

Aqaba Amman Water Desalination and Conveyance Project (AAWDCP)

Resettlement Policy Framework (RPF)

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Acronyms

AAWDCP	Aqaba Amman Water Desalination & Conveyance Project
DLS	Department of Lands and Surveys
EBRD	European Bank for Reconstruction and Development
EIB	European Investment Bank
IFC	International Finance Corporation
LARLR:	Land Acquisition, Resettlement and Livelihood Restoration
LiDAR:	Light Detection and Ranging
MENA:	Middle East and North Africa
MWI:	Ministry of Water and Irrigation
NCPC	National Carrier Project Company
NEPCO	National Electric Power Company
OHTL	Overhead Transmission Line
PAP	Project-Affected Person
PR	Performance Requirement
PS	Performance Standard
REOL	Real Estate Ownership Law

1. PROJECT BACKGROUND

1.1. The AAWDCP Project

The Aqaba Amman Water Desalination & Conveyance Project (AAWDCP or the Project) is designed to supply 300 million cubic meters (MCM) of potable water annually to Amman and Aqaba governorates. The Project involves:

- Abstracting seawater from the Gulf of Aqaba,
- Desalination using reverse osmosis (RO) technology, and
- Conveying the potable water produced to two existing reservoirs in Amman via a new 438-kilometer pipeline generally oriented South-North and crossing (from South to North) the five governorates of Aqaba, Ma'an, Tafila, Karak and Amman.

The pipeline route is designed to run for most of its part parallel to the existing South-North Water Conveyer (Disi Conveyor¹) and to the Desert Highway. The Project also includes a new photovoltaic solar plant at Qweirah, 60km to the North of Aqaba. Associated Facilities will comprise of the 63-km long, 132 kV overhead line connecting that solar plant to the desalination plant (see section 1.2 below), electrical works including a new substation, and works at the existing Al-Muntazah water reservoir in Amman.

The Project will be built and operated as a Public-Private Partnership (PPP). The associated Project Agreement was signed on January 12th, 2025, by a Project Company named “National Carrier Project Company” (NCPC - 90% Meridiam, 10% Suez) and the Government of Jordan, represented by the Ministry of Water and Irrigation. Funding will be provided to NCPC by a number of lenders, potentially including the European Bank for Reconstruction and Development (EBRD), the International Finance Corporation (IFC - World Bank Group) and the European Investment Bank (EIB). The cost of the project is estimated around USD 4 Bn.

Figure 1 next page, sourced from the Pipeline Infrastructure Sensitivity Survey Report (September 2025), presents an overview of the Project sites, including the pipeline route.

1.2. Associated Facility: The Transmission Line

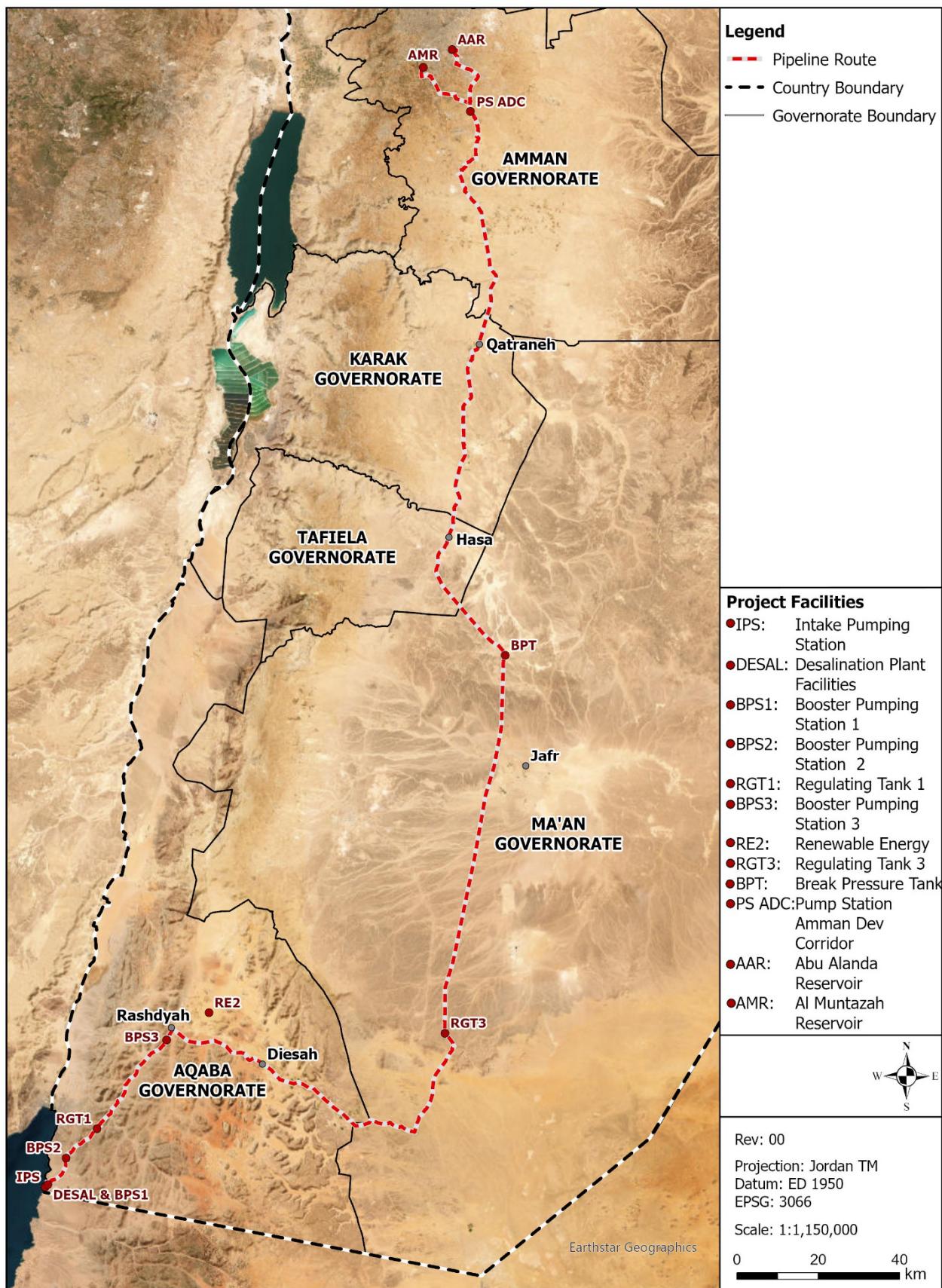
Limited information is currently available regarding the construction of the proposed Overhead Transmission Line (OHTL). It is proposed to run on a southwest–northeast orientation between the solar PV plant and the SWRO desalination plant in Aqaba. The OHTL runs along and outside of the northwestern boundary of the Wadi Rum Protected Area (WRPA) buffer zone. Two existing OTHLs already run north-south to the northeast of, and partially overlapping with, the WRPA buffer zone; the proposed OHTL would sit beyond these lines at a greater distance from the WRPA itself. The remaining part of the OHTL towards Aqaba is located alongside the highway in a valley well outside of the WRPA zones of protection.

According to information provided by NEPCO, the OHTL between the main substation in Aqaba and the new PV plant will consist of 210 towers over a length of between 63 and 70km. This means that pylons will be constructed between every 300 to 333m. The voltage is 132 kV.

NEPCO has also provided drawings (Electromontaj S.A. 2019d, 2019a, 2019b, 2019c) depicting the design for 132kV pylons. These show four possible design options, all employing steel construction. While the design of each option is similar and typical for a large electrical pylon, the final height of the pylons may vary depending on the final option chosen. The pylons' final height may thus vary between 45.35m and 58.9m. The size of the base of the pylons would also vary depending on the option chosen. The largest base (i.e., the total area between the pylon legs) would be 17.32 × 17.32m (300 m²), while the smallest possible base would be 5.58 × 4.43m (25 m²).

¹ *The Disi Conveyor, built in the late 2000s, conveys to Amman groundwater from the Disi aquifer, a fossil aquifer located South to the Wadi Rum area towards the border with Saudi Arabia.*

Figure 1: Location of Key Project Sites and Pipeline Route



1.3. Scope of the Resettlement Policy Framework

This document is a Resettlement Policy Framework (RPF) in the sense of international resettlement standards, including IFC's PS5, EBRD's PR5 (2019) and EIB's Standard 6 (2022). It is the first step in the Land Acquisition, Resettlement and Livelihood Restoration (LARLR) process and will be complemented at a later stage of Project development, when a final footprint is available, by a Resettlement Action Plan (RAP).

The RPF establishes all principles applicable to the LARLR process. It applies to all Project components and Associated Facilities. It is prepared in conformance with applicable guidance published by the IFC and EBRD. However, the Project sponsor NCPC has started preparing for the RAP process while the RPF was being developed. As a result, information that typically belongs in a RAP, particularly in relation to impacts, was gathered during the preparation of the RPF and is presented on a tentative basis in this RPF. As an example, a LiDAR survey that is meant to support the RAP inventory process was implemented during the development of the RPF. It is reflected on a tentative basis and subject to further verification and data processing in this RPF. Also, engagement with the Government on implementation arrangements has been taken to an advanced level not customary for an RPF and more akin to RAP requirements as it was deemed critical for planning further steps given the specific PPP nature of the Project.

1.4. Preparation of the RPF

This RPF has been prepared between June and December 2025 by Frederic Giovannetti, an international resettlement consultant, with support from Iordanis Efessiou and the ECO Consult and EnergiesGroup teams. It is based on the following investigations and engagement:

- A review of previously prepared Project documentation, including the ESIA and RPF prepared in 2022 by Tetrattech and Engicon for the European Investment Bank;
- A detailed video and photographic survey of the whole pipeline route, carried out in June 2025, which allowed to prepare a preliminary inventory of affected objects within the construction footprint that was available at the time;
- A field confirmation of key displacement impacts in communities and agricultural areas that took place in July 2025;
- Several meetings with officials from the Ministry of Water and Irrigation around LARLR, including a one-day workshop in September 2025 that discussed in detail the institutional and financial approach to LARLR in the context of the PPP arrangement that applies to the Project.

2. **LEGAL FRAMEWORK**

2.1. **Overview of the Jordanian Legal Framework**

2.1.1. **Expropriation Principles**

Jordan has consolidated all legislation pertaining to land and real estate in the Real Estate Ownership Law (REOL) of 2019. Amongst others, this law addresses expropriation for public interest and repealed older (1987) legislation in this respect. Jordanian legislation complies with usual principles of just compensation at market rates and seeking negotiated agreements.

Article 178 and Article 189 of the REOL establish the two criteria under which land can be expropriated:

- No land can be taken away unless it is for public benefit and that there is fair and just compensation for any PAPs (Article 178 of the REOL);
- The law requires negotiation between the public agency benefitting from the expropriation process on the one hand, and land owners on the other until a negotiated agreement is reached (Article 189 of REOL). Only in case a negotiated agreement cannot be reached is the expropriation case referred to the competent courts of law.

When a final agreement is reached on compensation, approval by the Directorate of Land and Surveys and eventually by the Cabinet is required. The expropriating agency must pay the compensation to the land owner directly or deposit the full compensation amount in the Treasury under the beneficiary name within three months after Cabinet approval.

Article 186 of the REOL specifies that the owner of the property (that can be expropriated and receive compensation) is the person in whose name the property is registered in the Land Registry. If the property is not registered, the expropriating agency automatically becomes the owner of the land at the time the above-mentioned Cabinet Decision is issued. Other parties may claim ownership later before a court of law.

Compensation claims of legally established renters or lease holders can be considered.

Acquisition of government lands and assets is handled through intra-agency discussions and agreements that involve the transfer of ownership from one government department to another.

There are no specific provisions in the REOL or other legislation for tribal lands to be acquired or for the loss of traditional use rights. At this point in time, there is no confirmation that tribal lands may potentially be affected by the Project but this will require verification during the development of the Resettlement Policy Framework and Resettlement Action Plan.

2.1.2. **Compensation**

Article 190 of REOL states that compensation should be fair to both parties. Owners should be compensated for their properties including (e.g., buildings, improvements, trees) at full replacement cost at market

Compensation is based on the surface area of land expropriated; the purpose of expropriation; the percentage of land expropriated within the overall land plot, and the status and size of the remainder.

In some cases, parts of land plots smaller than 25% of the total parcel area can be expropriated without compensation (for linear projects or government housing projects). However, article 193 of the REOL also allows full expropriation of a land plot that would be partially affected if the remainder can be used any longer for its purpose.

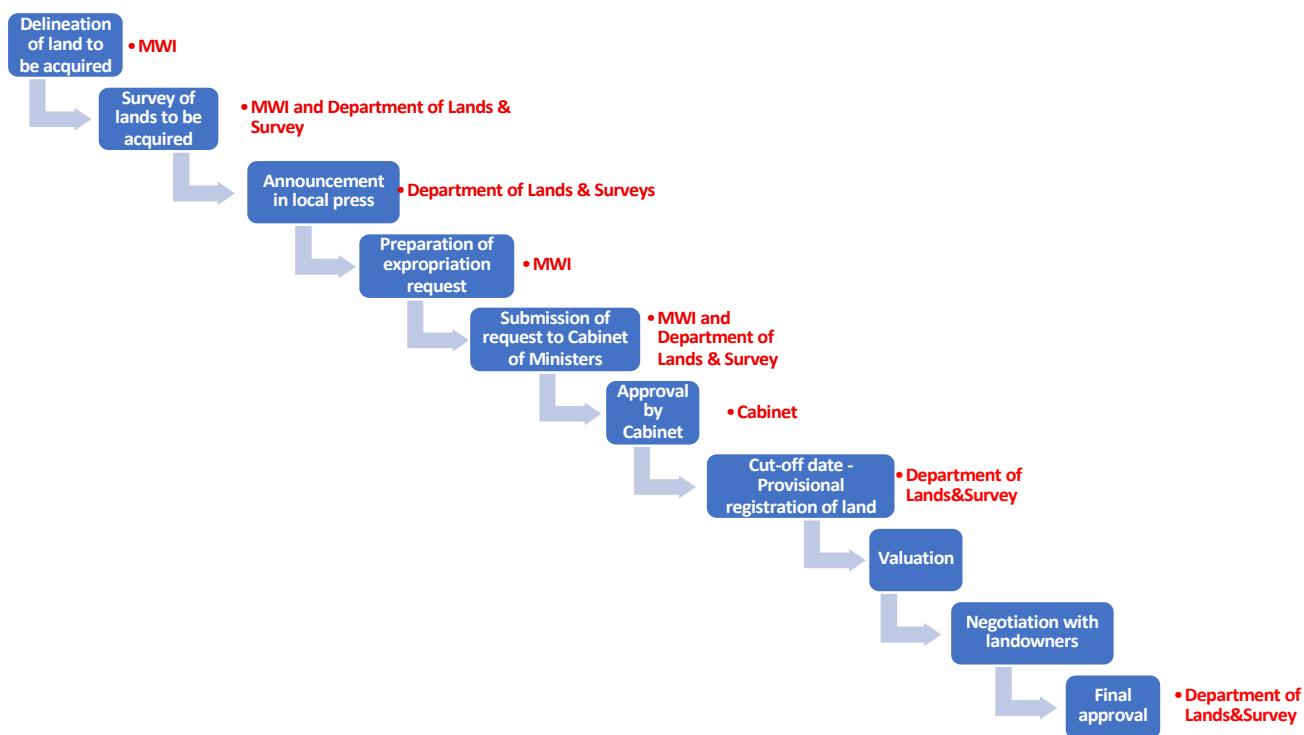
Compensation for agricultural land may include separately itemized compensations for developments such as walls, greenhouses, canals, wells, water rights, etc. Also, article 190 of REOL states that owners should be compensated for buildings, improvements, trees and, etc. at full replacement cost. No specific guidelines are provided in regards of crops and trees except that compensation should be equitable. Additionally, damages caused by the Project may be compensated. Jurisprudence has also established that loss of water rights could require compensation.

The REOL provides that compensation to formally registered lease holders or renters can be calculated as a percentage of the compensation for the plot, which cannot be higher than 15% for industrial or commercial properties and not higher than 8% for other land uses.

2.1.3. Expropriation Process

The REOL also establishes the process of expropriation, which requires a decision by the Council of Ministers, then a complex procedure carried out by the State agency in the interest of which the Project is carried out (in this case MWI). MWI has significant experience in acquiring land under expropriation and has established a process summarized in the following figure:

Figure 2: MWI Expropriation Process (Summary)



2.2. Gap Analysis

The following table describes potential gaps in Jordanian law against key requirements of international resettlement standards such as those applied by Lenders potentially involved in the Project.

Table 1: Gap Analysis – Jordanian Legislation Against International Resettlement Standards

Key lender requirement	Assessment of Jordanian law against key lender requirement	Project measure to bridge gap if any
Stakeholder engagement, consultation and disclosure	International resettlement standards require extensive and inclusive stakeholder engagement throughout the LARLR planning and implementation process. There are no such requirements in Jordanian law. Gap against lender requirements.	The Project shall develop a Stakeholder Engagement Plan to address overall stakeholder consultation and disclosure throughout the Project cycle. In addition, the Resettlement Policy Framework and further Resettlement Action Plan will describe specific stakeholder engagement activities specifically associated to the LARLR planning and implementation process.
Grievance management	There is no specific requirement prescribed in Jordanian law with respect to the establishment by projects of a dedicated, extra-judicial grievance mechanism. Aggrieved parties have to address their claims to courts of law to seek redress. Gap against lender requirements.	A grievance mechanism including a recourse mechanism will be established by the Project. Associated specifications will be presented in the Stakeholder Engagement Plan, the Resettlement Policy Framework and further Resettlement Action Plan.
Negotiated settlements	Jordanian law requires expropriating agencies to seek negotiated settlements. No gap against lender requirements.	Compensation will be negotiated.
Compensation at replacement cost	Jordanian compensation prescriptions require replacement cost, similar to lender requirements. No gap against lender requirements..	No specific provision is required.
Entitlement of informal occupants	Jordanian law addresses formally registered landowners and formally registered lease holders only. International LARLR standards require informal occupants to be compensated for any assets they own and to be supported in their efforts to restore their livelihoods. Gap against lender requirements.	The Project will compensate any affected assets on land (structures, trees and crops) to the owner of such assets regardless of the land occupation regime. The Project will compensate business loss of income caused by access disturbance in the construction period regardless of the business land occupation regime and registration status.
Assistance to vulnerable people ²	There are no specific provisions addressing vulnerable people in Jordanian land acquisition legislation. However, Jordan implements a complex and comprehensive social welfare system, with several components providing safety nets to the most vulnerable layers of the population, including people living in poverty, people with disabilities, divorced women, Palestinian and Syrian refugees (with support from UN specialised agencies), and others. Bedouin groups are not officially categorised as Indigenous Peoples in the sense of lenders policies. However, specific engagement and governance arrangements are in place to ensure that they are adequately engaged and participate in projects affecting ancestral lands used for grazing or other purposes by Bedouin groups. Gap against lender requirements.	The Project will specifically identify any affected vulnerable group of individuals. If they are not supported by available social welfare and support systems, the Project will seek to facilitate their enrolment in such systems, in cooperation with relevant government agencies.

