CONSULTATION AND DISCLOSURE PLAN
for
CONSTRUCTION ENVIRONMENTAL MANAGEMENT PLAN (CEMP)











CONSULTATION AND DISCLOSURE PLAN

FOR

CONSTRUCTION ENVIRONMENTAL MANAGEMENT PLAN (CEMP)

Document Authorisation		
Document Authority	Document Custodian	Document Author
D. Project Manager : Bülend Erşahin Date: October 2017	HSE Manager : Alev Üstünbıçak Date: October 2017	Serka – MSF JV : Alev Üstünbıçak Date: October 2017

The following is a brief summary of the most recent revisions to this document. The Document Custodian holds details of all revisions prior to these on file.

Issue and Revision

Revision No.	Date	Author	Scope / Remarks
Rev 1.0	October 2017	Alev Üstünbıçak (Serka – MSF Joint Venture)	Consultation and Disclosure Plan on CEMP for IP2 construction at Port of Duqm.
Rev 2.0	December 2017	Alev Üstünbıçak (Serka – MSF Joint Venture)	Revision made as per comments from Asian Infrastructure Investment Bank (AIIB) and SEZAD

This report has been prepared for the above titled project and is only valid for this purpose. It is advised that the methodologies and technical material presented in this report remain the intellectual property of The Special Economic Zone Authority Duqm [SEZAD] and should not be copied or distributed, in whole or in part, to any third party other than those parties who are involved directly with the process of evaluation of the project, without our prior written consent.

Table of Contents

1. INTRODUCTION 4
1.1. Scope and Objective 4
1.2. Schedule 5
2. PROJECT DESCRIPTION 6
2.1. Background 6
3. REGULATIONS AND REQUIREMENTS 9
3.1. AIIB Environmental and Social Framework (ESF) 9
3.1.1. Environment and Social Policy (ESP) of AIIB 9
4. CEMP CONSULTATION PROCEDURE 11
4.1. Identification of Stakeholders 11
4.2. Consultation Procedure 11
4.2.1. Stake holder Engagement and Communication 12
4.3. Announcement of Consultation 13
4.3.1. Scheduling of Consultation Meetings 13
4.4. Consultation Documents and Website 13
4.4.1. Consultation Meetings with StakeHolders 13
4.4.2. Visual Presentation of CEMP 14
4.4.3. Website 14
5. IMPLEMENTATION OF CONSULATION DISCLOSURE PLAN 15
5.1. Roles and Responsibility 15
5.2. Records and Reporting 15
5.3. Assistance and Support 16
5.4. Response Times 18
5.5. Complaints and Grievance Mechanism of SERKA MSF 18
Table 5-1: SERKA Grievance Register 18

List of Tables and Figures

Table 1-1: Tentative Consultation Schedule 5

Figure 2-1: Map of Port of Duqm & Infrastructure Packages (IP 1-7) 7

Figure 2-2: Illustration of Port of Duqm & Infrastructure Packages 2-4 with IP2 to the right hand side 8

Table 4-1: Stake Holder Engagement and Communication Approach 12

DEFINITIONS

PROJECT	:	IP- 2 Project. C66/2016 Construction of Roads, Infrastructure & Buildings at the Commercial Terminal & Operational Zone Areas ; Port of Duqm , Sultanate of Oman
SEZAD	:	The Special Economic Zone Authority in Duqm
CONTRACTOR	:	Serka – MSF Joint Venture
PDC	:	Port of Duqm Company
CEMP	:	Construction Environmental Management Plan
STAKEHOLDER(s)	:	Stakeholder in this context means all those who are concerned with or affected by Contractor's HSE performance. Whereas the stakeholders do not imply the corporate financial stakeholders of Contractor.
BANK	:	Asian Infrastructure Investment Bank
RHKA	:	Royal Haskoning in association with Khatib & Alami as the Project Consultant Engineer
ROP	:	Royal Oman Police

1. INTRODUCTION

The Consultation and Disclosure Plan (CDP) is a subsequent document to the CEMP as per the requirement of the Bank and to conform to the environmental and social policy and standards of the Asian Infrastructure Investment Bank (AIIB).

This document is both a standalone document and an annexure to the CEMP and should be read in conjunction with the CEMP.

