SYSTEMS AND PROCEDURES AND ORGANIZATIONAL MANAGEMENT MANUAL

JOUN DEVELOPMENT CORPORATION

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SYSTEMS & PROCEDURES

AND

ORGANIZATIONAL MANAGEMENT MANUAL

JOUN DEVELOPMENT CORPORATION

(JDC)

Joun Development Corporation (JDC) is a joint-stock company established to prioritize, fund, and implement transformative projects that drive sustainable development in Joun, Lebanon. Leveraging the town's unique historical, cultural, and environmental assets, JDC aims to create long-term economic growth, cultural preservation, and community empowerment.

Contents

Note of Acknowledgment

This document has been developed with the assistance of ChatGPT, an AI language model designed to support the creation of content and strategic planning. ChatGPT has contributed to the formulation and drafting of various initiatives and strategies outlined within this document. While the content has been reviewed and refined by the human author, the AI model provided valuable input and suggestions throughout the process.

We acknowledge the use of AI technology in aiding the development of these initiatives, ensuring a comprehensive and well-structured approach to each proposed strategy.

INTRODUCTION TO THE MANUAL

Purpose of the Manual

The **Systems and Procedures and Organizational Management Manual** is a comprehensive guide designed to ensure the smooth, efficient, and transparent operation of the Joun Development Corporation (JDC). It outlines the core systems, processes, and best practices that govern how the organization functions. By adhering to these established procedures, JDC can consistently deliver on its mission to drive sustainable and inclusive development in Joun while maintaining the highest standards of professionalism and accountability.

Scope of the Manual

This manual covers all key areas of JDC's operations, including:

- Governance and decision-making protocols.

- Financial management and reporting systems.

- Project planning, implementation, and evaluation processes.

- Human resources policies and procedures.

- Risk management and compliance frameworks.

- Communication and stakeholder engagement strategies.

Importance of Systems and Procedures

Efficient systems and clear procedures are the backbone of a well-functioning organization. They:

- Provide consistency and reliability in operations.

- Enhance accountability and transparency.

- Minimize risks and ensure compliance with legal and regulatory standards.

- Foster an organizational culture of excellence and innovation.

Audience of the Manual

This manual is intended for all stakeholders within JDC, including:

- The Board of Directors, for governance and oversight.

- Senior management, for implementing strategic objectives.

- Employees, for understanding their roles and responsibilities.

- Partners, contractors, and other external stakeholders, for alignment with JDC's standards.

How to Use This Manual?

- As a Reference Guide: The manual provides step-by-step instructions for all major processes within the organization.

- As a Training Tool: New employees and partners can use the manual to familiarize themselves with JDC's operational standards.

- As a Governance Framework: The manual ensures that all actions align with JDC's mission, vision, and values.

Commitment to Continuous Improvement

Recognizing the dynamic nature of development projects and organizational growth, this manual will be periodically reviewed and updated. Feedback from employees and stakeholders is encouraged to ensure that our systems and procedures remain relevant, efficient, and effective.

Conclusion

This manual is a cornerstone of JDC's commitment to operational excellence. By following the guidelines and principles outlined herein, we can collectively achieve our goal of making Joun a thriving, sustainable, and inclusive community for generations to come.

INTRODUCING JOUN DEVELOPMENT CORPORATION (JDC)

    https://youtu.be/i45kOWsvcgs

CORPORATE VIDEO

INTRODUCING JOUN DEVELOPMENT CORPORATION (JDC):

"Building Joun's Future Together"

Joun Development Corporation (JDC) is a joint-stock company established to prioritize, fund, and implement transformative projects that drive sustainable development in Joun, Lebanon. Leveraging the town's unique historical, cultural, and environmental assets, JDC aims to create long-term economic growth, cultural preservation, and community empowerment.

ENGLISH ONLY:

https://youtu.be/jQYBKdhqnEg

ARABIC CAPTIONS VERSION:

https://youtu.be/bgZTgXw0UKc

PART ONE

ORGANIZATIONAL MANAGEMENT

ORGANIZATIONAL MANAGEMENT

1. Purpose and Scope

- **Purpose:**

To define the management structure, policies, and procedures to ensure the effective operation of JDC.

- **Scope:**

This manual applies to all employees, board members, management, and stakeholders involved in the corporation's operations.

2. Governance and Leadership

2.1 Governance Structure

- Overview of the governance hierarchy, including:

- General Assembly of Shareholders

- Board of Directors

- Committees (Audit, Investment, Sustainability, Projects Oversight)

2.2 Leadership Roles and Responsibilities

- Chairperson of the Board: Provides strategic leadership and facilitates effective decision-making.

- CEO: Oversees all day-to-day operations and ensures alignment with corporate goals.

- CFO: Manages financial planning, reporting, and risk management.

- COO: Coordinates operations across all functional departments.

- CPO: Supervises the implementation and performance of projects.

3. Organizational Policies

3.1 Code of Conduct

- Ethical guidelines for all employees and stakeholders.

- Procedures for addressing violations and reporting misconduct.

3.2 Anti-Discrimination Policy

- Commitment to diversity, equity, and inclusion in all activities.

- Steps to report and address discrimination or harassment.

3.3 Sustainability and Environmental Policy

- Commitment to eco-friendly practices in project planning and operations.

- Measures to reduce environmental impact.

4. Human Resources Management

4.1 Recruitment and Onboarding

- Transparent hiring processes to attract qualified candidates.

- Induction program to familiarize new hires with corporate values and procedures.

4.2 Performance Management

- Annual performance reviews aligned with clear KPIs.

- Recognition and reward systems to motivate high performance.

4.3 Employee Training and Development

- Professional development programs for skill enhancement.

- Training on compliance, sustainability, and ethics.

