the SEP will take place prior to the construction, operational and decommissioning phases of the Project, within the framework of the ESMS, detailing the specific stakeholder engagement required for each phase.

3 Regulations and Requirements

This chapter aims to give an overview of the regulatory requirements applicable to the Project in relation to stakeholder engagement. A more complete review of all the applicable environmental and social legislation of Armenia and all applicable international environmental and social requirements for the project is provided in the ESIA.

3.1 National Requirements

Law on Environmental Assessment and Expertise

The Ministry of Environment of the Republic of Armenia is the executive authority that has the legislative responsibility of administering the ESIA Process in Armenia.

According to the Law "On Environmental Impact Assessment and Expertise" for Projects classified as Category B, two stages of expertise process will be required with 4 public consultations. Before submission of the first stage (i.e. scoping) the public shall be notified of the project for 30 working days. At the second stage (i.e. ESIA report phase), the final EIA report shall be presented to the public (3rd public consultation) and after submitted to the Ministry of Environment.

The public consultations shall be organized based on the requirements of the Armenian Government Decree No. 1325-N of November 19, 2014, and the Armenian Law "On Environmental Impact Assessment and Expertise". This law requires processes and activities in the conduct of public consultation (i.e., program schedule, project information handouts, attendance sheet, complaints, issues and concerns raised by participants), and its results (e.g., agreements, and resolutions) will be documented.

Chapter 6 of the Law establishes that the Public Consultation disclosure procedures under the EIA legislation of Armenia is presented hereafter:

- The authorized body – regarding the application submitted by the Initiator for the report and expertise draft conclusion at least 7 working days prior to the public consultations;
- The Initiator – regarding the conceptual/framework document and the envisaged activities and implementation of their impact assessment activities at least 7 working days prior to the public consultations;
- Territorial administration bodies and the head of the affected community – regarding the conceptual/framework document and the envisaged activities and implementation of their impact assessment activities at least 7 working days prior to the public meeting.

In order to ensure public disclosure and participation, assessment processes and expert examination need to be subject to public notification and public consultations.

The notification needs to contain information on the initiator, brief description of mainframe paper or planned activity, place of implementation, place where public can read and discuss the above mentioned, conditions, periods for submission of comments and recommendations and other information. The authorized body ensures the participation of its representative in the discussions. Based on the results of public consultations the Initiator makes a protocol attached with video recording. The reasonable comments and proposals by the public should be considered by the Initiator and the authorized body. If public comments are not incorporated, justifications should be provided.

3.2 International Requirements

IFC Performance Standards (2012)

The IFC Performance Standards (2012) require meaningful stakeholder engagement, proportional to the risks of the Project and public interest. The first performance standard “Social and Environmental Assessment and Management Systems” describes the stakeholder engagement requirements in more depth. It states the following:

Stakeholder Engagement

Stakeholder engagement is an on-going process that may involve, in varying degrees, the following elements: stakeholder analysis and planning, disclosure and dissemination of information, consultation and participation, grievance mechanism, and on-going reporting to Affected Communities.

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

Stakeholder Analysis and Engagement Planning

Clients should identify the range of stakeholders that may be interested in their actions and consider how external communications might facilitate a dialog with all stakeholders. Where projects involve specifically identified physical elements, aspects and/or facilities that are likely to generate adverse environmental and social impacts to Affected Communities the client will identify the Affected Communities and will meet the relevant requirements described below.

The client will develop and implement a Stakeholder Engagement Plan that is scaled to the project risks and impacts and development stage, and be tailored to the characteristics and interests of the Affected Communities.

Where applicable, the Stakeholder Engagement Plan will include differentiated measures to allow the effective participation of those identified as disadvantaged or vulnerable. When the stakeholder engagement process depends substantially on community representatives, the client will make every reasonable effort to verify that such persons do in fact represent the views of Affected Communities and that they can be relied upon to faithfully communicate the results of consultations to their constituents.

Disclosure of Information

Disclosure of relevant project information helps Affected Communities and other stakeholders understand the risks, impacts and opportunities of the project. The client will provide Affected Communities with access to relevant information on:

- The purpose, nature, and scale of the project;
- The duration of proposed project activities;
- Any risks to and potential impacts on such communities and relevant mitigation measures;
- The envisaged stakeholder engagement process;
- The grievance mechanism.

Consultation

When Affected Communities are subject to identified risks and adverse impacts from a project, the client will undertake a process of consultation in a manner that provides the Affected Communities with opportunities to express their views on project risks, impacts and mitigation measures, and allows the client to consider and respond to them. The extent and degree of engagement required by the consultation process should be commensurate with the project's risks and adverse impacts and with the concerns raised by the Affected Communities. Effective consultation is a two-way process that should:

- Begin early in the process of identification of environmental and social risks and impacts and continue on an on-going basis as risks and impacts arise;
- Be based on the prior disclosure and dissemination of relevant, transparent, objective, meaningful and easily accessible information which is in a culturally appropriate local language(s) and format and is understandable to Affected Communities;
- Focus inclusive engagement on those directly affected as opposed to those not directly affected;
- Be free of external manipulation, interference, coercion, or intimidation;
- Enable meaningful participation, where applicable; and
- Be documented.

The client will tailor its consultation process to the language preferences of the Affected Communities, their decision-making process, and the needs of disadvantaged or vulnerable groups. If clients have already engaged in such a process, they will provide adequate documented evidence of such engagement.

External Communications and Grievance Mechanisms

External Communications

Clients will implement and maintain a procedure for external communications that includes methods to:

- Receive and register external communications from the public;
- Screen and assess the issues raised and determine how to address them;
- Provide, track, and document responses, if any; and
- Adjust the management program, as appropriate. In addition, clients are encouraged to make publicly available periodic reports on their environmental and social sustainability.

Grievance Mechanism for Affected Communities

Where there are Affected Communities, the client will establish a grievance mechanism to receive and facilitate the resolution of Affected Communities' concerns and grievances about the client's environmental and social performance. The grievance mechanism should be scaled to the risks and adverse impacts of the project and have Affected Communities as its primary user.

It should seek to resolve concerns promptly, using an understandable and transparent consultative process that is culturally appropriate and readily accessible, and at no cost and without retribution to the party that originated the issue or concern. The mechanism should not impede access to judicial or administrative remedies. The client will inform the Affected Communities about the mechanism in the course of the stakeholder engagement process.

On-going Reporting to Affected Communities

The client will provide periodic reports to the Affected Communities that describe progress with implementation of the project Action Plans on issues that involve on-going risk to or impacts on Affected Communities and on issues that the consultation process or grievance mechanism have identified as a concern to those Communities. If the management program results in material changes in or additions to the mitigation measures or actions described in the Action Plans on issues of concern to the Affected Communities, the updated relevant mitigation measures or actions will be communicated to them. The frequency of these reports will be proportionate to the concerns of Affected Communities but not less than annually.

EBRD PR 10: Information Disclosure and Stakeholder Engagement

The EBRD considers stakeholder engagement as an essential part of good business practices and corporate citizenship, and a way of improving the quality of projects. In particular, effective community engagement is central to the successful management of risks and impacts on communities affected by projects, as well as central to achieving enhanced community benefits.

Stakeholder engagement is an ongoing process involving (i) the client's public disclosure of appropriate information so as to enable meaningful consultation with stakeholders, (ii) meaningful consultation with potentially affected parties, and (iii) a procedure or policy by which people can make comments or complaints. This process should begin at the earliest stage of project planning and continue throughout the life of the project.

Stakeholder identification and analysis

The first step in successful stakeholder engagement is for the client to identify the various individuals or groups who (i) are affected or likely to be affected (directly or indirectly) by the project ("affected parties"), or (ii) may have an interest in the project ("other interested parties"). As part of the stakeholder identification process, the client will identify individuals and groups that may be differentially or disproportionately affected by the project because of their disadvantaged or vulnerable status. The client will also identify how stakeholders may be affected and the extent of the potential (actual or perceived) impacts. Where impacts are perceived, additional communication may be required to provide information and reassurance of the assessed level of impacts.

An adequate level of detail must be included in the stakeholder identification and analysis so as to enable the Bank to determine the level of communication that is appropriate for the project under consideration. Employees are always considered stakeholders.

Stakeholder Engagement Plan

The client will inform the EBRD how communication with the identified stakeholders will be handled throughout project preparation and implementation, including the type of grievance procedure envisaged. Different levels of engagement and consultation might be appropriate for affected parties and other interested parties.

Where stakeholder groups are identified as disadvantaged or vulnerable, dedicated approaches and an increased level of resources may be needed for communication with such stakeholders so that they fully understand the issues that are potentially affecting them. Clients should also inform the EBRD of any information provided or consultation activities conducted prior to approaching the EBRD for financing.

Information Disclosure

Disclosure of relevant project information helps stakeholders understand the risks, impacts and opportunities of the project. If communities may be affected by adverse environmental or social impacts from the project, the client will disclose to them the following information (“the Information”):

- the purpose nature and scale of the project;
- the duration of proposed project activities;
- any risks to and potential impacts with regard to environment, worker health and safety, public health and safety and other social impacts on communities, and proposed mitigation plans;
- the envisaged consultation process, if any, and opportunities and ways in which the public can participate
- time/venue of any envisaged public meetings, and the process by which meetings are notified, summarised, and reported.

The Information will be disclosed in the local language(s) and in a manner that is accessible and culturally appropriate, taking into account any vulnerable people (for example ethnic groups or displaced persons). For projects with potentially significant adverse social or environmental impacts, disclosure should occur early in the environmental and social appraisal process.

Meaningful Consultation

The need for and nature of any specific consultation will be agreed with the EBRD based on the stakeholder identification, analysis and detailed project description, and depending on the nature and magnitude of current and potential adverse impacts on workers and affected communities. Where workers and/or affected communities are, or may be, subject to significant risks or adverse impacts from a project, the client will undertake a process of meaningful consultation in a manner that provides the affected parties with opportunities to express their views on project risks, impacts, and mitigation measures, and allows the client to consider and respond to them.

Meaningful consultation:

- should be based on the disclosure of relevant and adequate information including, where appropriate and relevant, draft documents and plans, prior to decisions being taken when options are still open;
- should begin early in the environmental and social appraisal process;
- will focus on the social and environmental risks and adverse impacts, and the proposed measures and actions to address these;
- will be carried out on an ongoing basis as the nature of issues, impacts and opportunities evolves.

The consultation process will be undertaken in a manner that is inclusive and culturally appropriate. The client will tailor its consultation process to the language preferences of the affected parties, their decision-making process, and the needs of any disadvantaged or vulnerable groups. The consultation will also include, beyond the affected parties, any groups or individuals who have been identified as other interested parties. The consultation process will be documented as part of the public commitment of the client. The client will inform those who have participated in the public consultation process in a timely manner of the final decision on the project, associated environmental and social mitigation measures and any benefits of the project for the local communities, along with reasons and considerations on which the decision is based, and the grievance or complaint mechanism or process available.

Engagement during project implementation and external reporting

Throughout the life of the project, the client will provide ongoing information to identified stakeholders, commensurate to the nature of the project and its associated environmental and social impacts, and the level of public interest. This ongoing engagement should build upon the channels of communication and engagement established during the due diligence process. In particular, clients should use appropriate community engagement practices to disclose information and receive feedback on the effectiveness of the implementation of the mitigation measures in the ESAP as well as the affected communities' ongoing interests and concerns about the project. Additional information may need to be disclosed at key stages in the project cycle, for example before construction commences, or prior to start-up of operations.

Grievance mechanism

The client will need to be aware of and respond to stakeholders' concerns related to the project in a timely manner. For this purpose, the client will establish a grievance mechanism, process, or procedure

to receive and facilitate resolution of stakeholders' concerns and grievances about the client's environmental and social performance. The grievance mechanism should be scaled to the risks and potential adverse impacts of the project.

The grievance mechanism, process, or procedure should address concerns promptly and effectively, using an understandable and transparent process that is culturally appropriate and readily accessible to all segments of the affected communities, at no cost and without retribution. The mechanism, process of procedure must not impede access to judicial or administrative remedies. For projects to which PR 5 or PR 7 applies, the client will ensure that there is an independent, objective appeal mechanism. The client will inform the affected communities about the grievance process in the course of its community engagement activities, and report regularly to the public on its implementation, protecting the privacy of individuals. Grievance mechanisms for workers will be separate from public grievance mechanisms and must be in accordance with PR 2.

Asian Development Bank (ADB) Safeguard Policy Statement (2009)

ADB's Safeguard Policy Statement requires ADB's borrowers/clients to carry out meaningful consultation processes in all projects financed by ADB. Meaningful consultation is a process that (i) begins early in the project preparation stage and is carried out on an ongoing basis throughout the project cycle; (ii) provides timely disclosure of relevant and adequate information that is understandable and readily accessible to affected people; (iii) is undertaken in an atmosphere free of intimidation or coercion; (iv) is gender inclusive and responsive, and tailored to the needs of disadvantaged and vulnerable groups; and (v) enables the incorporation of all relevant views of affected people and other stakeholders into decision making, such as project design, mitigation measures, the sharing of development benefits and opportunities, and implementation issues. For policy application, ADB will require borrowers/clients to engage with communities, groups, or people affected by proposed projects, and with civil society through information disclosure, consultation, and informed participation in a manner commensurate with the risks to and impacts on affected communities. For projects with significant adverse environmental, involuntary resettlement, or Indigenous Peoples impacts, ADB project teams will participate in consultation activities to understand the concerns of affected people and ensure that such concerns are addressed in project design and safeguard plans.

