




Stakeholders Engagement Plan

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2 Definitions

2.1 General Definitions

- **Affected Communities:**
local communities, within the Project's area of influence, directly affected by the Project.
- **Stakeholders:**
Groups who affect and/or could be affected by RGWE's activities, products or services and associated performance.
- **Stakeholder Engagement:**
The process used by an RGWE to engage relevant stakeholders for a purpose to achieve accepted outcomes.

2.2 Acronyms

| Acronym | Full name |
|-----------|--|
| CDM | Clean Development Mechanism |
| CSR | Corporate Social Responsibility |
| EETC | Egyptian Electricity Transition Company |
| ESIA | Environmental Social Impact Assessment |
| GRM | Grievance Mechanism |
| HSE | Health, Safety and Environment |
| HSSE Plan | Health, Safety, Security and Environment Plan |
| IFC | International Finance Corporation |
| JBIC | Japan Bank for International Cooperation |
| LTSA | Long Term Services Agreement |
| NEXI | Nippon Export and Investment Insurance |
| NREA | New and Renewable Energy Authority |
| OE | Owner's Engineer |
| PEP | Project Execution Plan |
| RCREEE | Regional Center for Renewable Energy and Energy Efficiency |
| RGWE | Ras Ghareb Wind Energy |
| SEP | Stakeholder Engagement Plan |
| SGRE | Siemens Gamesa Renewable Energy |
| NDC | National Dispatch Center |

3 Project Description

The project comprises 125 units of Gamesa G97-2.1 MW wind turbine, with a rotor diameter of 97 m and a hub height of 71.5 m and a 33/220 kV substation connected to the national grid via an Over-Headline (OHL).

The site provided by NREA to the project covers an area of around 38.9 km² between the coastal city of Ras Ghareb on the Gulf of Suez and the mountain Jebel Ghareb culminating at around 1500 m. The climate is arid, with virtually no precipitation, high temperatures during the day and cool nights and a strong relatively constant wind coming from the North-West direction.

For the construction of the project, the site was handed-over by RGWE to Contractors for their respective turn-key execution of the transport, construction/erection and commissioning works. The OE was hired for the coordination of the works between Contractors.

On 31st October 2019, the project has started commercial operations. Starting from such date and for a duration of 20 years, the electricity produced will be sold to EETC.

The operation & maintenance of the wind turbines is performed by SGRE under a 15 years LTSA. RGWE, with its own staff, supervise SGRE works and operates and maintains the electrical substation and BOP.

4 Objective, Scope Of Application And Structure

Stakeholder engagement is the basis for building strong, constructive, and responsive relationships that are essential for the successful management of a project's environmental and social impacts

4.1 Objective

Effective Stakeholder Engagement can lead to improved financial, social, and environmental outcome and must take the form of an ongoing process in a structurally and culturally appropriate manner with Affected Communities and, where relevant, other Stakeholders.

In order to achieve an effective Stakeholder Engagement, the RGWE Stakeholder Engagement Plan involves, in varying degrees, the following elements:

- stakeholder analysis and planning
- disclosure and dissemination of information
- consultation and participation
- grievance mechanism
- ongoing reporting to Affected Communities.

The nature, frequency, and level of effort of stakeholder engagement varies and is commensurate with the project's risks and adverse impacts, and the project's phases of development, construction, and operations.

4.2 Scope of Application

The SEP applies to all activities from RGWE, to the Contractors and respective sub-contractors, manpower suppliers, and any other party contracted by the Contractors working on the RGWE project.

RGWE's SEP applies to the operation phase of the project.

4.3 Structure

Stakeholder Engagement is developed as a documented system, deployed from the Stakeholder Engagement and Corporate Social Responsibility policy. All the documents shall be managed by the same approach. In order to be consistent, the documents shall be situated at different management levels of the organization. The SEP is defined by RGWE. The minimal requirements set out in this plan are translated on an operational level by the Contractors. The Contractors shall therefore develop their own SEP, procedures and instructions based on this SEP.