4.4 Employee Welfare and Benefits

•   Health and safety policies to protect employees.

•   Provision of benefits such as healthcare, retirement plans, and leave policies.

5. Financial Management

5.1 Budgeting and Financial Planning

•   Annual budget preparation process, led by the CFO.

•   Allocation of funds based on project priorities.

5.2 Accounting and Record-Keeping

•   Use of financial software to ensure accuracy and compliance.

•   Regular internal and external audits.

5.3 Procurement Policies

•   Transparent vendor selection process.

•   Ensuring cost-effectiveness and quality in procurement decisions.

6. Operational Procedures

6.1 Project Management

•   Project Lifecycle:

•   Feasibility Study → Approval → Implementation → Monitoring → Evaluation.

•   Tools like Microsoft Project or Asana for tracking progress.

6.2 Decision-Making Process

•   Defined levels of authority for approvals and decisions.

•   Structured processes for escalating issues to higher management.

6.3 Risk Management

•   Regular risk assessments to identify and mitigate potential challenges.

•   Crisis management plans for emergencies.

7. Communication and Reporting

7.1 Internal Communication

•   Regular staff meetings to align goals and share updates.

•   Use of digital platforms for efficient communication (e.g., Slack, Microsoft Teams).

7.2 External Communication

•   Community Engagement: Regular updates to stakeholders and the public about project progress.

•   Investor Relations: Transparent reporting of financial performance and project outcomes.

7.3 Reporting and Documentation

•   Standard templates for reports (financial, project, and performance).

•   Periodic submission of reports to the board and shareholders.

8. Compliance and Legal Framework

8.1 Regulatory Compliance

•   Adherence to Lebanese corporate laws, tax regulations, and labor standards.

•   Monitoring changes in legislation to ensure continued compliance.

8.2 Ethical Compliance

•   Policies on anti-corruption, bribery, and fair competition.

•   Mechanisms to address and resolve ethical breaches.

9. Monitoring and Evaluation

9.1 Key Performance Indicators (KPIs)

•   Metrics to assess financial health, project performance, and employee satisfaction.

9.2 Audit and Review Processes

•   Periodic audits of financial and operational performance.

•   Annual reviews of policies and procedures.

Job Descriptions for Key Roles in Joun Development Corporation (JDC)

1. Chairperson of the Board

Reports to: General Assembly of Shareholders

Role Summary:

The Chairperson is responsible for providing leadership to the Board of Directors, ensuring the board functions effectively and makes decisions aligned with the corporation's mission and vision.

Key Responsibilities:
- Lead board meetings and ensure efficient decision-making.
- Represent JDC in high-level negotiations and public engagements.
- Oversee board member performance and ensure accountability.
- Collaborate with the CEO to align the corporation's strategy with its goals.

Skills and Qualifications:
- Strong leadership and decision-making skills.
- Extensive knowledge of corporate governance.
- Proven experience in board-level or senior leadership roles.

2. Chief Executive Officer (CEO)

Reports to: Board of Directors

Role Summary:

The CEO is responsible for overseeing the corporation's overall operations and ensuring that strategic goals are achieved efficiently and sustainably.

Key Responsibilities:

- Develop and implement the corporation's strategic plan.

- Oversee all functional departments to ensure alignment with goals.

- Manage stakeholder relationships, including investors, partners, and government bodies.

- Report regularly to the board on performance metrics and financial results.

Skills and Qualifications:

- Strong leadership and strategic thinking.

- Proven track record of managing large teams and projects.

- Exceptional communication and negotiation skills.

3. Chief Financial Officer (CFO)

Reports to: CEO

Role Summary:

The CFO is responsible for managing the financial health of the corporation, including budgeting, financial planning, and risk management.

Key Responsibilities:

- Develop and oversee the annual budget.

- Prepare and present financial reports to the board and investors.

- Manage audits and ensure regulatory compliance.

- Identify and mitigate financial risks.

Skills and Qualifications:

- Strong knowledge of accounting principles and financial regulations.

- Proficiency in financial software and analysis tools.

- CPA or equivalent qualification preferred.

4. Chief Operating Officer (COO)

Reports to: CEO

Role Summary:

The COO ensures that day-to-day operations run smoothly and efficiently, focusing on process optimization and operational excellence.

Key Responsibilities:
- Oversee the implementation of operational policies and procedures.

- Ensure the efficient allocation of resources across projects and departments.

- Monitor the performance of operations and report key findings to the CEO.

- Lead the optimization of workflows and systems.

Skills and Qualifications:
- Strong project management and organizational skills.

- Experience in managing complex operations and teams.

- Problem-solving and decision-making abilities.

5. Chief Projects Officer (CPO)

Reports to: CEO

Role Summary:

The CPO is responsible for managing the planning, execution, and evaluation of all development projects under JDC.

Key Responsibilities:

- Develop project plans, timelines, and budgets.

- Ensure all projects are delivered on time and within scope.

- Supervise project teams and contractors.

- Monitor progress and report on project performance.

Skills and Qualifications:

- Expertise in project management methodologies (e.g., PMP, PRINCE2).

- Strong leadership and team management skills.

- Proficiency in project management software.

6. Chief Communications Officer (CCO)

Reports to: CEO

Role Summary:

The CCO is responsible for developing and implementing communication strategies to enhance JDC's reputation and stakeholder engagement.

Key Responsibilities:

- Oversee all internal and external communication efforts.

- Develop public relations strategies and manage media relations.

- Coordinate investor and community engagement initiatives.

- Monitor and manage the corporation's brand image.

Skills and Qualifications:

- Strong writing and verbal communication skills.

- Experience in public relations and media management.

- Proficiency in digital communication platforms.