The ADB's Safeguard Policy Statement emphasizes requirements for establishing a grievance mechanism that receives and facilitates the resolution of affected people's concerns, complaints, and grievances about a Project's environmental and social performance. The grievance mechanism should be scaled to Project risks and adverse impacts, address affected people's concerns and complaints promptly. It should also ensure the process is understandable and transparent, gender responsive, culturally appropriate and readily accessible to all segments of affected people. It should also not impede access to judicial or administrative remedies. The grievance mechanism should be delivered to the affected people in appropriate manner. ADB. 2011. Public Communications Policy. The policy promotes greater transparency and accountability by enabling ADB's stakeholders—especially people affected by development activities—to better participate in the decisions that affect them. ADB-assisted activities are expected to consider the right of people to seek, receive, and impart information and ideas, and consider

feedback from its stakeholders, including affected people. Information shall be given to affected people early enough for them to provide meaningful inputs into project design and implementation.

4 Stakeholder Identification and Analysis

Following international good practice, the stakeholders of the project are classified in two categories:

- Impacted Stakeholders: are the people or institutions that may potentially be affected by one or more of the potential negative impacts of the project.
- Interest Based Stakeholders: Stakeholders that may have an interest in some of the Project activities, due to their statutory obligations or organizational purpose.

The table below outlines the identified stakeholders and their interest in the project. Where applicable this SEP will include differentiated measures to allow the effective participation of those identified as disadvantaged or vulnerable stakeholders.

The table below will be updated during the lifetime of the Project to incorporate new identified stakeholders.

Table 1 List of Stakeholders

Stakeholders	Type	Justification/Interest
Residents of Talin and Dashtadem Community	Affected Stakeholder-Local Community	The Project is located in areas of Talin and Dashtadem communities which will cause minor economic displacement.
Residents of of Katnaghbyur and Ashnak Community	Affected Stakeholder-Local Community	The project is located close to this communities. The community is potentially affected by indirect project impacts (positive and negative)
Residents near logistics routes – e.g. Karakert railway station and road network	Affected Stakeholder	The increased traffic on roads as a result of the project to deliver construction materials, may cause noise and dust emissions which can impact residents near the railway station and road network.
Herders who used the project site and other community herding lands	Affected Stakeholder-Economic Displacement	Herders from Talin, Dashtadem, Ashnak and Katnaghbyur communities use the Project site and other community lands for herding, this will cause minor economic displacement which is discussed further in the LRP.
Service providers in the area	Interest Based	Service providers in the catering, accommodation and retail business area may increase their revenues as a result of the project by providing services to the Project.
Small and medium enterprises	Interest Based	Small and medium enterprises in the area provide local building materials. The project may consider purchasing materials or renting construction vehicles/equipment where relevant.
Vulnerable Persons	Affected Stakeholder-Local Community	Affected by the project (positive and negative impacts) – defined in further detail below.

Stakeholders	Type	Justification/Interest
<p>National NGO's:</p> <ul style="list-style-type: none"> - WWF Armenia - Aarhus Centers - Human Rights Group - Biosophia Environmental NGO - "EcoLur" Informational NGO - Shoger NGO - Eco Peace NGO - Armenian Women for Health and Healthy Environment (AWHHE) - Women's Resource Centre - Association of Women with University Education - Icomos Armenia - Hazarashen Armenian Center for Ethnological Studies - Research on Armenian Architecture Foundation - Regional Center for Cultural Heritage 	Interest Based - NGO's	<p>NGO's play an important role in development, and help individuals to get information, discuss their views and express their collective opinions. NGOs can also provide expert input on E&S issues.</p>
Ministry of Environment	Interest Based - Government Body	<p>Responsible for coordinating, monitoring and supervising Environmental Management in Armenia. The Ministry of Environment is responsible for EIA approval will be key in monitoring environmental compliance for the project during the construction and operational phases.</p>
Ministry of Education, Science, Culture and Sports	Interest Based - Government Body	<p>Responsible for the provision of quality education and social services use of technology and protection & promotion of cultural heritage.</p>
Ministry of Emergency Situations	Interest Based - Government Body	<p>Responsible for implementing the policies of the Republic of Armenia Government in the area of civil defense and protection of population in emergency situations.</p>

Stakeholders	Type	Justification/Interest
Ministry of Health	Interest Based - Government Body	Responsible for the coordination of issues related to health (including those on noise and vibration) and for supervision over implementation of sanitary norms, hygienic and anti-epidemiological measures implementation by organizations and citizens
The Ministry of Labor and Social Affairs	Interest Based - Government Body	Responsible for the development and implementation of the state policy, legislation and programs in the following areas: social security, labour and employment, social assistance, social assistance to disabled and aged people, social protection of families, women and children, etc.
Health and labor Inspection body of the Republic of Armenia	Interest Based - Government Agency	Responsible for carrying out supervision and (or) other functions prescribed by law. The Inspectorate can impose sanctions in the spheres of healthcare, workers' health and safety, acting on behalf of the Republic of Armenia in the manner established by law
Public Services Regulatory Commission	Interest Based - Government Agency	Responsible for granting licenses for power generation and establishment of tariffs for public services (including electricity supply, transmission and distribution).
Aragatsoth Regional Administration	Interest Based - Government Agency	Regional Authority in the Aragatsoth Province.
Talin Administration	Interest Based - Government Agency	Local Authority in the project area, covering among others the four affected communities.

Vulnerable Stakeholders

From the point of view of the stakeholder engagement process, vulnerable stakeholders are groups that, due to one or more specific characteristics, might have specific difficulties participating in the stakeholder engagement process. The stakeholder analysis and the review of available information have indicated no vulnerability for Interest Based Stakeholders. The following sources of vulnerability have been identified among the Local Communities and affected households:

- Women:** Women are subject to different levels of vulnerability in several dimensions of life including but not limited to income, education, health, participation in politics and business, and they are particularly vulnerable to specific violations such as gender-based violence, trafficking and sex discrimination. As in all patriarchal societies men hold a disproportionate amount of power and predominance in roles of political leadership, moral authority, social and economic privilege. According to the Gender Inequality Index, Armenia is on 81st place out of 187 countries and territories. The Gender Inequality Index The gender inequality index, prepared by the WHO, provides insights into gender disparities in health, empowerment and the labour market. Higher values in the index indicate higher inequality. As per the Gender Gap Index 2018, prepared by the World Economic Forum, Armenia scores positively is in the 115th place out of 149 countries in terms of women’s political empowerment. The EU Country Gender Profile for Armenia (2021) concluded that social attitudes toward gender roles remain rigid. The ESIA report describes gender differences for each of the studied social aspects. In the Project area, women participation rate in the labour force is generally lower when compared to men. In the local communities, women mainly work in low or average wage jobs. In contrast to wage labour, women in the Local Communities work mostly in agriculture and animal husbandry. It should also be noted that none of the 4 community heads are women and only one out of twenty-seven members of the council of elders is a woman.
- Poverty:** Poor community members are less likely to take advantage of project opportunities and can have more difficulties to adapt to negative impacts. Poor stakeholders are less likely to access the stakeholder engagement mechanisms or participate in stakeholder engagement activities if there is a specific cost associated with it;
- The illiterate:** Illiterate community members are not able to review disclosed documents or provide written feedback and may face difficulties to meaningfully engage with the information provided. It should be noted that Armenia does have a 99% literacy rate, so this is not expected to be an issue.;
- The disabled:** Disabled or sick community members face additional challenges attend certain stakeholder engagement activities such as meetings, focus groups or workshops;
- Language:** The languages spoken in the area is predominantly Armenian. Materials shall be provided in Armenian and if required, English. Materials will also be prepared in English for internal record keeping;
- Ethnicity:** People in the Project Area are Armenian nationals, many of them born and raised in the area or emigrated as a result of the Artsakh war. Ethnicity is not a vulnerability criterion applicable to the Project area as there are no ethnic minorities;
- Computer illiteracy / lack of Internet access:** The ESIA requirements include online disclosure of ESIA documentation. The lack of internet access or computer illiteracy can prevent some community members to access information;
- Youth:** Political and authority positions are typically held by older men. Young people have limited job opportunities in the region and some young people relocate to Yerevan permanently for education and work.

There are no significant ethnic or religious differences within the local communities that could result in vulnerabilities for specific groups. The following specific actions will be implemented as part of the SEP to facilitate a meaningful participation of the identified vulnerable groups.

Women

- Focus groups will be organised with female participants and gather their specific concerns.
- The Project will facilitate group meetings during public consultations to gather information and specific concerns.
- The Project will have a designated female person to receive and investigate grievances submitted by women.
- Currently, there are no women associations in the local communities but if any are created during the lifetime of the project, they will be consulted.

The poor

- The Project will impose no charges for any of the materials and activities of the public consultation process, such as participation in the meetings, handing over of printed materials (Non-Technical Summaries of key documents), etc.
- Some communication mechanisms entail a cost (e.g. telephone calls, letters, emails require internet access, etc.). Alternative free mechanisms have been designed to facilitate the meaningful participation of the economically disadvantaged (i.e. letterboxes, open meetings, publicly available printed copies of disclosed documents).
- The Grievance Mechanism will be free of charge.

Lack of Internet Access

- Hard copies of the disclosed documents will be available at the nearby communities (Heads of Community Offices) and at the open consultation meetings.
- Non technical summary's, Hard copies of the APA and EIA will be displayed at the site entrance and at the local communities (Heads of Community Offices).
- Use of mobile telephones is common, even among the poor or the computer illiterate.
- Telephone numbers of the Project Company Representatives / Community Liaison Officer (CLO) will be displayed at the site entrance and on stakeholder engagement materials to facilitate direct contact.

The Disabled

- Specific provisions will be made for disabled stakeholders who express their willingness to attend the meetings or to access the grievance mechanism or the disclosed information. These could include transport provisions to attend consultation meetings or the CLO can visit the household. If person with disabilities requires (through their family or directly) to facilitate their participation, these will be evaluated on a case-by-case basis (depending on the disability).
- The announcements for consultation meetings will specifically highlight that this support is available.

The Youths

- Currently, there are no youth associations in the local communities but if any are created during the lifetime of the project, they will be consulted.

5 Stakeholder Engagement Tools

This section describes the tools that will be/have been used to fulfil the objectives of the SEP. Additional tools might be used for following consultation of this SEP with the stakeholders.

The engagement tools that are going to be used are divided into the following categories:

- Notification methods: Used to inform the identified stakeholders and the general population of the SEP activities and the ESIA process;
- Disclosure and consultation methods: Used to provide information (one way) to stakeholders, and/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;

And

- Grievance mechanism (described in Chapter 8).

5.1 Notification Methods

The notification methods outlined below will be used for announcing information disclosure and consultation activities for the Project, the ESIA and the ESMS. During the social survey, households were asked to disclose their preferred method of communication, 41.2% of respondents would prefer notifications about the project through posters in communities, 40% would prefer communications by telephone and 8.8% would prefer email notifications. It should be noted that 10% of surveyed households did not provide a preference.

5.1.1 Direct Notification

For key stakeholders (e.g. heads of communities, municipality etc), the CLOs can directly notify them of relevant stakeholder engagement activities through courtesy meetings.

5.1.2 Letters and Emails

Letters are suitable to engage interest-based stakeholders, including Government Authorities, Public Agencies and NGOs.

5.1.3 Signboards and Posters

Signboards and posters are useful to notify local communities and other affected stakeholders of consultation activities. These methods should be deployed at least week in advance of a specific activity, if possible, to allow for word-of-mouth dissemination of the relevant information. Key locations for signboards and posters are community halls, heads of community offices, churches, facebook, shops and cafes. During the ESIA stakeholder engagement phase, public meeting posters were distributed in the local communities in liaison with the administration officials 14 days before the meeting date. During public consultations, the consultants displayed project posters which were used as a method of illustrating the project to community members. In addition to this, brochures were distributed amongst communities in order to disclose the information on the project.

5.1.4 Social Media

Members of the local communities are active and pay close attention to their communities facebook

pages for any notices, general news and local community activities which may be occurring. The Project will use facebook posts as a method for notifying community members of Project and stakeholder engagement activities.

5.1.5 Media Engagement

Adverts in the media (newspapers, television) are useful to convey information to specific segments of the population, but effectiveness at the local level is limited.

There have been three times that the AYG-1 Project has been broadcasted on Armenian television news stations. There was a segment broadcasted on the First Channel News station on the 18th of November 2021 which gave viewers an insight of drone photography that was occurring at the Project site as well as key information on the PV Plant characteristics, the benefits of the Project for climate change in Armenia, other PV Projects in Armenia and what the plant will potentially look like for viewers. Another television segment on the AYG-1 Project was shown in the 24th of June 2021 by First Channel News station. It was a small segment from a government meeting where the AYG-1 Project was discussed in detail with other members of government.

