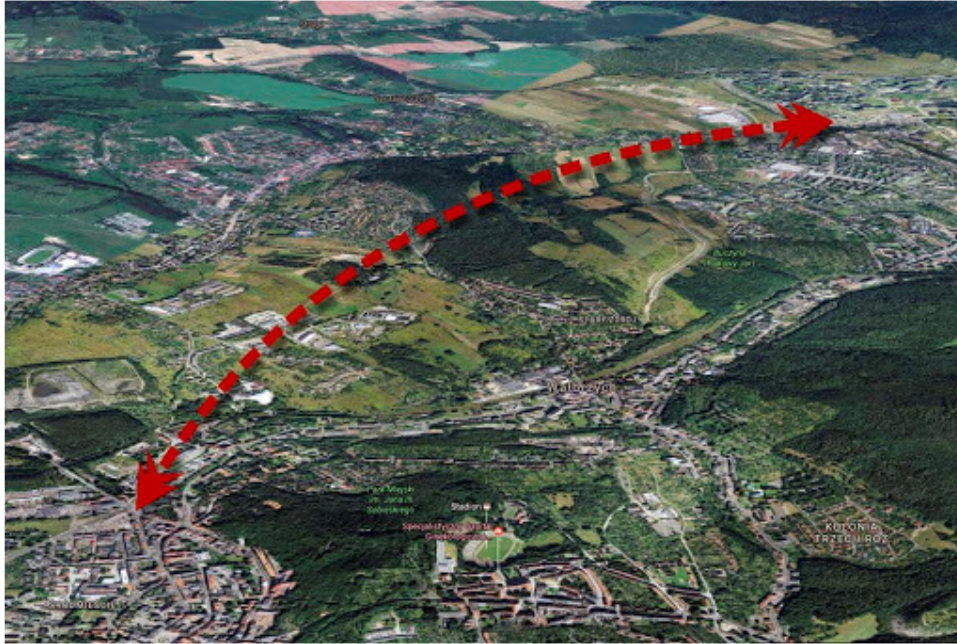


Wałbrzych Bypass Project

STAKEHOLDER ENGAGEMENT PLAN



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Warszawa, October 2020

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1 INTRODUCTION

This document is the Stakeholder engagement plan for the Project consisting in the construction of 6 km long bypass which will divert motor traffic from the Armii Krajowej and Wrocławska streets to a higher-speed, dual carriageway with median barriers separating opposing flows ("Project"). The new road will provide an efficient route for transit traffic and improve access to the historical city centre of Wałbrzych for local traffic. The Project is expected to contribute to the socio-economic development of Wałbrzych and surrounding areas by reducing travel time and transport costs, the number of accidents and the negative impact of emissions. Last but not least the project will also help attract investors of the real estate market to the city centre as well as improve living conditions for an important part of inhabitant population.

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The Stakeholder engagement plan for the Wałbrzych Bypass has to set out how the Municipality of Wałbrzych will meet the requirements of social consultation, stakeholder engagement and disclosure of information. The Stakeholder engagement plan has been prepared in line with the general requirements of EBRD.

2 THE PURPOSE AND OBJECTIVES OF THE SEP

Stakeholder engagement is a key element in building strong, constructive and responsive relationships in order to assure a successful management of the project's environmental and social risks and impacts. Its aim is to inform the stakeholders about the potential social and environmental impacts related to the Project through appropriate disclosure of information, to ensure their perceptions of the proposed development are as accurate as possible, to consult with them and obtain feedback, and to provide a mechanism for resolving any concerns or complaints they might have.

The overall objective of the SEP is to support the Wałbrzych Municipality in its effort to implement the social communication strategy by assuring that all stakeholders are informed adequately and in a timely manner, and are engaged during Project implementation. Among other objectives, the SEP for Wałbrzych has to provide a proper mechanism for resolving any concerns or complaints the inhabitants might have.