5 Legal Framework

The legal framework applying to the RGWE SEP is made of:

5.1 Relevant Egyptian law, permits, and authorizations:

- Egyptian environmental law no. 4/1994 (Public Consultation)
- Temporary Construction Permit
- Construction Permit
- Usufruct Agreement
- Generation License
- Environmental Permit
- Operation Permit
- Access Road Agreement with Egyptian General Petroleum Corporation
- Printer Permit
- Authorization from the Armed Forces Operations Authority
- Authorization from the Ministry of Civil Aviation
- Authorization from the New Urban Communities Authority
- Authorization from the Supreme Council of Antiques
- Authorization from the Tourism Development Authority
- Authorization from the General Authority for Rehabilitation Projects and Agricultural Development
- Authorization from the National Center for Planning the Use of the State's Lands
- Egyptian Labor Law.

5.2 International legal obligations:

- Equator Principles III (5;6)
- IFC Performance Standards (1;5)
- JBIC Environmental Guidelines
- NEXI Environmental Guidelines

6 Stakeholder Identification And Analysis

RGWE identified the different Stakeholders that may be interested in and/or be affected by the implementation of the Project, subdivided into two categories: internal and external Stakeholders.

After Stakeholder identification, RGWE also reported the type of communication proposed for each Stakeholder as well as the entity responsible for setting in place this communication method.

RGWE shall review on an annual basis that the list of Project Stakeholders is complete and updated.

| Stakeholder Type | Full Name Of Entity | Proposed Communication media |
|--|---|--|
| Internal | | |
| Sponsors Affiliates | Ras Ghareb Wind Energy Company S.A.E. | Regular reporting on O&M Progress and Activities |
| | Ras Ghareb Renewable Energy Services | |
| | Engie Egypt Wind B.V. | |
| | Orascom Egypt Wind B.V. | |
| | Toyota Eurus Egypt Wind B.V. | |
| | ENGIE S.A. | |
| | Toyotsu Tsusho Corporation | |
| | Eurus Energy Holdings Corporation | |
| | Eurus Energy Europe B.V. | |
| | Orascom Construction S.A.E. | |
| Construction Contractors (Construction phase) | Orascom Construction SAE | |
| | Siemens Gamesa Renewable Energy Eolica SL | |
| LTSA Contractor (Operations phase) | Siemens Gamesa Eolica SL (Egypt Branch) | |
| | Siemens Gamesa Renewable Energy SA | |
| | Siemens Gamesa Eolica SL (Egypt Branch) | |
| Construction LTSA/Subcontractors' employees and temporary workers | | Contract information, induction training, grievance mechanism |

| Stakeholder Type | Full Name Of Entity | Proposed Communication media |
|-----------------------------|---|--|
| Internal | | |
| Other Contractors | Anemos | Email correspondence and private meetings |
| | Hamza Associates | |
| | EcoConserv | |
| | CTE/EPS | |
| | Clifford Chance LLP | |
| | Zaki Hashem | |
| | PWC | |
| | Marsh | |
| | Milbank | |
| | Shalakany Law Office | |
| | NautaDutilh | |
| | Nishimura & Asahi | |
| | Mott McDonald | |
| | Benatar | |
| | BDO | |
| | KPMG | |
| | Barlovento | |
| | GE:NET | |
| | Petrotec | |
| | Al Masria | |
| Waste removal contractor | | |
| Pest Control Contractor | | |
| Water supply Contractor | | |
| HVAC maintenance Contractor | | |
| Bedouins Security | | |
| Details Group | | |
| Lenders | Commercial International Bank | Regular reporting on project progress Comply with the Loan Agreement. Especially. Schedules 6&7 (JBIC) and Schedule B (NEXI Covered Loan) |
| | Japan Bank for International Cooperation Nippon Export and Investment Insurance | |