² Vulnerable groups in this context might include, but not be limited to disabled or incapacitated individuals, refugees, isolated minors, elderly people with no or limited family support.

Key lender requirement	Assessment of Jordanian law against key lender requirement	Project measure to bridge gap if any
Livelihood restoration	<p>Not specifically required by Jordanian law. Project impacts to agricultural livelihoods are unlikely to be significant given the largely desertic nature of the land intersected by the Project. However, farms are affected by land occupation or acquisition in the Amman area.</p> <p>Impacts to businesses and associated livelihoods are more significant, particularly in relation to displacing business structures and temporary access disturbance during the construction period.</p> <p>Gap against lender requirements.</p>	The Project will put in place livelihood assistance to offset temporary or permanent impacts to business and agricultural livelihoods.
Community Facilities, Utilities and Public Amenities restoration	<p>Not specifically regulated by Jordanian law but normal practice is to restore these facilities under agreements between the relevant administrative entities</p> <p>No gap against lender requirements.</p>	Any permanent impacts to community amenities will be offset.
Monitoring and evaluation	<p>Not specifically regulated by Jordanian law.</p> <p>Gap against lender requirements, already in the process of being closed by the Project.</p>	The Resettlement Policy Framework and Resettlement Action Plan will describe monitoring and evaluation principles, indicators and implementation arrangements.
Stakeholder Engagement	<p>Not specifically regulated by Jordanian land acquisition legislation.</p> <p>Gap against lender requirements, already in the process of being closed by the Project.</p>	Stakeholders will be involved as early as possible in the development of the project and will continue throughout its life cycle as described in the Early Stakeholder Engagement Plan. PAPs will be specifically engaged as described in this RAP.

2.3. Electricity Law and Specific Gaps Pertaining to the Transmission Line

For Overhead Transmission Lines (OHTL), the Jordanian State public utility company NEPCO applies the General Electricity Law No. 10 of 2025. Compensation procedures are established for the Right of Way (RoW) of the OHTL. However, land acquisition (transfer of land ownership to NEPCO) is not warranted under Jordanian law, even in the tower footprint.

Key provisions of the General Electricity Law can somehow deviate from general land acquisition legislation as detailed in section 2.1 above and are summarised as follows:

- NEPCO or other authorised entities are allowed to generate, transport and distribute electricity, by establishing or extending lines, generation facilities or other electrical installations under any road or street or through or over any of them, if necessary, except for archaeological sites, and install such electrical facilities in corridors or through fields or through any other estate to supply electric power to consumers;
- Prior to implementing activities of electricity generation, transport or distribution, the developer must publish a notice in two (2) daily local newspapers, at a minimum of 15 days before the intended start date of the works.
- The developer is obliged to provide compensation to property owners. This includes land permanently affected by the tower foundations.
- If there is no agreement on compensation amounts during negotiations between the developer and the private owner, lands are acquired based on the Land Acquisition Law (Real Estate Ownership Law – REOL - No. 13 of 2019), and eventually after the process established under REOL has been implemented, the developer is obliged to pay the amount decided upon by the legal courts.

- In the case when only the OHTL passes over the estate, the affected individual is compensated based on the percentage of land affected by the ROW of the lines. Compensation is paid after the lines are energised. Safety setback and buffer considerations are taken into consideration when determining the percentage of the lands. The affected person is compensated for the decrease in the value of the affected area of land under, through, or over which electrical lines pass. An annual legal interest rate is added to the declared compensation value.
- No compensation claims from property owners is accepted or processed after three years from energising the project.
- No compensation claims are accepted from individuals who acquire the land after the establishment and/or energizing of the project.

2.4. Gap Bridging Measures and Request to Cabinet of Ministers

The gaps in Jordanian legislation will be met through a specific package of gap-bridging measures described in overview in the table above and elaborated upon in the Entitlement Matrix (section 4.2). In the Jordanian institutional framework, the implementation of these gap-bridging measures requires an authorization provided by the Cabinet of Ministers to the Ministry of Water and Irrigation. This process was initiated following a workshop held in September 2025 between MWI, NCPC and their respective consultants and advisers. Following this workshop, the process of requesting Cabinet authorization was initiated, the request by MWI was drafted by MWI and their legal advisors and is in the process of being introduced to the Cabinet for formal reviews and approval. This process is detailed further in section 9.2.

3. PROJECT POTENTIAL LAND AND DISPLACEMENT IMPACTS

3.1. Project Footprint

The following table provides a preliminary estimate of the Project permanent land footprint based on the currently available route as officially communicated by MWI upon Project inception.

Table 2: Project Components and their Permanent Footprint

Facility	Surface Area in hectares
Intake Pumping Station and Desalination Plant	Circa 25 hectares
Pumping Stations 1 to 4, pressure reduction and regulating tanks	Circa 50 hectares
Conveyance Pipeline - assuming an average 42 m right of way, excluding the temporary camps and construction areas	<ul style="list-style-type: none"> • 438km in length • Operation Right-of-Way: 10 m in width – total footprint: circa 450 hectares • Construction Corridor: 42 m in width, including the above Operational Right-of-Way and an additional wide strip needed on a temporary basis – total footprint: circa 1859 hectares
Photovoltaic Power Plant	Circa 500 hectares (see map above in Figure 1, facility #RE2)
Amman reservoirs extension	Modest footprint
132 KV Overhead Transmission Line (Associated Facility under National Electric Power Company - NEPCO) and sub-station	Circa 63km – route to be confirmed. A 25 to 30m-wide construction and operation corridor would typically be warranted. It would require circa 183 hectares of land between the power plant site and the Aqaba industrial area. Much of this land is desertic but there is some limited agricultural use for annual crops and potentially some limited grazing by animals belonging to local residents living in sedentary communities nearby (as opposed to nomadic or semi-nomadic Bedouin herders).

Most impacts to assets and livelihoods will be related to the pipeline.

The MWI had initially estimated that 107 private and public land parcels³ in five governorates would be affected overall. This includes permanent land take and registered owners only. It does not include impacts of the transmission line from the renewable energy station to the desalination plant in Aqaba, which are estimated at 183 land plots⁴. Field investigations carried out to-date, including a detailed review of the route that took place in June 2025, suggest that pipeline impacts are as outlined in Table 2, including informal users. This table considers not only structures that will have to be moved or demolished, but also businesses, residences or public amenities, access to which could be affected, thereby entailing livelihood impacts to business owners, operators or employees.

3.2. Impacts to Land, Businesses and Structures

The following table provides a preliminary estimate of Project impacts to businesses and residential structures based on the currently available route.

³ Presentation by MWI to Lender Group, December 2024.

⁴ It is currently estimated that the Overhead Transmission Line would affect no commercial properties or residential impacts. Impacts are mainly to barren land potentially used on a seasonal basis for pasture, and to agricultural land to a limited extent.

Table 3: Potential Impacts of the Pipeline to Public Amenities, Residential Structures, Agriculture and Businesses – Associated Facilities Not Included

Type of facilities	Number (whole route)
Health facilities	5
Graveyard	1
Government building	44
Place of cult	21
Houses	44
Apartment buildings (more than 20 dwelling units)	33
Apartment buildings (20 dwelling units or less)	261
Petrol station	15
Supermarket	41
Other businesses	913
Farms	87
Bedouin camps	15
Utility crossings	293

This count is based on the currently available route and a detailed video and photograph survey that took place in June 2025 in all inhabited settlements along the route. Agricultural areas were identified as well.

The vast majority of apartment buildings counted in the table above are not fully affected. Generally, only fences, parking space or access are affected. Only a few (between 5 and 10) apartment buildings are affected such that their demolition and reconstruction would be required.

3.3. Categorisation of Impacts

The following table illustrates the different types of potential impacts to land, structures, businesses and agriculture encountered along the pipeline route.

Table 4: Illustration of Impacts to Land, Structures, Businesses and Agriculture

Affected entity	Description of impact	Photograph	Map
Business	Demolition of immovable structure to clear way for pipeline construction. The photograph illustrates an EV charging business along the Desert Highway in Hasa.		

Affected entity	Description of impact	Photograph	Map
Business	Temporary relocation of movable structure during the construction period. This partially movable structure (roadside café) is located along the Desert Highway in Dab'ah.		
Business	Temporary disturbance of access during construction period (large petrol station in Dab'ah along the Desert Highway).		
Residential building	Physical displacement (like many similar buildings, this one is commercial on the ground level and residential on the first storey). Diesah, centre of the town.		
Agricultural land and annual intensive crops	Intensive agricultural area in Dhaibeh Al-Gharbiyah between Queen Alya International Airport and Amman. Intensively farmed vegetables and multiple greenhouses.		

The following photographs present additional illustration of typical impacts to businesses:

Figure 3: Examples of Access and Business Impacts (June 2025)



Roadside coffee house. Access potentially impeded during construction



Roadside shop. Structure potentially affected during construction



Businesses and residential dwellings. Access impeded during construction



Mosque. Access potentially impeded during construction



Government office, Qatraneh. Access potentially impeded during construction



Multiple businesses. Access potentially impeded during construction

3.4. Route Review Process

3.4.1. Process

The EPC Contractor are currently (fall of 2025) reviewing the route in detail to finetune their assessment of constructability issues and, amongst others, avoid and minimize impacts to dwellings and businesses. It is expected that this process will result in significantly lower impacts than those described in the table above. See also section 4.3.

3.4.2. Currently Envisioned Routing Alternative

A specific alternative routing option has been studied by the EPC Contractor based, amongst others, on their review of constructability issues (particularly but not only available space) in densely occupied communities. Three communities with potentially high asset and livelihood impacts have been considered with high attention, Diesah, Hasa, and Qatraneh.

In all three cases, reroutes have been identified that would allow impact minimization. Appendix 1 provides details. The following table summarises impact minimization gains that would result from the proposed reroute.

Table 5: Impact Minimisation Gains Associated to Route Optimisation

	Impact to business access		Impact to residences	
	Initial route	Alternative	Initial route	Alternative
Diesah	194	0	66	0
Hasa	51	0	0	0
Qatraneh	60	0	0	0
Whole route ⁵	926	621	294	228

Another reroute is envisioned in the area of Al-Mudawara, which is driven by cost and constructability issues without any implication to displacement as the area is fully desertic.

3.5. RAP Preparation and LiDAR Survey

3.5.1. Methodology

As part of the RAP preparation, NCPC has implemented through Jordanian contractor CDC a LiDAR asset survey. The survey took place in the period October-November 2025, first along the original corridor and later along the revised corridor as described in section 3.4.2 and Appendix A.

CDC executed the project in four phases to ensure a systematic and efficient workflow, from initial planning to final data delivery, as follows:

- Phase 1: Project Planning and Control Establishment
 - Establish high-accuracy ground control network along the 420 km corridor using static GNSS observations.
 - Conduct a detailed reconnaissance of the corridor to identify access points, potential hazards, and logistical requirements.
 - Finalize the survey plan, including traverse routes and data acquisition parameters.
- Phase 2: Mobile Optical and LiDAR Data Acquisition
 - Systematically scan the entire corridor.
 - Ensure a minimum of 30% overlap between adjacent scan paths to guarantee complete data capture.
 - Conduct quality control checks and data backups.
- Phase 3: Data Processing and Feature Extraction
 - Process the raw scan and image data
 - Classify the point cloud data into categories such as ground, buildings, and trees.
- Phase 4 Quality control (calibration, random checks, data and accuracy validation).

Data presented below are tentative and will need to be checked further at the stage of preparing the RAP and confronted with data collected previously. They are presented here nonetheless to reflect the progress made towards preparing the RAP.

3.5.2. Preliminary Results

Preliminary results of the LiDAR survey are presented below. These will further be ground-truthed at the stage of preparing the RAP.

⁵ Assuming the alternative route is selected in Diesah, Hasa, and Qatraneh, the vast majority of residual impacts to commercial objects and residences are in Amman governorate.

Table 6: Structures Identified by LiDAR Survey in the Revised Pipeline Corridor - Preliminary

#	Category	Number of Units	Description	Ownership (tentative)
1.	Concrete Slab	1133	Ground concrete slabs in front of commercial shops and under kiosks	Private
2.	Agricultural Greenhouse	33		Private
3.	Agriculture Water Storage Pond	10	Water storage ponds for agricultural activities at farms.	Private
4.	Farmer's Tent (Almuntazah)	7		Private
5.	Water Tank (Concrete/Portable)	65	Fixed and portable tanks (concrete and steel)	Private
6.	Warehouse (Steel Structure)	16		Private
7.	Agricultural land uses	81	Cultivated plots, farms	Private
8.	Public Toilet	13	Public toilets for travellers, integrated with kiosks	Private
9.	Shipping Container (Portable)	20	Commercial steel shipping containers	Private
10.	Gas Station	6		Private
11.	Caravan/Kiosk /Tent	260		Private
12.	Building	531	Residential buildings, commercial buildings, and governmental buildings.	Government / Private
13.	Medium Voltage Elc. Pole	1595	Poles equipped with electrical and telecommunication cables	Government/ PPP
14.	Low Voltage Elc. Pole	990	Poles equipped with electrical and telecommunication cables.	Government/ PPP
15.	Wood Telephone Pole	110		Government/ PPP
16.	Electrical Transformer	54		Government/ PPP
17.	Light, Flag or Flood Poles	2776	Flood poles, light poles, and flags (governmental and commercial)	Government / Private
18.	Trees and perennial crops	4435	Public and private trees. Some are in front of residential areas, but the majority are governmental	Government / Private
19.	Sign (Commercial OR Traffic signs)	2027	Traffic signs, commercial signs in front of shops	Government / Private
20.	High Voltage Elc. Pole	115	Poles equipped with electrical and telecommunication cables	Government/ PPP
21.	Utility Metal Box	38	Metal utility box for electrical/telecom services	Government/ PPP
22.	Shades	338	Different material Roofing (Majority is Steel Shades)	Government / Private
23.	Boundary Concrete Walls	966		Government / Private

#	Category	Number of Units	Description	Ownership (tentative)
24.	Boundary Steel Fence	671		Government / Private
25.	PV Solar system	7		Government / Private
26.	Utility (Manholes)	112	Drainage, sewer, or telecommunication manholes	Government / Private
27.	Pedestrian Bridge	7	Public pedestrian bridges, private pedestrian bridges	Government / Private
28.	Stairs (Concrete/ Steel)	778		Government / Private
29.	Traffic Bridge	23		Government
30.	Water Conduits	783	Box culvert, pipe culvert	Government
31.	Radar Cameras	16		Government
32.	Mosque	2		Government
33.	Streetscape	1552	Sidewalks, Traffic Islands, Curbstones	Government
34.	Portables	22	Mainly water coolers	Private (Portables)
35.	Concrete Column	44		Government
36.	Concrete barrier (Portable)	351		Government
37.	Bus Station	10		Government
38.	Water Channel	270	Mainly riprap	Government
39.	PSD Security Tower	19		Government
40.	Utility (Irrigation Manhole)	2	Two adjacent manholes used for irrigation purposes	Government
41.	Steel Guardrail	808		Government
42.	Railway			Public Shareholding Company
43.	Potash Bridge	1		Public Shareholding Company
44.	Railway Tunnel	1		Public Shareholding Company

4. LARLR KEY PRINCIPLES AND STRATEGY

4.1. Key Principles

Key Project commitments that will apply to Land Acquisition, Resettlement and Livelihood Restoration (LARLR) in the context of the Project include the following:

- The LARLR process will comply with both Jordanian law and international resettlement standards. Where there are differences between both sets of requirements, the most favourable ones shall be applied insofar as such application does not violate Jordanian law.
- Displacement impacts will be avoided by selecting the sites, routes, design and construction methods that provide the best combination of impact avoidance and cost.
- Where complete avoidance is not practical, displacement impacts will be minimised through a systematic exploration of design options that allow such minimisation.
- The impacts of both permanent and temporary land occupation will be considered and offset. Similarly, impacts to livelihoods of access severance or other temporary or permanent disturbance due to the Project construction or operation will be considered and offset.
- The cut-off date (in the sense of PS5 / PR5 / Standard 6) will be established based on applicable Jordanian legislation as the date of approval by the Cabinet of Ministers of the expropriation request submitted by MWI. Upon establishment of the cut-off date, a rapid survey (potentially based on satellite or LIDAR imagery) will allow to freeze the on-the-ground situation to avoid further opportunistic claims.
- Both formal landowners and users and informal occupants on public or other lands will be considered if they are eligible. Informal land occupants will not be eligible to compensation for land but may be eligible to temporary disturbance and livelihood support.
- Compensation will result from a negotiated process. Only in case a negotiation agreement cannot be reached shall a court process be initiated.
- Any compensation offer will be at replacement cost in line with applicable Jordanian legislation.
- Impacts to both immoveable assets (land, crops, trees, structures, businesses) and livelihoods, including temporary access disturbance during construction, will be considered.
- Vulnerable groups, who might potentially be disproportionately affected by land impacts, will be identified and specifically supported as necessary.
- The gender sensitivity of all measures will be assessed and any necessary mitigations of disproportionate impacts to women will be provided.
- Stakeholders that are relevant to the LARLR process will be engaged at all stages of the LARLR planning and implementation process per a LARLR stakeholder engagement plan that will be provided in the Resettlement Policy Framework and Resettlement Action Plan.
- An extra-judicial grievance mechanism will be established per provisions to be detailed in the Project Stakeholder Engagement Plan in conformance with lenders standards PS5 / PR5 / Standard 6.
- Monitoring and evaluation will be provided per provisions to be detailed in the Resettlement Policy Framework and Resettlement Action Plan in conformance with lenders standards PS5 / PR5 / Standard 6.
- A detailed Resettlement Policy Framework and a Resettlement Action Preparation will be prepared by the Project, disclosed and consulted upon with relevant stakeholders including representatives of Project Affected People.
- The same land acquisition, compensation and livelihood restoration principles will be applied for the Associated Facilities, particularly the 61-km long transmission line between the renewable energy power plant and the desalination plant.

4.2. Preliminary Entitlement Matrix

The following table presents a preliminary entitlement matrix. This will be elaborated upon in further stages of developing the Resettlement Action Plan and consulting thereupon with relevant stakeholders.