1.1. Scope and Objective

The aim of this Plan is to establish a basis for a practical and effective method in order to provide the consultation and disclosure system, with regard to the "Construction Environmental Management Plant (CEMP)". It will also serve as a mechanism for dissemination of the project level Grievance Redress Mechanism (GRM) provided in Annex A.

This Plan particularly will cover and focus on the activities and processes during the construction stage only, as related to Construction of Roads, Infrastructure & Buildings at the Commercial Terminal & Operational Zone Areas, Port of Duqm - IP2. Hence, it does not include any aspect in relation to the operational phase of Duqm Port Facilities.

The objective of the CDP is to -

- Made preliminary identification of relevant stakeholders;
- Establish and maintain a stakeholder and community communication process and the roles and responsibilities of who will oversee these goals for this project;
- Provide an outline of project level GRM, a process by which project stakeholders can comment and raise concerns regarding the project ; and
- Establish and maintain a constructive relationship with stakeholders during the construction period.

1.2. Schedule

A time schedule or calendar of information on planned events is briefly summarized as follows;

Table 1-1: Tentative Consultation Schedule

Seq. No #	Stakeholder	First start of negotiations to identify the available dates for interested parties [1]	Estimated date for commencement of the consultation meetings[2]
1	Local Government and Residents of Greater Project Area	An announcement letter will be sent to the public, in liaison with SEZAD Partnership and Development Department announcing the commencement of the CEMP consultation and inviting their participation in the second week of January 2018	Last week of January 2018
2	Omani Women's Association (OWA)	Second week of January 2018	Last week of January 2018
3	Port of Duqm Company	Last week of January 2018	Second week of Feb 2018
4	Port Workers	Last week of January 2018	Second week of Feb 2018
5	Royal Omani Police	First week of Feb 2018	Third week of February 2018

Please, also refer to Sections 4.3 and 4.3.1 of this Document for some further information.

⌘ *1 The schedule might also be affected by the normal review and approval process timeline of this whole Document.*

⌘ *2 It also needs to be noted that the above dates may be subjected to some shifts or changes in synchronization with associated events or other work programs and especially various mandatory and urgent missions of interested parties apart from this CEMP field.*

2. PROJECT DESCRIPTION

The Port of Duqm is being developed in a series of seven packages as shown in the Figure 2-1 below. The Infrastructure Package 2 (IP2) the scope of which includes the construction of roads, infrastructure & buildings for the commercial terminal & operational zone areas, was awarded to Serka Taahhut & MSF Engenharia JV (Serka MSF). The IP2 project will be constructed on reclaimed land (constructed previously) that forms the eastern flank of the Port of Duqm breakwater as shown in Figure 2-2.

The project is being funded through a loan from the AIIB. The AIIB is a multilateral development bank, which supports infrastructure development and enhanced connectivity in Asia.

2.1. Background

A Preliminary Environmental Impact Assessment (PEIA) was prepared by Khatab and Alami LLC for the development of three of the Port of Duqm infrastructure packages: IP2, IP3, and IP4.

As part of the commitment to environmental standards and legislation of Oman and in accordance with the Environmental and Social Policy (February 2016) of AIIB, a Construction Environmental Management Plan (CEMP) was prepared by Five Oceans Environmental Services LLC (5OES) for Serka Taahhut & MSF Engenharia JV (Serka MSF) for the IP2 project.