| Stakeholder Type | Full Name Of Entity | Proposed Communication media |
|--|---|--|
| Internal | | |
| Owner's Engineer (Construction phase) | Tractebel – Lahmeyer International | Email and phone correspondence, regular private meetings |
| External | | |
| Residents and business owners living and/or operating in or near the area affected by the project | | Safety signs, public notice boards, community meetings, local media, leaflets NB for Bedouins specifically: regular phone correspondence and informal meetings Ethics & Values, SEP, CSR Plan published on the RGWE website ESIA published on website of the Ministry of Electricity, the NREA and funding agencies |
| Land Right owners | New and Renewable Energy Authority (NREA) | Permits procedure, official correspondence, private meetings |
| Other Land Usufruct Beneficiary | Egyptian General Petroleum Corporation (EGPC), together with Kuwait Energy (EGPC subcontractor) | Phone correspondence, private meetings |
| Local municipal authorities of Ras Ghareb | Municipality Chairman and all municipality staff | Permits procedure, official correspondence, private meetings |
| Relevant governmental secretariats of the Governate of the Red Sea | Governor of Red Sea and his administration in Hurghada | Permits procedure, official correspondence, private meetings |
| Relevant state ministries of the Arab Republic of Egypt | Ministry of Finance | Permits procedure, official correspondence, private meetings |
| | Egyptian Environmental Affairs Agency (EEAA Ministry of Environment) | |
| | Ministry of Civil Aviation | |

| Stakeholder Type | Full Name Of Entity | Proposed Communication media |
|--------------------------------------|--|--|
| External | | |
| Provincial and State Agencies | Egyptian Electricity Transmission Company (EETC) | Permits and authorization procedure, official correspondence, private meetings |
| | Armed Forces Operations Authority | |
| | New Urban Communities Authority | |
| | Supreme Council of Antiques | |
| | Tourism Development Authority | |
| | General Authority for Rehabilitation Projects and Agricultural Development | |
| | National Center for Planning the Use of the State's Lands | |
| | General Authority for Roads & Bridges | |
| NGOs | Misr El Kheir (Ras Ghareb) | Local media, public notice boards. Ethics & Values, SEP and CSR Plan published on RGWE website. ESIA published on website of the Ministry of Electricity, the NREA and funding agencies |
| Local Social Entities | Ras Ghareb City council | Beneficiaries from RGWE CSR Activities |
| | Administration of Education | |
| | Social affairs solidarity | |
| | Ras Ghareb Schools | |
| | Ras Ghareb Hospital | |
| | Ras Ghareb Physiotherapy center | |
| | Ras Ghareb Nurseries | |
| NPOs | Regional Center for Renewable Energy and Energy Efficiency (RCREEE) | |

7 Summary of Previous and Recent Stakeholder Engagement

7.1 Overall 1000MW wind farm project

A SEP has been carried out by NREA for the overall 1000MW wind farm project. During the scoping phase of the 1,000MW ESIA, a project design document was prepared and distributed to key stakeholders. Only one of the contacted stakeholders provided comments. A public meeting in Hurghada in 2011 was held to disclose the results of the draft ESIA and to obtain comments and input to the ESIA.

With regards to RGWE specifically, Stakeholder Engagement has been a priority to the company, which has engaged with various Stakeholder at different levels since its creation:

7.2 ESIA and permits procedure.

This engagement has been the most intense during the environmental, social and safety discussion of the project with the local and national governmental authorities or agencies. Such Stakeholder Engagement would take the form of both official and non-official meetings as well as regular correspondence.

The Environmental and Social Impact Assessment (ESIA) of RGWE Project was subject to public disclosure, comments as well as recommendations of the different concerned Stakeholders. Those comments were taken in account by RGWE, for example regarding the bird migration, an action plan is under development in close coordination with the NREA and the RCREEE.