Table 7: Preliminary Entitlement Matrix

Loss or impact	Eligible entity	Entitlement
Privately held land (agricultural, residential or commercial)	Landowner with registered ownership documentation	<ul style="list-style-type: none"> Compensation at replacement cost, including the value of any development upon land such as water wells, irrigation or drainage infrastructure, water rights, and any other structures – in cash If there is a lessee (see line below), the compensation may be shared between the landowner and the lessee according to provisions in Jordanian legislation and per agreement between the two parties In case of shared ownership, each co-owner will be compensated per the share they hold in the property This component of compensation (titled land) is under the responsibility of MWI. Titled land plots are already identified and a preliminary valuation has been undertaken
	Lessee with formalised lease agreement	<ul style="list-style-type: none"> Share of the compensation due to the landowner for land and developments upon land, per agreement between the two parties This component of compensation (titled land) is also under the responsibility of MWI as it pertains to titled land plots and compensation to formalised lessees will be delivered by MWI Lessees will have to be identified as part of the RAP preparation
Informal agricultural use on State land	Informal agricultural land user	<ul style="list-style-type: none"> No compensation for land Compensation for any fixed structures (e.g. greenhouses, irrigation and drainage infrastructure) owned by the informal occupant and livelihood restoration in respect of any loss of income Compensation for trees and annual crops at replacement cost, taking the duration of the agricultural cycle into consideration
Public land and public right-of-ways with informal (unregistered occupation) by businesses – disturbance to access to business	Informal land user (business owner or operator)	<ul style="list-style-type: none"> Compensation for the cost of temporary move if a structure has to be displaced during construction or in-kind support for the move Compensation of any fixed assets that cannot be moved (such as foundations or slabs) Livelihood support for income loss during the construction period in relation to interruption of business activity or disruption of access to business Compensation will be based on the monthly net income for similar businesses in the area applied to the anticipated duration of disturbance to access
State land used for grazing	Individual herders or clans/tribes using land on a collective basis for grazing or moving, including in regards of access to water points	<ul style="list-style-type: none"> Avoidance of disruption wherever technically and economically feasible Support to livelihood restoration where impacts are significant – in kind Compensation could be delivered at community level in the form of social amenities, subject to consultation with the relevant representatives of Bedouin herders
Residential structures on private or public land	Owner of structure	<ul style="list-style-type: none"> Compensation for structures at replacement cost – in cash Support to relocation to an equivalent dwelling with security of tenure
Non-residential structures on private or public land	Owner of structure	<ul style="list-style-type: none"> Compensation for structures at replacement cost – in cash

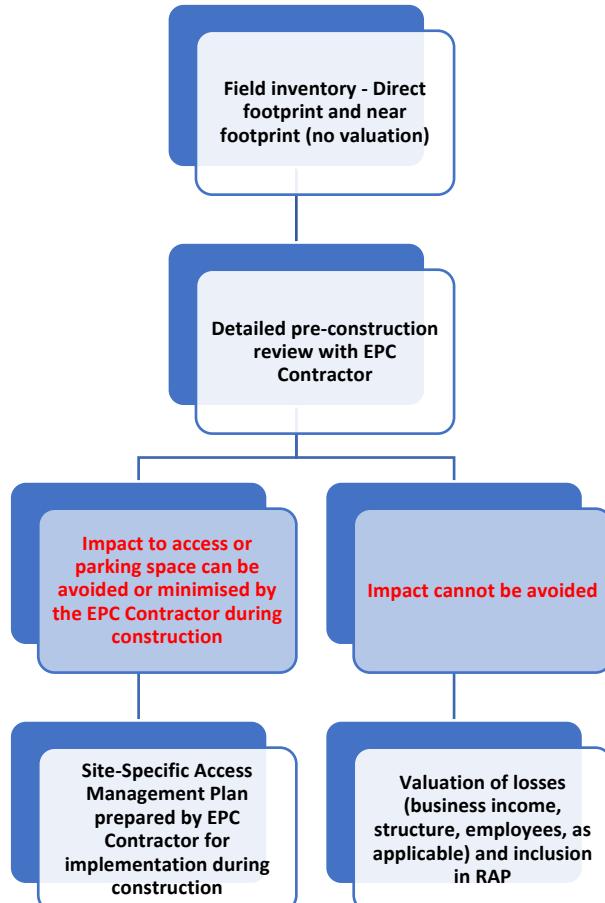
Loss or impact	Eligible entity	Entitlement
Trees and crops on agricultural land	Owner of the trees or crops (not necessarily the landowner)	<ul style="list-style-type: none"> • Regardless of occupation status of the land, compensation at replacement cost for annual crops if they cannot be harvested before land take, and compensation at replacement cost for perennial crops (trees) – in cash
Business activity (in case of temporary or permanent interruption of activity)	Owner (or operator)	<ul style="list-style-type: none"> • Compensation for loss of income in case of temporary suspension of business operation related to the Project – in cash • Support to livelihood restoration
	Employee	<ul style="list-style-type: none"> • Compensation for loss of income in case of temporary suspension of employment related to the Project – in cash
Affected vulnerable people	Vulnerable household	<ul style="list-style-type: none"> • Supplemental support and facilitation of access to available State or NGO welfare support

This Entitlement Matrix is preliminary. The RAP will provide a final version with more details on entitlements and compensation rates.

4.3. Process to Minimise Business Access Disruption

The predominant type of Project impact is the disruption to access to businesses during construction. The following process will be followed to avoid or minimise such impacts (see following figure):

Figure 4: Management of Access Impacts



5. ENGAGEMENT AND GRIEVANCE MANAGEMENT

5.1. Stakeholder Engagement

5.1.1. Stakeholder Identification

Key stakeholders in the planning and implementation of the LARLR process⁶ can be categorised as follows:

- Affected parties:
 - o Physically displaced people;
 - o Economically displaced people – agriculture: farmers whose agricultural land plot is affected but whose residence is not affected;
 - o Economically displaced people – business: businesses whose business structure and/or activity is affected by physical displacement or temporary impediments to access;
- Interested parties:
 - o Central government:
 - MWI,
 - DLS,
 - Ministry of Finance,
 - o Community level:
 - Community leaders, including Bedouin clan leaders,
 - Local women organisations and cooperatives,
 - Youth organisations,
 - o Business organisations (regional chambers of commerce – Amman, Aqaba, Ma'an, Karak);
 - o Regional and local authorities:
 - Regional level (muhafazat);
 - District and municipal levels;
 - o Local and regional Civil Society Organisations (CSOs);
 - o Local, regional and national Non-Government Organisations (NGOs);
 - o Lenders.

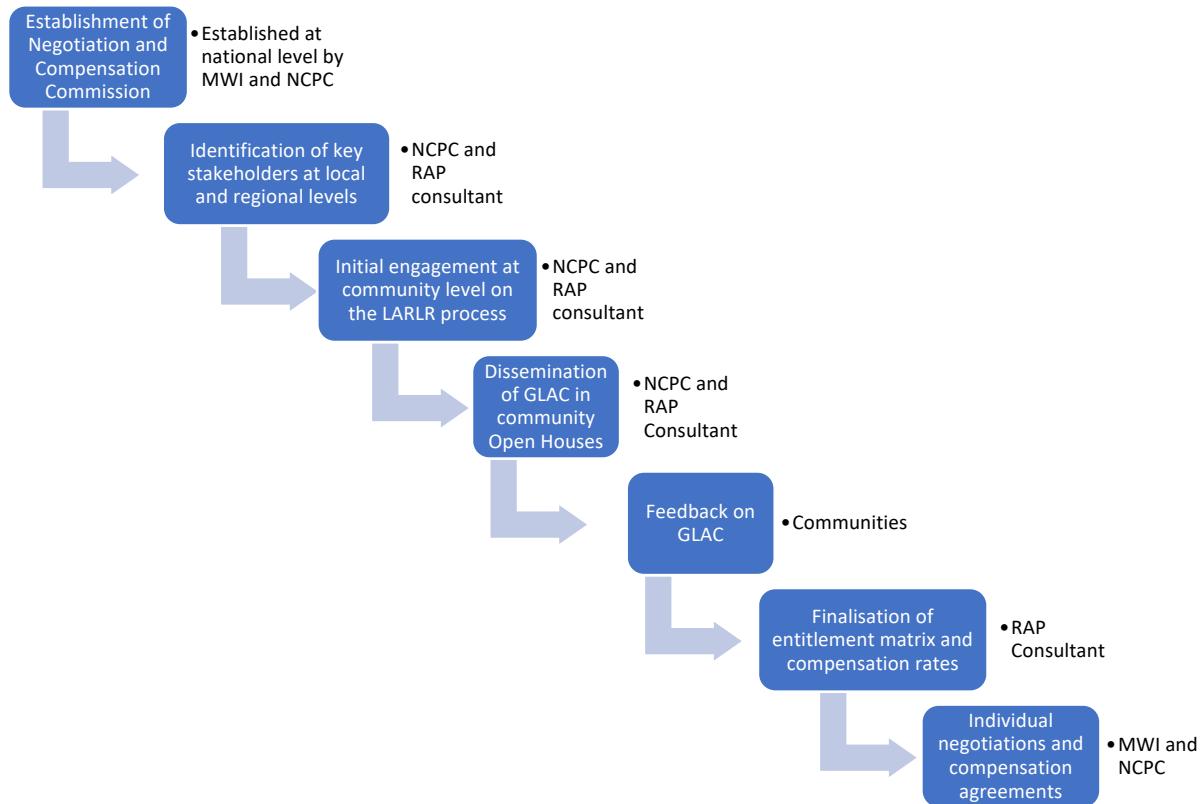
5.1.2. Stakeholder Engagement Planning

The stakeholder identification above will be refined at the stage of preparing the RAP and a detailed plan for LARLR-related stakeholder engagement will be included in the RAP. It will be based on overarching engagement principles in the Project overall Stakeholder Engagement Plan.

The engagement process at the stage of RAP preparation is shown in overview in the following graph:

⁶ These LARLR-specific stakeholders are a sub-group within the broader stakeholder group that is interested or affected by the Project.

Figure 5: Overview of the Engagement Process at RAP Preparation Stage



Adequate representation of affected parties, including physically displaced people, economically displaced people and economically affected businesses, will have to be worked out at the time of RAP preparation.

Government engagement and cooperation is key in LARLR, particularly in the specific context of a PPP project. To achieve proper coordination between the various Government agencies involved, the establishment of a joint Government-Project Resettlement Steering Committee is proposed (see further details in section 9.2). The Steering Committee will review progress, ensure intra-governmental coordination where needed and provide guidance on the resolution of any complex issues.

In addition, a Negotiation and Compensation Commission will be put in place jointly between Government and Project as the key implementation governance body. It will review and approve surveys, valuation and all individual compensation dossiers, and process complex grievances where a first resolution attempt by NCPC has failed. The Negotiation and Compensation Commission should include NCPC, MWI, DLS and representatives of governorates crossed by the Project.

If identified as relevant at the RAP preparation stage, specific NGOs and CSOs could also be consulted on a periodic basis for inputs into the resettlement planning and implementation.

5.2. Grievance Management

5.2.1. Principles and Commitments

The NCPC CSR team has established a comprehensive and operational Grievance Redress Mechanism. The GRM categorises grievances as follows:

Table 8: Grievance Categorisation

Category	Description
Tier One	Complaints that can be resolved between NCPC and the stakeholder.
Tier Two	Complaints that cannot be resolved directly between NCPC and the stakeholder and therefore require the intervention of a third party (typically this will be MWI or DLS). Sometimes complaints will start out as Tier 1, and if they cannot be resolved, they will be escalated to Tier 2.
Tier Three	Complaints that require recourse to the judicial system

5.2.2. Grievance Management Process

The grievance management process includes eight steps that are detailed in the following sections.

5.2.3. Step 1: Submission

Grievances may be submitted in person (through CLOs), by phone, email, grievance boxes at site offices, during public meetings or in any face-to-face interaction.

If a complaint is determined to be outside of NCPC's scope (e.g. related to impacts of another initiative in the same community), the NCPC team should clearly and concisely explain the reason for this and direct the person to other ways to deal with the issue in question. In such cases, the complaint will be closed and recorded as such in the complaint register.

5.2.4. Step 2: Registration and Categorisation

Each grievance is recorded in an electronic grievance logbook and assigned a unique identification number. The complaint is categorized based on type, urgency, and location. Grievances related to compensation and livelihood restoration will be identified per the following categories:

- Disagreement on inventory (wrong identification, asset missed by surveyors, disagreement on characteristics, size or condition);
- Disagreement on valuation or final proposed compensation amount;
- Disagreement on substance of the compensation agreement;
- Payment delay;
- Other grievance.

5.2.5. Step 3: Acknowledgment

The complainant is informed in writing or verbally (depending on submission method) within 3 business days of receipt. The acknowledgement of receipt and form thereof and its date of receipt by the complainant is registered in the electronic grievance log.

5.2.6. Step 4: Assessment and Investigation

The designated NCPC grievance officer assigns the grievance to the relevant department or individual, either within the NCPC team or within a third party organisation (potentially local administration, MWI, DLS, EPC Contractor). Where the investigation is entrusted to a third party, NCPC remains responsible for liaising with

this party and the complainant, as well as ensuring that the timeframe for responding is complied with. Investigations are conducted in coordination with relevant departments to determine causes, implications, and possible resolutions.

5.2.7. Step 5: Resolution

A proposed resolution is communicated to the complainant within 15 business days and duly registered in the electronic grievance log. If the solution is accepted by the aggrieved party, it is implemented promptly and recorded. All steps related to the communication of the proposed resolution are documented.

5.2.8. Step 6: Escalation and Appeal

If the complainant is not satisfied with the proposed resolution, the case is escalated to the Negotiation and Compensation Commission described in section 9.2. The Commission reviews the grievance and makes a final decision within an additional 15 working days. In specific cases, this timeframe may be extended, with this information then conveyed to the aggrieved party.

In particularly complex cases, the Commission may require an external expert (e.g. independent valuer or building expert) to be hired to support the investigation. Such external experts should be recognized professionals with knowledge or experience directly related to the issue/problem and be demonstrably independent from both the government and NCPC.

In case the aggrieved party does not agree with the resolution proposed by the Negotiation and Compensation Commission, the aggrieved party may resort to the justice system of Jordan.

5.2.9. Step 7: Closure

Once resolved, the grievance is marked as closed in the electronic log, and the complainant signs a closure form to sanction the closure, including in case of disagreement on the proposed resolution.

5.2.10. Step 8: Monitoring and Reporting

Grievance trends and unresolved issues are monitored monthly as follows (all indicators disaggregated by gender and by grievance category – see section 5.2.4):

- Grievances opened in the month;
- Grievances closed in the month;
- Cumulative grievance backlog at the end of the month;
- Analysis by category of grievance, including recurrent grievance pertaining to the same type of issues (e.g. payment delays).

A grievance dashboard is developed for monthly reporting to Project management and Lenders. Feedback is used to prevent recurrence and improve future engagement. Where specific activities (e.g. inventory, contractor construction) generate significant numbers of recurrent grievances, this will also be reported to the Steering Committee mentioned in section 9.2.

6. LIVELIHOOD RESTORATION

6.1. Principles

Jordanian legislation does not include specific provisions for livelihood restoration activities, however it is an absolute requirement under PS5/PR5 ("as well-off if not better-off"), with a distinction between:

- Land-based livelihoods (agriculture, animal husbandry, reliance on land-related natural resources), for which land must preferably be replaced rather than compensated in cash and support must be provided to re-establish sustainable and reasonably profitable agricultural activities;
- Non-land-based livelihoods (in the case of the Project, this is essentially road-side businesses), for which support should be in the form of re-establishing and strengthening businesses, vocational trainings, and enhancement of employability.

Good practice also mandates specific attention to women, the youth, and vulnerable groups in devising livelihood restoration activities tailored to the needs of these groups.

Livelihood restoration will be based upon the following:

- Minimisation of access disruption to businesses and of physical displacement (see section 4.3);
- Compensation of income losses per the Entitlement Matrix in section 4.2;
- Where this is not sufficient, specific support activities upon reinstatement of business activities at the end of construction, particularly for the few businesses that will require full relocation.

A Livelihood Restoration Plan (LRP) will be developed as part of the RAP (and presented as a chapter within the RAP). It will be based upon (i) consultation with affected people, (ii) the socio-economic and livelihood baseline information gathered for the RAP, and (iii) feasibility assessments for a range of potential livelihood restoration activities.

6.2. Eligibility

Livelihood restoration and enhancement activities will be available to all economically affected people, including businesses experiencing Project impacts to access or parking space, businesses having to be temporarily or permanently relocated, and farmers affected by permanent or temporary loss of agricultural land.

6.3. Potential Livelihood Restoration Activities

Based on the type of impacts entailed by the Project, it is envisioned that livelihood restoration activities will be the following:

- Businesses affected by temporary, construction-related impediment to access or temporary physical displacement: support in re-establishing the business at the end of construction, either in the same location (if acceptable to the relevant local authority) or in another one (if the pre-project location needs to be cleared), including:
 - o Support to securing the location under a formal arrangement with the local authority (e.g. lease) to ensure a reasonable level of security of tenure;
 - o Skill development, including financial, business planning and management training;
 - o Facilitation of access to available vocational training initiatives to enhance technical skills.
- Farmers affected by permanent or temporary loss of agricultural land: support, where impacts are significant, to replacement of agricultural land in the vicinity, in cooperation with local authorities at district or municipal levels.

Livelihood restoration activities should be based on linkages with existing initiatives and institutions, rather than create new approaches or implementation mechanisms, with potential strengthening and capacity building where necessary to enhance the capability of existing agencies involved in rural development and livelihood enhancement at the local level.

Livelihood restoration activities will also link with Project local procurement and local employment needs in terms of facilitating access of businesses created or developed by affected people to Project procurement (e.g. food supply, sub-contracting of civil works, transportation and security services, landscaping) and Project employment, particularly for unskilled and semi-skilled positions, subject to training and contractors' operational needs.

7. SUPPORT TO VULNERABLE PEOPLE

7.1. Definition and Principles

Vulnerable groups are defined as follow:

- (i) Persons or groups of people who may be disproportionately affected by project impacts or more limited than others in their ability to access project benefits, due to being discriminated against, marginalised and/or excluded on the basis of characteristics such as, but not limited to, their sex or gender, sexual orientation, gender identity, gender expression and/or sex characteristics, religion, national origin, race, ethnicity, indigenous status, age (including children, youths and older persons), physical or mental disability, literacy, political views and affiliations, or socioeconomic status, and
- (ii) people in situations of vulnerability, such as people living below the poverty line, the landless, single-headed households, natural resource-dependent communities, migrant workers, refugees or internally displaced people, as well as people affected by conflict or natural disasters”

Based on this definition, the Project's responsibility in the context of LARLR is to identify two main categories of vulnerable groups:

- Pre-existing vulnerability: those are vulnerable prior to the Project and not in relation to the Project's impacts, and who may therefore be disproportionately affected by the Project impacts due to their existing vulnerabilities (example: a physically-impaired person subject to physical displacement that would exacerbate an existing vulnerability);
- Induced vulnerability: those who are not initially vulnerable, but who may become vulnerable as a result of the project (example: an informal tenant who would not be addressed by compensation per national requirements and would thereby be affected by a project-induced vulnerability).

Vulnerable groups may be affected significantly more than other people by the resettlement process. There is a higher risk that even in a process deemed successful for the majority, vulnerable groups or persons will be left out, will not benefit while others do, or will be disproportionately affected.

7.2. Vulnerability in the Context of the AAWCP Project

Vulnerable individuals and/or groups in the context of the AAWCP Project may include:

- Tribal groups (Bedouins) or groups with informal (customary or other) land rights (groups with no security of tenure);
- Refugees and migrants, particularly in the context of the presence of numerous Syrian refugees in Jordan, some of whom have been observed to live near the pipeline route in informal housing (mainly tents) and work in agricultural enterprises nearby;
- People living in poverty;
- Women, particularly female-headed households;
- Children and elderly;
- People living with long-term disabilities;
- People with literacy deficiencies.