Interviews were conducted on the 19th of May 2022 with the TV First Channel News in Armenia by Mikael Tevosyan who is the Project's Environmental Specialist, Boris Gasparyan who is the Project's lead archaeologist and Hayk Tadevosyan who is a representative from ANIF. The interview was broadcasted on public television to disseminate information on the Project. The news segment included videos of the Project site, PV Plant equipment and information about ANIF, Masdar and the site location etc.

18th November 2021: https://www.youtube.com/watch?v=1j_naXMFGLY

24th June 2021: <https://www.youtube.com/watch?v=S56cpSBHdKI>

19th May 2022: <https://www.facebook.com/watch/?v=696326331646549>

5.2 Disclosure and Consultation Methods

Disclosure of relevant project information helps 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.

Consultation methods provide a mechanism for stakeholders to provide feedback and share their concerns, complaints or suggestions about the project, the ESIA and the ESMS.

Written project information will be disclosed in Armenian and English for internal record keeping. The following methods have been used so far or will be used:

Information disclosure:

- Disclosure of hard copies; and
- Online disclosure.

Information disclosure and consultation:

- One on one meetings;

- Public Consultations / Open meetings;
- Focus Groups;
- Questionnaires / surveys;
- Mail and email; and
- Suggestion boxes.

5.2.1 Online Disclosure

Online disclosure allows for quick and free access to documents for all stakeholders that have Internet. Documents disclosed online will be uploaded to Masdar’s website

The Lenders for the project will also disclose the E&S document package online as part of their E&S Due Diligence Process, in compliance with their internal procedures.

5.2.2 Disclosure of Hard Copies

Disclosure of printed documents at will be available at public consultations free of charge, for access by local communities. The documents regarding the Project will be explained in an easy and clear way to ensure the community members who do not have an environmental background are able to understand.

5.2.3 One-on-one meetings

One-on-one meetings are particularly suitable to discuss the project and the E&S management process with interest-based stakeholders, as the meeting can focus on their specific concerns. All meetings will be minuted.

5.2.4 Public Consultation Meetings

Public meetings allow for stakeholders to share their views and opinions. Any individual that goes to a meeting is allowed to attend and share his/her concerns, so stakeholders that might not have been previously acknowledged can be identified. Public meetings promote 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.

Meetings have been and will be held both in Armenian which is the local dialect. The lead local experts are from Yerevan, the capital of Armenia. Stakeholders’ engagement thus far has been conducted mainly in Armenian language and will continue during future dissemination of project information. If preferred, English can also be used to convey project information but this is not expected to be required.

The project acknowledges the current global COVID-19 situation and has followed all necessary precautions as per government guidelines. Public consultations were conducted while the country was not in a lockdown situation and followed all relevant government health and safety guidelines.

The methodology is described below:

An initial presentation discloses key relevant information to the attendees, in a visual and oral manner, to ensure that every attendee receives all 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.

To encourage the participation of women, focus groups will be conducted following the main consultation to ensure women attendees give their specific views and opinions. If any disabled person requests assistance to attend a public meeting, the Project will take the necessary measures to ensure that they can attend or to provide the relevant information and gather their feedback.

All meetings are conducted in the Armenian language.

5.2.5 Focus Groups

Focus groups allow for a discussion with a specific group of stakeholders that may be less likely to participate or voice their concerns during open public meetings. It is good practice to organise focus groups with different participants as part of public meetings, to gather more specific feedback from women, the youths, the elderly, people living with disabilities, etc.

Focus groups will be facilitated for the local communities on the same day following the main consultation meeting and will include men, women, youth and People Living with Disabilities who are present at the Public consultations.

5.2.6 Questionnaires

Questionnaires can allow stakeholders to express their views on a structured manner that can be processed and systematized by the Project. Questionnaires can be difficult for illiterate or for people without a formal education to fill in. This is not expected to be an issue in the local communities given Armenia's 99% literacy rate. However, if required, support can be provided through facilitators / CLO (when appointed) / enumerators that can explain the questions, translate to the language that is easier for the respondent, and fill in the response in the required format.

Information relevant to the stakeholder engagement process was gathered during the Social Baseline household survey questionnaire.

5.2.7 Mail and Email

A postal mail address and an email address will be set up for stakeholders to be able to reach the ESIA Consultants / CLO (when appointed). The email and contact number will be disclosed on the company website and disclosure materials.

5.2.8 Grievance Boxes

Grievance boxes were displayed at the Heads of Community offices on the 30th of November 2021. The employees at the heads of community offices were trained and agreed to provide the form to the people who will want register a grievance. There have been no grievances registered to date using grievance boxes. The attendees in all public consultation meetings were reminded of the grievances boxes and encouraged to use them if required.

6 E&S Stakeholder Engagement to Date

This chapter describes the stakeholder engagement undertaken for the ESIA process, including the following stages:

- 2021 / 2022 ESIA Scoping Consultations;
- 2022 / 2023 ESIA & LRP Consultations.
- 2022 Household Survey [the main objective of the household survey was to gather social baseline information, but also disclosed project information and gathered feedback from participants]

The list above outlines the key consultation milestones, but it should be noted that local authorities and communities have been kept regularly informed throughout 2021 and 2022 of the progress of the ESIA.

Table 2 Stakeholder Activities Completed to Date

Date	Engagement Type	Stakeholder Engagement Details
24 th June 2021	Disclosure	News segment about the AYG-1 Project was broadcasted on an Armenian News television channel
18 th August 2021	Engagement	Meeting with Head of Dashtadem Community
26 th August 2021	Engagement	Meeting with Head of Talin Community
18 th November 2021	Disclosure	News segment about the AYG-1 Project was broadcasted on an Armenian News television channel
30 th November 2021	Notification	Notification to the Municipality that the first public consultation would take place.
30 th November 2021	Notification	Posters displayed in affected communities notifying community members that the first public consultation would take place.
30 th November 2021	Grievance Management	Grievance boxes were placed in each of the four affected communities.
9 th December 2021	Disclosure	Draft APA was provided to the Head of the Community and left in the Head of Community office to be available to the Public
9 th December 2021	Engagement	First public consultations take place in Talin community, with participation from the four affected communities.
9 th December 2021	Disclosure	Brochure about AYG-1 Project distributed to community members during consultation
19 th May 2022	Disclosure	Interview with Armenian TV news channel to describe the details of the AYG-1 project
16 th June 2022	Notification	Notification for Heads of Community that the second public consultation would take place
21 st June 2022	Notification	Posters displayed in the communities notifying community members that the second public consultation would take place.
1 st July 2022	Notification	Facebook post was made on community pages notifying community members that the first public consultation would take place
1 st July 2022	Engagement	Second public consultations take place in Talin community, with participation from the four affected communities.
1 st July 2022	Disclosure	Brochure distributed to community members and scoping report disclosure about AYG-1 Project to community

		members during consultation
18 th November 2022	Notification	Notification sent to Head of Talin Municipality that the third public consultation would take place
21 st November 2022	Notification	Posters displayed in affected communities notifying community members that the third public consultation would take place.
21 st November 2022	Notification	Facebook post was made on community pages notifying community members that the third public consultation would take place
19 th November 2022	Notification	Notification & invitation sent to NGO's and the Gold Standard for the third public consultation
20 th December 2022	Engagement	Third public consultations take place in Talin community & focus group with women was conducted
20 th December 2022	Engagement	Third public consultations take place in Dashtadem community & focus group with women was conducted
20 th December 2022	Engagement	Third public consultations take place in Ashnak community & focus group with women was conducted
20 th December 2022	Engagement	Third public consultations take place in Katnaghbyur community & focus group with women was conducted
20 th December 2022	Disclosure	Non technical summary distributed to community members and EIA disclosure shared with community members during consultation
5 th April 2023	Notification	Notification sent to Talin, Dashtadem, Ashnak and Katnaghbyur Community that the third public consultation would take place through notification with Community Heads and on Facebook
12 th April 2023	Engagement	Fourth public consultations take place in Talin communities, with participation from Ashnak and Katnaghbyur, & focus group with women was conducted
12 th April 2023	Engagement	Fourth public consultations take place in Dashtadem communities, with participation & focus group with women was conducted

6.1 Scoping Stakeholder Engagement

A number of one-on-one meetings were organized in Q4 of 2021 and a public consultation was organized in Q4 2021 and Q1 of 2022. The first stakeholder engagement for the Project was undertaken on the 18th of August 2021 as part of the ESIA Scoping Stage Consultations consisting of a meeting with the Head of Community from Dashtadem. Members from Energy Advisory and ANIF met with Gagik Avetisyan, the Head of Community. The second stakeholder engagement meeting was conducted on the 26th of August 2021, a meeting was organized with the Head of Community from Talin. Members from Energy Advisory and ANIF met with Sargis Aramyan, the Head of Community. Following this on the 9th of December 2021, a public consultation was organized in the community. Information relating to the project was disclosed during the public consultation and meetings with the heads of communities. The Armenian team from Energy Advisory: Mr. Garik Arabyan (Project Coordinator-Armenia), Mr. Arsen Hayriyan (Social & Stakeholder Engagement Expert) & Mikael Tevosyan (Environmental Expert) led the meetings with the stakeholders supported by Grigor Petrosyan and Grigor Chobanyan from ANIF.

A summary of the issues raised by the consultants and the stakeholders' responses during the scoping phase meetings is provided below:

6.1.1 Dashtadem Administration Office- Head of Community

The meeting with the Dashtadem Head of Community was held on 18th August 2021. Information relating to the Project and the ESIA process was shared with Mr Gagik Avetisyan. Key Project characteristics were explained including site area, distances from all sensitive receptors, main activities, scope of works, access roads, capacity of planned solar power plant, positive and negative effects on social and environmental spheres, mitigation measures and alternative options were explained. Information (printed copy of the Scoping NTS and APA) relating to the Project and the ESIA process was provided to Mr Gagik Avetisyan. Energy Advisory also explained that the team was focused on conducting a detailed ESIA study of the Project area and that a public consultation would be conducted at a later date. Given the location of the site, the consultants enquired about land uses. The Head of community explained that the area is used for pasture, as are other community lands. The consultants explained that minor economic displacement was expected to occur in the form of communal pasture lands. The payment agreement by the Company to the Communities (classified as a donation as per Armenian Law) by Masdar was also explained to Mr Avetisyan. The team from Energy Advisory asked Mr Avetisyan a number of questions related to the Project site and its previous land uses. Mr. Avetisyan outlined his expectations of the project and expressed his concerns regarding the Project which is detailed below:

The head of Dashtadem community highlighted his expectations of the Project which included receipt of the donation by the Developer to community in accordance with the Decree of GoA, job opportunities and for an access road to be constructed from Dashtadem in order to facilitate accessibility to other land near the Project site. Energy advisory recorded Mr Avetisyan's expectations and explained that the community will receive the donation payment as per the agreement already in place by Masdar. Energy Advisory also assured Mr Avetisyan that the Project would provide employment opportunities for local community members during the construction phase of the PV Plant. The access road was discussed and Energy Advisory assured that they would pass this information onto Masdar's design team for their

consideration.

Mr Avetisyan also expressed related concerns, mainly that the Government will be merging the Dashtadem community with several other communities including Talin. Mr Avetisyan’s concern was in relation to the distribution of the donation and if it would be split amongst all communities included in the merger agreement. Energy Advisory mentioned that the donation agreement will not be distributed amongst all communities included in the merger agreement and that the agreed amount would be for Dashtadem and Talin only seeing as it is their lands the Project will be using. He expressed that the donation does not specify what money can be used by Dashtadem community. Energy Advisory outlined that the donation payment shall be used for improving social infrastructure for the community and outlined that the community will have to receive approval by Masdar for a Project before using the donation money to ensure it is being used beneficially.

Mr Avetisyan expressed his concern relating to receipt of the donation. He mentioned that he would like to use the money before completion of the merging process. Energy advisory recorded this request.

Plates - Meeting with Dashtadem Head of Community



6.1.2 Talin Administration Office- Head of Community

The meeting with the Dashtadem Head of Community was held on 26th August 2021. Information relating to the Project and the ESIA process was disclosed to Mr Sargis Aramyan. Key Project characteristics were explained including site location, distances from all sensitive receptors, main activities, scope of works, access roads, capacity of planned solar power plant, positive and negative effects on social and environmental spheres, mitigation measures and alternative options were explained. Information (printed copy of the Scoping NTS and APA) relating to the Project and the ESIA process was provided to Mr Sargis Aramyan. Energy Advisory also explained that the team was focused on conducting a detailed ESIA study of the Project and that a public consultation would be conducted at a later date. Given the location of the site, the consultants explained that very minor economic displacement was expected, related to of communal pasture lands. The donation (classified as a donation as per Armenian Law) agreement made by the Project to the communities was also explained to Mr Sargis Aramyan. The team from Energy Advisory asked Mr Sargis Aramyan a number of questions related to the Project site and its previous land uses. Mr Sargis Aramyan outlined his expectations of the project and expressed his concerns regarding the Project. He highlighted his expectations of the Project were to provide job opportunities for community members living in Talin. Energy advisory assured Mr Sargis that the Project

would provide employment opportunities for local community members during the construction phase of the PV Plant. Mr Sargis indicated that he was content with this and outlined that he had no other concerns about the Project.