Further, with regards to permits, RGWE has already obtained all of the authorizations necessary for the construction of the wind farm:

- Temporary Construction Permit: June 7th 2017 o Environmental Permit: June 8th 2017, amended on January 5th, 2020
- Usufruct Agreement: October 31st 2017
- Printer Permit (for headquarter office and site): 6th February and 1st April 2018
- Generation license: issued first on March 6th 2018 and renewed in June 2019 o Access Road Agreement: June 10th 2018 o Construction Permit: June 14th 2018
- Authorization from the Armed Forces Operations Authority o Authorization from the Ministry of Civil Aviation o Authorization from the New Urban Communities Authority
- Authorization from the Supreme Council of Antiques
- Authorization from the Tourism Development Authority
- Authorization from the General Authority for Rehabilitation Projects and Agricultural Development
- Authorization from the National Center for Planning the Use of the State's Lands

7.3 Stakeholder Engagement Visit June 2018

A Corporate Social Responsibility delegation was sent in June 2018 on site to meet the local residents and business owners of Ras Ghareb as well as the site Stakeholders. The delegation held a community meeting with the city Chairman and met with schools and hospital directors of the city. Further, the delegation also visited the site, met with the construction team, some of the current workers and the Bedouins. Finally, the delegation held a housing and minimum salary audit with regards to the construction subcontractors. A detailed report of the visit was written and shared with RGWE.

7.4 Engagement with the local community

With regards to the community, RGWE has been highly engaged with the Bedouins residing close from the wind farm facilities. The site management team has regular informal meetings with the Bedouin community as well as good phone correspondence. During construction period, 12 Bedouins were employed by Orascom Construction to work on site security. Now, for the operations phase, about 10 Bedouins are currently employed by RGWE to work on site security.

7.5 Stakeholder Engagement on site

On site Stakeholder Engagement has been demonstrated through the set-up, by both RGWE and SGR HSE Officers, of a grievance procedure as well as an induction training for construction and O&M workers to understand HSE requirements on site. RGWE holds meetings, a TBT meeting, a daily meeting, a weekly meeting, and a monthly meeting, according to availability. The details of Stakeholder Engagement on site can be found in RGWE's HSSE Plan.

7.6 RGWE's website

RGWE's website currently has a section detailing RGWE Commitments. This section provides a summary of all of RGWE's commitments with regards to Ethics & Values, Human Rights, Environmental and Social, Health and Safety. A summary of the project ESIA is provided there.

The website has a Contact page through which Stakeholders can find an emergency phone number and can also make either inquiries, either grievances, which are then managed and answered in the shortest delay.

The website has a Procurement section which provides RGWE's code of conduct in suppliers relations, its procurement policy, and the company's General Terms & Conditions of Purchase.

The website has a News section that provides RGWE quarterly updates and CSR newsletters.

An Arabic version of the website was made available (but not all published documents are translated).

7.7 RGWE's social media

RGWE established Linked In where it regularly publishes photos and videos of the project.

7.8 RGWE's leaflets

RGWE published bi-lingual English-Arabic leaflets and distributed them at several events, at the school and deposited some at several commercial outlets of Ras Ghareb.

7.9 RGWE's Site Entrance Sign

RGWE has placed a sign near the main road, at the entrance of the site access road. The sign provides for the names of the main contractors and the Owner's Engineer.

7.10 Communication with top-level management

International lenders as well as RGWE shareholders have been regularly updated on the project's progress through regular reports, correspondence, and meetings. The details of the communication with Sponsor management can be found in RGWE's PEP (for the construction phase) and Reporting Procedure (for the operation phase).

7.11 RGWE "2021 Starz Award"

Among North Africa, Ras Ghareb wind Energy Company was awarded the 2021 Starz Award for the best team in collaboration, integration & Teamwork in March 2022.