The definition of vulnerability and the list of identified vulnerable groups will be harmonized across the Project documents when the social baseline surveys have been completed.

The following table elaborates on the main characteristics of potentially vulnerable groups.

Table 9: Potentially Vulnerable Groups

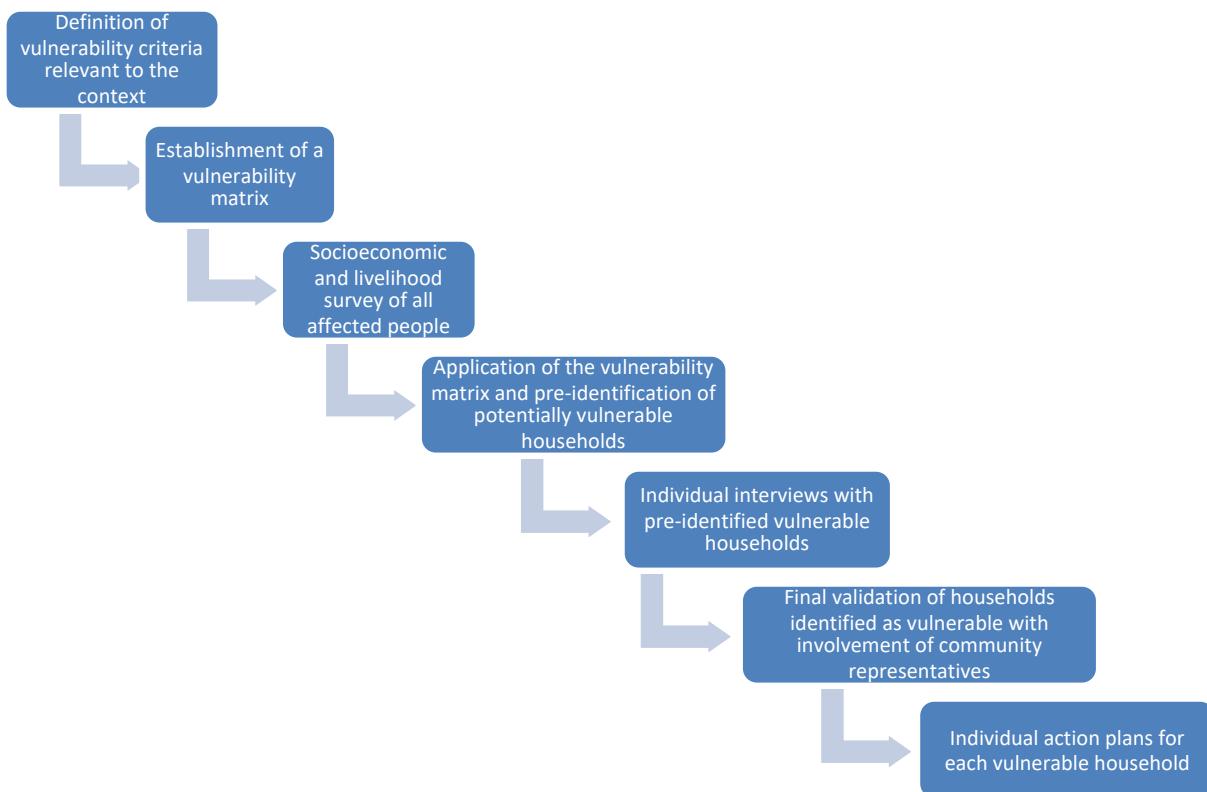
Vulnerable group	Basis of vulnerability
Bedouin communities	Some communities of Bedouin descent who practice nomadic or semi-nomadic pastoralism may be vulnerable to Project related activities that may affect customary land rights exercised through grazing, water access and other subsistence and livelihood activities. In view of the inscription of the Wadi Rum Bedouins' cultural space in the UNESCO Representative List of the Intangible Cultural Heritage of Humanity, the potential vulnerability of the Wadi Rum Bedouin communities is also being considered, regardless of nomadic pastoralism practices that may or may not be currently relevant to these communities.
Refugees and Migrants	Jordan experiences a significant influx of refugees from neighbouring countries that are embroiled in conflict and/or civil unrest in recent years, particularly Syria, and to a lesser extent Palestine and Yemen. They are observed to live in makeshift sheds and tents along the pipeline route in Amman city as well as along intensively cultivated areas to the South of Amman, where they are employed on a seasonal basis. This group of people are particularly vulnerable as a result of their economic conditions, lack of stable housing and employment and other factors that contribute to their marginalization in society. There are also migrants from Egypt that are employed in agriculture.
Low-income households	Low-income households have fewer resources on which to rely and are less likely to have savings and/or access to credit, which makes them vulnerable to shocks and change.
Women, particularly female heads of households, widows, and divorcees	Due to the nature of traditional and domestic relations, women may be reliant on the male members of the family for financial support and participation in public decision-making. Women have fewer employment opportunities and mostly work in low-income, part-time, or informal jobs. Women heads of household are more often vulnerable due to reduced access to financial resources and reduced voice in public decision-making.
Youth (18-24)	Youth may be vulnerable in terms of access to assets, education, employment opportunities or access to decision-making processes.
Elderly and retired	Retired and/or elderly members of the community may have minimal/fixed income and are more likely to have reduced capacity to cope with changes to their environment.
Physical/mental health and disability	Those who lack physical mobility or who have mental health issues may be vulnerable to changes and unable to participate in decision-making, or those with underlying health issues may be more sensitive to environmental changes.
Literacy deficiencies	This category of vulnerable people may be a subset of any of the above listed groups and will be considered as part of the vulnerability assessment.

7.3. Vulnerability analysis process

7.3.1. Overview

At the stage of preparing the RAP and based on socioeconomic surveys of potentially affected people, the Project will conduct a vulnerability analysis. The following graph shows the vulnerability analysis process:

Figure 6: Vulnerability Analysis Process



7.3.2. Pre-Identification of vulnerable people

The vulnerability analysis recognises the multi-dimensional character of vulnerability and will include the following steps, to be implemented concurrent with the socioeconomic surveys or slightly thereafter:

- Identification of vulnerability criteria that are relevant in the context of the Project: select and refine, amongst criteria in the list presented in section 7.2 above, those that apply to the specific context of Project-affected communities. This should be based on consultation with local community representatives, including as appropriate members of vulnerable groups and Government institutions, particularly those in charge of social welfare activities. This will be done upon inception of RAP socioeconomic surveys.
- Based on selected criteria, establishment of a vulnerability matrix to take account of the multi-dimensional character of vulnerability, which can possibly include a preliminary vulnerability scoring system allowing to rank households by vulnerability scores in view of their pre-identification as potentially vulnerable.
- Application of this matrix to household-level socioeconomic data gathered in baseline surveys to establish a list of people pre-identified as potentially vulnerable.

An example of vulnerability matrix tailored, on a preliminary basis, to the Project context is provided below:

Table 10: Tentative Vulnerability Matrix

Criterion	Value	Vulnerability Score
Gender of Head of Household	Male	0
	Female head of household with an economically active adult man in the household	5
	Female head of household without an economically active man in the household / caretaker of children or adults with disability	20
Informality of Ownership and Occupation	Property is held and/or occupied formally	0
	Property is held and/or occupied informally	5
Bedouin groups	Not belonging to a Bedouin group	0
	Belonging to a Bedouin group	10
Age & Status of Head of Household	65 or less – with a stable and adequate source of livelihood	0
	65 or less – with no stable and adequate source of livelihood	5
	65 - 74 – with a stable and adequate source of livelihood	10
	65 - 74 – with no stable and adequate source of livelihood	15
	75 and more – with stable and adequate source of livelihood	15
	75 and more – with no stable and adequate source of livelihood	20
Disability / chronical disease of one household member (not necessarily Head of household)	Debilitating chronical disease (e.g. diabetes, mental illness)	15
	Cancer or other disease in terminal or sub-terminal stage, requiring everyday medical care	20
	Permanent or long term disability condition affecting mobility	15
Poverty	Income above subsistence minimum	0
	Income under subsistence minimum	20
	Social isolation due to poverty, ethnicity, sexual orientation etc.	5 to 10

Based on the matrix above, it could be determined (to be further investigated in the RAP) that any household scoring 25 or more would be pre-identified as potentially vulnerable (and therefore undergo the next step of identification described in the following section).

7.3.3. Final Identification of Vulnerable People

Based on the list of people pre-identified as potentially vulnerable generated per the vulnerability analysis process described in section 7.3.2 above, the Project should further interview all individuals or households identified as potentially vulnerable⁷. Based on these interviews, a final validation and identification are done and documented in the PAP database. It is advisable that external stakeholders participate in, and/or validate this final identification, including local Government and their social welfare specialists, community representatives, and NGOs.

7.4. Assistance to Vulnerable People

Assistance to vulnerable people is meant to support them during and after the LARLR process. Such assistance should be devised to enhance sustainability of housing conditions and livelihoods rather than generating additional dependency. Depending on household circumstances and based on consultation with the affected households themselves, community representatives, Government institutions, and local NGOs⁸, measures could include:

- Specific engagement modalities during the disclosure of compensation options to facilitate the understanding (e.g. for the benefit of illiterate persons).
- Assistance or support in accessing available support services from state authorities or NGOs, including guidance in following protocols and legal procedures, e.g., legalisation of tenure rights, resolution of inheritance-related issues, land title clarifications, etc.
- Enhanced and tailored communication tools to ensure easier access to project-related information and timely updates, especially for groups that may face barriers in accessing standard channels of communication.
- Support in accessing or connecting with other programs or services offered by third parties, such as non-project-related organizations or local welfare services, where such programs can help address emerging or existing vulnerabilities among affected people.
- Assistance to securing sustainable livelihoods (such as provision of agricultural land, provision of agricultural inputs and technical support, assistance in establishing small businesses, literacy and numeracy training, vocational training, linkages with Project direct or indirect employment and procurement).
- Temporary healthcare support or health insurance.
- Provision of equipment to mitigate disabilities.
- Specific accessibility provisions on resettlement sites to facilitate access to elderly individuals and people with disabilities and special needs.
- Where vulnerable people are physically displaced, specific assistance during and after the moving period.
- Specific (e.g. more frequent or longer) livelihood and social monitoring in the post-displacement period.

⁷ The interview should preferably be conducted in the household's home and with both spouses or partners if they are a couple. It should also be based on a formalised interview guide or questionnaire devised by a qualified social specialist.

⁸ Such as women's rights groups, NGOs advocating for the rights of people with disabilities or special needs, NGOs supporting refugees or IDPs, etc...

8. MONITORING AND EVALUATION

8.1. Principles

Monitoring and Evaluation are key components of the land acquisition and resettlement process and are required by international resettlement standards. The Monitoring and Evaluation process examines what worked with the process and why, what did not and why not, and what adjustments, changes or corrective actions need to be made.

Monitoring is the measurement through time that indicates the movement toward the objective or away from it. Monitoring provides the raw data to answer questions.

Evaluation is putting those data to use, thus giving them value. From a practical perspective the aim is to identify the need for any changes or corrective actions that need to be made to reach the ultimate objectives, particularly fair compensation and livelihood restoration.

Monitoring and Evaluation are typically divided into two key components, as defined below:

- Input and output monitoring (or activity monitoring),
- Outcome (or impact) monitoring.

Activity monitoring: Measures whether inputs are provided and outputs delivered on schedule and as defined in the initial plan. Inputs are the services, resources or goods that contribute to achieving outputs and, ultimately, desired outcomes. Outputs are the direct measurable results of the inputs. Activity monitoring keeps track of project implementation efficiency and indicate whether changes need to be made to make the program operate more efficiently. Activity monitoring is done internally on an on-going basis, often as part of the project general management system or quality assurance system.

Outcome (or impact) Monitoring: Defines the extent to which the project inputs and outputs are achieving or are likely to achieve the objectives of a program. A typical outcome that requires monitoring is livelihood restoration or reinstatement. Outcome evaluation, coupled with output monitoring results, indicate whether the program is genuinely working and should continue to be implemented as is, or whether fundamental changes have to be made. Outcome monitoring is usually carried out by an external independent group.

Outcome monitoring can be integrated with the process of Compliance and Completion Monitoring and auditing, which is mandated by international resettlement requirements such as the IFC's PS5 and EBRD'S PR5.

8.2. Activity Monitoring

NCPC will use activity indicators and KPIs shown in the table below. Activity monitoring will be carried out internally.

Table 11: Input and Output Indicators

Indicator	Source of Information	Frequency	KPI
Input indicators			
Overall spending on LARLR	Financial records	Quarterly	KPI
Distribution of spending by: <ul style="list-style-type: none"> • Cash compensation (broken down according to the categories in the Entitlement Matrix) • Livelihood restoration, with distribution by activity • Consultation and engagement • Vulnerable people • General implementation services & overhead 	Financial records	Quarterly	
Number of full-time staff dedicated to land access, compensation, and livelihood restoration with distribution in-house / outsourced if applicable, and distribution by skill type	HR Department	Quarterly	KPI
Number of PAPs by categories described in the entitlement matrix, including vulnerable, with disaggregation by gender of head of household	PAP database	Quarterly	KPI
Other relevant implementation resources (vehicles and equipment)	PAP database	Quarterly	
Output indicators			
Number of people having received compensation in the period with distribution by compensation type and by classes of amounts	Data management system	Monthly	KPI
Number of individual compensation agreements signed in the period	Data management system	Monthly	
Number of physically displaced people having received cash compensation and self-relocated to a replacement property in the period	Data management system	Quarterly	
Number of physically displaced people having opted for Project resettlement that have successfully moved to a resettlement property in the period	Data management system	Quarterly	

8.3. Outcome Monitoring

NCPC will use indicators and KPIs shown in the table below to carry out outcome monitoring of its LARLR activities.

Table 12: Input and Output Indicators

Indicator / Issue	Measured how	Frequency	KPI
Grievances			
Average time for grievance processing	Measure time interval between grievance registration and closure and time between grievance registration and first acknowledgement of receipt	Quarterly	
Number of open grievances and trend in time	Grievance Management System	Quarterly	KPI
Number of grievances opened in the period and trend in time	Grievance Management System	Quarterly	
Number of grievances closed in the period and trend in time	Grievance Management System	Quarterly	
Reoccurring complaints	Grievance Management System	Quarterly	
Compensation			
Average time for payment of compensation	Measure time between compensation agreement and compensation delivery	Quarterly	KPI
Has compensation been paid at full replacement cost? Is compensation updated to take account of increases in real estate value?	Compare results of real estate market survey for similar properties with compensation paid. Investigate whether recipients of cash compensation were able to purchase a similar property	Yearly	KPI
Use of compensation	What has compensation been used for? Survey of compensated households. Disaggregated by gender	Yearly	KPI
Resettlement			
Decent housing / security of tenure	Where do affected residents live now? Do they have security of tenure? Is the standard of the new residence similar or better to the affected one? Does it meet decent housing criteria?	Yearly	
Satisfaction with housing	Are physically displaced people happy with their resettlement dwelling?	Yearly	
Satisfaction with access to community amenities	Are physically displaced people happy with ease of access to community amenities? With water supply? With electricity supply?	Yearly	
Livelihood restoration			
Restoration of farming	Have affected farms been successfully re-established? Comparison of surfaces and agronomic potential in pre- and post- displacement situations	Yearly	KPI

Indicator / Issue	Measured how	Frequency	KPI
Restoration of businesses	Have affected businesses been successfully re-established? Comparison of business income in pre- and post- displacement situations. Where parking space or access were affected, have they been satisfactorily reinstated?	Yearly	KPI

8.4. Compliance Monitoring

NCPC will procure the services of an external compliance auditor to assess whether LARLR implementation complies with the RAP and international requirements (PS5/PR5).

The scope of work of the compliance auditor will include the following tasks:

- General:
 - Assess overall compliance with commitments in the RAP and PS5/PR5;
 - Interview a representative cross-section of affected households and enterprises to measure the extent to which project affected people's standards of living and livelihood are being restored or enhanced; and to gather their opinions on compensation delivery, resettlement housing and grievance management;
- Compensation process:
 - Review if entitlements are delivered in time (as set out in the RAP) and, if not, whether any delays are justified;
 - Check that compensation is at full replacement cost;
- Livelihood restoration:
 - Assess the extent to which the quality of life and livelihoods of affected communities are restored, verify that measures to restore or enhance project affected peoples' quality of life and livelihoods are being implemented and assess their effectiveness;
 - Review any livelihood restoration / rehabilitation programmes and the extent to which they are assisting in providing alternative livelihoods for affected households to help offset the impacts of displacement;
- Monitoring & Evaluation:
 - Review internal monitoring and reporting procedures to ascertain whether these are being undertaken in conformance with the RAP and LRP;
 - Review internal monitoring records as a basis for identifying any potential areas of non-compliance, any recurrent problems, or potentially disadvantaged groups or households;
- Grievances:
 - Review grievance records for evidence of significant non-compliance or recurrent poor performance in resettlement implementation or grievance management;
- Vulnerable people:
 - Assess the vulnerable people screening, tracking and assistance systems, related records, and performance to determine compliance with RAP;
- Implementation:
 - Assess whether resources are adequate for implementing the RAP and any training or capacity building requirements;
 - Assess the data management system and its outcomes;
 - Compare actual progress with initial schedule.

Compliance monitoring will take place twice a year during active implementation of the land access programme, starting when land acquisition negotiations commence. The external auditor will dedicate approximately 7 days to each of these missions, with most of this time dedicated to field visits, including interviews with key informants and affected people. Each of the auditor's missions will be sanctioned by a

report prepared independently for NCPC. The auditor will be selected amongst reputable individuals with significant international experience in resettlement. This specific LARLR compliance monitoring task may be integrated into broader environmental and social compliance monitoring, as is currently the case.

8.5. Completion Audit

NCPC will organise that a completion audit of LARLR activities be carried out by an external party in line with associated requirements in PS5/PR5. The goal of the completion audit is to verify that the RAP as implemented has been effective in restoring project affected peoples' standards of living and livelihoods, and if not, to recommend any necessary corrective actions. Accordingly, the completion audit has the following objectives:

- Assess the effectiveness of measures to avoid and minimize displacement impacts by comparing project actual impacts on land and people versus those documented in the RAP;
- Verify that all entitlements and commitments described in the RAP have been delivered;
- Determine whether LRP measures have been effective in restoring or enhancing affected peoples' living standards and livelihood;
- Check on any systemic grievances or court cases that may have been left outstanding;
- Identify any corrective actions necessary to achieve completion of RAP commitments.

Notwithstanding the above objectives, the Completion Audit is meant to generally focus on livelihood restoration. The livelihood restoration assessment will mainly involve a replication of the quantitative household livelihood survey carried out prior to the programme. Macro-economic factors will be taken into consideration as warranted when interpreting the results of the comparison (for example inflation, real estate cost, general growth of the economy or recession, any significant macro-economic shocks).