Plates - Meeting with Talin Head of Community



6.1.3 First Public Consultation

The public consultation was held on the 9th of December 2021. On the 30th of November 2021, posters were displayed at the Community Hall and Regional Administration Office and a notification was posted at the Official Webpage of the Ministry of Environment. The posters highlighted the venue and time of the consultation meeting. It also highlighted that transport would be available if a community member was unable to make the journey, people in economic difficulty or with disabilities. The Head of Municipality was also notified on the 30th of November.. Anti-epidemic measures (social distance, masks, disinfectants) were observed during the consultation. Grievance boxes were also placed at the Heads of Communities offices on the 30th of November for people to submit any comments or concerns about the Project.

During the first public consultation, brochures presenting the key Project characteristics including information on the Project, site location, scope of works, positive and negative effects, mitigation measures, etc were distributed to attendees to disseminate information regarding the Project. All information was provided in Armenian.

A powerpoint was also presented to the community members in attendance which explained the Project, main Project activities and benefits, risks and impacts. The goal of the presentation was to facilitate information to attendees, who were mainly residents of the communities .

The public consultation conducted during the scoping phase was attended by authorities, developer representatives, consultants and 15 community members. Following the presentation, the consultants opened the floor to any questions or concerns they may have from community members. The details of the consultation are described below.

The local community members who were in attendance were welcomed to the consultation. The attendees were informed that "Masdar Armenia 1" CJSC is a renewable energy project developer and that they are planning to build and operate a solar power plant which will be called AYG-1 in the

administrative territory of Talin and Dashtadem communities of Aragatsotn region.

Members of Energy Advisory led this consultation and introduced themselves to the community members in attendance. They mentioned that EA are the official Armenian consultants of the AYG-1 Project. The attendees were informed that the Project is subject to environmental expertise according to the Law on "Environmental Impact Assessment And Expertise". The law was outlined and how it applies to the Project was described for community members to understand the processes involved and how public consultations play a key role in this Law. The category of the Project was discussed and the reason why it has been classified as an "B" category Project, community members were also informed that the "B" category of the Project will include the implementation of 4 public consultations. The attendees were informed that the meeting on the 9th December was the first public consultation and that the dates for the other 3 consultations would be decided in the future with ample notice periods given as per the Law described previously. The attendees were also informed that the Project will follow international standards, as international lending banks will fund the Project, and these standards have specific requirements on environmental and social performance.

The main features of the Project such as site location, scope of works, positive and negative effects, expected mitigation measures, etc were disclosed and highlighted that further detailed information will be outlined during upcoming public consultations when the detailed design of the Project and EIA report are ready for submission. The scope of the proposed baseline surveys and studies was discussed.

The attendees were informed that they can express their opinions, concerns and suggestions not only during the public consultations, but also at any time, through the relevant grievance boxes provided in the community hall / municipalities.

The representatives of the community enquired about the potential of the Republic of Armenia in the field of renewable energy. Representatives of Energy Advisory answered the question and informed the community representative that by 2020 solar energy already makes up 30% of the total energy production in the world, and Armenia also has great opportunities in this sphere.

The consultants continued to describe the general features of the Project, the implemented work, the possible risks, the negative impacts and the initial expected measures aimed to mitigate such impacts. It was highlighted that the Project territory, scope of works, access roads, capacity of planned solar power plant and the Project overall should not have large environmental risks but outlined that some environmental risks concerning biodiversity and historical and cultural heritage were observed during initial phases of research.

A map of the planned "Ayg-1" solar power plant through the Google Earth Pro application was shown to attendees. The presented map was describing the Project's site boundaries, as well as the distances from sensitive receptors and initial access roads plan. It was highlighted that some changes may be made in the map due to detailed research or other circumstances and in that case all changes will be also available for interested persons/organizations. The consultation attendees were informed that the relevant detailed field surveys will be carried out to gather sufficient information about the possible risks mentioned. Mitigation measures were discussed with attendees including how these will be developed further during and after field surveys.

Social risks and impacts for the community were discussed, describing both negative and positive impacts. The participants were interested in what positive effects the Project will have in general, and for the Talin community in particular.

The positive impacts as a result of the project were described in response to the interest detailed above, noting that the level of employment in the community will increase mainly during construction, i.e., new jobs will be created. Furthermore, Talin and Dashtadem communities will receive monetary compensation into their budget as a result of a donation agreement, which will be directed to community development programs. Construction of access roads were also discussed as a positive effect.

The representatives of the community inquired how many jobs will be created during the construction and operation phases of the Project. Attendees were informed that several dozen jobs suitable for community members (i.e. non specialized) will be created during the construction phase, but less during the operation phase (approximately 10) and mentioned that more specific data will be available during the next public consultations.

The participants asked to clarify what negative effects the Project will have, and which are the main risks. A representative from Energy Advisory noted that the main negative impact is during the construction phase will be dust, other emissions, intensive traffic, influx of foreign workers, use of water, etc. It was also highlighted that these negative impacts mentioned will be temporary. The risks related to the objects of historical and cultural value were also discussed, the community members were informed that detailed surveys will be carried out and the relevant measures aimed at excluding and mitigating negative impacts will be developed.

It was also mentioned that the residents of the community can express their opinions, questions and suggestions not only during the public consultations, but also at any time, through the relevant complaints boxes provided in the community hall / municipalities. The public consultation was closed and the floor was open to any questions community members may have had. No other questions were asked and the session was closed.

Plates – Sample of a notification to the communities of the consultation meeting (first meeting)

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«Շրջակա միջավայրի վրա ազդեցության գնահատման և փորձաքննության մասին» ՀՀ օրենքի /21.06.2014թ. 20-110-Ն/, ինչպես նաև ՀՀ կառավարության 19.11.2014թ. N 1325-Ն որոշմամբ սահմանված կարգով **2021թ. դեկտեմբերի 9-ին ժամը 14:00-ին** ՀՀ Արագածոտնի մարզի **Թալինի համայնքապետարանում** տեղի կունենան «Մասդար Հայաստան 1» ՓԲԸ կողմից ձեռնարկվող ՀՀ Արագածոտնի մարզի Թալին համայնքի վարչական տարածքում «Այգ-1» արևային կայանի կառուցման և շահագործման շրջակա միջավայրի վրա ազդեցության նախնական գնահատման հայտի վերաբերյալ հանրային քննարկումներ (առաջին հանրային քննարկում):
Փաստաթղթերին կարելի է ծանոթանալ՝ ք. Երևան, Ադրնեցի փողոց 10, «Ի ԷՅ ԷՆԵՐՋԻԸՐՎԱՅՁՈՐԻ» ՍՊԸ գրասենյակում:

Լրացուցիչ տեղեկությունների համար խնդրում ենք կապ հաստատել մեզ հետ հեռախոսով կամ էլեկտրոնային փոստով:

Հեռախոս. 060 75 05 34

Էլ. փոստ. info@advisory.am

6.1.4 Second Public Consultation

The second public consultation was held place at the Talin Community offices on the 1st of July 2022, at 10:00 am. Prior to the consultation on the 21st of June 2022, posters were displayed at the Community Hall and Regional Administration Office of Dashtadem and Katnaghbyur, the Official Webpage of the Ministry of Environment, and Facebook Pages of the communities. The posters highlighted the venue and time of the consultation meeting. It also highlighted that transport would be available if a community member was unable to make the journey, people in economic difficulty or with disabilities. The head of Talin Municipality was notified of the second consultation on the 16th of June 2022. Anti-epidemic measures (social distance, masks, disinfectants) were made available during the consultation.

Representatives of the Talin municipality, the Project Company: "Masdar Armenia 1" CJSC, Energy Advisory LLC, the "Environmental Impact Expertise Center" of the RA Ministry of the Environment (hereafter, the SNCO) and community members were present.

During the second public consultation, brochures presenting the key Project characteristics including information on the Project title, territory, scope of works, positive and negative effects, mitigation measures, etc were distributed to attendees to disseminate information regarding the Project.

A PowerPoint was presented to the community members in attendance which explained the Project, main Project activities, potential risks and expected benefits. The goal of the presentation was to facilitate information on the preliminary assessment of the environmental impact of the construction and operation of the "Ayg-1" solar plant.

A total of 34 people attended the second meetings (8 from Ashnak, 9 from Dashtadem, 9 from Katnaghbyur, and 8 from Talin). The local community members who were in attendance were welcomed to the consultation and informed that the application for preliminary assessment of the environmental impact of the construction and operation of the "Ayg-1" solar plant is being conducted during this public consultation.

Following this, the expert of the "Environmental Impact Expertise Center" SNCO addressed the attendees. The attendees were informed that the Project is subject to environmental expertise according to the Law on "Environmental Impact Assessment and Expertise". The law was outlined and how it applies to the Project for community members to understand the processes involved and how public consultations play a key role in this Law. The category of the Project was discussed and the reason why it has been classified as an "B" category Project, which requires 4 rounds of consultation. The examination procedure, legal requirements and a brief description of the activities carried out by the Project Company in relation to the location of the construction and operation of the solar plant was presented. The attendees were informed that the meeting today (1st July) was the second public consultation and that the dates for the other 2 consultations would be decided in the future with ample notice periods given as per the Law described previously. Attendees were informed that all activities concerning the Project ESIA development will be regulated by Armenian legislation and relevant international protocols. Community members were informed that SNCO will carefully supervise the development of the ESIA report and present the necessary conditions for its implementation.

It was also mentioned that the residents of the community can express their opinions, questions and suggestions not only during the public consultations, but also at any time, through the relevant complaints boxes provided in the community hall / municipalities.

An update on the baseline surveys that were ongoing was given and community members were informed the results of this would be presented in the third public consultations.

One residents asked how much land from Talin administrative area is planned to be allocated for the implementation of this activity. A representative from Energy Advisory highlighted that about 170 ha of land will be provided from the administrative area of Talin. As a result of this, a discussion with the participants began, during which some of the residents highlighted that the provision of the given area would have an impact on cattle herding, as these areas are used as pastures. Attendees asked for clarification on what kind of positive effects the community will be able to benefit from as a result of the implementation of the AYG-1 Project.

The positive effects of the Project were described, particularly in relation to social aspects. The attendees were informed that the construction will last for about two years, during which a significant amount of labor from local communities will be required, creating job opportunities. The community members in attendance were informed that they will be invited to apply for jobs during the construction phase. Furthermore, the donation agreement was described to attendees, outlining that a amount of money will be provided to the Talin and Dashtadem communities for the implementation of social infrastructure programs of the communities. In relation to herding, herders were informed that a Livelihood Restoration Plan was under preparation, in compliance with international standards. Herders were informed that specific livelihood restoration measures will be organised for them due to lost land from the Project site, based on a calculation of the productivity of the site. The participants confirmed that the site was not used significantly for other economic activities and that there was alternative grazing land.

All opinions and suggestions of the attendees were recorded throughout the consultation and attendees were informed that they will be taken into account in the next stages, as well as appropriate measures

will be developed to reduce the negative effects of the Project. The public consultation was closed and the floor was open to any other questions community members may have had. No additional other questions were asked, and the session was closed.

Plates – 2nd Round of Consultations - Scoping



6.2 Social Survey

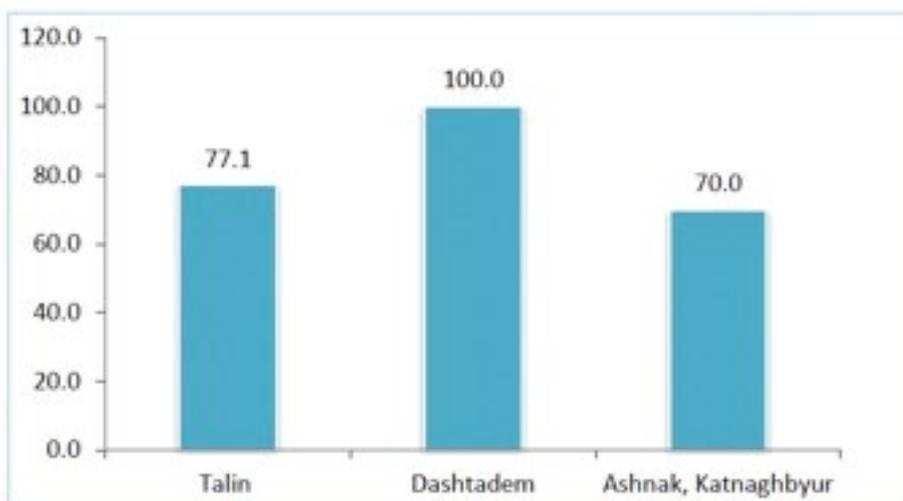
A household survey was carried out to obtain baseline social information about the Project Area. In addition, the survey included some questions to assess the respondent’s awareness of the Project, concerns and preferred communication methods. These latter aspects are relevant for the SEP and are therefore outlined here.