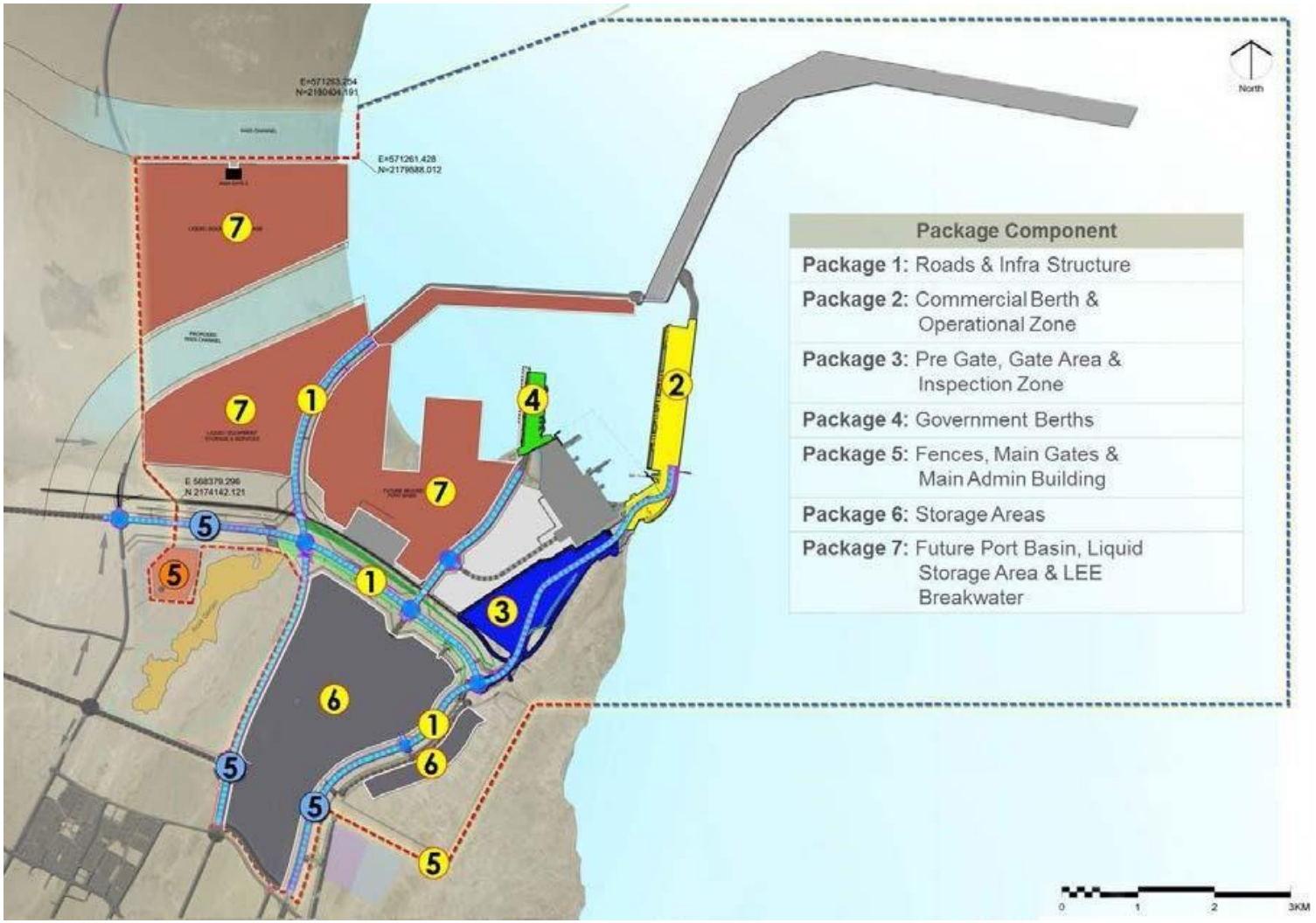


Figure 2-1: Map of Port of Duqm & Infrastructure Packages (IP 1-7)



Figure 2-2: Illustration of Port of Duqm & Infrastructure Packages 2-4 with IP2 to the right hand side

3. REGULATIONS AND REQUIREMENTS

Environmental matters in the Sultanate of Oman are regulated through a system of Royal Decrees and Ministry Decrees (RD & MD). The principal Royal Decrees are RD 114/2001: Law on Conservation of the Environment and Prevention of Pollution covering environmental protection, RD 35 / 2003 on Labor Law and MD 286 / 2008 addressing Occupational Health and Safety in Oman.

Per Royal Decree 79 / 2013 issuing the regulation of the Special Economic Zone at Duqm, SEZAD has been assigned the same functions as MECA within its boundaries and is the competent Authority for implementation of these Regulations in Duqm.

With regard to stakeholder engagement and consultation in the EIA/CEMP requirements, there are no specific requirements or guidelines. Oman has adopted the EU Integrated Pollution Prevention and Control (IPPC) Directive (2008/1/EC), which does give some details with regard to guidance on 'public participation in decision-making' during the EIA process and approval of the permit (although generally related to pollution control, it may be considered relevant as a benchmark or to be used in conjunction with guidance from international good practice for this development.