7. Department Heads

7.1 Finance and Accounting Manager

Reports to: CFO

Responsibilities:

- Manage the preparation of financial statements and reports.

- Ensure compliance with tax regulations and financial policies.

- Supervise accounts payable, receivable, and payroll.

7.2 Human Resources Manager

Reports to: COO

Responsibilities:

- Oversee recruitment, training, and employee development.

- Develop HR policies and procedures.

- Manage employee relations and performance evaluations.

7.3 Marketing and Communications Manager

Reports to: CCO

Responsibilities:

- Plan and execute marketing campaigns.

- Manage social media and digital outreach.

- Coordinate events and promotional activities.

7.4 Project Managers

Reports to: CPO

Responsibilities:

- Oversee specific projects from inception to completion.

- Coordinate with contractors, engineers, and stakeholders.

- Monitor budgets, timelines, and quality standards.

PART TWO

SYSTEMS, PROCEDURES, AND GOVERNANCE FOR THE JOUN DEVELOPMENT CORPORATION (JDC)

Systems, Procedures, and Governance for the Joun Development Corporation (JDC).

Below is a comprehensive outline for creating a Systems, Procedures, and Governance Manual for the Joun Development Corporation (JDC). This document ensures organizational efficiency, compliance, transparency, and effective management of all operations and projects.

Joun Development Corporation Governance Manual

1. Introduction

- **Purpose:**

- Define the governance framework, operational systems, and standard procedures for JDC.

- Ensure alignment with the company's mission, vision, and strategic goals.

- **Scope:**

- Covers governance structures, decision-making processes, operational systems, and compliance requirements.

2. Governance Structure

2.1 Board of Directors

- **Composition:**

- Minimum of 7 members, including representatives of shareholders, independent experts, and community leaders.

- **Roles and Responsibilities:**

- Approve strategic plans, budgets, and major projects.

- Monitor performance and ensure compliance with laws and regulations.

- Appoint and evaluate the CEO and executive management.

- Meeting Frequency:

- Quarterly meetings with additional meetings as needed.

2.2 Committees

1. **Audit and Compliance Committee:**

- Ensures financial transparency and oversees internal and external audits.

2. **Investment and Finance Committee:**

- Reviews and approves investment strategies, budgets, and funding proposals.

3. **Sustainability and Community Engagement Committee:**

- Focuses on social impact, environmental initiatives, and stakeholder engagement.

4. **Projects Oversight Committee:**

- Monitors project implementation and performance metrics.

2.3 Executive Management

- CEO: Overall responsibility for implementing board decisions and managing day-to-day operations.

- CFO: Oversees financial planning, budgeting, and investor relations.

- Project Managers: Lead the implementation of individual projects, reporting progress to the CEO.

3. Operational Systems

3.1 Financial Management

- **Budgeting:**

- Annual budget prepared by the CFO and approved by the board.

- Regular budget reviews to track performance.

- **Accounting:**

- Use of accounting software to ensure accuracy and compliance with international financial reporting standards (IFRS).

- **Reporting:**

- Monthly financial reports to management.

- Quarterly and annual financial reports for shareholders.

3.2 Human Resources (HR) Management

- **Recruitment and Onboarding:**

- Transparent hiring process to attract qualified candidates.

- Comprehensive onboarding for new employees.

- **Performance Management:**

- Annual performance reviews and professional development plans.

- **Code of Conduct:**

- Ethical standards and conflict-of-interest policies for all employees.

3.3 Project Management

- **Project Lifecycle:**

- Feasibility Study → Approval → Implementation → Monitoring → Evaluation.

- **Tools and Software:**

- Use of project management tools (e.g., Microsoft Project, Trello) to track timelines and milestones.

- **Monitoring and Evaluation:**

- Regular progress reports, site visits, and stakeholder feedback.

4. Compliance and Risk Management

4.1 Legal Compliance

•   Adherence to Lebanese corporate laws, tax regulations, and labor laws.

•   Annual legal review to ensure compliance with evolving regulations.

4.2 Risk Management Framework

•   **Risk Identification:**

•   Assess risks across financial, operational, and environmental domains.

•   **Risk Mitigation:**

•   Develop contingency plans and maintain adequate insurance coverage.

•   **Crisis Management:**

•   Establish a crisis response team to handle emergencies and public relations.

5. Communication and Reporting

5.1 Internal Communication

•   Regular team meetings to ensure alignment on goals and updates.

•   Internal communication platform for announcements and document sharing.

5.2 Shareholder Communication

•   Annual General Meetings (AGMs) to review performance and future plans.

•   Dedicated investor portal for real-time updates and documents.

5.3 Community Engagement

•   Regular town hall meetings to update residents on project progress.

• Feedback mechanisms, such as surveys and suggestion boxes.

6. Governance Policies

6.1 Decision-Making Framework

• **Levels of Authority:**

• Board approval required for strategic decisions and major investments.

• Management can make day-to-day operational decisions within approved budgets.

• **Voting Procedures:**

• Majority vote required for board decisions, with tie-breaking by the chairperson.

6.2 Conflict of Interest Policy

• Mandatory disclosure of conflicts by board members and employees.

• Recusal from decisions where a conflict exists.

6.3 Ethics and Integrity Policy

• Zero tolerance for corruption, bribery, or unethical practices.

• Whistleblower mechanism to report violations anonymously.

7. Documentation and Record-Keeping

7.1 Corporate Records

• Articles of incorporation, bylaws, and shareholder agreements.

• Board and committee meeting minutes.

7.2 Financial Records

- Invoices, receipts, and financial statements maintained for a minimum of 5 years.

7.3 Project Records

- Feasibility studies, contracts, and progress reports for each project.

8. Review and Updates

- Governance manual reviewed annually by the board.