7.12 RGWE Stakeholders' site visit

- RGWE welcomed the trainees from the National Training Academy who are enrolled in the Presidential Program for Qualifying Executives for Leadership in the governorates, Within the participation and constructive cooperation in various aspects of life in providing services and contributions to the people of the city of Gharib.
- RGWE welcomed NDC delegates who visited our site as one of our external stakeholders. The purpose of the visit was to receive updates pertaining to the windfarm progress and performance, including HSSE basics and regulations. WTGs general component, Substation Automation System, and Balance of Plant maintenance strategy. RGWE always welcomes cooperation with governmental stakeholders to ensure continuous communication and collaboration.
- RGWE had visits from The British University (BUE) and Ain Shams University. The BUE Mechanical Engineering Department in Robotics and Wind energy applications. These visits were to research collaboration opportunities between RGWE and BUE. In addition, the potential for training students at site was discussed as well as the possibility of having RGWE staff visit the university.
- RGWE had visits Students from Egypt -Japan university and they took a field trip RGWE wanted to give the students a deeper understanding of the reality and challenges of alternative energy and confirm our role as a social responsibility in the field of education.
- RGWE invited stakeholders to visit the site in order to receive a project update and tour the site. There were three site visits which were given to the Ras Ghareb Education Administration director, the Ras Ghareb Social Administration Solidarity, and the scholarship students along with their coordinator.
- The stakeholders were welcomed by RGWE's CSR Officer. The project phases and safety induction were presented by the O & M director, and the HSSE Manager. The presentations were followed by an open discussion which provided all parties the opportunity to ask and respond to any of their inquiries.

7.13 Summary of past activities

| Field | Contributions |
|----------------------------------|---|
| Healthcare | <ul style="list-style-type: none"> • RGWE Provided medical devices to the Physiotherapy center based on their needs • RGWE Collaborated with SGRE in 2020 to provide modern medical equipment for Ras Ghareb Hospital, focusing on operating rooms and surgical interventions • RGWE Took measures to reduce COVID-19 risks at the site and provided medical devices for COVID-19 treatment to the hospital in 2021 • RGWE Organized a medical campaign in 2023 for early breast cancer detection and treatment referrals for women in Ras Ghareb |
| Education | <ul style="list-style-type: none"> • RGWE Offered scholarship program for students since 2018, with the scholarship value increasing from 2,000 EGP for 3 years to 2,500 EGP for 4 years (17 total beneficiaries). • RGWE Printed educational booklets for preparatory grades. • RGWE Completed development of Abad Al-Rahman Nursery with furniture, toys, and fire safety equipment. • RGWE Improved and upgraded the bathrooms of Al-Shorouk Nursery and Al-Mina School. • Development of community nursery renovation • Providing Games for the Special Needs Play Area, EL Shorouk Nursery, and Development Community Nursery. |
| Women's Care and Training | <ul style="list-style-type: none"> • RGWE Conducted "FOR YOU, MADAM I" Awareness Program in 2021 to increase women's health, cultural, and physiological awareness, and teach handmade crafts. • RGWE Repeated the awareness program for another 20 ladies in 2022. • RGWE Welcomed trainees from the Technical Apprenticeship Program for Local Female Engineers from Ras Ghareb for O&M training. |

| | |
|----------------------------------|---|
| Charity Initiatives | <ul style="list-style-type: none"> • In 2021, RGWE distributed Feast food boxes with meat to the least fortunate families in Ras Ghareb (over 80 kg of meat). • In 2022, RGWE distributed more than 255 kg of meat through 130 boxes. • In 2023, RGWE distributed more than 400 kg of meat through 250 boxes. • In 2024, RGWE distributed more than 466 kg of meat through 212 boxes. |
| Environmental Initiatives | <ul style="list-style-type: none"> • RGWE Sponsored the International Environmental Day in Ras Ghareb in 2023. • RGWE Installed a solar energy system to meet the needs of the local Bedouin communities and promote environmental sustainability in 2023. |
| Stakeholder Engagement | <ul style="list-style-type: none"> • RGWE Conducted stakeholder visits in Ras Ghareb in 2021, 2022, and 2023 to assess and monitor the impact of CSR activities and collect feedback. • RGWE Provided a questionnaire to stakeholders to gather feedback and understand future expectations. |

8 Information Disclosure

It is of utmost necessity to ensure that stakeholders are kept well informed about the project throughout its life cycle.