The SEP focuses on the following aspects:

- identification of affected stakeholders and other interested stakeholders;
- ensuring a transparent framework for a uniform, systematic and reliable approach in the interaction with stakeholders;
- identification of the most efficient methods for the dissemination of information related to the Project;
- presentation of past information disclosure and consultation activities as well as of those planned for the future;
- highlighting the principles which will govern the implementation of the SEP;
- defining the roles and responsibilities in the implementation of the SEP;
- establishing efficient methods to ensure rapid and safe handling of concerns and grievances of the stakeholders related to the Project;

The SEP is a “live” document that will be progressively developed through updated versions in line with the phases of the Project.

2.1 Principles of information disclosure and engagement of stakeholders

Throughout the Project implementation process the following principles will be respected:

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- Open and pro-active relationship with the stakeholders;
- Openness toward dialogue and best efforts to clarify all aspects, uncertainties, worries the communities might have in connection with the implementation of the Project;
- Showing respect towards the affected communities and their values;
- Ensuring transparent communication of Project impacts and risks, as well as how these are being monitored and mitigated;
- Building and maintaining cooperation and dialogue with affected communities, Project contractors and workers, with NGOs, public organizations, and the regulatory authorities with a view to facilitate future successful relations;
- Updating the SEP regularly (at least once per year) to ensure these principles can be adhered to throughout the different stages of implementation of the Project.

2.2 Social communication process updated

The overall aim of this SEP is to ensure that a timely, consistent, comprehensive, coordinated and culturally appropriate approach is taken to consultation and Project disclosure. In the case of the Wałbrzych bypass a set of additional communications will be proposed. All new activities should serve to continue disclosure of information to the city inhabitants as well as to receive active feedback on their part.

The document is based on the assessment of the stakeholders' engagement practice realized by the Wałbrzych Municipal Office updated in March 2020 and contains also some additional information gathered after the coronavirus outbreak in May and June 2020.

3 PROJECT DESCRIPTION

Over 20 years the development of the Wałbrzych bypass has been the subject of public discussion and planning of the investment. In 2006 the Western option was selected as the most efficient and socially acceptable. The General Directorate for National Roads and Motorways (GDDKiA) launched the land acquisition and expropriation process, which was later stopped for a few years and restarted in 2012, when the building permit was granted. In total 36 hectares of land were acquired, of which 25% was in private hands (the rest was public domain). Ownership of land and property for the urban section was transferred by GDDKiA to the Mayor of the City.

On April 11, 2012, a decision was made authorizing the General Directorate of National Roads and Motorways (GDDKiA) to implement a road investment called Construction of the Wałbrzych bypass along the national road No. 35. On October 12, 2015, an agreement was signed between GDDKiA and the city of Wałbrzych on the construction of the bypass. On April

4, 2019 the Mayor of the city signed a contract with the construction contractor - Budimex S.A.

In July 2020, according to official sources, the progress of works on the construction of the bypass was 56%. Co-financing of this investment from EU funds amounts to 74.7% of its value. The construction is proceeding as planned and is expected to be completed in June 2021.

3.1 The social and economic impact of the Project

Unbalanced development

As a result of combining the nearby administrative districts with the town and the construction of new housing estates, Wałbrzych expanded geographically in the north direction, where the main suburban housing zone Piaskowa Góra was built for up to 30 thousand inhabitants. The special economic zone is also located near the road leading northwards towards Świdnica and Wrocław. As a consequence of the lack of balance between the old centre, built during the time of mining prosperity, and the new commercial and housing zone, the downtown is losing its role as the heart of Wałbrzych.

The city's renewed development began about ten years ago. According to two interviewed persons, a historian living in Wałbrzych and an employee of the public library, opening up to a new challenge has been associated with the strong leadership of Roman Szelemej the Mayor of the city of Wałbrzych (in 2011 he obtained 82% votes in the elections).

