

DECEMBER 2025

# Assessment Report

Regarding Falcon PV Ma'an-01 in Jordan

IFC Project Number: 35483

## About CAO

The Office of the Compliance Advisor Ombudsman (CAO) is the independent accountability mechanism (IAM) of the International Finance Corporation (IFC) and Multilateral Investment Guarantee Agency (MIGA), members of the World Bank Group. We work to facilitate the resolution of complaints from people affected by IFC and MIGA projects in a fair, objective, and constructive manner, enhance environmental and social project outcomes, and foster public accountability and learning at IFC and MIGA.

CAO is an independent office that reports directly to the IFC and MIGA Boards of Executive Directors. For more information, see <http://www.cao-ombudsman.org/about-us>.

## List of Acronyms

CAO	Office of the Compliance Advisor Ombudsman
CSR	Corporate social responsibility
ESIA	Environmental and Social Impact Assessment
IFC	International Finance Corporation
MDA	Ma'an Development Area
NEPCO	National Electric Power Company
PPA	Power Purchase Agreement
PV	Photovoltaic

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# 1 Executive Summary

*On June 4, 2025, a complaint was submitted to CAO by an individual representing 22 people who are members of the local community in Ma'an Governorate in Jordan. The complaint raised concerns regarding the discontinuation of community engagement and corporate social responsibility (CSR) initiatives, local employment challenges, the employment structure, labor practices, and the grievance mechanism in the Falcon Ma'an Solar Project. During the CAO assessment process, the Complainants informed CAO that they wished to withdraw their complaint as the concerns raised in the complaint had been resolved since filing the complaint with CAO. The Company noted that misunderstandings can arise from stakeholders' lack of complete information and reiterated its commitment to transparency, legal compliance, social responsibility, and open communication through proper channels.*

*In accordance with CAO's Policy,<sup>1</sup> the case has been closed.*

## 2 Background

### 2.1 The Complaint

On June 4, 2025, CAO received a complaint from an individual representing 22 people who are members of the local community in Ma'an Governorate in Jordan ("the Complainants"), regarding labor and community related issues at the Falcon Ma'an Project, (referred to in this report as "Falcon" or "the Company").

CAO found the complaint eligible on August 6, 2025, and began its assessment process.

### 2.2 The Project

The complaint relates to IFC's investment in Falcon PV Project approved by IFC's Board of Directors in September 2014. According to IFC's public disclosures, Falcon Ma'an is a 21 megawatt (MW) solar photovoltaic (PV) power plant located in the Ma'an Development Area ("MDA"), south of the capital Amman, Jordan, with an estimated project cost of US\$50.2 million ("the Project").<sup>2</sup> All output generated by the Project is connected to a newly built substation in MDA and is sold to Jordan's National Electric Power Company ("NEPCO") under a 20-year Power Purchase Agreement ("PPA"). The Project is part of the Government of Jordan's Renewable Energy Program, which aimed to increase renewable energy contribution to 10 percent of the country's generation mix by 2020.

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<sup>1</sup> CAO Policy; <https://www.cao-ombudsman.org/policies-guidelines>.

<sup>2</sup> The Project is located in Jordan's Ma'an Governorate, which lies 218km South of Amman. The Ma'an Development Area ("MDA") was established in 2008 under the Development Areas Law. The solar park, which lies between the MDA's industrial park and vocational training center, encompasses 11 plots available for solar PV, of which this Project is one.

The Project has been managed by Falcon, a special purpose entity. IFC has an active loan investment of US\$13.1 million in the Project.

The Project was classified as an Environmental Category B–Limited environmental and social impacts.

### 3 Assessment Purpose & Methodology

#### 3.1 Assessment Purpose

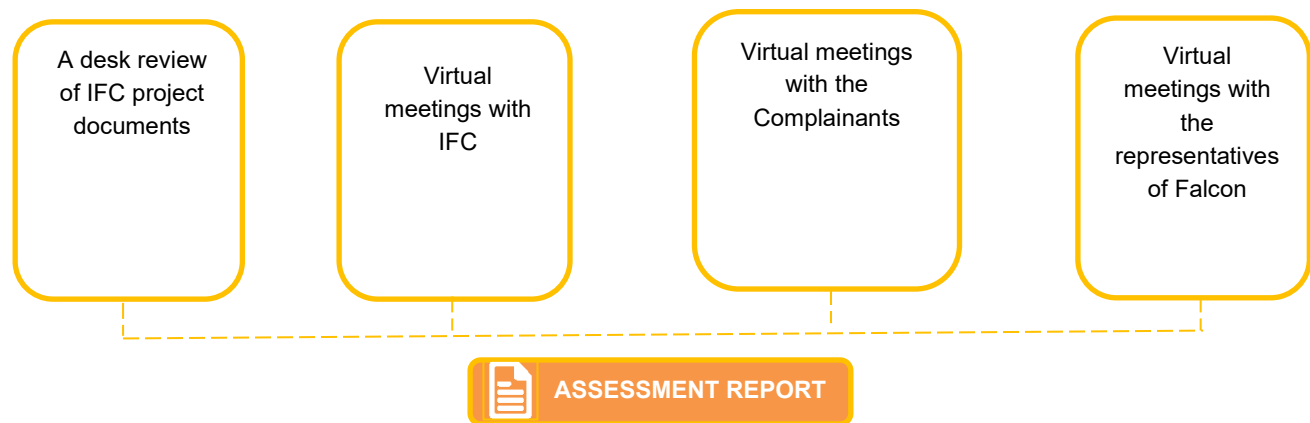
The aim of the CAO assessment process is to develop a thorough understanding of the issues and concerns raised by the complainants, gather information on the views of different stakeholders, and determine whether the complainants and IFC/MIGA’s client would like to pursue a dispute resolution process facilitated by CAO, or whether the complaint should be handled by CAO’s Compliance function for appraisal of IFC’s environmental and social Performance Standards (see Appendix A for information about CAO’s complaint-handling process).