3.1. AIIB Environmental and Social Framework (ESF)

The project is being funded through a loan from the (AIIB). As per its Environmental and Social Framework (ESF), AIIB recognizes that environmental and social sustainability is a fundamental aspect of achieving outcomes consistent with its mandate to support infrastructure development and enhance interconnectivity in Asia. The objective of this overarching framework is to facilitate achievement of these development outcomes, through a system that integrates sound environmental and social management into Projects.

3.1.1. Environment and Social Policy (ESP) of AIIB

AIIB has established an Environmental and Social Policy (ESP) to support the E&S performance of its borrowers, including Environmental and Social Standards and an Environmental and Social Exclusion List.

Environmental and Social Standard 1 (ESS1) of AIIB – "Environmental and Social Assessment and Management" will apply to the IP2 project as the project poses environmental, health and safety risks and impacts.

As per ESS1, the Bank requires that transparent and meaningful consultation be conducted for the project with relevant stakeholders to convey adequate information to them in a culturally appropriate manner. The ESP and ESS1 require developers to engage with affected communities through disclosure of information, consultation, and informed participation, in a manner commensurate with the risks to and impacts on the affected communities. The ESP mandates that consultation and disclosure of information take place during both preparation and implementation of the CEMP.

4. CEMP CONSULTATION PROCEDURE

4.1. Identification of Stakeholders

The stakeholders are identified to establish which groups, organizations or individuals who may be directly or indirectly affected, either positively or negatively, by the project, or may have an interest in it. Stakeholder identification takes into account:

- The expected area of influence of the project on which it may cause impacts (both positive and negative) during the project; and
- The nature of the risks and impacts that could arise and therefore the types of government and non-governmental organizations and other bodies who may have an interest in these issues.

Based on the above the stakeholders which have been identified for participation include the following:

1. Local Government and Residents of Greater Project Area
2. Omani Women's Association (OWA);
3. Port of Duqm Company (PDC);
4. Project Workers
5. Royal Omani Police

In addition, other interested parties may be identified during the consultation process.

4.2. Consultation Procedure

During the consultation process, stakeholders and the relevant authorities will be informed of:

- Project status;
- Summary of CEMP;
- Grievance redress mechanism;
- Health and safety and labor management for workers;
- Proposed plans for further consultation meetings and disclosure of environmental and social information during the implementation process of the Project.

4.2.1. Stake holder Engagement and Communication

It is planned that consultation meetings will be held with the following stakeholders:

Table 4-1: Stake Holder Engagement and Communication Approach

Seq. No #	Stakeholder	Communication Method	Key Actions	Recommended Participation of SEZAD
1	Local Government and Residents of Greater Project Area	Conduct a meeting organized in coordination with the office of the Wali for representatives of the local government authorities and residents of the greater project area. This meeting should provide the opportunity for participation of representatives of local fishermen, farmers and stockbreeders. Consultation will be held in Arabic and English.	Discuss Project Status Share CEMP Share CEMP Summary in Arabic Share Grievance Redress Mechanism in Arabic and English	SEZAD should participate in the meeting along with environmental and social consultants.
2	Omani Women's Association (OWA)	Conduct a meeting organized in coordination with the office of the Wali with representatives of the Omani Women's Association. Meeting should cover any concerns the OWA has concerning interaction between local women and workers involved in the Project. Consultation will be held in Arabic and English.	Discuss Project Status Share CEMP Share CEMP Summary in Arabic Share Grievance Redress Mechanism in Arabic and English	SEZAD should participate in the meeting along with environmental and social consultants. Selected female staff from SEZAD should participate in the meeting.
3	Port of Duqm Company	Conduct a meeting to discuss the CEMP and to disseminate the Grievance Redress Mechanism. It should be noted that there is already available and effective communication between Contractor and PDC; follow-up actions can be done via telephone calls, e-mail, face to face office visit or official letter.	Discuss Project Status Share CEMP Share CEMP Summary in Arabic Share Grievance Redress Mechanism in Arabic and English	SEZAD should participate in the meeting along with environmental and social consultants. .
4	Port Workers	Conduct a meeting with the port workers which will cover the CEMP and disseminate the Grievance	Discuss Project Status Share CEMP	SEZAD should participate in the meeting along with

Seq. No #	Stakeholder	Communication Method	Key Actions	Recommended Participation of SEZAD
		Mechanism. Special attention would be given to health, safety and working conditions.	Share CEMP Summary in Arabic Share Grievance Redress Mechanism in Arabic and English	environmental and social consultants.
5	Royal Omani Police	Contractor already is in contact with ROP for several routine official procedures and formalities. Hence, communication can be continued via Public Relation Officers and/or related department superintendents of Contractor	Discuss Project Status Share CEMP Share CEMP Summary in Arabic Share Grievance Redress Mechanism in Arabic and English	A meeting should be held by SEZAD with the ROP to provide information on the CEMP and Grievance Mechanism.