RGWE's CEO and the CSR Officer shall take on the role and responsibilities of "Stakeholder Manager" with the support of:

- The Chairman and the Admin & HR Director for local Egyptian Stakeholders
- The Construction Director (during the construction phase), the Operations Director, and the RGWE HSSE Manager for the site Stakeholders during the operation phase.
- The Chief Financial Officer for the financial Stakeholders
- The Stakeholder Manager has overall responsibility for handling the consultation and information disclosure process, including organization of the consultation process, communication with identified stakeholder groups, collecting and processing comments/complaints, and responding to any such comments and complaints.

The Stakeholder Manager should share information and respond to inquiries in a monthly meeting. This would result in:

- Facilitating access to information on the project through conducting informal meetings with the community members regularly.
- Informing stakeholders of on-going communications and meetings.
- Informing stakeholder about project progress, issues to expect, etc.
- Providing feedback from stakeholders on issues that have been raised through having an active channel with the NREA.

A summary of the SEP, Ethics & Value, CSR Plan as well as a newsletter about the project's progress shall be published on the RGWE website in both Arabic and English, to acknowledge linguistic differences.

Posters and leaflets about the project and an agreed contact person shall be published in the main streets of the city and in the local unit in Ras Ghareb in Arabic.

RGWE shall also initiate disclosure of the complete ESIA and related reports on the website of the Ministry of Electricity, the NREA and funding agencies. This is aimed at having information available for the local communities and all other stakeholders and interested groups. Regarding the illiterate people, they are being informed about the main contents of the reports through meetings with the community leaders and NREA.

RGWE shall work closely with NREA. Alongside NREA, RGWE will facilitate implementing community projects as appropriate through mobilizing community members. It initially meet monthly, though more frequent meetings can be convened if requested by the local communities. Minutes of all meetings will be taken and follow-up on actions identified and agreed will be available on request and monitored.

Additionally, separate focus group meetings should be conducted with women, young people, and vulnerable groups in order to be able to voice their concerns and worries. NGOs should be engaged in order to cooperate with them to pass information in simple dialect to poor marginalized women. Young people could be reached via informal meetings in the Youth Center.

Overall, RGWE should look for:

- Establishing and increasing information-sharing channels
- Providing information to the community about the project program, schedule, and timing.
- Informing directly affected stakeholders in advance of the project activities.

9 Grievance Mechanism

The objective of a grievance procedure is to ensure that all comments and complaints from any project stakeholder are considered and addressed in an appropriate and timely manner.

It is expected that no major grievance issue will arise. However, to ensure that stakeholders have avenues for redressing their grievance related to any aspect that may result from the project, detailed procedures of redressal of grievances have been established. The objective is to respond to the complaints of stakeholders in a timely and transparent manner, without resorting to complicated formal channels to the extent possible. The procedure covers stakeholder grievances generated during construction and operation activities.

Anyone shall be eligible to submit a grievance to the Project if they believe a practice is having an adverse impact on the community, the environment, or on their quality of life. It is the Stakeholder Manager's role to handle the grievance and redress mechanism.

9.1 Stakeholder Grievance Procedure

1. A Grievance Disclosure Sheet will be disclosed at key locations. The Grievance Disclosure Sheet will inform the local communities on how and where to lodge a grievance in accordance with step 2 below.
 - ❖ Red Sea Governorate
 - ❖ Ras Ghareb Local Governmental Unit
 - ❖ Selected key NGOs and CBOs to include Women
 - ❖ Entrance Office of the Project
 - ❖ Other identified suitable local community platforms
2. Stakeholders willing to lodge a grievance should be able to use the following avenues: Grievance Sheets (Annex 2) with grievance boxes will be made available at the following locations:

Ras Ghareb Local Governmental Unit

Location: Al-Mina Street City: 11432

Ras Ghareb – Red Sea

Tel: 01001318480 – 0120195877

Project Office Direct Contact through the following:

Location: The NOX

PLOT 341 TO 345

Markaz El Madina, second floor

New Cairo, Cairo, Egypt - 11835

CSR officer

Mariam Gad

E-mail: mariam.gad@rasgharebwind.com

Comments can be made via RGWE's website contact page

3. All grievances (whether submitted through a grievance form, e-mail, telephone, etc.) will be recorded on a grievance log sheet by the CSR Officer (Annex 2).
4. grievance procedure starts with formal acknowledgment in accordance with the preferred method of communication specified by the complainant within 7 working days of submission. If the grievance is not well understood or if additional information is required, clarification will be sought from the complainant during this step.
5. In coordination with the relevant personnel, the CSR Officer will analyse the root cause of the grievance, investigate if the grievance is correct or not, and identify the required actions to be implemented to deal with the issue and identify the timeline for their completion (if applicable). For other more complex grievances, third parties could be involved in the investigation as applicable.
6. The CSR Officer will prepare a grievance resolution form (see Annex 4) which includes the nature of the grievance, date of its submission, actions implemented to resolve the grievance and date of implementation, or proposed actions to be implemented to resolve the grievance along with the timeline for their completion. Grievance resolution form will be submitted within 30 (30) days of receiving the grievance.

7. The grievance resolution form must be approved and signed-off by the RGWE Project Manager.
8. The outcomes of the grievance resolution form will be communicated to the complainant by the CSR Officer in accordance with the preferred method of communication specified.
9. In the case the grievance resolution form identifies proposed actions to be implemented, the CSR Officer will monitor and follow up to ensure that such actions have been implemented in accordance with the timeline proposed within the grievance resolution form. The CSR Officer will contact the complainant once such actions are completed in accordance with the preferred method of communication specified.
10. The CSR Officer will ensure that the grievance forms, grievance log sheet, and grievance resolution form are updated and maintained onsite at all times.
11. The grievance mechanism will be implemented promptly and at no cost and without retribution to the party that originated the issue or concern.
12. The use of grievance mechanism shall not impede access to judiciary means.
13. The grievance mechanism allows submission of anonymous complaints by community members.
14. A workers' grievance mechanism will be established for the employees of the RGWE and his/her contractors as a separate system. The grievance mechanism should guarantee confidentiality. Workers will be given the possibility to lodge grievances both through workers representatives and unions and independently, personally, regardless of the matter of the complaint. Anonymous lodging will also be made possible. The Grievance Procedure will be free, open and accessible to all and comments and grievances will be addressed in a fair and transparent manner. Information about the procedures, who to contact and how, will be made available as described above. In particular all workers will be informed of the Grievance Process and new workers will be informed when they join the Project. Information on Contact Points will be posted on staff information boards and on-site information boards.

NB: A separate grievance mechanism is available in the same manner for workers, including employees of RGWE project and contractors.

10 Monitoring And Reporting Process

10.1 Monitoring of grievances

All grievances activities should be monitored in order to verify the process. The monitoring process should be implemented on the level of NREA.

10.2 Monitoring of community engagement activities

It is important to monitor the implementation of the SEP and report on the status of the plan's implementation, along with explanations for delays or changes.

RGWE shall prepare a quarterly action plan for all Stakeholder engagement activities, which should indicate:

- Groups to be engaged.
- Objective of engagement
- Method of engagement and main information to share with them.

Having prepared the quarterly plan and implementing the planned activities, all information related to stakeholder engagement should be available summarized and reported to the funding agencies.

See attachment 1 for the current action plan.

11 Permanent Responsibility Summary Table

| Task | Responsibility | Frequency |
|--|--|---------------------------|
| Stakeholders Identification and Analysis | RGWE senior management | Annually |
| Information disclosure process through communication identified Stakeholders groups | Stakeholder Manager | On an ongoing basis |
| Grievance mechanism | Stakeholder Manager, (managed in full cooperation with construction contractors during construction phase) | On an ongoing basis |
| Monitoring of the grievance mechanism | NREA | (To be defined with NREA) |
| Monitoring of CSR activities in accordance with CSR Plan | Site CSR & Admin Officer in cooperation with the senior management of the company | On a quarterly basis |