CAO’s assessment process does not entail a judgment on the merits of the complaint; rather, it seeks to understand the Parties’ perspectives and empower those involved to make informed decisions on how to address the issues raised.

#### 3.2 Assessment Methodology

Figure 1 shows the approach and methodology to be applied in CAO’s assessment process.

Through the assessment process, CAO aims to get a better understanding of the issues and determine whether the parties wish to address the complaint through a dispute resolution or compliance process. This assessment involves:



**Outcome:** The Complainants withdrew the complaint, and the case was closed at assessment.

Figure 1. CAO Assessment Process

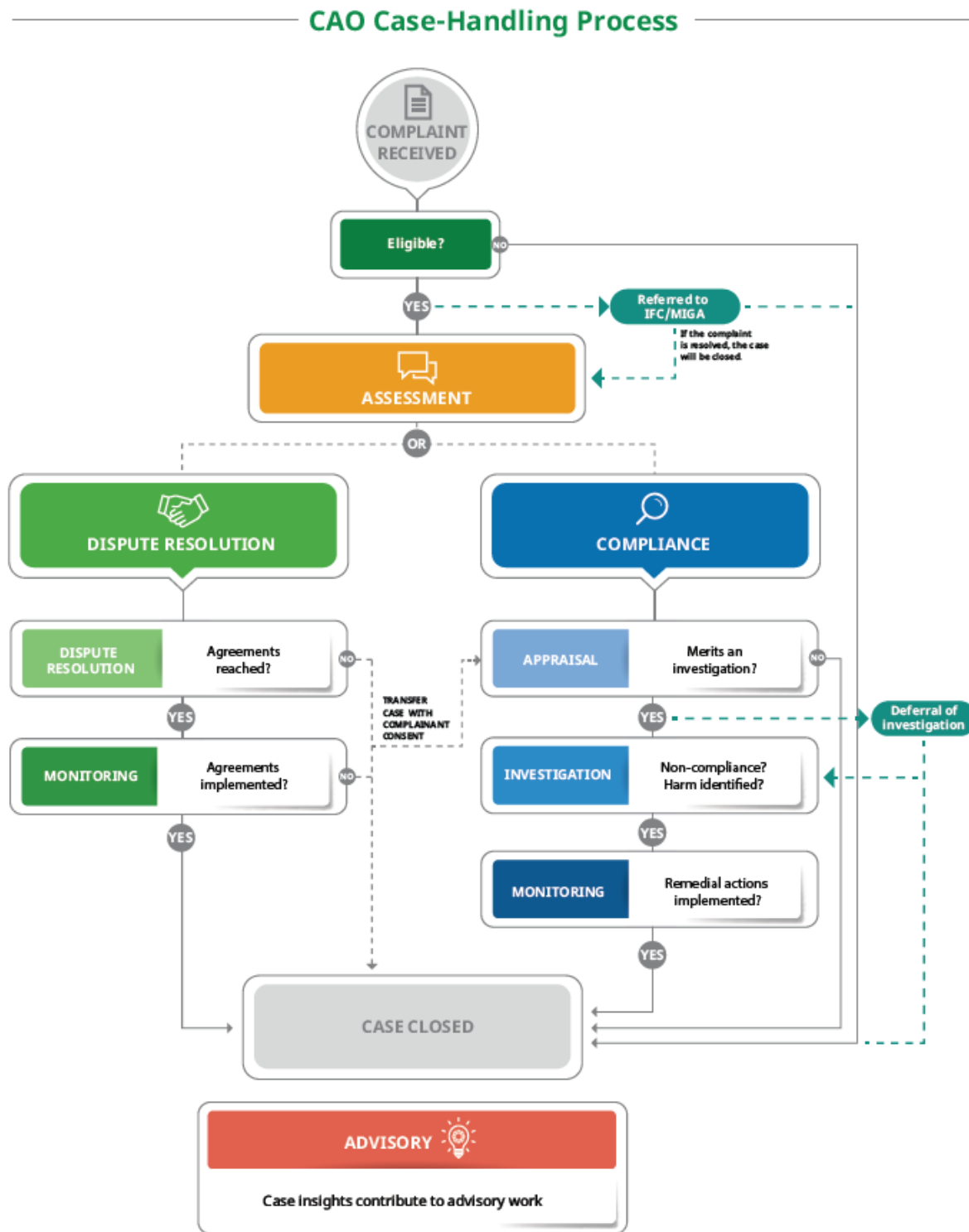
The assessment was conducted by the CAO team, with the support of a local interpreter based in Jordan. The CAO team communicated with the Parties and collected information through multiple in-depth online conversations.