4.3. Announcement of Consultation

An announcement letter will be sent to the public announcing the commencement of the CEMP consultation and inviting their participation. Announcement shall be made through the Wali's office in consultation with SEZAD CSR Department. The announcement will be no later than two-weeks before the commencement of the consultation meetings.

4.3.1. Scheduling of Consultation Meetings

Before commencement of the consultation process with the stakeholders, availability of relevant stakeholders needs to be checked by Contractor and suitable dates for meetings for various interested parties will be decided and agreed mutually. Agreements on the scheduling of consultation meetings shall be made in verbal or written format.

4.4. Consultation Documents and Website

4.4.1. Consultation Meetings with Stakeholders

At appointed dates, consultation meetings will be held between the Contractor and stakeholders, whereas the participation of at least one SEZAD representative will be required to present the GRM.

The consultation meeting will cover the following:

- Overview of the scope and objectives of the Consultation Meeting;

- A discussion on the status of the overall Project;
- A review overview of the scope and objective of the CEMP, including provisions for management and monitoring of environmental and social issues;
- An introduction to the GRM, which is led by SEZAD;
- Exchange of contact details for authorized personnel from both Contractor and SEZAD with the stakeholders and (and also SEZAD if involvement occurs);

The consultation meetings are planned to be held in an interactive style with an overview presentation followed by question and answer sessions.

- Copies of the final Draft CEMP and the Arabic Summary and the GRM in English and Arabic will be made available to the stakeholders upon request, in addition to being posted.
- A record will be made of each meeting with stakeholders, it will include:
    - Time and Place of Meeting
    - Agenda of the Meeting
    - List of Questions and Answers
    - List of Participants in the Meeting

4.4.2. Visual Presentation of CEMP

A visual presentation, in the form of a power point or other appropriate method, will be prepared for use in the consultation meetings. The visual presentation will cover the CEMP and give a brief about the project, the environmental and social management plan and the GRM. This shall be shared with the stakeholders including public during the consultation meetings.

4.4.3. Website

The preliminary EIA report prepared by Khatib Alam for the development of three of the Port of Duqm infrastructure packages: IP2, IP3, and IP4 and the draft Final CEMP report prepared for the IP2 project are displayed on SEZAD website and can be viewed and downloaded from the following website.

The English version of PEIA and CEMP is available in -

"http://www.duqm.gov.om/sezad/environment/reports"

The Arabic version of executive summary of PEIA and CEMP is available in

"http://www.duqm.gov.om/ar/sezad/environment/reports"

5. IMPLEMENTATION OF CONSULATION DISCLOSURE PLAN

5.1. Roles and Responsibility

SERKA has overall responsibility for the stakeholder consultation process. SERKA is responsible, with the assistance of SEZAD/Tatweer, for implementing the Consultation Disclosure Plan. The responsibility includes:

- Responding to requests for information, concerns and issues expressed during public consultation;
- Effective consultation with all stakeholders;
- Ensuring that all consultation and related information disclosed is documented; and
- Maintaining an effective grievance redress procedure.

5.2. Records and Reporting

A draft CEMP consultation report will be compiled by the Contractor and subsequently submitted to SEZAD and AIIB for review and, once cleared, will be uploaded on the SEZAD website.

SERKA shall maintain an active file regarding the consultation and disclosure documentation collected through the Project construction phase, which will be available for public review upon request.

The minutes of meeting of the consultation will be annexed to the current document and uploaded to the website with the CEMP once the consultation process is completed.

Record keeping will take the following form:

- An electronic and hard copy filing system for all external relations activities;
- Recording issues raised at meetings and distributing the report to attendees for verification;
- Registering attendance at the consultation meetings;
- Keeping a comprehensive record for reporting purposes of:
    - Meetings (dates, venues, attendees, objectives, outcomes)
    - Comments, questions and responses to these.