Following the testing of the household survey questionnaire, the field work for the household survey was conducted during August 2022. The approach used when surveying involved administering questionnaires to 10 households in Ashnak, 10 in Katnaghbyur, 25 households in Dashtadem and 35 in Talin. Each household was chosen by a random selection of streets with every second household on each street being surveyed.

The larger number of households surveyed in Talin and Dashtadem was chosen because the Project land was acquired from these communities, and Talin has a larger population. Furthermore, from preliminary investigations, it was determined that there are more land users in these communities who will experience some level of economic displacement in comparison to Ashnak and Katnaghbyur. A total of 80 questionnaires were administered in the Project’s local communities. This section summarises the results of the social survey in relation to project awareness, concerns and communication preferences. The full results of the baseline survey, focusing on socioeconomic baseline data, are outlined in the ESIA report.

The overwhelming majority of households participating in the survey (82.5%) reported to have heard about the Project. The level of awareness among respondents is higher in the communities of Talin and Dashtadem rather than in the neighbouring villages of Ashnak and Katnaghbyur. They specified they had heard about the Project through the scoping public consultation, posters and word of mouth. All participants were made aware of the additional public consultation meetings and how these will be announced. The graph below depicts the level of awareness about the Project.

Figure 1 Level of Project Awareness by Settlement



Residents of the four affected communities are informed about the Project at different levels. There was a large number of people (31 people) who have heard about the Project but did not know specific details.

There was also a relatively large number of people (9 people) who have participated in community meetings and are informed about the issues related to the Project and the ESIA details. Most of the households were aware (60.0%) that the Project area is used as pasture, 5.0% believed that it is not used at all, and 35.0% were not at all aware of whether it is used or not.

Other responses to this question are listed in the Table below.

Table 3 Surveyed Community Members Responses about the Project

What do Community Members Know	Number of Responses
I am aware that a PV plant will be constructed, I don't know specific details	31
I have participated in community meetings, I am well informed on issues related to the Project.	9
Community land of Talin and Dashtadem, used for herding, will be sold to build the PV Plant	6
Villagers have significant concerns about the Project	3
I know the Project will be the biggest PV Plant in Armenia	3
I heard on TV about the Project	2
I heard there are archaeological remains and cross-stones in the Project area	1
The PV Plant should provide support to improve lighting, road repairs and a sewage system	1
The ecosystem at the Project site will change due to construction	1
Roads should be repaired but the Project refuses to do so	1

6.3 ESIA & LRP Consultations

Prior to the third public consultation, in addition to the standard announcement and disclosure undertaken for the scoping meetings, a number of additional steps were carried out in order to register the AYG-1 Project on the carbon credit platform Gold Standard.

The consultation targeted the following groups (some of which are additional to the stakeholders consulted in previous rounds, as highlighted below):

- Local people, communities and/or representatives who are expected to be directly or indirectly

affected (adversely affected or beneficiaries) by the project or may have an interest in the project were invited and consulted on suitable dates and times. Stakeholders with land-tenure rights (not applicable to this Project), land users, and marginalized individuals and groups were also consulted;

- Local policymakers and representatives of local authorities;
- National government officials;
- Local non-governmental organisations (NGOs), as described in the stakeholder analysis section;
- Gold Standard representative [not included in the scoping consultations];
- Relevant international Gold Standard NGO Supporters [not specifically included in the scoping consultations];
- Stakeholders were invited 30 days before the physical meeting;
- A non-technical summary of the project, including information on project design, technology, objectives, scale, duration, and implementation plan (so far as known) and how it is likely to affect the various stakeholder groups, including the following:
 - Summary of the economic, social and environmental impacts of the project;
 - Summary of likely contributions of the project to Sustainable Development Goals (SDGs);
 - A preliminary agenda for the event summarising the different topics that will be discussed in the physical meeting;
 - Contact details of a Project Developer’s representative to get further information;
 - Means and methods to provide further feedback for those who are not able to join the physical meeting
 -

6.3.1 Third Public Consultation- Talin Community

The third public consultation was held at the Talin Head of Community building on the 20th of December 2022. Posters were displayed at the Community Hall and Regional Administration Office of Talin Community a month in advance, and a notice posted at the Official Webpage of the Ministry of Environment 30 days before the scheduled consultation date. The posters highlighted the venue and time of the consultation meeting. It also highlighted that transport would be made available if a community member from nearby villages or from Talin was unable to make the journey, people in economic difficulty or with disabilities. The Head of Talin Municipality was also notified on the 18th of November. Anti-epidemic measures (masks, disinfectants) were made available but its use was not enforced as it is no longer required as per national regulations. NGO’s and Gold standard representatives were also issued with invitation letters 30 days before consultation was scheduled, and the option to participate online was provided. A presentation was prepared for the attendees, but due to the technical problems with the Projector it was not possible to use the powerpoint in this meeting. Instead, printed copies of presentation material were provided to the community members in attendance. The goal of the presentation was to facilitate information on the environmental impact of the construction and operation of the "Ayg-1" solar plant, the results of the scoping exercise and the on-going ESIA surveys and LRP studies. The draft ESIA Non- Technical summary was also distributed to attendees to disseminate information regarding the Project. It detailed general information about the project, what solar power is, impacts and potential

risks during the construction and operational phases and positive impacts the project will have during the construction and operational phases.

The local community members who were in attendance were welcomed to the consultation and were informed that this consultation would detail the environmental impact assessment report of the construction and operation of the "Ayg-1" solar plant. The attendees were reminded that the Project is subject to environmental expertise according to the Law on "Environmental Impact Assessment And Expertise". The attendees were informed that the meeting (20th December) was the third public consultation and that the dates for the final consultation would be decided in the future with ample notice periods given as per the Law described previously.

Attendees at the consultation were informed that the field surveys discussed in the previous consultation were completed, the biodiversity survey of the Project area was completed, the units of historical and cultural value were recorded, and the measures aimed at mitigating possible environmental risks during the construction have been developed. A representative of Energy Advisory discussed the impacts that the AYG-1 Project will have for communities during the construction phase. The number of workers that will be required for the construction phase was discussed, as this had been asked by participants in the previous meeting. It was clarified that between 200-500 workers will be required during the construction phase. The attendees were informed that not all of these hires will be local but between 30-70% will be selected from local communities for jobs if they are interested. Employment during the operational phase was discussed and attendees were informed that between 20-25 workers will be required during the main phase of operation, of which approximately 50% will be local hires.

Following this, the representatives who carried out the field surveys presented their findings with attendees.

The methods and results of the field research were outlined to attendees and highlighted that the biodiversity survey was conducted during 3 seasons (spring, summer, autumn). The attendees were informed that during their surveying periods, no Red Book animal and plant species were found to be using the site significantly, only some species were identified flying overhead or using the wider area.

The methods and results of the archaeological field work were outlined and the experts described the number and types of archaeological remains found.

The representative of the Council of Talin Municipality inquired whether it would be possible to preserve all the identified historical and cultural units. A representative from the archaeological surveys team detailed the relevant measures and principles that have been developed to aid in preservation. Avoiding impacts is the preferred option, while any feature will be studied and documented (and if possible relocated) prior to impacts. The attendee was also informed that specialists will be present during the construction to ensure certain archaeological findings are not disturbed by construction works, and that any impacted feature was studied in depth prior to any impact.

The representative of the archaeological team also explained that there would be a Cultural Heritage Management Plan that would be implemented. It was highlighted that during construction activities, the procedure will be to stop construction when items that might have archaeological value are found.

The representatives of the Talin settlement questioned if it would be possible to preserve the presented historical and cultural units and use them for future tourism purposes. It was outlined that some of the units found during archaeological works may be used for tourism purposes. A well preserved kite and a tower and agglomerative settlement were identified just outside the site boundary (the site boundary was modified by the Government to exclude them) and these could have interest for tourists.

In relation to herding, herders were informed that Livelihood Restoration measures were being developed and measures under consideration could include organizing professional courses, as well as providing vaccines and a small amount of fodder during winter months. The floor was open for attendees to give their feedback on the Livelihood Restoration measures proposed. The representatives of the settlement mentioned that the implementation of the presented measures was not considered useful and suggested to discuss and develop other options instead of the above-mentioned measures. Their feedback was recorded, and attendees were assured that their opinions would be taken into account when designing the livelihood restoration measures. The attendees were encouraged to propose their own proposed measures, and the consultants highlighted that additional potential measures would be presented by the international and national LRP / Social expert in the following meetings.

Following on from LRP compensation measures, the participants inquired about the donation agreement that would be made to Talin community for the communal land used by the Project site. Discussions were held regarding the amount of money provided by the contract for social support of the settlement.

One of the community members in attendance mentioned that the land that will be used by the Project are used as pastures and enquired if the Project could be build elsewhere. Energy advisory recorded this request and explained the LRP measures to compensate herders. The attendees discussed the cadastral values of the land, the reasons for providing the land, and the importance of the Project for the Republic of Armenia. Energy Advisory explained the donation to communities arranged by the Government, related to the land, and noted the comments on the value of the land, to be conveyed to the Government.

A participant from the local community asked what negative environmental impact the construction of the plant will have and whether it has a radiation effect. The attendee was informed that solar plants do not have any significant negative impact on the environment caused by electromagnetic radiation. The community member was satisfied with this answer that was given.

The residents requested the Project representatives to present the positive socio-economic effects for both the community and the state in more detail as a result of the activity during the next, 4th consultation. This request was recorded, and community members were assured that this request would be possible.

It was also mentioned that the residents of the community can express their opinions, questions and suggestions not only during the public consultations, but also at any time, through the relevant grievances and suggestion boxes provided in the community hall / municipalities. All opinions and suggestions of the attendees were recorded throughout the consultation and attendees were informed that they will be taken into account in the next stages, as well as appropriate measures will be developed to reduce the negative effects of the Project. The public consultation was closed and the floor was open to any other

questions community members may have had. No other questions were asked, and the session was closed.

Energy Advisory enquired from with the representative of Talin community to enquire if the residents of the settlement visit the project area as a place of historical or cultural value, to which the community representative said that no, the residents do not visit the project site for historical or cultural purposes, only for grazing cattle.

A separate focus group discussion was held with the women who participated in the meeting, during which they were asked if there were any issues that they could not or did not want to raise during the discussion, to which they answered no.

Initially, it was planned to have another focus group discussion with herders but considering that participants who have livestock were the most active participants, a separate focus group was not organized because the herders indicated that they had already raised their concerns.

Plates – 3rd Consultation meeting - Talin Community



6.3.2 Third Public Consultation- Dashtadem Community

The third public consultation was held at the Dashtadem Community offices on the 20th of December 2022. On the 22nd of November, posters were displayed at the Community Hall and Regional Administration Office, and a notification was posted at the Official Webpage of the Ministry of Environment 30 days before the scheduled consultation date. The posters highlighted the venue and time of the consultation meeting. It also highlighted that transport would be available if a community member was unable to make the journey, people in economic difficulty or with disabilities. The Heads of Dashtadem community and Talin Municipality were also notified on the 18th of November. Anti-epidemic measures (masks, disinfectants) were made available but its use was not enforced as it is no longer required as per national regulations. NGO's and Gold standard representatives were also issued with invitation letters 30 days before consultation, and the option to attend online was provided. Printed copies of presentation material were disclosed to the community members in attendance which explained the Project, main Project activities and benefits was also disclosed to the community members in attendance. The goal of the presentation was to facilitate information on the environmental impact of the construction and operation of the "Ayg-1" solar plant. The draft ESIA Non- Technical summary was also distributed to attendees to disseminate information regarding the Project. It detailed general information about the project, what solar power is, impacts during the construction and operational phases and positive impacts the project will have during the construction and operational phases.

The local community members who were in attendance were welcomed to the consultation and informed that this consultation would detail the progress in the environmental impact assessment of the construction and operation of the "Ayg-1" solar plant.

The attendees were informed that the Project is subject to environmental expertise according to the Law on "Environmental Impact Assessment And Expertise" and that the meeting (20th December) was the third public consultation and that the dates for the final consultation would be decided in the future with ample notice periods given as per the Law described previously.

Attendees were informed that within the framework of the presented Project, Dashtadem settlement have previously outlined 3 expectations during the first meeting with the Head of Community in the scoping phase. These expectations included: the implementation of investments/social programs in the settlement, the involvement of labor from the Dashtadem settlement in the stages of construction and operation of the solar plant, and the construction of an access road that will pass through the mentioned settlement.