The bypass under construction changes the functioning of the city. Sustainability has been taken on board by the local government, but there is a long way before a balance between the north part of the city and the strict centre is achieved. The interviewed employee of the public library has stressed that for inhabitants downtown is not attractive if they can buy all products in the city districts where they live, especially in the north part. The main and maybe only reason to go downtown would be to attend cultural events at the Sudety Philharmonic or the Puppet Theatre. The superb historical buildings are interesting for visitors, but not necessarily for the city inhabitants. Two respondents agree that the bypass seems to be the only chance to bring new life to the centre of the city. It is also an opportunity to open up better relations between Wałbrzych and Wrocław.

Relations between Wałbrzych and Wrocław

Developing links with Wrocław had not been the case before 2000, when Wałbrzych felt dominated by the capital of the region of Lower Silesia. It has taken some time to recognize that the success of Wałbrzych rests largely on its good relationship with Wrocław, a major economic hub just 70 kilometres away, with which Wałbrzych has traditionally had a long time competitive relationship.

It seems that the closer links between Wałbrzych and Wrocław will encourage more of bigger city households and businesses to take advantage of the more affordable properties in Wałbrzych. Also for the residents of Wałbrzych, the renovated downtown should give a reason not to move to Wrocław.

If we look at statistics from the beginning of the year 2020 we see a huge difference in property prices between the two cities: four square metres of a flat in Wałbrzych correspond to one metre in Wrocław if we compare average prices in these two cities.

The situation of real estate business in the centre of Wałbrzych, as compared to its suburban part, illustrates the real challenge for the Project. The price of one square metre is twice as high if we compare the strict centre with the most attractive location, Podzamcze, situated close to the city centre.

4 LEGAL FRAMEWORK FOR PROVIDING INFORMATION AND PUBLIC CONSULTATION

4.1 *Polish legal framework*

The current Polish environmental legislation requires public participation and consultations during the EIA for the motorway Projects. Any citizen, non-governmental organization or other organization may participate during the 21 days when the report is available for review during statutory public consultations.

The lead authority is responsible for publishing announcements and placing information on the website of the authorities that the report is available for review. It may also hold a public hearing.

Participation may be possible at all stages of the EIA procedure for NGOs recognized as a party to the EIA procedure. NGO may become a party to the EIA procedure at each stage, only if it expresses its willingness to do so, referring to its statutory goals.

The statutory and obligatory public consultations are provided for in the EIA Act in Article 5, Articles 29-38, Article 44 and Article 79. These provisions were aimed at transposing into the Polish legal system the public participation and consultation requirements of the Council Directive 90/313/EEC of 7 June 1990 on the Freedom of Access to Information on the Environment, Council Directive 85/337/EEC of 27 June 1985 on Assessment of the Effects of Certain Public and Private Projects on the Environment (amended by the Council Directive 97/11/EC of 3 March 1997), as well as two international conventions:

- the UN/ECE Convention on Transboundary Environmental Impact Assessment, which was signed in 1991 in Espoo, hence known as ‘the Espoo Convention,’ and ratified by Poland by the Act of 9 January 1997 (Dz.U. 1997 No.18 item 96);
- the UN/ECE Convention on Access to Information, Public Participation in Decision-Making and Access to Justice in Environmental Matters, which was signed in Aarhus in

1998, hence known as ‘the Aarhus Convention’, and ratified by Poland by the Act of 21 June 2001 (Dz.U. 2001 No. 89 item 970).

4.2 EBRD PR10 requirements: Information Disclosure and Stakeholders Engagement

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According to EBRD Performance Requirements (PR 10), the Environmental and Social Impact Assessment (ESIA) should include a public disclosure and consultation process, and that the FI’s Client will implement a Stakeholder Engagement Plan per EBRD’s PRs. EBRD PR10 states that the national laws regarding public information disclosure and consultation must always be complied with. The application of EBRD PR10 therefore aims to supplement the national legal framework.