- Updates to reflect changes in laws, regulations, or organizational needs.

PART THREE

APPENDICES

1.   Organizational Chart

Here is the visual representation of the organizational chart for Joun Development Corporation (JDC).

JDC Organizational Chart

Board of Directors

CEO

CFO   COO   CSO   CMO

Finance Team   Project Management Team   HR Department   Sustainability Specialists   Marketing Team   Community Engagement T
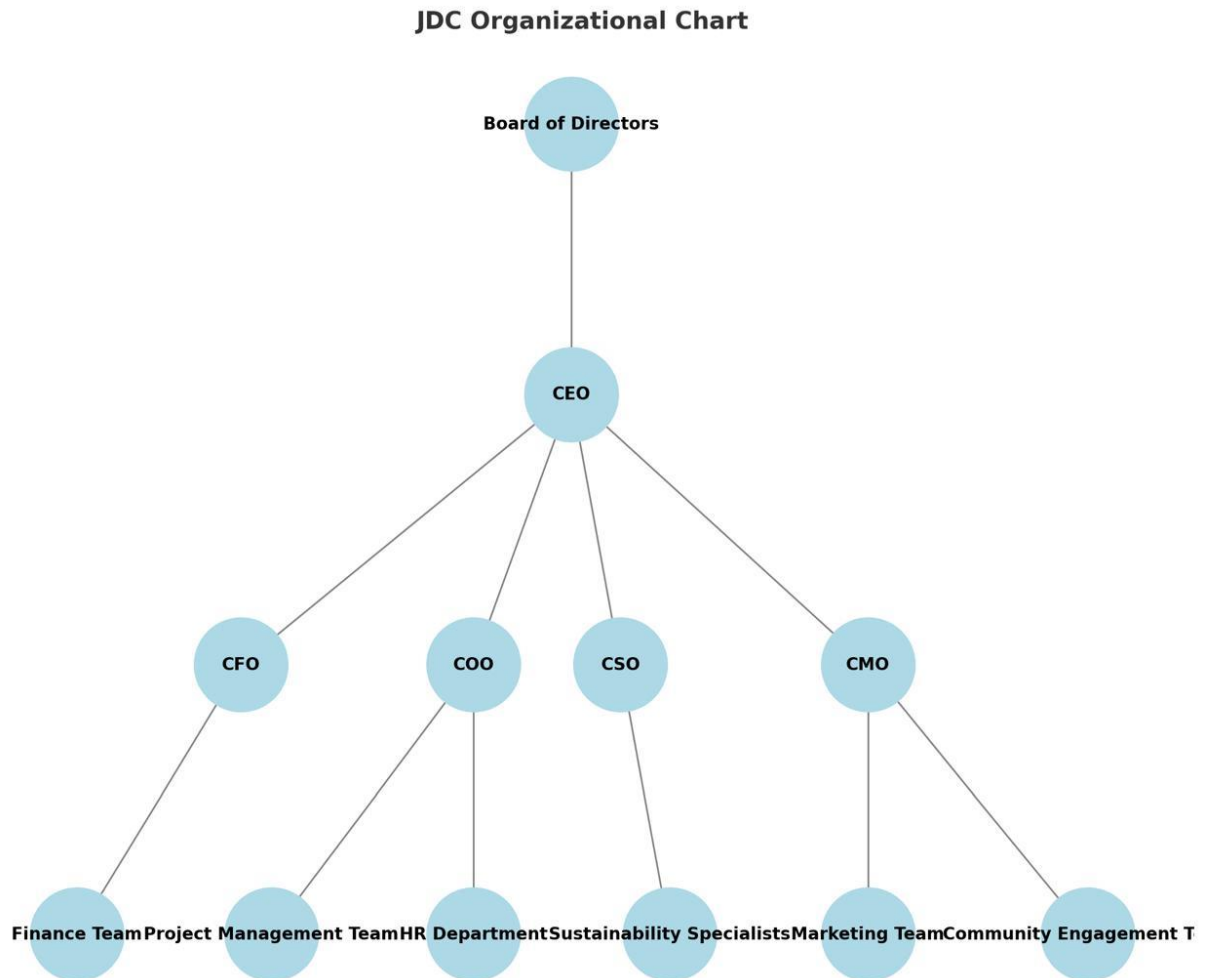
2.   Board and Committee Charters

Board and Committees Charters for Joun Development Corporation (JDC)

1. Board of Directors Charter

Purpose

The Board of Directors (the "Board") of Joun Development Corporation is responsible for overseeing the corporation's strategic direction, ensuring accountability, and protecting the interests of shareholders and stakeholders.

Key Responsibilities

• Establish and oversee the corporation's mission, vision, and values.

• Approve and monitor the implementation of strategic goals and initiatives.

• Ensure compliance with legal, regulatory, and ethical standards.

• Oversee financial performance, including approval of budgets and financial reports.

• Appoint and evaluate the performance of the Chief Executive Officer (CEO).

Composition

• The Board consists of [number] members, including independent directors.

• Members should possess diverse skills, experiences, and backgrounds relevant to JDC's mission.

Meetings

• The Board will meet quarterly, with additional meetings as required.

- Decisions require a quorum of [number/percentage] members present.

Authority

The Board has full authority to delegate tasks to committees or management while retaining oversight responsibility.

2. Executive Committee Charter

Purpose

The Executive Committee acts on behalf of the Board between regular meetings, addressing urgent matters and providing guidance on high-level operational issues.

Key Responsibilities

- Make decisions on matters delegated by the Board.

- Oversee major projects and initiatives.

- Ensure alignment between management and the Board's strategic directives.

Composition

- Composed of the Chairperson, Vice Chairperson, and two other board members.