As a preliminary attempt at defining livelihood restoration success, it is tentatively assumed that livelihoods, mainly approached through income and expenditure, will be deemed restored if 85% or more of affected households (landowners, land users, herders) have improved or at least restored their livelihoods against the pre-project baseline (socio-economic survey to be carried out prior to the Completion Audit against 2025 baseline survey). This should apply across all relevant PAP groups as defined in the Entitlement Matrix, including vulnerable groups.

The quantitative objective above (85%) will be appraised and refined if needed in the course of the monitoring exercise and at the time of the Completion Audit itself. Whether this objective is reached or not, and subject to a detailed review of the economic, social and personal circumstances of those households who would not have restored their livelihoods, corrective actions will be identified to address further assistance to any households (in particularly vulnerable households) who have not managed to restore their livelihoods.

In addition, the Completion Audit will utilize qualitative approaches to gather data and assess household standards of living. Particular attention will be paid to assessing the impact of land acquisition on the circumstances of vulnerable households.

The Completion Audit report will present conclusions on the effectiveness of livelihood restoration and identify any corrective measures that would be necessary to complete rehabilitation of PAPs.

The Completion Audit will be carried out two to three years after the active phase of land acquisition and compensation is complete so that livelihood restoration can meaningfully be assessed, or when the Compliance Auditor deems appropriate. A replicate socio-economic and livelihood survey similar to the one conducted in the baseline situation will have to be conducted prior to the completion audit (to be organised by NCPC).

9. IMPLEMENTATION ARRANGEMENTS

9.1. LARLR Institutional and Financial Implementation Models

9.1.1. Review of Potential Models

In a PPP arrangement such as the Project, roles and responsibilities for implementing LARLR are shared between the Granting Authority (in this case the Ministry of Water and Irrigation of Jordan) and the Concessionaire (NCPC). Based on international good practice and models practiced in Jordan and the Middle East and North Africa region, the following three implementation models can be envisioned:

- **Model 1:** MWI implements the land acquisition and resettlement exercise in full compliance with international lender requirements:
 - o MWI endorses the Resettlement Action Plan prepared by the Partner in conformance with lender requirements, including its provisions associated to compensation of informal users and livelihood restoration and generally all gap-bridging measures, which go beyond Jordanian law;
 - o MWI seeks approval from the Cabinet of Ministers for funding of the full RAP, including both the cost of land acquisition from registered owners and a specific budget for compensation of informal users, livelihood restoration and other measures required on top of Jordanian law to meet international standards;
 - o MWI implements LARLR in conformance with the RAP, potentially with technical support from the Private Partner, has to meet the RAP implementation schedule, and is accountable to the Lenders for compliance with their standards.
- **Model 2:** Implementation of land acquisition by MWI according to Jordanian law and complements by the Partner NCPC to meet international standards:
 - o MWI acquires registered private land, compensates it in compliance with Jordanian law and provides it to the PPP Partner “free of occupation and encumbrances” for construction under legal arrangements to be determined (typically a long-term lease valid for the same duration as the concession).
 - o However, because there are certain gaps in national regulations against international lender requirements (see section 2.2 above), it is then the Private Partner’s responsibility to implement measures to bridge these gaps and secure thereby participation of international lenders. Bridging measures would include, in overview, compensation of informal occupants for affected structures, compensation of businesses whose activity is affected by access issues during construction, supplemental assistance to resettled businesses, livelihood restoration measures, assistance to vulnerable people, and monitoring and evaluation. This is the most common model in PPP infrastructure projects all over the world, which has been broadly applied in IFC or EBRD-funded projects in e.g. Türkiye and Kazakhstan.
- **Model 3:** The PPP Partner takes responsibility for the whole land acquisition exercise, seeking compliance to international lender requirements: the PPP Partner both carries out compensation per Jordanian regulations on behalf of MWI, and in addition implements and funds supplemental measures required to meet international lender requirements. This model is sometimes implemented in energy projects but seldom in infrastructure projects.

The following table compares these three models.

Table 13: Risk-Benefit Comparison of Potential LARLR Implementation Models

		Model 1 – MWI implements LARLR in line with Lenders requirements	Model 2 – MWI implements LARLR per Jordanian law, while NCPC implements gap-bridging measures to reach compliance with Lenders requirements	Model 3 – NCPC implements all LARLR
Summary description		MWI implements all land acquisition seeking compliance with both Jordanian regulations and international lender standards. The RAP guides the implementation. MWI is legally and financially able to compensate e.g. informal occupants or access impediments during construction and fund livelihood restoration and assistance to vulnerable people activities. NCPC can provide technical assistance in certain areas but generally takes no responsibility for the land acquisition exercise and MWI is fully accountable to the Lenders for compliance of the LARLR exercise to Lender requirements.	MWI implements land acquisition per Jordanian regulations, while the Private Partner NCPC complements with gap-bridging measures to reach compliance with international lender standards. The RAP guides the implementation, the share of responsibilities and accountability to lenders is described in details in the RAP agreed upon by both parties and can be sanctioned by a MoU or similar. Further each party implements its obligations per the RAP. There is joint accountability to the Lenders. A cost-sharing arrangement needs to be established for NCPC to be able to recover expenditures related to LARLR.	NCPC implements all land acquisition seeking compliance with both Jordanian regulations and international lender standards. The RAP guides the implementation and NCPC is fully accountable to the Lenders for compliance of the LARLR exercise to lender requirements. A cost-sharing arrangement needs to be established for NCPC to be able to recover expenditures related to LARLR.
International benchmarks in the infrastructure sector		Albania, Armenia.	Africa, EU (Czech Republic, Slovakia), Kazakhstan, Türkiye, Uzbekistan.	Africa (energy sector). No known benchmark in the infrastructure sector.
Key pre-requisites	Legal	Will raise legal issues because in principle, Jordanian government agencies and representatives cannot legally pay compensation beyond mandatory provisions. Therefore, this model will require an explicit authorisation from the Cabinet of Ministers based on a summary of the RAP including a budget.	Complies with current legal framework and PPP agreement, so no legal pre-conditions.	NCPC needs to receive a delegation of responsibilities from MWI to be able to take land acquisition responsibilities that would normally fall under MWI's prerogatives. A specific legal agreement would need to be worked out to cover this delegation.

		Model 1 – MWI implements LARLR in line with Lenders requirements	Model 2 – MWI implements LARLR per Jordanian law, while NCPC implements gap-bridging measures to reach compliance with Lenders requirements	Model 3 – NCPC implements all LARLR
	Institutional	Will require broadening MWI's prerogatives to include aspects that MWI does not usually cover in their land acquisition practice, such as compensation to informal users, assistance to vulnerable people or livelihood restoration. Will require a specific authorisation from Cabinet of Ministers.	This model is in line with usual institutional arrangements pertaining to land acquisition. It has been done in other PPP projects with international lenders in Jordan and other countries. The share of responsibilities between MWI and Concessionaire will have to be clarified and clearly spelled out in a specific legal agreement based on the RAP.	The delegation mentioned above should allow NCPC to act on behalf of MWI in regards of LARLR.
	Financial	All cost supported by State budget through MWI. No cost-recovery mechanism needed.	Cost of land acquisition per Jordanian requirements to be supported by State budget. Cost of supplemental measures to be supported by Partner. A cost-recovery mechanism, through the water tariff or otherwise, may be needed to reimburse NCPC of their cost.	A cost-recovery arrangement will need to be signed between the Parties since the PPP agreement currently assigns the responsibility of LARLR to MWI. Similar to PPP projects in other countries, the cost recovery can be either effected through the water tariff, or as a one-off payment at a milestone agreeable to both parties. Under this arrangement, the cost of LARLR could be included in the proceeds of loans from International Finance Institutions (this is now acceptable to EBRD and should be checked for other potential lenders).
	Practical	Dedicated implementation staff to be made available within the MWI "Project Management Unit" to implement both normal compensation per Jordanian law and supplemental measures (compensation to informal users, livelihood restoration, assistance to vulnerable people, monitoring and evaluation). In practice, a LARLR unit of about 10 persons may be needed during active implementation of LARLR.	The Partner will need to have a team of dedicated specialists (LARLR of about 10 persons) to take care of supplemental measures required to reach compliance to international standards.	NCPC would take responsibility for resourcing the preparation and implementation of all activities related to LARLR and for putting in place the necessary LARLR unit. Securing the cooperation from relevant government agencies (e.g. department of surveys) would still belong in MWI's responsibilities to ensure smooth implementation.

		Model 1 – MWI implements LARLR in line with Lenders requirements	Model 2 – MWI implements LARLR per Jordanian law, while NCPC implements gap-bridging measures to reach compliance with Lenders requirements	Model 3 – NCPC implements all LARLR
Key disadvantages and risks	Legal	<p>Risks to MWI:</p> <ul style="list-style-type: none"> • Delays and cost overruns. • Precedent effect, whereby other persons affected by other MWI projects without Lender requirements may demand similar benefits. <p>Risks to Partner:</p> <ul style="list-style-type: none"> • Gaps in MWI's implementation of LARLR in compliance with lender requirements due to lack of such experience, with associated risks of default or lender withdrawal. <p>Mitigations:</p> <ul style="list-style-type: none"> • Formal authorisation by Cabinet to go beyond Jordanian legislation and spend more than normally envisioned. • Formal endorsement of the RAP committing MWI to fully implement it. • Recruitment by MWI of experienced LARLR specialists with previous experience of lenders' requirements; • Provision by the Partner of technical support to MWI. 	<p>Risks to MWI:</p> <ul style="list-style-type: none"> • NCPC's inability to properly and timely implement supplemental measures required to reach compliance to international requirements, with associated default or lender withdrawal from Project and Project suspension, cost overruns and large delays as a result. <p>Risks to Partner:</p> <ul style="list-style-type: none"> • Supplemental cost. <p>Mitigation:</p> <ul style="list-style-type: none"> • Formal endorsement by both parties of the RAP and subsequent preparation of a specific legal and financial agreement reflecting the RAP and the cost-sharing arrangements. 	<p>Risks to MWI:</p> <ul style="list-style-type: none"> • NCPC's inability to properly and timely implement LARLR, with associated default or lender withdrawal from Project. <p>Risks to NCPC:</p> <ul style="list-style-type: none"> • Supplemental cost not fully covered by MWI. <p>Mitigations:</p> <ul style="list-style-type: none"> • The RAP should define the precise cost of all LARLR measures so that a legal and financial agreement can be prepared on that basis covering both parties from above-mentioned risks. • The RAP should also define all resources needed to implement all activities. • Lender external monitoring should timely identify any potential non-compliances and risks related to LARLR, allowing for required correction in time.

		Model 1 – MWI implements LARLR in line with Lenders requirements	Model 2 – MWI implements LARLR per Jordanian law, while NCPC implements gap-bridging measures to reach compliance with Lenders requirements	Model 3 – NCPC implements all LARLR
Institutional	N/A		<p>Risks to both parties: inadequate coordination between MWI and Partner.</p> <p>Mitigation: formal endorsement by both parties of the RAP and the subsequent preparation of a specific legal and financial agreement reflecting the RAP and the cost-sharing arrangements.</p>	<p>Risks to both parties: inadequate or untimely cooperation of GoJ agencies with NCPC in implementing LARLR.</p> <p>Mitigation: formal endorsement by both parties of the RAP and the subsequent preparation of a specific legal and financial agreement reflecting the RAP, cost-sharing arrangements, and cooperation from GoJ agencies required for implementing LARLR.</p>
	Financial	<p>Government budget not available in time.</p> <p>MWI under-resourcing supplemental activities (budget and staff).</p> <p>Mitigation: advance payment from the Partner to cover initial costs, with recovery later in the Project cycle (a model that has been implemented in energy projects).</p>	<p>Government budget not available in time.</p> <p>NCPC under-resourcing supplemental activities (budget and staff).</p> <p>Mitigation: through the formal endorsement by both parties of the RAP and the subsequent preparation of a specific legal and financial agreement reflecting the RAP and the cost-sharing arrangements.</p>	<p>NCPC unable to fund LARLR to the extent needed to cover all activities.</p> <p>Mitigations:</p> <ul style="list-style-type: none"> - The RAP should define the precise cost of all LARLR measures so that a legal and financial agreement can be prepared on that basis covering both parties from above-mentioned risk. - Through their external monitor and direct involvement, lenders should review the RAP and assess whether budgets are sufficient beforehand.

9.1.2. Recommended Model

The most common model in such projects is Model 2. It does require proper coordination between MWI and NCPC, a cost-sharing arrangement, and formal endorsement of the RAP by both parties. However, experience shows that it is the most conducive to allowing both parties to do what they are best-placed to do, with MWI assuming their normal land acquisition prerogatives and NCPC complementing with activities that MWI is not necessarily well placed to implement.

The selection of the preferred model has been discussed between MWI and NCPC. Models 1 and 2 were extensively discussed, while Model 3 was excluded. Explicit authorisation by the Cabinet of Ministers will be required for MWI to implement whichever model is selected since in all instances, the Project will deviate from Jordanian law by providing broader entitlements, particularly to informal owners and in terms of livelihood restoration.

9.2. Request to Cabinet of Ministers

Further to engagement between NCPC and their consultants and MWI and their advisors, it was decided that MWI would prepare a Request to Cabinet of Ministers to seek authorisation to implement the LARLR process per Model 1 or Model 2 and per the Entitlement Matrix envisioned in this RPF. An explicit authorisation from the Cabinet is required since entitlements are broader than those usually envisioned by Jordanian law. Once authorisation has been granted by the Cabinet, the Minister of Water and Irrigation will be able to decide upon the final implementation arrangements, whether Model 1 or Model 2. This request has been drafted and an English translation of the official Arabic version is provided in Appendix 4.

Regardless of the final implementation model, NCPC is committed to implement the LARLR process per this RPF for both the Project and Associated Facilities. If Model 2 is selected, NCPC will allocate the funding necessary to bridge the gaps and implement gap-bridging measures envisioned in this RAP. If Model 1 is selected and gaps are still observed in MWI's implementation of principles in this RPF, NCPC will take responsibility for implementing complementary and/or corrective measures ensuring compliance with this RPF.

9.3. Process Governance

Regardless of the implementation model which is eventually selected, the implementation will be joint, with both MWI and NCPC involved in governing the LARLR process. In line with normal practice in Jordan and elsewhere in regards of PPP projects, it is recommended to establish two governance bodies for the joint steering and implementation of the LARLR process:

- A Steering Committee, including, in addition to NCPC and on the Government's side, representatives of MWI and other relevant ministries and departments (Finance, Department of Lands and Surveys - DLS, Public Works and Housing, Agriculture), which will review progress, ensure intra-governmental coordination where needed and provide guidance on the resolution of any complex issues. This Steering Committee will meet on a monthly basis;
- A Negotiation and Compensation Commission, which will review and approve surveys, valuation and all individual compensation dossiers, and process complex grievances where a first resolution attempt by NCPC has failed. The Negotiation and Compensation Commission should include NCPC, MWI, DLS and representatives of governorates crossed by the Project.

Both governance bodies should be established by government legal acts (a preliminary legal review suggests that the Steering Committee should be established by a Regulation taken by the Cabinet of Ministers, while the Negotiation and Compensation Commission could be established by an Instruction taken by the Minister of Water and Irrigation).

9.4. Outline of the Preliminary Steps in the LARLR Process – Path to the RAP

Figure 7 below provides a tentative outline of the preparatory steps in the LARLR process, with identified roles and responsibilities and a tentative timeline.

Figure 8 provides a focus on the survey and valuation process within the overall path to the RAP shown in Figure 7.

Figure 9 below provides a tentative schedule for all steps (as referenced in Figure 7) leading to the submission and consultation of a fit-for-purpose Resettlement Action Plan. The implementation sequence and schedule will be detailed in said RAP.

The cut-off date will be declared in each governorate by an act from the Governor based on a decision by MWI. It will be disseminated to PAPs through local municipalities and the RAP preparation team. The census and inventories will be undertaken by the RAP team supported by personnel from MWI, the Governorate and local municipalities within the final Project footprint, with inventory sheets signed off by these parties and the PAPs.

The RAP surveys will identify all areas of customary tribal use and claims from the various neighbouring Bedouin clans related to seasonal grazing areas, access to water, seasonal mobility and agriculture, as relevant, which are socially recognized even if not formally registered, and assess related potential impacts.

Any impacts to grazing areas and water points will be avoided in the first instance through route adjustments and/or construction scheduling so as to avoid disturbance of the lands and use of resources by local communities.

Bedouin camps in the proximity of the route will be documented during RAP surveys (location, number of people, usage, seasonality of presence). The mitigation hierarchy (avoid, minimise, mitigate, with compensation as a last resort) will be applied to avoid impacting these camps.