According to PR10, the following principles should be adhered to:

- Promoting transparent communication between the project holder, its employees, the local communities directly affected by the project, and other interested stakeholders;
- The involvement of the stakeholders is a process free of manipulation, interference, coercion and intimidation;
- The involvement of the stakeholders will be differentiated according to their belonging to the directly affected or indirectly affected stakeholders;
- For vulnerable groups specific actions will be considered to eliminate possible barriers to their participation in the engagement process;
- The involvement of stakeholders is a process which should take place in the early stages of the project, and continue throughout the entire life of the project;
- Ensuring access to the grievance mechanism, for stakeholders to submit their questions, concerns or grievances regarding the Project.

5 PROJECT STAKEHOLDERS AND PUBLIC PARTICIPATION PROCESS

5.1 The list of stakeholders

Community-level stakeholders

	<i>Name of a stakeholder</i>	<i>Interest in Project</i>	<i>Impact</i>
1.	Wałbrzych Municipal Office	The most important institutional stakeholder guiding and managing the Project who is also responsible for public consultation and communication	More effective management of all-important city functions
2.	Wałbrzych City Council (2018-2023)	Charged with legislative process at the local level	Fewer problems with infrastructural challenges to be solved
3.	Relocated households and individuals	One of the most important social groups resettled in consequence of the bypass construction works	Better living conditions
4.	Inhabitants of Wałbrzych – general public	Bypass construction is an investment of crucial importance for all Wałbrzych residents who have been expecting a new comfortable road for a long time	Employment opportunities, economic growth, mobility, safety, reduced fuel consumption and reduced air pollution
5.	Residents of Szczawno Zdrój	Though Szczawno is a separate commune, its inhabitants' interest is connected with the new road crossing part of the Szczawno commune	Mobility, safety, reduction of air pollution
6.	Młodzieżowa Rada Miasta / Youth City Council http://edu.um.Walbrzych.pl/mlodziejowa-rada-miasta-Walbrzycha.html	An important representation of different milieu of young people who are looking for mobility and employment opportunities not only in the	New job opportunities and a larger labour market, environmental issues

		city of Wałbrzych but also in the region of Wrocław	
7.	Rada Rozwoju Gospodarczego / Economic Development Council http://gospodarka.um.Walbrzych.pl/page/rada-rozwoju-gospodarczego-0	The Council represents local companies and enterprises which need better road and transport solutions	Enhancement of local and regional economy, lower business costs, better job offers
8.	Public and private school teachers	An important professional group, as well as opinion leaders influencing the attitudes of local neighbourhood communities	Easier and more effective education process and less conflicting social issues
9.	Gminna Rada Pożytku Publicznego / Municipal Public Benefit Council https://www.facebook.com/GminnaRadaWalbrzych/	The Council is a forum for various non-governmental organizations who represent various milieu, vulnerable groups included	Mobility and employment opportunities
10.	Wspólnoty samorządowe / Sub-district local communities https://www.um.Walbrzych.pl/pl/page/wspolnoty-samorzadowe	An important network of 11 quasi-formal social bodies who are the representation of general public	Employment opportunities, economic growth, mobility, safety, reduced fuel consumption and reduced air pollution

11.	Stowarzyszenie „Ukraina- Wałbrzych” / Ukraine- Wałbrzych Association Ukraine.Wałbrzych@gmail.com https://www.facebook.com/groups	A growing number of Ukrainian employees in the region (special economic zone) are everyday users of the road infrastructure	Employment opportunities, economic growth, mobility, safety, reduced fuel consumption and reduced air pollution
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5.2 Prior consultation process and public participation process

Information to the public on the EIA proceedings was displayed on the notice board and website of regional administration of Lower Silesia, on the notice board and website of Wałbrzych and on the notice board and website of the regional administration of the town and commune of Szczawno-Zdrój between 17 October 2011 and 8 November 2011. The information was also published in the local press on 27 October 2011. During that period the documentation was made accessible to the public at the premises of the Administration of Lower Silesia in Wrocław. According to the municipality office at Wałbrzych during the consultation phase, 3 letters with residents' suggestions were received, however these did not refer to the resettlement issues. The consultation at the 2nd stage of EIA resulted in more comments and suggestions from the public concerning the ownership and economic impact, but with no reference to the resettlement issues.