Meetings

- Meets as necessary, typically monthly or as required by circumstances.

3. Audit and Risk Committee Charter

Purpose

The Audit and Risk Committee ensures the integrity of JDC's financial reporting, internal controls, and risk management processes.

Key Responsibilities

- Review financial statements and disclosures before submission to the Board.

- Oversee internal and external audits.

- Identify, assess, and mitigate risks affecting the corporation.

- Monitor compliance with legal and regulatory requirements.

Composition

- At least three board members with financial or risk management expertise.

Meetings

- Meets quarterly, with additional meetings as required.

4. Governance and Nominations Committee Charter

Purpose

The Governance and Nominations Committee ensures effective corporate governance practices and oversees board nominations and evaluations.

Key Responsibilities

- Develop and recommend governance policies.

- Oversee the nomination and election process for board members.

- Conduct periodic evaluations of the Board's effectiveness.

- Ensure diversity and inclusion in board composition.

Composition

- Composed of three board members, including one independent director.

Meetings

- Meets semi-annually or as needed.

5. Projects and Development Committee Charter

Purpose

The Projects and Development Committee oversees the planning, execution, and evaluation of JDC's development initiatives.

Key Responsibilities

- Evaluate project proposals and recommend prioritization to the Board.

- Monitor project progress, timelines, and budgets.

- Ensure alignment of projects with JDC's strategic objectives.

- Address challenges and propose solutions for project implementation.

Composition

- Comprised of board members and external advisors with expertise in project management and development.

Meetings

- Meets monthly to review project updates.

6. Corporate Social Responsibility (CSR) Committee Charter

Purpose

The CSR Committee ensures that JDC's initiatives contribute positively to the community and environment.

Key Responsibilities
- Develop and implement CSR policies and programs.
- Monitor the impact of CSR initiatives on stakeholders.
- Promote environmental sustainability and social inclusion.

Composition
- Includes board members and representatives from management and the community.

Meetings
- Meets quarterly or as needed.

7. Remuneration and Compensation Committee Charter

Purpose

The Remuneration and Compensation Committee ensures fair and transparent compensation policies for board members, executives, and employees.

Key Responsibilities
- Develop and recommend compensation policies.

- Evaluate the performance and remuneration of the CEO and senior management.

- Ensure alignment of compensation with organizational performance.

Composition

- Composed of three board members, including one independent director.

Meetings

- Meets semi-annually or as required.

Conclusion

These charters establish the foundation for effective governance at JDC, ensuring that the Board and its committees operate with transparency, accountability, and alignment with the corporation's mission. Each charter will be reviewed periodically to remain relevant and effective.

3.   Sample Code of Conduct

Joun Development Corporation (JDC) Code of Conduct

Introduction

The Joun Development Corporation (JDC) is committed to maintaining the highest standards of ethics, integrity, and professionalism. This Code of Conduct serves as a guide for all employees, board members, and stakeholders, outlining the principles and expectations that govern behavior within the organization.

1. Core Principles

1.   **Integrity**: Conduct all activities with honesty, fairness, and transparency.

2.   **Accountability**: Take responsibility for your actions and decisions.

3.   **Respect**: Treat colleagues, partners, and stakeholders with dignity and respect.

4.   **Inclusivity**: Promote diversity and inclusion in all organizational activities.

5.   **Sustainability**: Commit to environmentally and socially responsible practices.

2. Standards of Behavior

2.1 Professional Conduct

•   Act in the best interests of JDC at all times.

•   Avoid any behavior that could harm the organization's reputation.

•   Maintain confidentiality regarding sensitive organizational information.

2.2 Conflict of Interest

•   Disclose any personal or financial interests that may conflict with JDC's goals.

• Avoid actions that could result in a perceived or actual conflict of interest.

2.3 Compliance with Laws and Policies

• Adhere to all applicable laws, regulations, and internal policies.

• Report any violations of laws, regulations, or organizational policies immediately.

2.4 Use of Organizational Resources

• Use JDC's resources, including time, funds, and equipment, responsibly and for organizational purposes only.

• Avoid waste and misuse of resources.

2.5 Workplace Conduct

• Foster a positive and collaborative work environment.

• Avoid harassment, discrimination, and bullying in any form.

• Respect diversity of thought, culture, and background.

3. Governance and Accountability

3.1 Ethical Decision-Making

• Ensure decisions align with JDC's mission, vision, and values.

• Seek guidance when faced with ethical dilemmas or uncertainties.

3.2 Reporting Misconduct

• Report unethical or unlawful behavior through designated channels.

• JDC ensures that whistleblowers are protected from retaliation.

3.3 Disciplinary Action

• Violations of this Code may result in disciplinary actions, including termination or legal consequences, depending on the severity of the misconduct.

4. Commitment to Sustainability

• Support initiatives that promote environmental conservation and community development.

• Strive to minimize the environmental impact of all projects and operations.

5. Acknowledgment and Compliance

All employees, board members, and stakeholders are required to:

• Acknowledge their understanding of this Code of Conduct.

• Commit to upholding its principles and standards.

6. Review and Updates

This Code of Conduct will be reviewed periodically to ensure it remains relevant and effective. Suggestions for improvements are welcome and can be submitted to the Governance and Nominations Committee.

Acknowledgment Statement

I, _____, acknowledge that I have read, understood, and agree to comply with the Joun Development Corporation Code of Conduct.

Signature: _____

Date: _____

4. Joun Development Corporation (JDC) Decision-Making Process Framework

Purpose

The purpose of this document is to establish a structured and transparent framework for decision-making within the Joun Development Corporation (JDC). This framework ensures consistency, accountability, and alignment with JDC's mission, vision, and strategic objectives.