12 Annexes

12.1 2024 Action Plan

With regards to information disclosure process

- Continue regular publications on the website, Facebook and Linked In.
- Continue regular (quarterly) Stakeholders meeting with Ras Ghareb Chairman where the Stakeholder manager should share information about the project and respond to inquiries. Where possible such meeting shall be made in collaboration with NREA. • Publication of updated SEP and CSR Plan on RGWE website
- Further publications in the local media.
- Initiating the disclosure of the ESIA and related reports on the website of the Ministry of Electricity, the NREA and funding agencies.
- Informing the illiterate people and marginalized groups about the project as well as the content of the ESIA and related reports through holding a meeting with the community leaders and NREA.
- Modify the project sign at the entrance of the site (near the coastal road) in order to reflect the changes related to the operations phase. With regards to grievance mechanism
- Information of the community (community leaders, social entities, Ras Ghareb residents or business owners, and governmental units) about the Grievance procedures in simple (Arabic) language.
- Providing the Ras Ghareb community with both an RGWE grievance contact and a grievance contact of their construction contractor during the construction phase of the project.
- Setting up a Complaints/Comments Logbook, containing the name/group of commenter/complainant, date the comment was received, brief description of issues, information on proposed corrective actions to be implemented (if appropriate) and the date of response sent to the commenter/complainant.
- Keeping, by the senior management, of a grievance log and report on grievance management, as part of annual project progress reports
- Checking that all comments and complaints have been responded to either verbally or in writing, in accordance to preferred method of communication specified by the complainant.
- Checking that all grievances have been registered and acknowledged within 6 working days and responded to within one month.
- Checking that it is possible for individuals who submit their comments or grievances to request that their name be kept confidential (though this may mean that the company is unable to provide feedback on how the grievance is to be addressed.)
- Contacting the NREA to set up the monitoring of the grievance mechanism, which should be implemented at the NREA level according to the ESIA.

12.2 Annex 2 – Grievance Disclosure Sheet

| | |
|--|---|
| Reference No. | |
| Full Name: | |
| Contact Information | <input type="checkbox"/> By Post: <input type="checkbox"/> By Telephone: <input type="checkbox"/> By E-mail: |
| Please mark how you wish to be contacted and add contact details | <input type="checkbox"/> Other (please specify) |
| Description of Concern, Incident or Grievance | What is your concern/grievance/what happened? Where did it happen? Who did it happen to? What is the result of the problem? |
| | |
| Date of concern, incident, or grievance | |
| <input type="checkbox"/> One-time incident/grievance (date) <input type="checkbox"/> Happened more than once (how many times?) <input type="checkbox"/> On-going (currently experiencing problem) | |
| What would you like to see happen to resolve the problem? | |
| | |
| Signature: | |
| Date: | |

12.3 Annex 3 – Grievance Log Sheet

| | | | | | | | | | |
|---|--|--|--|--|--|--|--|--|--|
| <i>Year</i> | | | | | | | | | |
| <i>Date</i> | | | | | | | | | |
| <i>Issue Time & Date</i> | | | | | | | | | |
| <i>Source</i> | | | | | | | | | |
| <i>Received By</i> | | | | | | | | | |
| <i>Problem Details</i> | | | | | | | | | |
| <i>Assigned To</i> | | | | | | | | | |
| <i>Action Taken</i> | | | | | | | | | |
| <i>Resolved or not</i> | | | | | | | | | |
| <i>Duration of solving the problem</i> | | | | | | | | | |
| <i>No. of complaints solved/not solved by the end of the year</i> | | | | | | | | | |

Annex 4 – Grievance Resolution Form

| | |
|--|---|
| How was grievance received | |
| Reference No: | |
| | |
| Description of Concern, Incident or Grievance: <i>What is the grievance/ What happened? Where did it happen? Who did it happen to? What is the result of the problem?</i> | |
| Date of Grievance | |
| | |
| Has the Grievance been Resolved? | Yes No; <i><u>If not provide a justification below</u></i> |
| Fill Out Either Section 1 OR Section 2 below | |
| Section 1 | |
| Summary of Actions Undertaken to Resolve Grievance | |
| Date of Implementation | |
| Section 2 | |
| Summary of Proposed Actions to be Implemented to Resolve Grievance | |
| Timeline for Implementation | |