The EIA decision for the bypass was issued by RDOS (Regional Directorate of Environment Protection) on 14 February 2012 and was made available to the public as required by law. Information at the 2nd stage of EIA proceedings was announced to the public in the local press on 20 March 2012. The information was displayed on the notice board and website of the local administration of Lower Silesia, on the notice board and website of the city of Wałbrzych and on the notice board and website of the regional administration of the town and commune of Szczawno-Zdrój between 13 March 2012 and 30 March 2012.

The Wałbrzych Municipality has not identified any complaints against the Project during the consultation process described above.

In the last two years 2018-2019, the Wałbrzych municipality conducted a well-organized public consultation and communication process, enabling city residents to speak on matters important to them, such as the bypass and the revitalization program covering 6 areas of revitalization. The year 2018 was full of various activities, related primarily to the Municipal Revitalization Program (GPR), which accompanies the construction of the bypass. Its importance for the residents of Wałbrzych is evidenced by the fact that at the end of 2018 (31 December 2018) an information website related to this topic recorded a total of 3 million visits.

The GPR's main assumption is to restore the former city centre of Wałbrzych, defined as six revitalization areas. The new bypass will be a life-giving source for this part of the city, provided that the revitalization reaches the goals set out in the GPR.

In 2018 the following public consultation activities were undertaken:

- 23 local partnerships coordinated by the City Revitalization and Urban Planning Office with the active participation of streetworkers
- public debate addressed to city inhabitants "The new face of Śródmieście" (city centre)
- 6 city walks in each of the sub-areas of revitalization in the central part of Wałbrzych, in which 420 inhabitants took part in total
- 11 "civic cafes" with the participation of residents and employees of the Municipal Office
- Conducting an urban game
- Publication by the Public Library of Atlantes, a board game addressed to young people, distributed in educational units and libraries
- 7 events (events), "birthday of the street", from May to September (each of them was attended by about 100 people)

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By organizing the public consultation process, the Wałbrzych Municipality secured the presence of various social groups and institutions: a broad representation of residents and important social groups and institutions: non-statutory stakeholders: street workers, local partnerships, local activists, entrepreneurs and schools, libraries, sports clubs. Main areas of interest or concern for the general public are as follows:

- What are the long term plans and agenda for the revitalization projects?
- Which areas and sub-districts are planned to be renovated in the first term?
- How public transport will be functioning during the bypass construction works?
- What measures will be provided by the municipality to guarantee the security of city inhabitants?

Worth mentioning are two participatory projects involving city residents organized by the municipality in partnership with non-governmental organizations.

The first one was implemented by the Foundation for the Development of Social Economy, the Wałbrzych Commune and the Regional Centre for Supporting Non-Governmental Initiatives to strengthen the employability or self-employment capacity, and then to maintain permanent social and professional activities of 112 people from the Wałbrzych Agglomeration at risk of poverty or social exclusion.

The second, under the name "Space for Participation", was carried out by the "Stocznia" Laboratory of Social Research and Innovation Foundation and the Sustainable Development Workshop and the Association of Polish Cities. Its financing was provided by European Union funds (Measure 2.19 "Improvement of investment and construction processes and spatial planning", Operational Program Knowledge, Education and Development). Consultations concerned, inter alia, the location and development principles of arranged green areas, solutions for traffic organization and communication infrastructure.

In 2019, after the bypass construction works began, particularly important communication events were arranged with the active participation of the Mayor of Wałbrzych. His activity was oriented toward all residents and selected groups playing a role of local opinion leaders. The Wałbrzych Municipal Office has organized regular meetings for all city district groups. Public meetings with the Mayor of the city of Wałbrzych were held twice a year. During springtime those meetings usually cover the issues of public participation budget, waste management, city investments and public transport with the average duration time of about 2 hours. Inhabitants are informed about the meetings by announcements on the city website, social media channels and posters at bus stops and in buildings.