Decision-Making Process

Step 1: Problem Identification

1. Define the issue, challenge, or opportunity requiring a decision.

2. Assess the urgency, scope, and potential impact of the issue on JDC's objectives.

3. Document the problem statement to ensure clarity for all stakeholders.

Step 2: Information Gathering

1. Collect all relevant data, including reports, historical trends, and best practices.

2. Seek expert opinions or consult relevant departments to obtain additional insights.

3. Ensure all data collected is accurate, relevant, and unbiased.

Step 3: Stakeholder Consultation

1. Identify key stakeholders, including board members, employees, and external partners.

2. Engage stakeholders through meetings, workshops, or surveys to gather input.

3.	Address concerns and incorporate stakeholder feedback into the decision-making process.

Step 4: Option Analysis

1.	Brainstorm potential solutions or courses of action.

2.	Evaluate each option against a set of predefined criteria:

•	Feasibility: Can the option be realistically implemented?

•	Cost: What are the financial implications?

•	Impact: How will the option affect JDC's operations and stakeholders?

•	Alignment: Does the option align with JDC's mission and strategic goals?

3.	Conduct a risk assessment for each option to identify potential challenges.

Step 5: Decision Proposal

1.	Develop a comprehensive recommendation based on the analysis.

2.	Prepare a detailed proposal that includes:

•	A summary of the problem.

•	The options considered.

•	The rationale for the recommended option.

•	Anticipated outcomes and risks.

3.	Share the proposal with relevant parties for preliminary feedback.

Step 6: Board Review and Approval

1.	Present the decision proposal to the Board of Directors or relevant committee.

2.	Facilitate discussions to address questions, concerns, or suggested refinements.

3.	Finalize the decision through voting or consensus.

4.   Record the decision in official meeting minutes for accountability and transparency.

Step 7: Implementation

1.   Develop a detailed action plan to execute the approved decision, including:

- •   Key tasks and milestones.

- •   Assigned responsibilities.

- •   Required resources.

2.   Communicate the decision and action plan to all relevant stakeholders.

3.   Initiate implementation while ensuring adherence to the approved plan.

Step 8: Monitoring and Feedback

1.   Continuously monitor the progress of implementation against predefined metrics.

2.   Collect feedback from stakeholders to assess the decision's impact.

3.   Identify and address any deviations or issues during the implementation phase.

4.   Document lessons learned and incorporate them into future decision-making processes.

Roles and Responsibilities

Board of Directors

- •   Provide oversight and ensure decisions align with JDC's mission and values.

- •   Approve major decisions and proposals.

Senior Management

- Facilitate the decision-making process by gathering data and analyzing options.

- Implement approved decisions and report on progress to the Board.

Employees and Stakeholders

- Provide input and feedback during the consultation and monitoring phases.

- Support implementation efforts by executing assigned tasks.

Review and Updates

This decision-making framework will be reviewed annually by the Governance and Nominations Committee to ensure it remains relevant and effective. Updates to the framework will be communicated to all stakeholders.

Conclusion

By adhering to this structured decision-making process, JDC ensures that its decisions are informed, inclusive, and aligned with its strategic goals. This approach strengthens organizational accountability and enhances stakeholder trust.

5- Project Implementation Process for Joun Development Corporation (JDC)

The Project Implementation Process ensures that JDC's projects are executed systematically and effectively, delivering tangible benefits to the community. This process is divided into four key phases: Feasibility and Planning, Resource Allocation and Funding, Execution, and Monitoring and Reporting.

Phase 1: Feasibility and Planning

This phase involves assessing the viability of each project and laying a strong foundation for its successful implementation.

1.1 Needs Assessment

•   Identify the specific needs of the community that the project will address.

•   Engage stakeholders (residents, businesses, government agencies) to gather input and validate the need for the project.

1.2 Feasibility Study

•   Conduct a detailed analysis of the project's technical, financial, and environmental feasibility.

•   Assess potential risks and develop mitigation strategies.

•   Analyze the alignment of the project with JDC's strategic goals and mission.

1.3 Strategic Prioritization

•   Use a project prioritization matrix to rank projects based on criteria such as:

•   Community impact.

•   Financial return.

- Alignment with sustainability and inclusivity goals.

- Timeline for completion.

- Develop a phased rollout plan based on priorities.

1.4 Stakeholder Engagement and Approvals

- Present the project plan to key stakeholders for feedback.

- Secure necessary approvals from the Board of Directors and relevant authorities.

1.5 Initial Planning Documents

- Prepare a detailed project charter, including objectives, scope, timeline, and success metrics.

- Develop initial cost estimates and resource requirements.

Phase 2: Resource Allocation and Funding

Once a project is approved, resources are allocated, and funding is secured to ensure smooth implementation.

2.1 Resource Allocation

- Assign project managers and teams based on expertise and workload.

- Secure necessary materials, equipment, and infrastructure.

2.2 Fundraising and Financing

- Activate JDC's joint stock company mechanism to raise capital.

- Seek additional funding through:

- Government grants.

- Private sector partnerships.

- Donations and sponsorships.

- International development funds.

2.3 Contracting and Procurement

- Develop a procurement plan for goods and services needed for the project.

- Ensure transparent and competitive bidding processes for contracts.

2.4 Financial Planning

- Establish a detailed project budget.

- Create contingency funds to address unexpected costs.

Phase 3: Execution

This phase focuses on implementing the project plan and managing day-to-day operations to achieve the desired outcomes.

3.1 Detailed Project Planning

- Break down the project into specific tasks and activities.

- Develop a detailed timeline with milestones and deadlines.

3.2 Team Mobilization

- Onboard and train project teams.

- Assign clear roles and responsibilities to team members.

3.3 Implementation

- Begin project activities according to the established timeline.