Attendees at the consultation were informed that the field surveys discussed in the previous consultation were completed, the biodiversity survey of the Project area was completed, the units of historical and cultural value were recorded, and the measures aimed at mitigating possible environmental risks during the construction have been developed. The methods and results of the field research were outlined to attendees and highlighted that the biodiversity survey was conducted during 3 seasons (spring, summer, autumn). The attendees were informed that during they surveying periods, no Red Book animal and plant species were found to be using the site significantly, only some species were identified flying overhead or using the wider area. Details on the archaeological survey was also presented to attendees. The methods and results of the field research were outlined to community members in attendance. The

attendees were informed on the results of the survey and that during the surveying period about 253 archaeological units were found onsite and on the surrounding area, and the mitigation approach for archaeology was described. The attendees were given further details on the main project E&S impacts, as well as developed mitigation measures to minimize the E&S risks.

Following up on one of the issues raised in the previous consultation, the attendees were presented with details relating to the planned access roads, a map was shown detailing one of the roads leading to the solar plant, which could pass through Dashtadem settlement. The map was described to the attendees and the attendees were informed that the option they had initially suggested (for an access road to be built through Dashtadem) was not advisable. A different access road route was proposed by the head of the Dashtadem community. The attendees were informed that the presented option will be discussed and the Dashtadem settlement will be informed about the results of the discussion.

A representative of Dashtadem community suggested that it is necessary to review the amount of money intended for the donation agreement and other support for the communities coming from the Government and the Project. They mentioned that in the current economic conditions, the amount does not correspond to the value that was approved during the initial agreement. In addition, when comparing with other solar plants, the amount of money that is provided for 1 hectare within the framework of this project is lower. The Dashtadem representative also mentioned that the plot for other solar plants was sold at the cadastral price. This opinion was recorded, and community members were informed that Masdar will be inform and communicate this to the Government and the results of the discussion will be presented to the Dashtadem settlement in the fourth consultation. The consultants explained that the land transfer and donation amount were set up by the Government, not by the Project, and that previous solar plants used land near the roads, not the relatively isolated / inaccessible land assigned to the AYG-1 Project.

The representatives of the community were interested in what principle was used to determine the amount of donation. The attendees were informed that the donation amount was determined by the Government.

A community representative gave their opinion on the impacts of the Project, stating that the construction of the solar plant has a negative impact on animal husbandry, and asked what kind of compensation is planned. A representative of Energy Advisory explained the Livelihood Restoration process and the measures that were being developed and the options under consideration could consist of organizing professional courses, as well as providing vaccines and a small amount of fodder during winter months. The floor was open for attendees to give their feedback on the Livelihood Restoration measures proposed. The representatives of the settlement mentioned that the implementation of the presented measures is considered to have little effectiveness (some vaccines are already given by Government, herders are not interested in courses). The representatives of the settlement also mentioned that courses were organized in Dashtadem within the framework of various programs, but the residents do not want to participate, and as a rule, only the employees of the village administration are present. The local administration suggested instead of the above-mentioned measures they would prefer implementation of other social programs for the settlement with those funds. For example, providing the annual costs of the village kindergarten or reconstructing the kindergarten building and installing solar panels on the roof. The consultants mentioned that the preference would be for the LRP to focus on measures specifically

targeted at herders. The feedback was recorded, and attendees were assured that their opinions would be taken into account when implementing the livelihood restoration measures and were encouraged to provide further feedback and ideas on livelihood restoration options.

It was also mentioned that the residents of the community can express their opinions, questions and suggestions not only during the public consultations, but also at any time, through the relevant complaints' boxes provided in the community hall / municipalities. All opinions and suggestions of the attendees were recorded throughout the consultation and attendees were informed that they will be taken into account in the next stages, as well as appropriate measures will be developed to reduce the negative effects of the Project. The public consultation was closed, and the floor was open to any other questions community members may have had. No other questions were asked, and the session was closed.

After the meeting was closed, a representative of Energy Advisory had a meeting with the representative of Dashtadem community and asked if the residents of the settlement visit the project area as a place of historical or cultural value, to which the community representative said that no, the residents do not visit the project site for historical or cultural purposes, only for grazing livestock. A separate focus group discussion was held with the women who participated in the meeting, during which they were asked if there were any issues that they could not or did not want to raise during the discussion, to which they answered no. The women also mentioned that trainings were also organized in their community before, but no one from the community participates and the trainings are not useful. Initially, it was planned to have another focus group discussion with herders but considering that all participants have livestock and are engaged in animal husbandry, a separate focus group was not organized for herders.

Plates – 3rd Consultation meeting - Dashtadem Community



6.3.3 Third Public Consultation- Ashnak Community

The third public consultation was held place at the Ashnak Head of Community offices on the 20th of December 2022, at 14:00 pm. On the 21st of December, posters were displayed at the Community Hall and Regional Administration Office, and the Official Webpage of the Ministry of Environment 30 days before the scheduled consultation date. The posters highlighted the venue and time of the consultation meeting. It also highlighted that transport would be available if a community member was unable to make the journey, people in economic difficulty or with disabilities. The Head of Talin Municipality was also notified on the 18th of November. Anti-epidemic measures (masks, disinfectants) were made available but its use was not enforced as it is no longer required as per national regulations. NGO's and Gold standard representatives were also issued with invitation letters 30 days before consultation was scheduled, and the disclosure materials were shared with them, but did not directly participate. Printed copies of presentation material was disclosed to the community members in attendance which explained the Project, main Project activities and benefits was also disclosed to the community members in attendance. The goal of the presentation was to facilitate information on the environmental impact of the construction and operation of the "Ayg-1" solar plant.

The Non- Technical summary was also distributed to attendees to disseminate information regarding the Project. It detailed general information about the project, what solar power is, impacts during the construction and operational phases and positive impacts the project will have during the construction and operational phases.

The local community members who were in attendance were welcomed to the consultation and informed that this consultation would detail the environmental impact assessment report of the construction and operation of the "Ayg-1" solar plant.

The attendees were informed that the Project is subject to environmental expertise according to the Law on "Environmental Impact Assessment And Expertise". The law was outlined and how it applies to the Project for community members to understand the processes involved and how public consultations play a key role in this Law. The attendees were informed that the meeting today (20th December) was the third public consultation and that the dates for the final consultation would be decided in the future with ample notice periods given as per the Law described previously.

Attendees at the consultation were informed that the field research discussed in the previous consultation were completed, the biodiversity survey of the Project area was completed, the units of historical and cultural value were recorded, and the measures aimed at mitigating possible environmental risks during the construction have been developed.

Following this, the representatives who carried out the field surveys discussed their findings with attendees. The methods and results of the field research were outlined to attendees and highlighted that the biodiversity survey was conducted during 3 seasons (spring, summer, autumn). The attendees were informed that during their surveying periods, no Red Book animal and plant species were found using the site regularly. Details on the archaeological survey was also presented to attendees. The methods and results of the field research were outlined to community members in attendance. The attendees were informed on the results of the survey and that during the surveying period about 253 archaeological units were found onsite and in the surrounding areas.

An attendee asked what positive effect the construction of the solar plant will have for the settlement and the region.

A representative of Energy Advisory discussed the positive impacts that the AYG-1 Project will have for communities during the construction phase, it was highlighted that the construction of the plant will contribute to the creation of new jobs. The number of workers that will be required for the construction phase was discussed, between 200-500 workers will be required during the construction phase. The attendees were informed that not all of these hires will be local but between 30-75% will be selected from local communities for jobs if they are interested. Employment during the operational phase was discussed and attendees were informed that between 20-25 workers will be required during the main phase of operation, of which 50% will be local hires.

One of the participants asked whether field researches were carried out in the administrative area of Ashnak settlement. A representative from Energy Advisory mentioned that the area where the Project site is located in the administrative areas of Talin and Dashtadem settlements and therefore the field research was carried out mainly in those areas, but neighboring areas were investigated when the experts considered it relevant.

One of the attendees mentioned that during the construction works, the movement of heavy vehicles will increase, which will use the roads of the settlement and this will have a certain negative effect. He asked what measures are planned to mitigate that impact. A representative from Energy Advisory mentioned that requirements will be presented in the relevant action plan, which the Contractor will be obliged to implement during the construction works, including the repair of the used roads, speed limits and vehicle inspections.

A representative from Energy Advisory asked the attendees present if they use the land at the Project site as pastures. Residents mentioned that they regularly use the area at the Project site as a pasture. Herders were informed that Livelihood Restoration measures were being developed and could consist of organizing professional courses, as well as providing vaccines and a small amount of fodder during winter months. The floor was open for attendees to give their feedback on the Livelihood Restoration measures proposed. The representatives of the settlement mentioned that the implementation of the

presented measures is considered pointless and suggested that other social projects should be implemented with that money, aimed at improving the livelihoods of the settlement. For example, carrying out irrigation or potable water, electricity supply system restoration or repair works in the village, etc. The consultants mentioned that the preference of the LRP was to have measures targeting herding / livestock, but the feedback and suggestions were recorded, and attendees were assured that their opinions would be taken into account when implementing the livelihood restoration measures.

One of the attendees enquired whether the operation of the solar plant will have a negative impact on beekeeping. They were informed that such an effect is not expected to occur as there is no scientific evidence regarding this and the PV plant does not use insecticides that could harm bees. They were also informed that the vegetation damaged during construction will be restored.

It was also mentioned that the residents of the community can express their opinions, questions and suggestions not only during the public consultations, but also at any time, through the relevant complaints' boxes provided in the community hall / municipalities. All opinions and suggestions of the attendees were recorded throughout the consultation and attendees were informed that they will be taken into account in the next stages, as well as appropriate measures will be developed to reduce the negative effects of the Project.

The public consultation was closed, and the floor was open to any other questions community members may have had. No other questions were asked, and the session was closed.

After the meeting was closed, a representative of Energy Advisory had a meeting with the representative of Ashnak community and asked if the residents of the settlement visit the project area as a place of historical or cultural value, to which the community representative said that no, the residents do not visit the project site for historical or cultural purposes. A separate focus group discussion was held with the women who participated in the meeting, during which they were asked if there were any issues that they could not or did not want to raise during the discussion, to which they answered no. Initially, it was planned to have another focus group discussion with herders but considering that all participants have livestock and are engaged in animal husbandry, a separate focus group was not organized for herders.

Plates – 3rd Consultation meeting - Ashnak Community





6.3.4 Third Public Consultation- Katnaghbyur Community

The third public consultation was held place at the Katnaghbyur Head of Community offices on the 20th of December 2022, at 10:00 am. On the 22nd of December, posters were displayed at the Community Hall and Regional Administration Office of the communities, and the Official Webpage of the Ministry of Environment 30 days before the scheduled consultation date. The posters highlighted the venue and time of the consultation meeting. It also highlighted that transport would be available if a community member was unable to make the journey, people in economic difficulty or with disabilities. The Head of Talin Municipality was also notified on the 18th of November 2022. Anti-epidemic measures (masks, disinfectants) were made available but its use was not enforced as it is no longer required as per national regulations. NGO's and Gold standard representatives were also issued with invitation letters 30 days before consultation was scheduled. Printed copies of presentation material was disclosed to the community members in attendance which explained the Project, main Project activities and benefits was also disclosed to the community members in attendance. The goal of the presentation was to facilitate information on the environmental impact of the construction and operation of the "Ayg-1" solar plant. The Non- Technical summary was also distributed to attendees to disseminate information regarding the Project. It detailed general information about the project, what solar power is, impacts and risks during the construction and operational phases and positive impacts the project will have during the construction and operational phases.

The local community members who were in attendance were welcomed to the consultation and informed that this consultation would detail the environmental impact assessment report of the construction and operation of the "Ayg-1" solar plant.

The attendees were informed that the Project is subject to environmental expertise according to the Law on "Environmental Impact Assessment And Expertise". The law was outlined and how it applies to the Project for community members to understand the processes involved and how public consultations play a key role in this Law. The attendees were informed that the meeting today (20th December) was the third public consultation and that the dates for the final consultation would be decided in the future with ample notice periods given as per the Law described previously. Attendees were informed that "Masdar Armenia 1" CJSC signed an agreement regarding the construction of "Ayg-1" solar plant in 2021 and the plant is planned to be put into operation in 2025.

Attendees at the consultation were informed that the field research discussed in the previous consultation were completed, the biodiversity survey of the Project area was completed, the units of historical and cultural value were recorded, and the measures aimed at mitigating possible environmental risks during the construction have been developed. The methods and results of the field research were outlined to attendees and highlighted that the biodiversity survey was conducted during 3 seasons (spring, summer, autumn). The attendees were informed that during they surveying periods, no Red Book animal and plant species were found using the site significantly. Details on the archaeological survey was also presented to attendees. The methods and results of the field research were outlined to community members in attendance. The attendees were informed on the results of the survey and that during the surveying period about 253 archaeological units were found onsite and in the surrounding areas.

A representative of Energy Advisory discussed the positive impacts that the AYG-1 Project will have for communities during the construction phase, it was highlighted that the construction of the plant will contribute to the creation of new jobs. The number of workers that will be required for the construction phase was discussed, between 200-500 workers will be required during the construction phase. The attendees were informed that not all of these hires will be local but between 30-75% will be selected from local communities for jobs if they are interested. Employment during the operational phase was discussed and attendees were informed that between 20-25 workers will be required during the main phase of operation, of which 50% will be local hires.