Figure 7: Outline of the Path to the RAP



Figure 8: Survey and Valuation Process

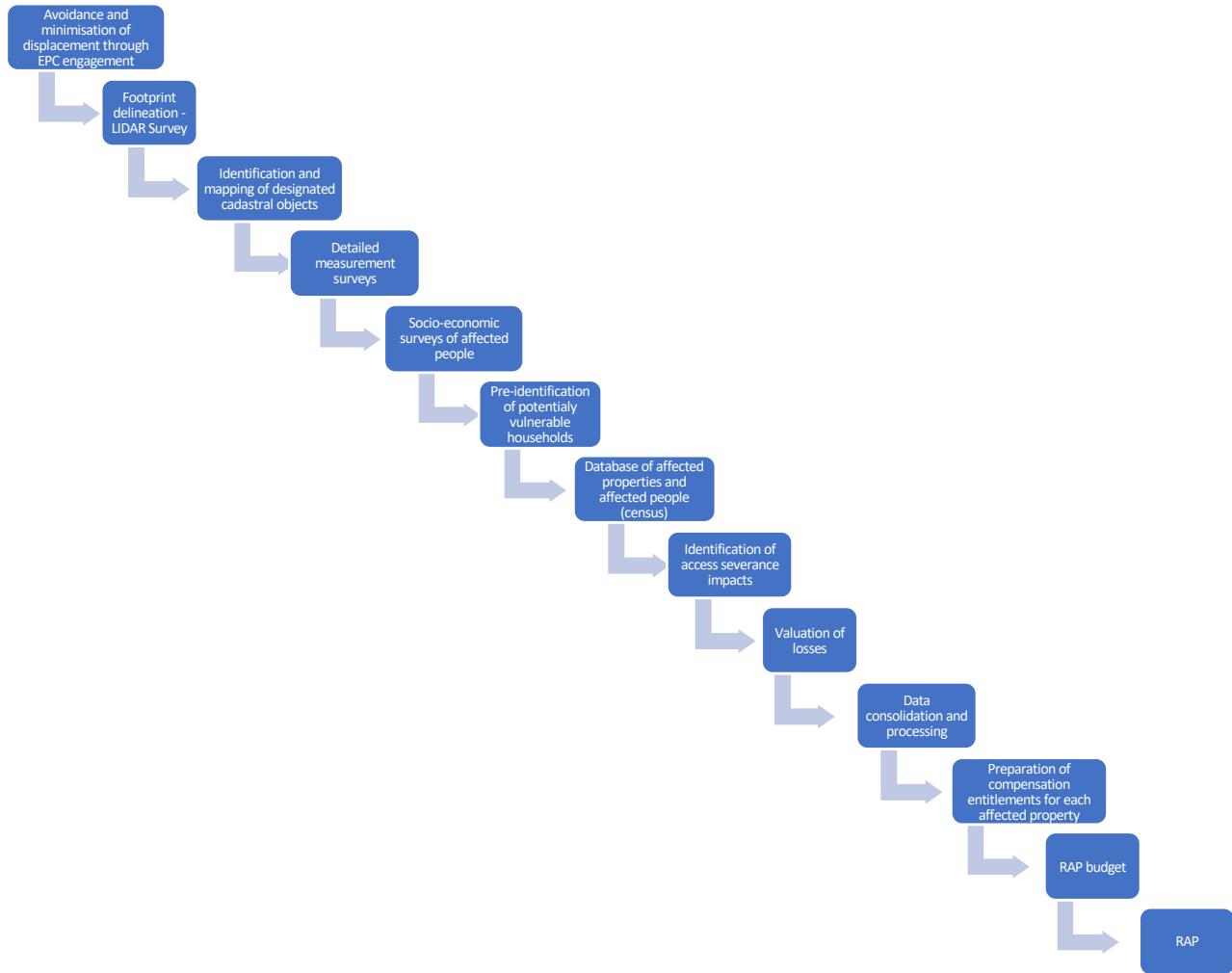


Figure 9: RAP Development Schedule, Including all Preparatory Steps

#	Action item	Responsibility	2026												2027			
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
1	Resettlement Policy Framework																	
11	Drafting and submission to MWI	NCPC with consultant																
12	Approval by MWI	MWI				★												
2	Drone Survey																	
21	Implementation	NCPC																
22	Legal support by MWI (enforceability)	MWI																
3	Request to Cabinet of Ministers																	
31	Drafting	NCPC with consultant																
32	Approval by MWI and submission to Cabinet	MWI					★											
33	Approval by Cabinet	MWI									★							
4	Establishment of Steering Committee and Negotiation Commission																	
41	Drafting of request (joint with 31)	NCPC with consultant																
42	Approval by MWI and submission to Cabinet (joint with 31)	MWI					★											
43	Approval by Cabinet (joint with 31)	MWI								★								
5	Recruitment of Resettlement Action Plan Consultant																	
51	Prepare Terms of Reference	NCPC																
52	Procure services	NCPC																
53	Sign contract	NCPC								★								
6	Finalisation and approval of pipeline route																	
61	Optimisation of pipeline route	EPC Contractor																
62	Validation of pipeline route	MWI							★									
63	Finalisation of footprint	NCPC								★								
7	Start of Resettlement Action Plan Process																	
71	Kick-off meeting of Steering Committee	MWI/NCPC									★							
72	Kick-off workshop with relevant stakeholders	MWI/NCPC									★							
8	Initial consultations																	
81	Preparation of first GLAC	NCPC																
82	Disclosure of route	NCPC																
83	Establishment and disclosure of grievance mechanism	NCPC																
84	Information on survey process	NCPC																
85	Preliminary disclosure of tentative entitlement matrix	NCPC																
9	Surveys																	
91	Inventories, socio-economic surveys	NCPC with consultant																
92	Establishment of individual compensation dossiers	NCPC with consultant																
10	Valuation																	
101	Market surveys (land, structures, crops)	NCPC with consultant																
102	Determination of rates	NCPC with consultant																
103	Consultation on rates	NCPC with consultant																
11	Submission and disclosure of RAP																	
111	Preparation of draft RAP	NCPC with consultant																
112	Consultations along the route around proposed entitlements	NCPC with consultant																
113	Finalisation of RAP for approval by Steering Committee	NCPC with consultant														★		
12	RAP Implementation																	
121	Negotiation of individual compensation and grievance mgmt.	MWI/NCPC																
122	Delivery of compensation and livelihood restoration assistance	MWI/NCPC																

9.5. RAP Preparation and Implementation Teams

9.5.1. RAP Preparation Team

NCPC will outsource the preparation of the RAP (one RAP for the whole Project, including associated facilities) to a consulting firm with experience in Jordan and in similar assignments for large projects. NCPC will also supervise internally the preparation of the RAP, hiring a specialised senior RAP consultant for this purpose under the leadership of the E&S Manager. The Terms of Reference for these services are presented in Appendix 2, and a tentative Table of Contents for the RAP is presented in Appendix 3.

The consulting firm tasked with the preparation of the RAP should mobilise, as a minimum:

- A RAP project manager with a minimum of 15 years of experience in preparing and/or implementing RAPs for large projects, with experience in Jordan (preferably) or other Mashreq countries, experience of working per international resettlement standards and in government-lend land acquisition;
- One strategic RAP advisor with 25 years of experience of land acquisition and resettlement in internationally funded projects, to provide international experience from other countries and advise on an on-going basis on engagement, entitlements, and implementation arrangements, and provide quality assurance;
- One sociologist or similar to organise and implement local government, community and PAP engagement around land acquisition and resettlement;
- One specialist in data management and GIS;
- A team of Jordanian surveyors and valuers to implement physical asset surveys and socio-economic surveys, with supervisors for each of the three key workstreams (topography, valuation, socio-economic surveys) demonstrating at least 5 years of experience of similar exercises;
- Thematic specialists to deal with specific impacts (e.g. impacts to intensive agriculture and associated livelihood restoration, impacts to grazing areas, impacts to Bedouin tribal lands, impacts to businesses).

In addition to its supervision activity, NCPC will also mobilise community liaison staff in support, such that these CLOs (Community Liaison Officers, tentatively three individuals for the whole route) gain knowledge of PAPs and communities while the RAP preparation process is on-going.

9.5.2. RAP Implementation Team

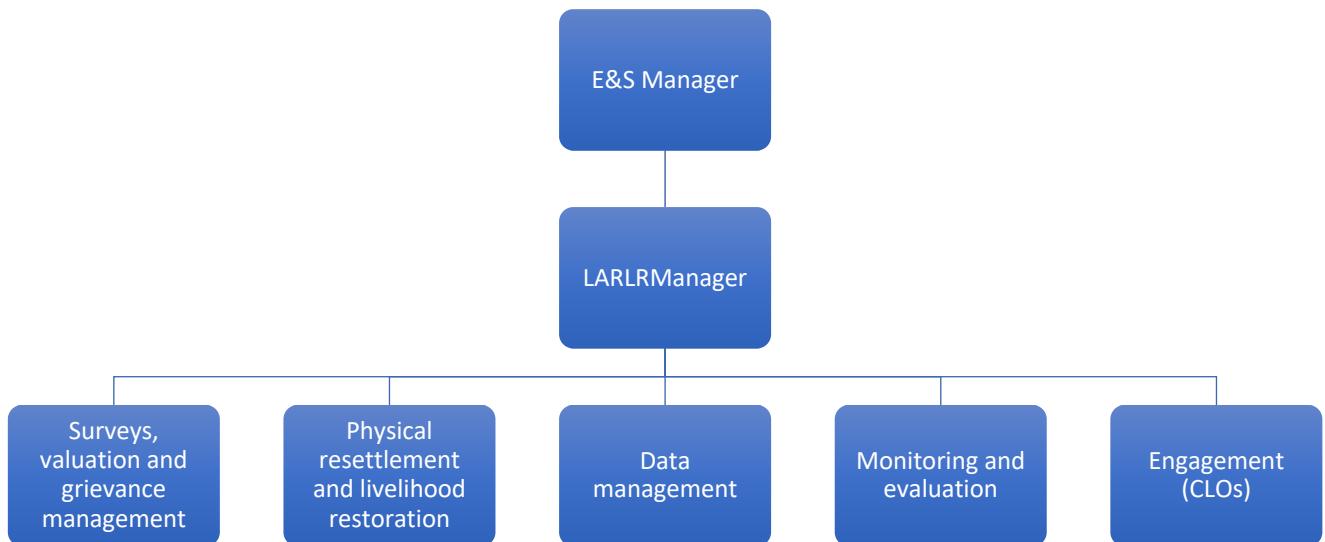
MWI will implement mandatory land acquisition for titled land plots using their land management and expropriation department, which is well equipped, adequately staffed and experienced in such exercises. Similarly, NEPCO will acquire titled land for the transmission line using their own land acquisition department.

NCPC will establish a LARLR unit reporting to the overall E&S manager. This unit will consist of the following staff:

- A LARLR project manager that will take responsibility for implementation of all compensation, livelihood restoration and other activities, including interaction with government and facilitation of the meetings of the Steering Committee meetings and the Negotiation and Compensation Commissions (see section 9.2);
- A survey, valuation and grievance management team (tentatively three staff);
- A physical resettlement and livelihood restoration team (tentatively three staff);
- A data management team (senior specialist possibly assisted by 1-2 support staff);
- An engagement team (three CLOs);
- One monitoring and evaluation specialist, working closely with the data management team.

The following figure shows the organization chart of the NCPC LARLR team.

Figure 10: NCPC LARLR Team Organisation Chart



9.6. Tentative LARLR Budget

9.6.1. Assumptions

Land acquisition and compensation costs have been calculated based on a tentative valuation exercise carried out in July 2025 as part of preparing this Framework. Assumptions are summarized below:

- Titled land: The cost of acquisition is based on information from MWI (2022, will need to be updated at RAP preparation stage)
- Businesses:
 - Assumptions of business income based on valuation of typical businesses in given categories for each section by a Jordanian accredited valuator
 - Examples:
 - Barber shops: gross revenue between 25 and 40 JOD per day depending on area, net profit 70% of revenue
 - Bakeries: gross revenue between 200 and 900 JOD, net profit 30% of revenue
- Agricultural land:
 - Intensive (Amman area):
 - Gross profit 1500 JOD/donum⁹ per year (two seasons per year),
 - Net profit 900 JOD/donum per year
 - Moderately intensive (other areas):
 - Gross profit 680 JOD/donum per year (one season per year),
 - Net profit 400 JOD/donum per year
- Duration of impact to businesses: two scenarios have been considered:
 - Two months impact duration (the pipeline can be installed in two months or less in a given location);
 - Six months
- For the duration of impact to agriculture, two scenarios have also been considered:

⁹ 1 donum = 1,000 m²

- One year: the pipeline construction can be completed – including land reinstatement – in less than one year between entry into land and land hand-back, such that the farmer loses one cycle (in non-intensive agriculture) or two cycles (in intensive agriculture);
- Two years
- Residential buildings:
 - The cost of reconstruction of residential buildings is based on JOD 400 per m²
- Hijaz railway fee: based on information from MWI
- Cost of implementation unit and contingencies not included at this point in the cost estimate

9.6.2. LARLR Budget – Worst-Case Scenario

The following table shows the LARLR budget (compensation and livelihood restoration, not including implementation cost – see section 9.6.4) in a worst case scenario (long impacts to business access – 6 months, and long impact to agriculture – 2 years):

Table 14: LARLR Budget (Compensation and Livelihood Restoration – Worst-Case Scenario)

Type of impacted entities	Duration of impact (in months)	Number of affected entities	Budget - Compensation and Livelihood Restoration (JOD)
Hospitality & Services	6	637	9,909,087.00
Retail	6	289	7,477,545.00
Hijaz Railway intersections	12	8	331,200.00
Intensive Agriculture land	24	84	956,400.00
Moderately Intensive Agriculture	24	22	52,800.00
Buildings 1 Level ~100 (m ²)	Diesah village	31	1,240,000.00
Buildings 2 Levels ~2*60 (m ²)	Diesah village	35	1,680,000.00
Private land to be acquired (4,437,719 m ²)	-	-	5,814,115.50
Total		1106	27,461,147.50

9.6.3. LARLR Budget – Best-Case Scenario

The following table shows the LARLR budget in a best-case scenario (shorter impacts to business access – 2 months, and shorter impact to agriculture – 1 year). This budget includes compensation and livelihood restoration, however it does not include implementation cost which is presented separately in section 9.6.4.

Table 15: LARLR Budget (Compensation and Livelihood Restoration – Best-Case Scenario)

Type of impacted entities	Duration of impact (in months)	Number of affected entities	Budget - Compensation and Livelihood Restoration (JOD)
Hospitality & Services	2	637	3,307,604.00
Retail	2	289	2,492,515.00
Hijaz Railway intersections	12	8	331,200.00
Intensive Agriculture land	12	84	478,200.00
Moderately Intensive Agriculture	12	22	26,400.00
Buildings 1 Level ~100 (m ²)	Diesah village	12	480,000.00
Buildings 2 Levels ~2*60 (m ²)	Diesah village	23	1,104,000.00
Private land to be acquired (4,437,719 m ²)	-	-	5,814,115.50
Total		1075	14,034,034.50

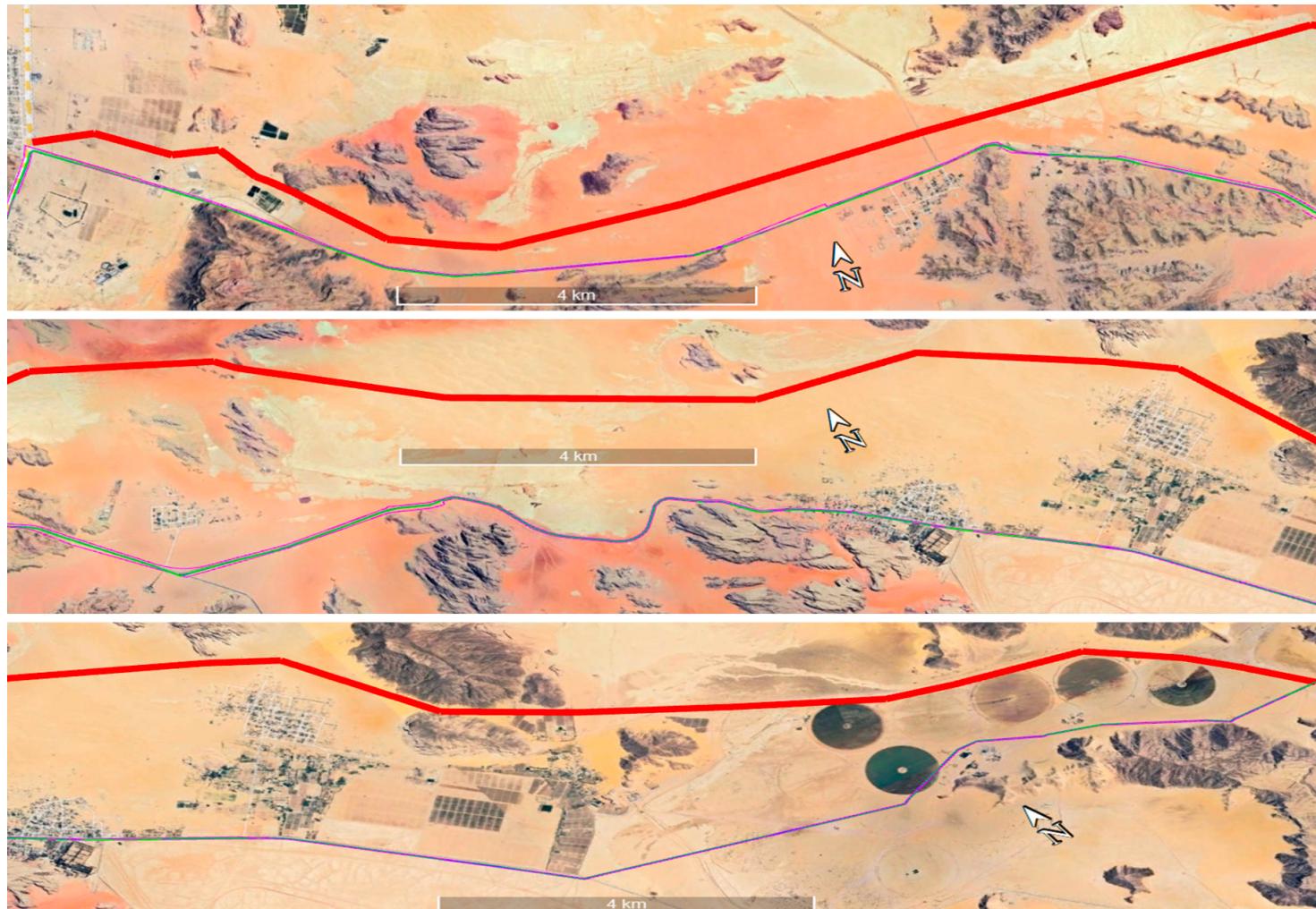
9.6.4. LARLR Budget – Implementation Cost

The cost of maintaining the LARLR Implementation Unit described in section 9.5.2 above over the three years of LAR implementation is estimated at JOD 2.36M. The cost of preparing the RAP is estimated at JOD 0.4M.

APPENDIX 1 ROUTE OPTIMISATION OPTIONS

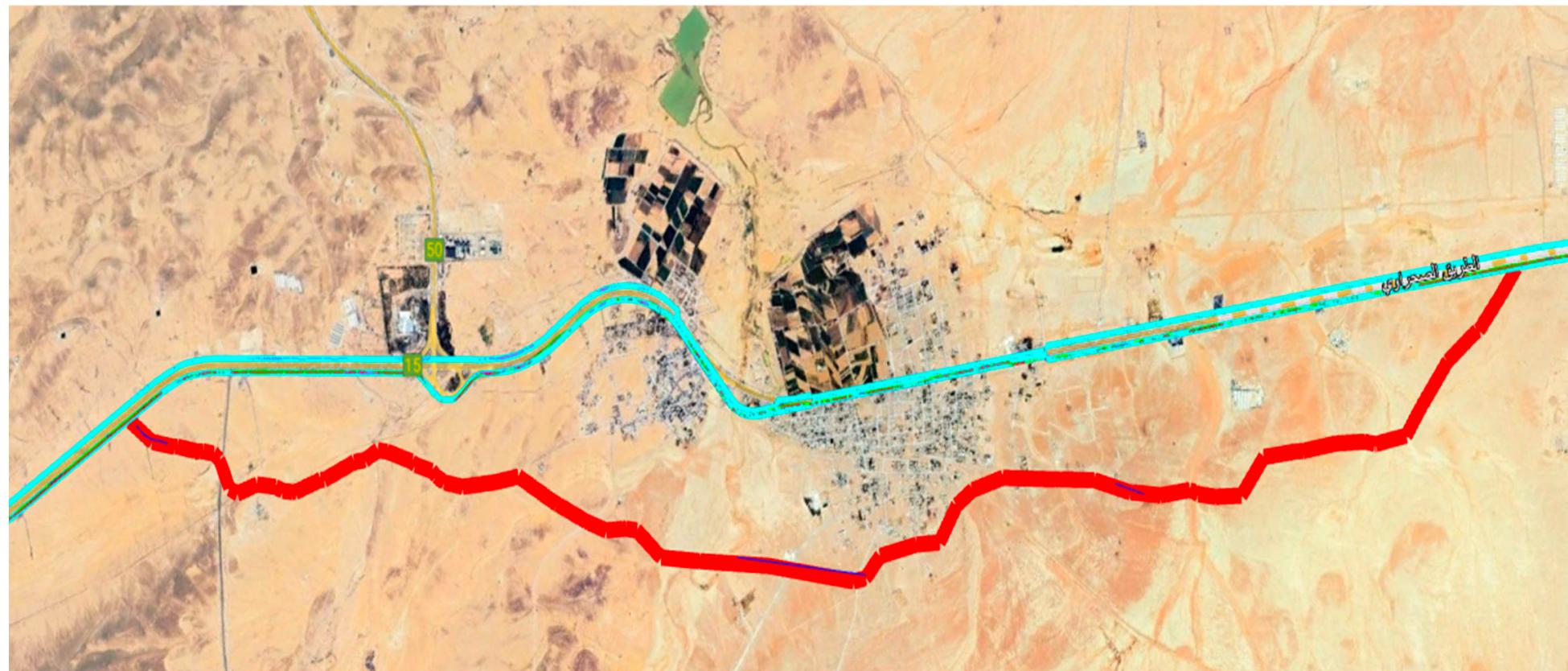
DIESAH

Source: CJV – EPC Contractor – Alternative route in red



QATRANAH

Source: CJV – EPC Contractor – Alternative route in red



HASA

Source: CJV – EPC Contractor – Alternative route in red



APPENDIX 2 RAP TERMS OF REFERENCE

BACKGROUND AND INTRODUCTION

To be inserted by Project – brief project description, brief description of Project impacts to land and people.