• Ensure all tasks are executed in compliance with local laws, regulations, and sustainability standards.

3.4 Communication and Stakeholder Updates

• Maintain open communication with stakeholders throughout the project.

• Provide regular progress updates via reports, meetings, or public announcements.

3.5 Risk Management

• Monitor and address potential risks proactively.

• Adjust the project plan as needed to overcome challenges.

Phase 4: Monitoring and Reporting

The final phase ensures the project meets its objectives and provides lessons for future initiatives.

4.1 Performance Monitoring

• Measure progress against established success metrics, such as:

• Timely completion of tasks.

• Adherence to the budget.

• Achievement of community impact goals.

• Use project management tools to track performance in real time.

4.2 Stakeholder Feedback

• Collect feedback from residents, businesses, and other stakeholders.

• Conduct surveys, focus groups, or interviews to assess the project's impact.

4.3 Final Reporting

- Prepare a comprehensive project completion report, including:

- Summary of achievements.

- Financial performance.

- Lessons learned.

- Recommendations for similar future projects.

4.4 Post-Implementation Review

- Evaluate the project's long-term impact on the community and environment.

- Address any remaining challenges or opportunities for improvement.

4.5 Knowledge Sharing

- Document the project's outcomes and best practices for use in future initiatives.

- Share successes with investors, stakeholders, and the wider community to build trust and support.

Additional Tools for Implementation

To enhance the implementation process, JDC may employ the following tools:

1. Project Management Software: To streamline planning, task allocation, and performance monitoring.

2. Risk Management Frameworks: To identify, assess, and mitigate risks effectively.

3. Stakeholder Engagement Platforms: To facilitate real-time communication and feedback.

4.	Financial Dashboards: To monitor project budgets and expenses transparently.

Conclusion

By adhering to this structured and comprehensive implementation process, JDC ensures its projects are executed efficiently, transparently, and with maximum community benefit. This approach minimizes risks, optimizes resources, and fosters trust among stakeholders.

6- Project Implementation Process Example: Country Club in Ras Qateea

This example demonstrates how the structured project implementation process will be applied to the Country Club in Ras Qateea project.

Phase 1: Feasibility and Planning

1.1 Needs Assessment

• Objective: Establish a premier recreational facility to attract tourists, generate local revenue, and provide leisure services for residents.

• Community Input: Conduct surveys and focus groups to identify desired amenities (e.g., swimming pools, dining, tennis courts).

• Market Analysis: Analyze the demand for recreational facilities in the area and assess potential competition.

1.2 Feasibility Study

• Technical Feasibility: Evaluate the suitability of the site in Ras Qateea for construction (land survey, infrastructure).

• Financial Feasibility: Estimate project costs, projected revenue streams (membership fees, event hosting), and return on investment.

• Environmental Impact: Assess and mitigate any potential environmental risks (e.g., preserving surrounding natural landscapes).

1.3 Strategic Prioritization

• Categorize this project as a high-priority economic development initiative due to its potential for long-term revenue and tourism.

• Incorporate phased development to align with funding availability and community needs.

1.4 Stakeholder Engagement and Approvals

• Present the concept and feasibility study to JDC's Board of Directors for approval.

• Secure permits and approvals from local government agencies for land use and construction.

1.5 Initial Planning Documents

• Develop a project charter that outlines:

• Objectives: Build a high-quality recreational and social hub.

• Scope: Cover facilities such as pools, a gym, tennis courts, a spa, restaurants, and event spaces.

• Timeline: Target completion within 24 months.

• Success Metrics: Number of memberships sold, annual revenue, and community satisfaction scores.

Phase 2: Resource Allocation and Funding

2.1 Resource Allocation

• Assign a project manager with experience in construction and recreational facility management.

• Form a team of architects, engineers, and consultants to design and plan the project.

2.2 Fundraising and Financing

• Utilize JDC's joint stock company structure to raise capital through shareholder contributions.

• Explore additional funding sources:

• Private investors seeking long-term returns.

•	Partnerships with hospitality brands or sports organizations.

•	Bank loans or grants for economic development projects.

2.3 Contracting and Procurement

•	Issue tenders for construction contractors, equipment suppliers, and interior designers.

•	Evaluate bids based on cost, quality, and experience to ensure value for money.

2.4 Financial Planning

•	Develop a detailed budget:

•	Construction: $10M.

•	Furnishings and amenities: $2M.

•	Operational setup: $1M.

•	Establish a contingency fund of 15% of the total budget for unforeseen expenses.

Phase 3: Execution

3.1 Detailed Project Planning

•	Create a timeline with key milestones:

•	Land preparation: Months 1-3.

•	Foundation and structural work: Months 4-10.

•	Interior and amenities setup: Months 11-20.

•	Staff recruitment and training: Months 21-23.

•	Grand opening: Month 24.

3.2 Team Mobilization

- Assign roles to ensure efficient coordination between construction teams, designers, and project management.

- Recruit administrative staff and service personnel in the final stages.

3.3 Implementation

- Begin construction and maintain regular progress checks to ensure adherence to the timeline.

- Install state-of-the-art equipment and design elements that reflect the luxury branding of the club.

3.4 Communication and Stakeholder Updates

- Provide monthly progress reports to the JDC Board and investors.

- Host periodic site visits for stakeholders to showcase progress and build confidence.

3.5 Risk Management

- Monitor risks such as construction delays, cost overruns, or regulatory hurdles.

- Address issues promptly to avoid disruptions to the project timeline.

Phase 4: Monitoring and Reporting

4.1 Performance Monitoring

- Track construction progress against the timeline and budget using project management software.

- Conduct quality checks at each milestone to ensure compliance with standards.

4.2 Stakeholder Feedback

- Gather input from potential users (residents, tourists, businesses) on the planned facilities and services.