The attendees asked to clearly clarify what area is planned to be used for installing the presented solar panels. The attendees were shown a map of the Project area and informed that no land will be acquired from the administrative area of Katnaghbyur settlement and no objects, including poles for power transmission lines, will be built in Katnaghbyur lands.

A representative from Energy Advisory asked the attendees present if they use the lad at the Project site as pastures. Residents mentioned that they regularly use the area at the Project site as a pasture. Herders were informed that Livelihood Restoration measures were being developed and could consist of organizing professional courses, as well as providing vaccines and a small amount of fodder during winter months. The floor was open for attendees to give their feedback on the Livelihood Restoration measures proposed. The representatives of the settlement stated that they consider the effectiveness of the presented measures to be low and suggested to implement other social programs aimed at improving the livelihood of the settlement instead of the above mentioned measures, for example, to carry out reconstruction works of the pumping station to solve the problem of irrigation water in the Katnaghbyur settlement. The consultants explained that the preference of the LRP was to focus on measures targeting the affected activity (i.e. related to livestock) but feedback and suggestions were recorded, and attendees were assured that their opinions would be taken into account when implementing the livelihood restoration measures.

It was also mentioned that the residents of the community can express their opinions, questions and suggestions not only during the public consultations, but also at any time, through the relevant complaints' boxes provided in the community hall / municipalities. All opinions and suggestions of the attendees were recorded throughout the consultation and attendees were informed that they will be taken into account in the next stages, as well as appropriate measures will be developed to reduce the negative

effects of the Project. The public consultation was closed, and the floor was open to any other questions community members may have had. No other questions were asked, and the session was closed.

After the meeting was closed, a representative of Energy Advisory had a meeting with the representative of Katnaghbyur community and asked if the residents of the settlement visit the project area as a place of historical or cultural value, to which the community representative said that no, the residents do not visit the project site for historical or cultural purposes.

Plates – 3rd Consultation meeting - Katnaghbyur Community



6.3.5 Fourth Public Consultation- Talin

The fourth public consultation was held place at the town hall in Talin Community offices on the 12th of April 2023, at 2pm. The consultation targeted the communities of Talin, Katnaghbyur and Ashnak. A facebook announcement was posted notifying community members of the consultation highlighted the venue and time of the consultation meeting. It also highlighted that transport would be available if a community member was unable to make the journey, people in economic difficulty or with disabilities. The date and venue was agreed with the Head of Talin Municipality on the 5th of April. Anti-epidemic measures (masks, disinfectants) were made available but its use was not enforced as it is no longer required as per national regulations. The Head of Talin community, representatives from Masdar and ANIF, Talin Municipality, E&S Consultants as well as environmental nongovernmental organizations and community members (residents) were present at the meeting. A presentation was given to the community members by a representative from Masdar.

The local community members who were in attendance were welcomed to the fourth consultation and informed that this consultation would detail the outcomes environmental impact assessment process and discuss the LRP in further detail.

The attendees were informed that the meeting today (12th April) was the fourth public consultation and that the Project had decided to do an additional fifth consultation, going beyond Armenian legal requirements. The dates for the final consultation would be decided in the future with ample notice.

A representative of Masdar presented a powerpoint to attendees which included a brief introduction on the nature of Masdar Armenia 1 CJSC activities, examples of previous projects implemented by the

company in various countries and the importance Masdar places on the reduction of global warming. The powerpoint also described the management procedure of the AYG-1 Project, detailed Armenia's plans to develop the solar power sector and the role the AYG-1 Project plays as part of that process. Attendees were informed that the construction and operation of the solar plant will last for more than 20 years and as a result of this, Masdar consider their relationship with the affected communities of great importance, as well as mutual community cooperation.

The attendees requested Masdar to clarify the previous experience they have with implementing similar projects to AYG-1. They were informed that Masdar have implemented similar projects in more than 40 countries, and information about those projects is freely available at the official Masdar website. Attendees were informed that the AYG-1 Project has been designed taking into account the expertise of the company, and the best standards and practices.

The attendees asked about the condition of the land the AYG-1 Project will be situated on following completion of the operational phase of the Project, they enquired what condition they will be in when they are returned to the community. Attendees were informed upon completion of the operational phase, the land requested for the Project will be rehabilitated and returned to the Government in a similar condition as it is currently (prior to construction). Attendees were also informed that the landscape and topography will be fully considered during the construction phase of the Project and no significant change (e.g., levelling) of the topography is foreseen.

The representative from the Environmental Impact Expertise Center asked how much money shall be allocated for improvement and rehabilitation of the land area after construction. The representative from Masdar mentioned the exact amount of money is not separately budgeted for, but part of the total EPC price. The allocated amount of money is included in the scope of the Project implementation and stated in appropriate documents. The attendee also enquired if landscaping/ greenery activities are foreseen. The participant was informed that landscaping greenery (planting of trees) is not envisaged as shadows from trees may impact the performance of the PV Plant, and the local landscape will remain very similar to what it is currently, with limited herbaceous vegetation.

The presentation continued and the importance of community cooperation was emphasized again. Attendees were informed that during the construction phase of the Project, there will be an employee from the Project Company who will be a permanent liaison with the community. The potential negative impacts and associated mitigation were outlined. The positive impacts as a result of the project were described, noting that it was important to set up a robust system to ensure that the EPC and subcontractors abide to the Project commitments on local employment. Details on social measures that the Project will implement were outlined to attendees and participants were informed that their suggestions are welcome and will be considered by the Project Company.

The Grievance mechanism was described specifically, and the importance to have fluent communications between communities and the Project to proactively address any complaint or concerned was highlighted.

The final compensation agreed between communities and the Government in relation to the Project were described and itemized, including the donation required from Masdar and the additional budgetary support to be provided by the Government to the Municipality. The participants were unanimously satisfied with

the revised amounts and the concerns raised in the previous consultation about the compensation paid for land were considered to be closed out.

The LRP compensation budget (total amount and compensation methodology) and additional LRP compensation measures were discussed during the meeting. The participants welcomed the additional suggestion and indicated that they would respond in writing to the consultants following an internal discussion. There was consensus on this approach, which was accepted by the meeting organisers.

The public consultation was closed, and the floor was open to any other questions community members may have had. No other questions were asked, and the session was closed.

Plates – 4th Consultation meeting – Talin, Katnaghbyur and Ashnak Communities



6.3.6 Fourth Public Consultation- Dashtadem Community

The fourth public consultation was held place at the town hall in Dashtadem Community offices on the 12th of April 2023, at 12pm. A Facebook post notifying community members of the consultation highlighted the venue and time of the consultation meeting. It also highlighted that transport would be available if a community member was unable to make the journey, people in economic difficulty or with disabilities. The meeting was agreed with the Head of Dashtadem Community on the 5th of April. Anti-epidemic measures (masks, disinfectants) were made available but its use was not enforced as it is no longer required as per national regulations. The Head of Dashtadem community, Head of Talin enlarged community, representatives from Masdar and ANIF, Talin Municipality, environmental consultants, nongovernmental organizations and community members (residents) were present at the meeting. A presentation was given to the community members by a representative from Masdar.

The local community members who were in attendance were welcomed to the fourth consultation and informed that this consultation would detail the environmental impact assessment report of the construction and operation of the "Ayg-1" solar plant and were given a brief summary on the outcomes of

the previous consultations.

The attendees were informed that the Project is subject to environmental expertise according to the Law on "Environmental Impact Assessment and Expertise". The law was outlined and how it applies to the Project for community members to understand the processes involved and how public consultations play a key role in this Law. The category of the Project was discussed and the reason why it has been classified as an "B" category Project, community members were also informed that the "B" category of the Project will include the implementation of 4 public consultations.

The attendees were informed that the meeting today (12th April) was the fourth public consultation and that the Project had decided to do an additional fifth consultation, going beyond Armenian legal requirements. The dates for the final consultation would be decided in the future with ample notice.

A representative of Masdar presented a powerpoint to attendees which included a brief introduction on the nature of Masdar Armenia 1 CJSC activities, examples of previous projects implemented by the company in various countries and the importance Masdar places on the reduction of global warming. The powerpoint also described the management procedure of the AYG-1 Project, detailed Armenia's plans to develop the solar power sector and the role the AYG-1 Project plays as part of that process. Attendees were informed that the construction and operation of the solar plant will last for more than 20 years and as a result of this, Masdar consider their relationship with the affected communities of great importance, as well as mutual community cooperation.

The Head of Dashtadem community highlighted that the Project had the communities consent based on some conditions. A request was that one of the roads leading to the PV Plant should pass through Dashtadem community. The Head of Dashtadem Community detailed that during the previous consultations, the road proposed by Masdar was not considered appropriate by the community, hence this measure was proposed. The Masdar representative highlighted that the Project remain concerned that the proposed access road through the community would present a risk to community members, as heavy traffic would use the access road. The option for the access road through Dashtadem is being considered but it may not be compliant, as the Project is expected to comply with stringent safety requirements.

The presentation continued and the importance of community cooperation was emphasized. Attendees were informed that during the construction phase of the Project, there will be an employee from the Project Company who will be a permanent liaison with the community. The importance of the grievance mechanism and proactively raising concerns to the company was highlighted. The potential negative and positive impacts as a result of the project were described. The importance to agree on an effective system for the EPC and subcontractors to meet local recruitment commitments was highlighted.

The final compensation agreed between communities and the Government in relation to the Project were described and itemized, including the donation required from Masdar and the additional budgetary support to be provided by the Government to the Municipality. The participants were satisfied with the revised amounts and the concerns raised in the previous consultation about the compensation paid for land were considered to be closed out.

The LRP compensation budget (total amount and compensation methodology) and additional LRP

compensation measures were discussed during the meeting. The participants welcomed the additional suggestion and indicated that they would discuss among themselves and get back to the consultants with the preferred option(s).

An attendee from an Armenian NGO queried waste poses a risk. The NGO highlighted that during the operational phase there will be waste produced by the PV Plant in the form of decommissioned PV Panel's. The attendee also highlighted that the EIA report should include information on PV Panel waste management, quantity, collection and disposal methods. The attendee asked if there will be a subsidy provided by the Project to accommodate the correct disposal of PV Panels. The Head of Dashtadem community highlighted that a subsidy is not required. A member of Energy Advisory stated that the wastes will be governed by the statutory requirements applicable in Armenia. It was also highlighted that a detailed description on the measures and mitigations aimed at preventing environmental waste risks is also mentioned in the EIA report. A representative of Masdar also stated that Masdar is committed to the recruitment of PV panels, so these will be collected separately and stored until appropriate recycling facilities are available. An example of the PV Panel waste risk encountered in another country was also explained to the attendee with details on how it was addressed.

The public consultation was closed, and the floor was open to any other questions community members may have had. No other questions were asked, and the session was closed.

A separate focus group discussion was held with ANIF representatives and women who participated in the public consultation. ANIF representatives discussed the women's preferences for support and LRP measures and potential proposals that may be of interest to the women. The women specified that they would be interested to learn skills including crafts, projects management, accounting etc to improve their livelihoods.

Plates – 4th Consultation meeting – Talin, Katnaghbyur and Ashnak Communities



7 Planned Stakeholder Engagement

The table below outlines the stakeholder engagement actions for the next project phases. The methodology and justification for each engagement type are listed on the previous sections. COVID 19 management measures are not considered necessary moving forward, but will be reintroduced if required..