5.3. Assistance and Support

It is required and in some cases may become compulsory that SEZAD, as the Project Employer and Owner, help Contractor during the consultation process and for any other requirements.

ANNEX A: SEZAD Grievance Redress Mechanism (SGRM)

The Grievance Redress Mechanism being handled by the Partnership and Development Department (CSR Section) ensures that complaints are promptly reviewed, addressed and responded to within a certain time frame by the department within SEZAD.

The SGRM is open to all, however it does not relate in the same way with regard to lands, as that is handled by the Ministry of Housing; all enquiries received with regard to this will be advised of whom to contact at the Ministry of Housing as well as the dedicated person.

There are a number of options to access / report grievances:

- **Phone -** The Partnership & Development Department (PDD) can be contacted between the hours of operation (5 am- 3 pm) Sunday to Wednesday on 24507216.
- **Office Visit** – Complainants may visit the PDD during working hours (8:00am – 3:00pm) at the following address

Special Economic Zone Authority Duqm, 4th floor, Al Mashriq Building, No.113, Street No. 70, Block No. 248, Muscat, Sultanate of Oman
Special Economic Zone Authority Duqm, SAY Office, SAY, Duqm, Sultanate of Oman

- **Official Letter -** The Official letter can be directed to the Manager of the PDD and can be dropped of either directly to any one of our offices in DUQM or Muscat- Most letters received will be stamped with the date received and a follow through call made within 24 hours to acknowledge receiving the letter.
- **Email -** An Email can be sent to the PDD at CSR@duqm.gov.om

It is important to ensure that a copy of the letter is attached; this service is quicker and most effective and all emails are responded to within 24 hours of receiving.

- **Website Portal** – The GRM process of SEZAD and the online grievance form can be accessed at the following links:
    i. http://www.duqm.gov.om/sezad/csr/grievance-redress-mechanism-sgrm

ii. http://www.duqm.gov.om/sezad/csr/grievance-form

An option is available for the individual filling the form to tick the anonymous button to ensure that there is no requirement for personal details to be provided

All information regarding the process of the GRM is available along with a form that can be filled online and sent directly to the PDD - this service provides the form directly to the CSR Section Manager as well as the Deputy Chief Executive Officer of SEZAD.

5.4. Response Times

All letters and forms filled online will be acknowledged within 24 hours.

- Responses to the letters will be provided to the sender within 72 hours of being received.
- In the event the response will take longer an estimated time will be provided within 72 hours.

All grievance issues will be handled by the PDD (CSR Section); in the event the department is unable to assist or respond; grievances will be raised to the Deputy CEO of SEZAD- Here responses generally will be provided within 7 days from the date the letter/ grievance was received, however it may change depending on the complexity of the grievance.

5.5. Complaints and Grievance Mechanism of SERKA MSF

In line with the requirements of the RD 35 / 2003, Serka MSF has established an internal Complaints and Grievance system as part of its HR Policy and HSE management.

A complaints reporting proforma is provided in the Grievance Register as shown below. It includes a provision that “Grievances may be made anonymously”.

Table 5-1: SERKA Grievance Register

Complaint Form	
This form will be used by anyone receiving a third party complaint related to environmental or social aspects of the Project’s construction activities. After having taken immediate corrective action (as applicable), please complete this form and return it to the Environmental Protection Officer (EPO). Grievances may be made anonymously.	
Complaint Description	
Date of complaint:	**Time of complaint:**

Contact details of complainant:	**Complaint form*:**
Area/activity concerned:	**Precise location:**
Complaint description:	
Immediate actions taken further to complaint (if any):	
Suggested preventive/corrective actions:	
Completed by	
Name:	**Position:**
Date and time:	**Signature:**
Received by EPO	
Date and time:	**Signature:**
Summary Outcomes of Investigation	
Root causes generating the complaint:	
Proposed preventive/corrective actions: (Refer to the full investigation report for details as applicable)	
Reviewed and Approved by Serka MSF	
Name:	**Position:**
Date:	**Signature:**
Notification to Client/PMC: Y / N	**Date notification:**
Date of formal response to complainant:	

* Post, email, phone calls, direct discussion, other