- Incorporate feedback into the final design and operational plan.

4.3 Final Reporting

- Prepare a project completion report summarizing achievements, costs, and lessons learned.

- Highlight the anticipated benefits of the club for JDC's annual review.

4.4 Post-Implementation Review

- Evaluate the club's performance six months after opening based on key metrics:

- Membership enrollment.

- Revenue generation.

- Customer satisfaction.

- Identify opportunities for expansion or service improvements.

4.5 Knowledge Sharing

- Document the process and outcomes to guide similar projects in the future.

- Share success stories with investors and stakeholders to build trust and encourage future support.

Conclusion

By following this structured implementation process, the Country Club in Ras Qateea will be established as a premier recreational facility that strengthens Joun's economy and enhances its reputation as a tourist destination.

7- Project Implementation Process Example: Awali Riverside Resort

The Awali Riverside Resort project exemplifies a sustainable and eco-friendly initiative that combines tourism development with environmental stewardship. Below is a detailed step-by-step breakdown of its implementation process.

Phase 1: Feasibility and Planning

1.1 Needs Assessment

- Objective: Develop a resort along the Awali River to attract eco-tourism, promote local culture, and create employment opportunities.

- Community Input: Conduct surveys and focus groups to identify community expectations and potential concerns regarding environmental impacts.

- Market Analysis: Analyze regional tourism trends and identify target demographics, such as eco-tourists, families, and international visitors.

1.2 Feasibility Study

- Technical Feasibility: Assess the site's topography, accessibility, and infrastructure needs for resort construction.

- Environmental Impact: Conduct an environmental assessment to minimize disruption to the river ecosystem and surrounding flora and fauna.

- Financial Feasibility: Estimate development costs, operating expenses, and projected revenue streams (accommodation, dining, activities).

1.3 Strategic Prioritization

- Position the resort as a priority tourism project due to its potential for generating long-term economic and environmental benefits.

1.4 Stakeholder Engagement and Approvals

• Engage with environmental groups, local authorities, and community members to build consensus and secure necessary approvals.

• Collaborate with tourism boards to align the project with regional tourism strategies.

1.5 Initial Planning Documents

• Develop a project charter detailing:

• Scope: Construct an eco-friendly resort featuring cottages, a riverside restaurant, outdoor activities, and wellness facilities.

• Timeline: Complete the project within 30 months.

• Success Metrics: Occupancy rates, revenue generation, and positive environmental impact assessments.

Phase 2: Resource Allocation and Funding

2.1 Resource Allocation

• Assign a project manager with expertise in eco-tourism and sustainable construction.

• Engage a multidisciplinary team of architects, environmental consultants, and hospitality experts.

2.2 Fundraising and Financing

• Secure funding through JDC's joint stock company structure and the following sources:

• Partnerships with eco-tourism operators and hospitality brands.

• Grants from environmental and tourism development organizations.

• International development funds aimed at promoting sustainable tourism.

2.3 Contracting and Procurement

- Hire contractors specializing in sustainable construction techniques.

- Source eco-friendly materials and furnishings from local suppliers.

2.4 Financial Planning

- Develop a comprehensive budget:

- Construction and site preparation: $12M.

- Eco-friendly infrastructure and amenities: $3M.

- Operational setup: $1M.

- Set aside 15% of the budget for contingencies.

Phase 3: Execution

3.1 Detailed Project Planning

- Create a project timeline with key milestones:

- Environmental clearance and site preparation: Months 1–6.

- Foundation and structural work: Months 7–18.

- Installation of eco-friendly infrastructure: Months 19–24.

- Staff recruitment and training: Months 25–27.

- Soft launch and grand opening: Months 28–30.

3.2 Team Mobilization

- Assemble a team of local contractors, designers, and sustainability consultants.

- Begin recruiting and training hospitality staff six months before the opening.

3.3 Implementation

- Begin construction with a focus on minimizing environmental impact.

- Install eco-friendly features such as:

- Solar panels for energy generation.

- Rainwater harvesting systems.

- Waste recycling and composting facilities.

- Develop resort facilities, including riverside cottages, restaurants, and activity zones (e.g., kayaking, hiking trails).

3.4 Communication and Stakeholder Updates

- Provide monthly progress reports to JDC's Board and investors.

- Organize community tours of the site during construction to maintain transparency and goodwill.

3.5 Risk Management

- Monitor risks such as construction delays, environmental compliance issues, or cost overruns.

- Adjust project plans proactively to address challenges.

Phase 4: Monitoring and Reporting

4.1 Performance Monitoring

- Track construction progress against the timeline and budget using project management tools.

- Conduct regular quality checks to ensure compliance with environmental standards.

4.2 Stakeholder Feedback

•   Collect feedback from local residents, environmental experts, and tourism professionals on the project's development.

•   Incorporate feedback to refine the design and operational strategy.

4.3 Final Reporting

•   Prepare a comprehensive project completion report detailing:

•   Achievements.

•   Financial performance.

•   Environmental compliance.

•   Lessons learned.

4.4 Post-Implementation Review

•   Evaluate the resort's performance six months post-opening based on key metrics:

•   Occupancy rates and visitor satisfaction.

•   Revenue generation.

•   Environmental impact assessments.

•   Address any operational challenges and explore opportunities for expansion.

4.5 Knowledge Sharing

•   Document the project's process and outcomes for internal use and future sustainable tourism projects.

•   Promote the resort as a model for eco-tourism in Lebanon through marketing and public relations campaigns.

Conclusion

The Awali Riverside Resort will position Joun as a hub for eco-tourism while preserving its natural and cultural heritage. By adhering to this structured implementation process, JDC ensures the project's sustainability, profitability, and positive community impact.

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