## **4 Conclusion and Next Steps**

During the CAO assessment process CAO engaged several times with both the complainant and the client to get a better understanding of the issues raised and get the company's response. During this process the Complainants informed the CAO Assessment team of their decision to withdraw their complaint stating that the concerns raised were no longer an issue. The client, in its written submission to CAO, took note of the Complainants' withdrawal of the complaint, and insisted that Falcon Project has been fully compliant with all relevant requirements including the Jordanian law, contractual terms, and internal policies, even before the complaint was filed with CAO. In accordance with CAO's Policy, this case has been closed.

CAO appreciates the constructive engagement and meaningful participation of both Parties throughout the assessment process.

## Appendix A. CAO Complaint Handling Process



As per the IFC/MIGA Independent Accountability Mechanism (CAO) Policy, the following steps are typically followed in response to a complaint that is received:

- Step 1: **Acknowledgment** of receipt of the complaint.
- Step 2: **Eligibility:** A determination of the complaint's eligibility for assessment under the mandate of CAO (no more than 15 business days).
- Step 3: **Assessment:** Assessing the issues and providing support to stakeholders in understanding and determining whether they would like to pursue a consensual solution through a collaborative process convened by CAO's Dispute Resolution function or whether the case should be handled by CAO's Compliance function to review IFC's/MIGA's environmental and social due diligence. The assessment time can take up to a maximum of 90 business days, with the possibility of extension for a maximum of 30 additional business days if, after the 90-business day period, (1) the parties confirm that resolution of the complaint is likely or (2) either Party expresses interest in dispute resolution, and there is potential that the other Party will agree.
- Step 4: **Facilitating settlement:** If the parties choose to pursue a collaborative process, CAO's Dispute Resolution function is initiated. The dispute resolution process is typically based on or initiated by a Memorandum of Understanding and/or mutually agreed-upon ground rules between the parties. It may involve facilitation/mediation, joint fact finding, or other agreed resolution approaches leading to a settlement agreement or other mutually agreed and appropriate goals. The major objective of these types of problem-solving approaches will be to address the issues raised in the complaint, and any other significant issues relevant to the complaint that were identified during the assessment or the dispute resolution process, in a way that is acceptable to the parties affected.<sup>2</sup>

OR

**Compliance Appraisal/Investigation:** If the parties opt for an investigative process, the complaint is transferred to CAO's Compliance function. The complaint is also transferred to the Compliance function when a dispute resolution process results in partial or no agreement. At least one Affected Community Member must provide explicit consent for the transfer, unless CAO is aware of concerns about threats and reprisals. CAO's Compliance function reviews IFC/MIGA's compliance with environmental and social policies, assesses related harm, and recommends remedial actions where appropriate, following a three-step process. First, a compliance appraisal determines whether further investigation is warranted. The appraisal can take up to 45 business days, with the possibility of extending it by 20 business days in exceptional circumstances. Second, if an investigation is warranted, the appraisal is followed by an in-depth compliance investigation of IFC/MIGA's performance. An investigation report will be made public, along with IFC/MIGA's response and an action plan to remediate findings of noncompliance and related harm. Third, in cases where noncompliance and related harm are found, CAO will monitor the effective implementation of the action plan.

Step 5: **Monitoring and Follow-up**

Step 6: **Conclusion/Case Closure**



<sup>1</sup> For more details on the role and work of CAO, please refer to the IFC/MIGA Independent Accountability Mechanism (CAO) Policy: <https://documents.worldbank.org/en/publication/documents-reports/documentdetail/889191625065397617/ifc-miga-independent-accountability-mechanism-cao-policy>.

<sup>2</sup> Where stakeholders are unable to resolve the issues through a collaborative process within an agreed time frame, CAO Dispute Resolution will first seek to assist the stakeholders in breaking through impasse(s). If this is not possible, the Dispute Resolution team will inform the stakeholders, including IFC/MIGA staff, the President and Board of the World Bank Group, and the public, that CAO Dispute Resolution has concluded the dispute resolution process and transferred it to CAO Compliance for appraisal.



The Independent Accountability Mechanism for IFC & MIGA