REFERENCE FRAMEWORK

The development of the RAP will comply with:

- Jordanian law;
- International resettlement standards, including PS5 (IFC - 2012), PR5 (EBRD, 2019), Standard 6 (EIB, 2022), and those of any other international finance institution that may be involved in the Project;
- The Resettlement Policy Framework prepared in 2025 for the Project.

OBJECTIVES

Key objectives of the RAP include:

- To avoid, and when avoidance is not possible, minimise displacement by exploring alternative project designs.
- To anticipate and avoid, or where avoidance is not possible, minimise adverse social and economic impacts from land acquisition or restrictions on land use by (i) providing compensation at replacement cost for loss of assets and restrictions of access to businesses; and (ii) ensuring that resettlement activities are implemented with appropriate disclosure of information, consultation, and the informed participation of those affected.
- To improve, or as a minimum restore, the livelihoods and standards of living of displaced persons.

GENERAL REQUIREMENTS OF RAP CONSULTANT

Skills and Composition

The RAP Consultant will provide a team with required skills to carry out the tasks to achieve a resettlement action plan that meets the requirements outlined below. The team will include experts with demonstrated expertise in Jordan and/or other Arab countries in the following areas: project management, resettlement, sociology, land-use planning, public consultation, indigenous groups, valuation of properties and businesses, livelihood restoration, and international resettlement standards.

Time Frame

Six months from inception to submission of a final RAP acceptable to all parties, including the Government of Jordan, NCPC and Lenders.

RAP PREPARATION GOVERNANCE

Government Engagement and Oversight

The implementation of RAP preparation will be joint, with both the Ministry of Water and Irrigation (MWI) and NCPC involved in governing the LARLR process. In line with normal practice in Jordan and elsewhere in regards of PPP projects, at the time of RAP preparation inception, NCPC and the MWI will have established the following committees to oversee the RAP preparation (and further the whole LARLR process):

- A Steering Committee, including, in addition to NCPC and on the Government's side, representatives of MWI and other relevant ministries and departments (Finance, Department of Lands and Surveys - DLS, Public Works and Housing, Agriculture), which will review progress, ensure intra-governmental coordination where needed and provide guidance on the resolution of any complex issues. This Steering Committee will meet on a monthly basis, and the RAP Consultant will be expected to support the preparation and facilitation of these meetings;

- A Negotiation and Compensation Commission, which will review and approve surveys, valuation and all individual compensation dossiers, and process complex grievances where a first resolution attempt by NCPC has failed. The Negotiation and Compensation Commission should include NCPC, MWI, DLS and representatives of governorates crossed by the Project. Similarly, the RAP Consultant will be expected to support the preparation and facilitation of these meetings.

RAP Preparation Project Management

The Consultant shall appoint a Project Manager with extensive experience in preparing RAPs meeting requirements of applicable international standards, if possible in the context of Jordan. The Project Manager will be responsible for the day-to-day implementation of the RAP work, including regular updates to Client and timely delivery of the final products. The Project Manager will participate in meetings of the Steering Committee established with the Government of Jordan and the joint Project-Government Negotiation and Compensation Commission. The Project Manager should have at least 15 years of experience in similar exercises.

The Consultant's Project Manager will be expected to:

- Facilitate the meetings of the above bodies and liaise accordingly with all relevant organs of Government, under NCPC's oversight;
- Liaise with NCPC as a minimum on a weekly basis through the provision and discussion of brief progress reports in weekly progress meetings raising any issues where NCPC's or MWI's input is needed.

SCOPES AND TASKS

Description of Regulatory Framework

Based on the Resettlement Policy Framework prepared in 2025 for the Project, the RAP Consultant shall identify and describe:

- Provisions of the PPP agreement between NCPC and the Government of Jordan that are relevant to Land Acquisition, Resettlement and Livelihood Restoration (LARLR);
- National and regional (if applicable) land acquisition and resettlement legal requirements, permitting procedures and compensation eligibilities.
- International financing requirements related to LARLR;
- Potential gaps in national law against international LARLR requirements, and measures to bridge those.

Initial Engagement

Prior to organising field surveys the RAP Consultant will engage government authorities in all governorates and districts/municipalities affected by the Project. Community meetings will further be held in all affected communities to explain the RAP preparation process, including the surveys, inform PAPs around the grievance mechanism. A short leaflet in Arabic will be prepared in this regard. All meetings will be documented (attendance, feedback).

In Bedouin tribal areas, the RAP Consultant will seek advice from a recognised Jordanian Bedouin expert to organise consultations and engagement in a culturally and politically appropriate manner.

Field Surveys

The RAP Consultant shall organise field surveys to identify all Project impacts to land, businesses and livelihoods. Based on the final Project footprint and a LiDAR survey carried out separately by NHPC, the RAP Consultant shall conduct:

- An inventory of assets affected by full physical displacement (structures and businesses that need to be relocated, on either a permanent or temporary basis), with the identification of land owners,

users and occupants as applicable, as well as their regime of occupation (formal, informal, structure permitted or not);

- An inventory of assets and businesses affected by restrictions to access or parking space, with, similarly as above, the identification of land owners, users and occupants as applicable, as well as their regime of occupation (formal, informal, structure permitted or not);
- A business survey of all affected businesses (whether affected by relocation or restrictions and whether impacts are permanent or temporary) meant to understand in detail the type of activity, all individuals affected (owner, operator and employees as applicable) and the income generated for each category of affected individuals;
- An inventory of affected farmland, including the identification of crops or trees, landowners and land users, as well as of any structures on the land;
- A socio-economic survey of all affected people meant, amongst others, to understand livelihoods and compensation preferences, and to pre-identify potentially vulnerable households. Seasonal users of pasture or other natural resources, migrant and refugee workers living in the vicinity of the Project and other potentially vulnerable affected people will also be identified.

Data Management

All data gathered in the above-mentioned field exercise shall be organised and registered into a geo-referenced database.

Project Impacts – Avoidance and Minimisation

Based on the tentative identification and categorization of impacts to land, businesses and livelihoods in the 2025 Resettlement Policy Framework and the survey exercise in the whole Project footprint described above, the RAP Consultant shall identify and describe all types of anticipated Project impacts (including restrictions of land access, with a specific focus on restrictions of access to roadside businesses), direct and indirect, permanent and temporary.

Where relevant, the RAP Consultant shall propose to NCPC and the Government of Jordan micro-reroutes of the pipeline to avoid or minimise impacts to land, agriculture, businesses and livelihoods.

Valuation

The RAP Consultant shall organise the valuation by a certified valuation expert of all identified losses. Inventory and valuation sheets will be submitted to the Negotiation and Compensation Commission for validation and negotiations will take place between the Commission and PAP, which the RAP Consultant will plan and attend.

Entitlement Matrix

The consultant shall:

- Establish criteria for determining the resettlement eligibility of affected households. Eligibility criteria must take consideration of gender and vulnerability aspects, including in cases of PAPs without legal title to assets.
- Prepare standards for compensation and livelihood restoration, including a formula for setting replacement values for all affected types of affected assets.
- Where relevant, prepare options for business relocation (temporary or permanent);
- Where relevant, prepare options for residence relocation and reconstruction;
- Establish options for culturally acceptable replacement or compensation of lost services, cultural sites, common property or access to resources for subsistence, income or cultural activities.
- Prepare on the basis of the above a detailed entitlement matrix elaborating on the tentative one in the Resettlement Policy Framework, and identifying for each type of impacts:

- All categories of affected people;
- Associated eligibility criteria;
- All types of loss associated with each category; and
- All types of compensation and assistance to which each category is entitled.
- Make special provision for vulnerable groups in the entitlement matrix.

Livelihood restoration

The RAP consultant shall:

- Identify measures to restore livelihoods of affected business owners, operators and employees, in cases where the business has to suspend operations on a temporary basis during construction and in cases where the business has to be relocated;
- Identify measures to restore livelihoods of affected farmers as needed where impacts are significant, potentially including allocation of replacement land and technical support.

Assistance to Vulnerable People

The RAP consultant shall conduct specific consultations around vulnerability criteria to confirm or modify the approach to vulnerability analysis as presented in the Resettlement Policy Framework. Based on final vulnerability criteria and a final vulnerability analysis matrix, the RAP Consultant shall pre-identify vulnerable people based on the results of the socio-economic survey and a vulnerability analysis based on the principles in the Resettlement Policy Framework. Lastly, based on consultation with relevant government agencies and/or NGOs, the RAP consultant shall identify assistance measures that match the different types of vulnerability encountered in the Project.

LARLR Implementation Arrangements

The RAP Consultant will elaborate on the implementation arrangements described in the RPF (Model 2) to describe precisely roles and responsibilities of the different parties involved (specifically MWI and NCPC, as well as other agencies within the Government of Jordan at central or regional levels).

The RAP Consultant will prepare a detailed implementation schedule for land acquisition and resettlement in conjunction with the agreed implementation schedule for project construction, showing how affected people will be informed. Working in sections will be considered if this helps expedite the process.

The RAP Consultant will also prepare a LARLR budget including all components (land acquisition, compensation for informal users, livelihood restoration, support to vulnerable people, implementation and monitoring). The final cost-sharing arrangement between the Government of Jordan and NCPC will be specified.

The payment process will be investigated with relevant stakeholders in the Government and NCPC, and presented in detail (sign-offs, payment modalities, provisions for securing monies due to absentee landowners or outstanding court cases).

Monitoring and Evaluation

Based on the conceptual monitoring framework in the RPF, the RAP Consultant will prepare a detailed monitoring plan, including indicators, frequencies and methods of measurement and associated responsibilities. Reporting will also be addressed.

Change Management

The RAP will include a chapter describing how changes (in Project sites or impacts, in Project schedule, in LARLR strategy) will be addressed during implementation, including associated engagement requirements with relevant stakeholders.

FINAL DISCLOSURE AND CONSULTATION

The RAP Consultant will produce a Guide to Land Acquisition and Compensation (GLAC) to support the disclosure of the RAP and associated consultation. The GLAC is a practical and short document meant for PAPs to be well informed on the proposed LARLR measures and support consultation. Once the GLAC has been approved by relevant stakeholders, it will be disseminated (tentatively 1,500 copies) along the route.

Further to this dissemination a disclosure and consultation exercise will be carried out by the RAP Consultant in close coordination with NCPC and MWI. It will be conducted in all communities along the pipeline route to gather feedback on proposed LARLR measures and amend them if warranted.

DELIVERABLES

The RAP Consultant will produce the following deliverables:

- Inception + one month: detailed inception report, including the detailed survey strategy, database and GIS structure, consultation and negotiation plan (in English).
- Inception + four months: full geo-referenced database of PAPs in a format to be agreed with NCPC (in English).
- Inception + five months: draft RAP for comments by all relevant parties, public disclosure and consultation (in English).
- Inception + five months: Guide to Land Acquisition and Compensation (GLAC) meant to support the final disclosure and consultation exercise (in Arabic and English).
- Inception + six months: final RAP (in Arabic and English).

CONSULTING TEAM

The consulting firm tasked with the preparation of the RAP should mobilise, as a minimum:

- A RAP project manager with a minimum of 15 years of experience in preparing and/or implementing RAPs for large projects, with experience in Jordan (preferably) or other Mashreq countries, experience of working per international resettlement standards and in government-lend land acquisition;
- One strategic RAP advisor with 25 years of experience of land acquisition and resettlement in internationally funded projects, to provide international experience from other countries and advise on an on-going basis on engagement, entitlements, and implementation arrangements, and provide quality assurance;
- One sociologist or similar to organise and implement local government, community and PAP engagement around land acquisition and resettlement;
- One specialist in data management and GIS;
- A team of Jordanian surveyors and valuers to implement physical asset surveys and socio-economic surveys, with supervisors for each of the three key workstreams (topography, valuation, socio-economic surveys) demonstrating at least 5 years of experience of similar exercises;
- Thematic specialists to deal with specific impacts (e.g. impacts to intensive agriculture and associated livelihood restoration, impacts to grazing areas, impacts to Bedouin tribal lands, impacts to businesses).

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Expropriation and Compensation Policy of the Ministry of Water and Irrigation /

Aqaba–Amman Water Desalination and Conveyance Project (National Carrier)

(Translated from the original Arabic version)

The water sector in the Hashemite Kingdom of Jordan faces several challenges, which require the implementation of strategic projects to address the water deficit, such as the Aqaba–Amman Water Desalination and Conveyance Project (the National Carrier). It is important to note in this context that these strategic projects are characterized by their high cost, which necessitates their implementation based on a public–private partnership (PPP) approach. They are financed through grants and loans from international financial institutions as well as from the private sector. The esteemed Council of Ministers, as the authority holding general jurisdiction, approves grant and loan agreements that include the requirement to adhere to the general policy and the principles contained therein with respect to compensation for damages incurred by citizens as a result of implementing these financed projects.

Article (11) of the Jordanian Constitution contains a legislative provision stating that no person's property may be expropriated except for public interest and in return for fair compensation, in the manner defined by law. The Property Law No. (13) of 2019 is considered the legislative framework governing the expropriation of private lands and compensation for them in the Hashemite Kingdom of Jordan. This law takes into account legal stability as well as social aspects.

Expropriation

Expropriation is the practice by which the public authority exercises its right to acquire land from its owners for the purpose of achieving the public interest. The Jordanian Constitution affirms that landowners must receive full and fair compensation for the expropriation of their land.

Compensation

Owners of land expropriated for the purpose of serving the public interest have the right to receive fair compensation for the assets and damages as a result of the expropriation. They are fully compensated for all losses arising from the expropriation in which the claims for compensation due to damages resulting from expropriation are not limited to landowners and tenants. They may also include any person who has been harmed as a result of the expropriation and project activities.

It is worth noting in this context that Article (190) of the Property Law establishes a legislative principle, whereby fair compensation for the expropriation of property or any rights therein is based on the valuation of the property according to existing appraisal criteria or the value of sales transactions carried out for the same property or comparable neighboring properties, based on records in the land registry at the time the expropriation decision is issued. The owner of the expropriated property is considered to be the person whose name the property is registered under in the land registry at the time the expropriation decision is issued. If the property is not registered, the owner is considered to be the person in possession of the property at the time the expropriation decision is issued. This does not prevent any person from claiming

before the competent court that they have the right to compensation for the expropriated property, and the expropriating entity may suspend compensation procedures until ownership is determined.

Main Principles of Property Law:

1. No property may be expropriated except for a project that serves the public interest, in return for fair compensation and in accordance with the procedures stipulated in the law (Article 178).
2. The law defines public interest as a project that aims to establish a public facility, manage it, or facilitate the performance of its functions, as well as any project that the law stipulates will achieve public interest (Article 179).
3. The Government of the Hashemite Kingdom of Jordan, represented by the Ministry of Water and Irrigation (MWI), should purchase the land required for its project directly, but may resort to immediate possession (urgent acquisition) if the nature of the project demands it (Article 180).
4. The law requires direct negotiations between the Ministry of Water and Irrigation and the landowner until an agreement is reached (Article 189). If no agreement is reached between the two parties, either of them may refer the matter to the courts.

Expropriation Process:

1. A request is sent from the Ministry of Water and Irrigation to the Ministry of Finance (Department of Lands and Survey) for the expropriation of the land required for the project, along with all required official documents (urgent possession expropriation).
2. Landowners are notified of the Ministry of Water and Irrigation's intention to expropriate the land through phone calls, text messages, or through the administrative governor.
3. Representatives of the Ministry of Water and Irrigation and the Department of Lands and Survey conduct a field inspection of the land targeted for expropriation in order to prepare technical reports. If there are utilities, crops, or other assets on the land to be expropriated, a valuation committee is formed to assess these assets and damages and estimate their value, in cooperation with the Ministry of Agriculture, the Department of Lands and Survey, the Ministry of Public Works and Housing, and the Ministry of Finance.
4. Upon completion of the technical reports, the Department of Lands and Survey publishes an announcement in two local newspapers regarding the Ministry of Water and Irrigation's intention to expropriate land for the public interest (project name). After fifteen days from the date of publication, a request is submitted to the Council of Ministers for approval of the expropriation. The announcement is also published on the Department of Lands and Survey's official website.
5. To promote governance and transparency, the Ministry of Water and Irrigation publishes all decisions related to expropriation, negotiations, and the deposit of compensation for expropriated properties in local newspapers and on the Ministry's official website. In addition, a text message is sent via the Sanad application to the affected persons to visit the Ministry of Water and Irrigation.

6. The Ministry of Finance (Department of Lands and Survey) submits a request to the Council of Ministers for approval of the expropriation.
7. The Council of Ministers issues its decision approving the expropriation of land by the Ministry of Water and Irrigation for public interest (project name).
8. A final field inspection is conducted by the Origin Committee to approve the final valuation of the compensation for expropriation and to verify that no damages, assets, or improvements have occurred on the expropriated portion that require compensation for the period between the initial inspection and the expropriation decision.
9. The Department of Lands and Survey completes the expropriation procedures.
10. Negotiations must be conducted with the landowners of the land to be expropriated, and in the event an agreement is reached, the case is submitted to the Director General of the Department of Lands and Survey for approval.
11. If it is not possible to reach an agreement on compensation between the owner and the expropriating entity for any reason, either party has the right to resort to the competent court to determine the amount of compensation.