Table 6 Planned Stakeholder Engagement

Engagement	Responsibility	Stakeholder	Timeline
ESIA & LRP Consultation and Validation			
Meeting with the four affected Communities (Talin, Dashtadem, Ashnak & Katnaghbyur) during Lenders site visit (5th round of consultation meetings)	Lenders	Local communities, local authorities, herders.	Completed
ESIA & LRP & SEP (i.e. ESIA Package) Disclosure online and at local communities	ESIA Consultants	All stakeholders, most importantly local communities, local authorities, herders.	Once the ESIA package is accepted by Lenders
ESIA Package Consultation Meetings (6 th round of consultation meetings)	ESIA Consultants	Local communities, local authorities, herders.	Once the ESIA package is accepted by Lenders and disclosed
Engagement with key cultural heritage stakeholders (i.e. Ministry of Culture, Institute of Archaeology) on the CHMP, notification and request for feedback from NGOs involved in cultural heritage research.	Cultural Heritage Experts	Ministry of Culture, Institute of Archaeology, Cultural Heritage NGOs	Prior to CHMP disclosure. Prior the start of construction.
Pre - Construction Phase			
Final ESIA Package (incorporating comments from final round of consultations, if relevant) –Re-disclosure hard copies	Masdar	Local Stakeholders	Following 6 th round of consultations, if significant updates are made.
Final ESIA Package (incorporating comments from final round of consultations, if relevant) Online Re-Disclosure	Masdar	All Stakeholders	Following 6 th round of consultations, if significant updates are made.
Appoint CLOs for the Construction Phase	Masdar	All Stakeholders	1 month before NTP

Engagement	Responsibility	Stakeholder	Tentative Timeline
<p>Pre-Construction community meeting</p> <p>Key objectives:</p> <ul style="list-style-type: none"> • Explain again key construction risks and measures to avoid or mitigate those, particularly community H&S risks. • Explain the hiring procedure of the EPC and subcontractors. • Refresh information on the expected construction impacts and mitigation. • Refresh information on the available grievance mechanism and CLO. 	<p>SPV - CLO</p>	<p>Local Stakeholders & communities (Talin, Dashdatem, Ashnak and Katnaghbyur)</p>	<p>Before Site Mobilisation</p>

Engagement	Responsibility	Stakeholder	Tentative Timeline
Construction Phase			
E&S reports	E&S Manager	Disclosure to statutory authorities	As per the requirements of the statutory authorities
Meeting with Local Authorities – update on progress	CLO	Local Authorities	Bi-Monthly (i.e. once every two months)
Meetings with local authorities and Talin & Dashtadem communities on the use of the donation agreement	CLO	Local Authorities & Communities	Within the first three months of construction.
LRP Committee meetings (detailed timelines for LRP committee creation and activities are outlined in the LRP)	CLO	LRP Committee members (as described in the LRP)	Quarterly during construction, until LRP completion.
Submission of monthly E&S reports to Masdar	E&S Manager	Shareholders	Monthly
Submission of bi-yearly ESMRs to Lenders	E&S Manager	Lenders	Every 6 months

Engagement	Responsibility	Stakeholder	Tentative Timeline
Operational Phase			
Community meeting aiming to: <ul style="list-style-type: none"> • Explain the hiring procedure of the O&M. • Refresh information on the expected operational impacts and mitigation. • Refresh information on the available grievance mechanism and CLOs. 	CLO	Local Stakeholders	1 month before COD
E&S reports / ESMRs	E&S Manager	Interest ased stakeholders (statutory authorities & Lenders)	Yearly or as required (bi-yearly for Lenders during first year)
Meeting with Local Authorities – update on progress	CLO	Local Authorities	Quarterly Y1 Yearly thereafter

Engagement	Responsibility	Stakeholder	Tentative Timeline
Decommissioning Phase			
Community meeting aiming to: <ul style="list-style-type: none"> • Explain the decommissioning process. • Refresh information on the expected decommissioning impacts and mitigation. • Refresh information on the available grievance mechanism 	CLO	Local Stakeholders	2 months before decommissioning starts
Meeting with Local Authorities – explain decommissioning process	CLO	Local Authorities	3 months before decommissioning

8 Grievance Mechanism

This section provides information on the characteristics of the grievance mechanism for the project. The names of the Community Liaison Officer (CLOs) will be updated before the start of construction, and an updated in the SEP to be included in the construction phase ESMS.

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 (a separate grievance mechanism for workers will be included in the Labour and Working Conditions Management Plan). 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 grievance mechanism was explained during the ESIA consultation meetings and will continue to be publicized during the project's lifecycle.

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; and
- 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, publicizing it and explaining it to the stakeholders.

The methods to access the grievance mechanism have been disclosed to the local communities during the ESIA consultations. The grievance mechanism will be publicized at the site gate, at the heads of community offices and at the Project Company's website.

All internal information about grievance procedures and grievance registers will be documented in English. However, grievances can be registered in Armenian and English. Access to the mechanism will be free of cost.

In order to facilitate women's access to the mechanism, the methods to access the grievance mechanism were discussed during the focus groups with local women. Local women made no specific suggestions to improve access to the grievance mechanism. Furthermore, a female company official will be the point of contact for women and lead the investigation of women's grievances.

Coming out with a complaint can pose risks for people, especially if it concerns issues such as corruption, misconduct, monetary compensation, or if it interferes with local social norms, including gender norms. The grievance mechanism includes precautions such as a clear nonretaliation 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, as detailed in the sections below.

8.1.1 Scope

The scope of the grievance mechanism is to cover all stakeholder's problems and concerns regarding Project activities and the implementation of the measures identified at the ESIA stage (and documented in the ESIA report and the ESMS). Generally, all claims from affected communities should be accepted and no judgment made prior to investigation, even if complaints are minor. However, according to best practice, the following claims should be directed outside of project-level mechanisms:

- **Complaints clearly not related to the Project:** It is sometimes difficult to determine which issues are related to the Project and which are not. If in doubt, grievances should be accepted and investigated;
- **Issues related to governmental policy and government institutions:** These complaints shall be submitted to the relevant authorities;
- **Complaints constituting criminal activity and violence:** In these cases, complainants should be referred to the justice system;
- **Labour-related grievances:** A separate mechanism will be established through the Labour and Working Conditions Management Plan and include in its scope all grievances by the company employees, contractors, subcontractors and suppliers. This grievance mechanism will be aligned with ADB Safeguards EBRD PR2 and IFC PS 2; and
- **Commercial disputes:** Commercial matters should be stipulated for in contractual agreements and issues should be resolved through a variety of commercial dispute resolution mechanisms or civil courts. Suppliers will have access to the internal grievance mechanism stipulated in the previous point.

8.1.2 Publicizing Grievance Management Procedures

The grievance mechanisms will be publicized in the following ways:

- Posters at the site entrance and at the location of the grievance boxes (heads of community offices);
- Stakeholder Engagement Activities; and
- Online, in the SEP.

The information provided online and on printed material will be available in Armenian and English and will include at least the following:

- What the Grievance Mechanism is and its key characteristics;
- Who can raise complaints (i.e. all stakeholders);
- Where, when, and how community members can file complaints (to agree during the stakeholder engagement process);
- Who is responsible for receiving and responding to complaints;
- What sort of response complainants can expect from the company, including timing of response; and
- What other rights and protection are guaranteed.

The CLO (when appointed) will clarify in Armenian language any of the points above, if required, during stakeholder engagement activities and engagement with grievants.

8.1.3 Submitting a Complaint

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

- By post;
- By email;
- At the project gate;
- At the Mailboxes – grievance boxes (project gate, Heads of Community Offices) and
- During meetings with the Community Liaison Officer.

Written complaints will be received by post, email and mailboxes, at the gates or during meetings with the CLO (when appointed). Verbal complaints will be received at the project's gate and during meetings with the CLO (when appointed). Therefore, the security personnel have to be aware and trained to deal with the complainant appropriately. The training of security personnel will be addressed through a specific Security Management Plan, as per the ESMS. Security personnel should communicate to the Community Liaison Officer that a stakeholder wants to submit a grievance. For complainants from stakeholders that prefer to submit their complaints verbally, the Community's Liaison Officers will meet them at the company's gate (or could offer them to go into the company's offices, if the complainant is comfortable to do so) 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.

In addition to the grievance mechanism, email addresses of Project CLO(when appointed) and E&S Manager will be available to report any incidents.

The community liaison officer will regularly meet stakeholders during construction, operation and decommissioning. Specific details on meeting frequency are provided in the section above on planned stakeholder engagement.

A female point of contact will be available to discuss with women any grievances related to gender based harassment or violence. Women are encouraged to report any incidents of violence or harassment that occurs, the female PoC will establish measures to guarantee confidentiality.

The Grievance Mechanism in the ESMS will also include references to Masdar's ESG Grievance Mechanism (by email) and to TAQA's helpline (online and by phone), where stakeholders can raise an additional complaint if not satisfied with the resolution proposed by the Project.

8.1.4 Receiving Complaints

The company will acknowledge the receipt of a grievance within 2 days and commit to a certain time frame in which all recorded complaints will be responded to. By letting people know when they can expect to be contacted by company personnel and/or receive a response to their complaint the uncertainty related to the grievance resolution process may be reduced.

The following receipt procedure will be followed for grievances:

- All incoming grievances will be acknowledged as soon as possible, preferably at the time of submission, and no later than two days from submission. A formal confirmation—with a complaint number, or other identifier, and a timeline for response— assures the complainant that the organization is taking the grievance seriously, and it gives the project a record of the allegation. As a good practice, complaints received in person will be acknowledged on the spot;
- Once a comment/complaint has been received it must first be logged in a Stakeholder Grievance Register.
- 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; and
- The Project Company will explain in the first acknowledgment which claims are clearly outside the scope of the mechanism and what alternative mechanisms communities can use to address these potential issues.

8.1.5 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. The company will take full responsibility for investigating the details of grievances coming through its grievance mechanism, following the principle of “no cost to the grievant”.

In cases of sensitive grievances - such as those involving multiple interests and a large number of affected people - 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.

The CLO (when appointed) shall discuss the grievances that have been received, the investigation progress and the proposed / agreed resolution with the E&S Manager. For complex grievances, other team members can participate in the grievance investigation and resolution.

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

8.1.6 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 community liaison officer 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, the company 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.

Contact details for the grievance mechanism can be found below (the details below are for the independent ESIA consultants, the CLO’s details will be added once recruited):

Name	Contact Number	Email Address
Garik Arabyan	+374 55 093088	g.arabyan@gmail.com
Arsen Hayriyan	+374 99 220992	ars.hayriyan@gmail.com

9 Performance Evaluation and Reporting

Internal monitoring is required to ensure the correct implementation of this Management Plan. It is necessary to identify whether results are achieved, or additional management measures are required to achieve the intended outcome. Internal monitoring is required to ensure the correct implementation of this Management Plan. It is necessary to identify whether results are achieved, or additional management measures are required to achieve the intended outcome. Compliance evaluation will be undertaken through inspections and Key Performance Indicators (KPIs) monitoring, as outlined in the tables below.

Table 1 Evaluation and Reporting Requirements

Requirement	Actions
External Information Disclosure	The Project will provide all stakeholders with clear, understandable, and accessible information regarding: <ul style="list-style-type: none"> • Stakeholder Engagement Activities; and • Stakeholder Grievance Mechanisms.
Inspection	The adequate implementation of the stakeholder engagement activities listed in this MP will be monitored as part of the monthly internal audits and quarterly external audits as described in the ESMS Manual.
Evaluation	The following KPIs will be monitored, as a minimum, to evaluate the performance of the management measures established in this MP. KPIs should be calculated on a quarterly basis: <ul style="list-style-type: none"> • Number of Stakeholder Engagement Activities; • Number of Information Disclosure Activities; • Number of staff dedicated to stakeholder engagement and grievance mechanism; • Average time for grievance processing and close out and trend in time; • Number of grievances opened, method to submit the grievances and trend; • Topics raised in new grievances and trends; • Number of people living with disabilities that require engagement at their homes or other assistance; and • Compliance with the engagement calendar.
Internal Reporting	The AYG-1 CLOs shall report on a monthly basis to the AYG-1 E&S Manager on the following: <ul style="list-style-type: none"> • Status of the implementation of the actions established in this Plan; • KPI monitoring (including data from previous months to assess trends) <ul style="list-style-type: none"> • QHSE Statistics – Stakeholder Engagement Log; • Non-conformances, corrective and preventive actions (if required) <ul style="list-style-type: none"> • QHSE Statistics – Non-Conformity Log; and • Improvements actions and MP updates (if required). All aspects in evaluation will be available for internal reporting upon request.
External Reporting	KPI trending will be made available to key external stakeholders on request.

10 Roles and Responsibilities

This section defines the roles, responsibilities and authority for the designated individuals, groups or teams responsible for the implementation and monitoring of the environmental and social performance of the Project.

8.2 Ayg-1 E&S Manager

The Ayg-1 E&S Manager has the following responsibilities:

- Ensure that there is a well-staffed and trained Community Liaison Team, and that the required resources (e.g. vehicles, company phones, office materials) are provided to them;
- Supervise the processing and resolution of all grievances;
- Supervise the disclosure of Project information;
- Oversee that the stakeholder engagement calendar and COVID measures are complied with; and
- Ensure that the SEP and the available engagement methods are publicized;

8.3 Ayg-1 Community Liaison Officer (CLO)

The Community Liaison Officer (when appointed) will implement all aspects of the Stakeholder Engagement Plan. It is expected that there will be one CLO during the life time of the Project. If the CLO is male, he will be supported by a female team member trained to lead engagement with women and lead the interaction with women grievance.

The responsibilities of the Community Liaison Officer are outlined below:

- Implement the Stakeholder Engagement Plan during the project's lifecycle, under the supervision of the E&S Manager;
- Implement the COVID 19 management measures for stakeholder engagement activities;
- Collect data for KPI reporting;
- Report deviations and incidents;
- Take corrective actions for deviations (from internal or external audits);
- Log the grievances, acknowledge receipt to the complaint, request assistance from the relevant team (e.g. environmental, health and safety, land acquisition, gender, transport, employment) depending on the content of the grievance, communicate to the complainant the plan to address the grievance, liaise with the complainant regarding the findings and the proposed solution, and file the result of the grievance investigation and handling process; and
- Implement the actions outlined in section 8 in relation to meetings with stakeholders and information disclosure.

The CLOs will speak English and Armenian.

8.4 EPC / O&M / Decommissioning Contractor

The EPC / O&M / Decommissioning Contractor E&S Manager will designate a CLO and participate in stakeholder engagement activities as required and in the investigation of all grievances that are related to activities under EPC / O&M / Decommissioning Contractor scope, including activities related to their subcontractors and suppliers.