Direct Negotiation Process:

1. The Ministry of Water and Irrigation must publish an announcement regarding the negotiations that include a summary of the expropriation decision in two of the widest-circulation local daily newspapers. The announcement must invite the landowner to contact the Ministry of Water and Irrigation within thirty (30) days from the date of publication to negotiate the compensation amount to be paid for the expropriation.
2. The compensation amount is negotiated between the Ministry of Water and Irrigation, represented by the Department of Lands and Survey, and the landowner. The agreement reached must be in writing, and it becomes effective from the date it is approved by the Minister of Finance.
3. If it is not possible to reach an agreement on the compensation amount for any reason, either party may resort to the judiciary to determine the compensation amount. Compensation cases related to expropriation are treated as urgent and must be resolved within a period not exceeding one year from the date they are filed with the competent court.
4. The Department of Lands and Survey formally contacts the Ministry of Water and Irrigation and attaches the original negotiation agreement for payment purposes.
5. The Ministry of Water and Irrigation prepares a financial transfer to the Department of Lands and Survey for the compensation amount due.
6. After the compensation amount is paid to the owners of the expropriated plots, a registration deed is issued under the name of the Government of the Hashemite Kingdom of Jordan in favor of the Ministry of Water and Irrigation, indicating the name of the project.

Lands Owned by the Government of the Hashemite Kingdom of Jordan

The utilization of government lands and properties is carried out by a decision of the Minister of Finance / Department of Lands and Survey, based on the recommendation of the Central Committee, through the allocation of state-owned land parcels to ministries, departments, and official institutions.

Requirements of Donor and Lending Entities

The purpose of this policy is to meet the requirements and conditions of funding entities (grant/loan). These requirements are reflected in specific standards based on the fundamental principle that affected communities do not have the right to refuse expropriation decisions that may lead to their forced displacement from their residences, or affect their right to access natural resources, or cause damage to their businesses or livelihoods.

Under these standards, persons affected by expropriation or project activities may be classified into the following categories:

1. Persons with legally recognized rights to land by the relevant authorities.
2. Persons without formal legal rights to land, but who have claimable rights to land that are recognized or can be recognized under Jordanian legislation.
3. Persons without legal or formal rights that can be recognized under Jordanian legislation to the land and assets they occupy.

The main requirements of the international financing standards (donors/lenders) are as follows:

1. Avoid physical and economic displacement, or minimize it.
2. Engage affected groups during land acquisition and resettlement planning, and take their inputs into consideration.
3. Establish a friendly grievance mechanism for project-related complaints, ensure appropriate information disclosure, hold meaningful consultations, and, when needed, ensure informed participation of affected individuals and local communities through public meetings and consultations.
4. Establish a negotiation process with affected groups.
5. Ensure that informal occupants without rights that can be recognized under Jordanian legislation receive compensation for their assets (such as buildings or planted crops), excluding land.
6. Compensate affected assets (land, buildings, trees, ...) at replacement cost.
7. Compensate for income losses suffered by affected businesses.
8. Provide compensation in a timely manner.
9. Offer resettlement options for those affected by physical displacement (loss of their homes, ...).
10. Restore livelihoods with the aim of improving, or at least restoring, their standard of living or livelihood conditions to pre-project levels.
11. Provide assistance to vulnerable persons (such as the elderly, people with disabilities, women, ...).
12. Monitor and evaluate compliance and performance.

Objectives of the Expropriation and Compensation Policy

In alignment with Jordanian legislation and the requirements of international donors and lenders, this policy aims to:

1. Avoid or minimize, as much as possible, impacts on population settlements by developing alternative project designs to prevent the government from having to relocate residents to alternative housing.
2. Mitigate the negative social and economic impacts resulting from land expropriation and project implementation activities, or from restrictions imposed on the use of land by, or access to land for, affected persons through
 - a. Providing compensation equivalent to replacement cost for affected persons for their expropriated real estate assets.
 - b. Ensuring the identification of alternative housing for citizens affected by expropriation, while providing appropriate information and establishing consultation and participatory mechanisms with them.
3. Ensure timely provision of compensation for the loss of real estate assets due to expropriation at replacement cost.
4. Improve the living conditions and livelihoods of persons materially affected by the expropriation process.
5. Consult with affected persons and establish a friendly grievance mechanism.
6. Compensate informal persons who do not have legally recognizable rights under Jordanian legislation and who occupy affected properties and assets resulting from expropriation and project activities.
7. Determine the applicability of performance requirements during the environmental and social assessment phase of the project.

8. Core Principles of the Expropriation and Compensation Policy

1. The compensation paid to those affected by the expropriation process, as well as the provision of alternative housing, shall be based on Jordanian legislation and donor/lender requirements, in accordance with the provisions of the project financing agreement signed between the Government of Jordan and the financing entity, and motivated by social responsibility.
2. Material and economic losses incurred by affected citizens must be considered during compensation, and efforts must be made to reduce them.
3. Affected persons whose land will be used temporarily during the construction phase must be compensated, either financially or through any other type of assistance.
4. Identify all affected categories of persons and groups in the project (including informal land users).
5. Use clear and defined methods to assess expropriated or affected lands, and any improvements or damages incurred by citizens due to restricted access to their expropriated lands.
6. Compensation valuations resulting from expropriation shall be determined by the Origin Committee formed in accordance with the Property Law and its related

regulations and instructions, with the participation of two qualified private-sector experts accredited by the Department of Lands and Survey, nominated by the Department upon request from the Ministry of Water and Irrigation, based on donor requirements.

7. Compensate all affected categories for assets and plantations impacted by expropriation and project activities under this policy.
8. Adopt procedures to compensate affected persons who have recognized rights to land and property but whose owners cannot be identified.
9. Document all transactions related to land expropriation, including compensation procedures and livelihood restoration and assistance measures.
10. Provide affected persons the opportunity to participate in decision-making through comprehensive and meaningful public consultations, and offer them the opportunity to consult on the compensation and grievance mechanism through inclusive and meaningful consultation processes.
11. Follow a defined grievance management mechanism for affected persons, and record all questions, inquiries, and complaints in a dedicated grievance register.
12. Establish monitoring and evaluation procedures to measure the effectiveness of livelihood restoration measures and provision of alternative housing.

Procedures of the Expropriation and Compensation Policy for Affected Groups

Land expropriation and livelihood restoration procedures shall be implemented in accordance with Jordanian legislation and donor requirements. These procedures include the following:

First: Census of Project-Affected People and Assets

A detailed census must be conducted for all affected populations, lands, properties, and other assets to determine the number of affected people and the extent of lands affected. This census should be carried out by the Government of the Hashemite Kingdom of Jordan, represented by the Ministry of Water and Irrigation, or by an external consultant. The census will include information on land identification and coordinates, properties, land classification, plot sizes, cultivated crops and plantations, trees, and buildings that will be affected by the project. The census must use cadastral information to identify landowners and both formal and informal land users.

Further investigations may be required to identify any informal landowners and land users. The socio-economic survey will provide detailed information on formal and informal livelihoods, assets, activities, and structures. All affected persons regardless of whether they hold formal ownership documents who are recorded during the census will be eligible to receive compensation in accordance with Jordanian legislation and donor requirements, as well as measures to mitigate the economic and social impacts of expropriation and project implementation activities.

Second: Socio-Economic Survey

A socio-economic survey will be conducted to identify the following:

1. Patterns of land use, crop cultivation, and the use of natural resources.

2. Levels of livelihoods and income of people affected by the project, particularly income derived from the expropriated land for both formal and informal land and asset users.
3. Users of seasonal resources who may be affected by the project.
4. Vulnerable individuals who require additional attention to ensure they can benefit from the project on an equal basis.

Third: Entitlement Matrix

In accordance with the applicable Property Law and the requirements of the funding entities, compensation will be provided for crops, fruit-bearing trees, and other trees, as well as for assets or facilities located on the land parcels, including wells, irrigation systems, fences, and structures. The entitlement matrix has been developed, updated, and adapted to the conditions of people affected by land expropriation and project activities, as identified through the assessment.

This policy presents a preliminary entitlement matrix that defines the principles of compensation for different categories of affected persons, based on the assets, properties, and livelihoods lost because of the project, as follows:

a. Target Groups Eligible for Compensation:

1. Compensation for individuals affected who own economic activities (such as companies, commercial shops, etc.) for the loss of such activities or access to them, through replacement of these activities and compensation for associated losses.
2. Compensation for affected groups regarding the loss of land parcels or assets, such as crops, irrigation infrastructure, and any other improvements made to the land. Assistance shall be provided, and affected people will be compensated for these losses.
3. Assistance measures include providing training and any other means that ensure the ability to restore income.

b. Basis of Compensation

1. Natural or legal persons who legally own land plots under title deeds issued by the Department of Lands and Survey, or any rights that are legally recognizable under Jordanian legislation as defined in Article (186/a) of the Property Law, shall be compensated for all losses or provided with equivalent land without bearing any expenses or costs.
2. Owners of buildings, agricultural crops, water wells, or any other fixed assets shall be compensated at full replacement cost for these buildings and assets, based on market value equivalent to the previous standard of living. This compensation shall include temporary housing expenses and financial support to cover transportation costs, in accordance with a signed agreement for this purpose to be implemented by the Administrative Governor. Regarding crops and trees, cash compensation shall be provided based on market value equivalent to one year of lost income. Likewise, compensation shall be provided to owners of buildings, plantations, water wells, or any other fixed assets in accordance with the definition of affected persons stated in local laws, or for any other categories not included in local laws but approved by the Council of Ministers according to donor requirements, provided that such decisions do not violate ethical values, social norms, or

national security, and are based on clear, fair, and publicly disclosed valuation principles equivalent to the previous standard of living. Compensation shall include temporary housing expenses and transportation cost support under a signed agreement to be implemented by the Administrative Governor. Regarding plantations, compensation shall be based on the valuation standards adopted by the Jordanian Ministry of Agriculture, in addition to compensation equivalent to one agricultural season in cases where harvest has not been completed.

3. Families residing in buildings that will be demolished or rendered uninhabitable due to project-related expropriation shall be compensated by providing suitable alternative housing or a land plot equivalent to their previous living standard, or by paying full cost of the buildings or assets, including informal land and building users, after verification of the direct negative impact of the project and the expropriation on their stability and economic situation. This shall be in accordance with the definition of eligible categories stated in local laws and this policy, if approved by the Prime Minister in accordance with the donor's requirements as outlined in the financing agreement signed between the Government of Jordan and the financing entity, and in consideration of social responsibility.
4. Natural persons who occupy or use land without any legal right shall be provided assistance through allocation of alternative land and compensation covering losses based on full cost, provided they meet the donor eligibility criteria, and in accordance with the definition of eligible categories stated in local laws, or any related instructions or decisions issued by the Council of Ministers that reflect donor requirements and social responsibility.
5. Natural or legal persons whose businesses or economic activities are affected, including informal activities, shall be assisted through the provision of alternative locations for their commercial activities, as well as compensation for lost income, in accordance with the definition of eligible categories stated in local laws, or any related instructions or decisions issued by the Council of Ministers concerning donor requirements and social responsibility.
6. Natural persons employed on the affected lands, whether under formal contracts or not, shall be assisted by identifying alternative employment opportunities and through cash compensation for lost income, in accordance with local laws, or any decisions or instructions issued by the Council of Ministers related to donor requirements and social responsibility.
7. Natural persons residing in the affected areas, whether formally or informally, who have no alternative housing, and households that rely entirely on the expropriated or affected lands for their income, as well as elderly persons, female-headed households, persons with disabilities, and low-income individuals dependent on social support, shall be considered as the most vulnerable groups affected by the project. They shall receive priority in financial support or provision of alternative housing, in accordance with local laws or any decisions or instructions issued by the Council of Ministers.

c. Cut-Off Date for Determining Compensation Values and Affected Categories under this Policy

1. The affected categories and compensation valuation for land parcels targeted for expropriation shall be determined based on the technical reports and surveys conducted after the Council of Ministers' approval of the expropriation.
2. The affected categories and compensation valuation for project sites not targeted for expropriation shall be determined based on the disclosure date of the completion of the field survey carried out by the designated consultant, provided that this date is disclosed and announced by the relevant

authorities immediately upon completion of the field survey and that all procedures and reports are documented in accordance with proper standards.

Fourth: Valuation

A valuation committee will be formed in accordance with item (6) of the “Core Principles of the Compensation Policy for Categories Affected by Expropriation and Project Activities” contained in this policy. The committee shall be responsible for determining fair compensation for expropriated land and affected assets, as well as damages arising from project activities.

The valuation process includes the following steps:

1. Establishing the public interest of the project.
2. Determining compensation rates for all expropriated lands and structures.
3. Determining compensation values for assets and plantations affected by expropriation and project activities.
4. Valuations shall be based on land values and prices on the date the Council of Ministers issues the expropriation decision. The law grants the Director of the Department of Lands and Survey the authority to consult any entity for reviewing compensation valuation if necessary.

Fifth: Livelihood Restoration

In accordance with donor requirements, people whose livelihoods are affected by the project are entitled to livelihood restoration measures aimed at improving, or at least restoring, their living standards or livelihoods to pre-project levels.

The Ministry of Water and Irrigation will provide appropriate support for livelihood restoration, based on the results of the socio-economic surveys conducted to assess and estimate the livelihoods likely to be affected by the project. These surveys will provide an understanding of livelihood and work patterns, with a focus on the expropriated lands. Cases where agricultural work or other paid employment is affected due to construction activities will be included in the livelihood restoration documentation.

Sixth: Payment of Compensation

The Government of Jordan, represented by the Ministry of Water and Irrigation, shall provide the funds required to pay compensation to all affected categories. The total compensation amount allocated shall be deposited in a dedicated budget line within the budget of the Department of Lands and Survey under the Ministry of Finance, or within the Ministry of Water and Irrigation, or by any method agreed upon between the involved parties¹⁰. No entity may determine any compensation or pay any amounts to affected categories under this policy without the approval of the Ministry of Water and Irrigation, and in a manner that does not contradict this policy in form or substance.

Seventh: Information Disclosure and Consultation

¹⁰ What is meant by “any agreed-upon method” is that an agreement is reached to provide compensation to informal occupants who do not have legally recognizable rights, through the project company.

Public meetings and consultations must be organized with land users, landowners, and members of the local community. The Ministry of Water and Irrigation is committed to appropriately disclosing relevant information to citizens and affected persons to enable their meaningful and informed participation in the compensation and grievance mechanisms.

Eighth: Grievance Mechanism

The grievance mechanism aims to collect feedback, inquiries, comments, and complaints from all individuals affected by the implementation of the project. This mechanism will be applied at an early stage of the process to receive and address stakeholder comments and questions in a timely manner, and to provide further information on compensation measures and livelihood restoration for affected persons. Complaints will be addressed in a timely manner.

Grievance Mechanism at the Ministry of Water and Irrigation

1. Submission of the Complaint or Grievance

Affected persons may submit complaints or grievances through the dedicated hotline for grievances, by visiting the Ministry of Water and Irrigation offices at the National Carrier Project Management Unit, by placing a written complaint in the grievance box, or by submitting the complaint to the Department of Lands and Survey or the Administrative Governor by persons affected by the project or expropriation.

2. Documentation of the Complaint or Grievance

The type of complaint or grievance received shall be identified and recorded in the dedicated grievance register at the National Carrier Project Management Unit, in order to verify that it meets the relevant conditions and to determine the purpose of the complaint or grievance.

3. Handling and Resolution of Complaints or Grievances

After reviewing the subject of the complaint or grievance, the competent entity at the National Carrier Project Management Unit shall propose the most suitable solution in consultation with the affected person, whether in the form of cash or in-kind compensation.

4. Settlement and Closure of the Complaint or Grievance File

After reviewing the complaint or grievance and identifying the appropriate solution, all measures related to the settlement of the complaint or grievance shall be documented, including the nature of the complaint, its date of submission, the actions taken to resolve it, the implementation date, or the proposed measures and timeline for implementation. Following this, the complaint or grievance shall be closed in the grievance register database.

5. Government Electronic Platform

Affected persons may submit complaints or grievances through the government electronic platform "Bekhedmetcom," which is designed to receive complaints and suggestions and serves as an impartial interactive gateway for communication with various government agencies. The platform allows affected persons to track their complaint or grievance according to the following procedures:

- a. The complaint or grievance is submitted through the online "Bekhedmetcom" platform or via the "Sanad" application.
- b. The complaint or grievance is transmitted to the National Carrier Project Management Unit at the Ministry of Water and Irrigation to be registered in the grievance register.

- c. After reviewing the subject of the complaint or grievance, the competent entity at the National Carrier Project Management Unit shall propose the most suitable solution in consultation with the affected person, whether through compensation or by providing alternative housing or other locations for operating commercial activities.
- d. The National Carrier Project Management Unit at the Ministry of Water and Irrigation shall inform the complainant of the measures taken to resolve the issue.

6. Electronic Documentation

All actions taken by the National Carrier Project Management Unit shall be documented electronically from the date the complaint is received until the final action is taken to resolve it. This process enables monitoring and evaluation of the effectiveness of complaint handling.

7. Issuance of Instructions

The Minister of Water and Irrigation shall issue instructions related to the complaint or grievance submission forms and the procedures for documenting complaints or grievances.

Ninth: Implementation of the Expropriation and Compensation Policy Framework, Budgeting, Monitoring, and Reporting

The Ministry of Water and Irrigation shall be responsible for implementing this policy as follows:

1. Ensure appropriate disclosure and enhance meaningful consultation related to the project.
2. Activate the negotiation process related to land expropriation.
3. Provide compensation and implement livelihood restoration measures.
4. Monitor and report on land expropriation and compensation procedures.
5. Receive and address grievances and apply the grievance mechanism.
6. Allocate the necessary budget to implement land expropriation and compensation procedures after completing the census and survey activities. The budget shall cover land expropriation, compensation, livelihood restoration, monitoring and evaluation, as well as contingency and administrative expenses.
7. Define monitoring measures to ensure that the incomes and living standards of affected persons are restored to pre-project levels or improved.
8. The Ministry of Water and Irrigation shall monitor and evaluate the implementation of this policy through a periodic quarterly report to assess the success of policy application and provide the required information to the financing entities in their annual reports.

Public-Private Partnership

In addition to the committees stipulated in the Property Law, the Minister of Water and Irrigation is authorized to form the committees necessary to implement the provisions of this policy, comprising experts and specialists from both the public and private sectors. The formation decision shall specify the names of the committee members, their assigned tasks and authorities, and the financial compensation due to committee members, including the following committees:

1. Consultation Committee with the categories affected by expropriation and project activities.

2. Grievance Committee.
3. Livelihood Loss Assessment Committee.
4. Coordinating Committee, composed of specialized entities from all relevant sectors, responsible for following up on the mechanism for evaluating and disbursing compensation, chaired by the Secretary General of the Ministry of Water and Irrigation, with recommendations submitted to the Minister of Water and Irrigation for payment approval.

Instructions

The Minister of Water and Irrigation shall issue the instructions necessary to implement the provisions of this policy, including but not limited to:

1. Defining the categories eligible for compensation, in accordance with the description of categories provided under Jordanian laws and regulations, and the categories identified in this policy that are not defined under local laws and regulations but are required based on the financing entity's requirements and the financing agreement signed between the Government of Jordan and the financing entity, provided that their description and eligibility criteria are clearly established.
2. Resettlement Action Plan.
3. Grievance mechanism and procedures for resolving complaints related to compensation and resettlement.