- The list of meetings with the residents of Wałbrzych districts in springtime 2019: Podzamcze (150 participants), Śródmieście (100), Nowe Miasto (100), Sobięcin (50), Podgórze (70), Szawienko (50), Biały Kamień (100).
- The list of meetings with the residents of Wałbrzych districts in autumn 2019: Podzamcze (150), Piaskowa Góra (150), Konradowo (70), Szczawienko (40), Śródmieście (70).
- Different meetings for various target groups: 14 meetings with teachers in different schools, 2 meetings with the employees of the Social Service Centre

General consultation activities were undertaken by the City Hal with no strict connection with the bypass Project. Such approach to stakeholders engagement can be called “integrated perspective”, because most of the problems to be solved caused by the Project is connected with the wide scope of works covering GPR and bypass construction at the same time.

5.3 Planned stakeholder engagement for the year 2020

The beneficiary of the Project is the city of Wałbrzych (Wałbrzych Municipality) which is a local government unit responsible (since 2013) for the road infrastructure on its territory. The city is responsible for the preparation, construction, operation and maintenance of the new infrastructure not only for the new bypass. Wałbrzych City undertakes several projects at strategic and operational levels to provide fast and comfortable transportation for the urban agglomeration. The long process of transformation is somewhat tedious for the city inhabitants. The development of the bypass for the national road no. 35 is recognized as the main tool for harmonizing transportation in the agglomeration, reducing environmental impacts and improving safety on urban roads.

It has to be stressed that Wałbrzych has been undertaking general public consultation activities covering different problems faced by the inhabitants. Consultation and information provision activities are not specific for the bypass Project. The whole city was going through a long transformation process aiming at the revitalization of the old town, being the heart of Wałbrzych, and at deep modernization of the road infrastructure with the bypass included.

The table below presents the preferred style of general consultation activities as a good practice developed by Wałbrzych.

	Action	Target group	Task	Time	Responsible entity
1.	Public meetings with the Mayor	Inhabitants of Wałbrzych	Updated information about the Project	Autumn	Wałbrzych Municipality
2.	Public meeting with the Szczawno-Zdroj local government representatives	Inhabitants of Szczawno-Zdroj	Updated information about the Project	Autumn	Szczawno-Zdroj local government
3.	Assessment of the quality of life in the city (CAWI web survey)	Inhabitants of Wałbrzych	Public opinion poll on selected issues relevant to city development	Ongoing	Wałbrzych Municipality
4.	Regular meetings with different professional groups (depending on COVID-19 situation)	Teachers Social service Public transport	Exchange of opinions and cooperation with local opinion leaders	Autumn	Wałbrzych Municipality
5.	Regular meetings with residents of every Wałbrzych district, online meetings included (depending on COVID-19 situation)	11 sub-district “social bodies”	Exchange of opinions and cooperation with local opinion leaders	Autumn	Wałbrzych Municipality

6 GRIEVANCE

6.1 *Grievance Mechanism in the Wałbrzych Municipal Office*

It is important to keep in mind that submitting a grievance is the first condition and also a necessary tool for the Wałbrzych Municipality to learn of any concerns and to respond to them. In this regard, the Wałbrzych Municipality undertakes full responsibility and impartiality in managing all grievances received, the responses submitted and in conducting an open and trustworthy dialogue with all stakeholders.

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Information obtained at the Municipality on the procedure for submitting complaints allows to state that the statutory procedure compliant with Article 63 of the Constitution guarantees everyone the right to submit petitions, motions and complaints, and thus this right is vested onto a natural person, legal person and other organizational units, as well as foreigners. Complaints and requests may be made in the public interest, own or another person's interest. Everyone has the right to submit complaints and requests to:

- state bodies and state organizational units
- local government units
- organizational units of self-government bodies
- social bodies and institutions, but only if they perform a function commissioned by public administration

A complaint may be filed in any case, in particular as regards:

- negligence or improper performance of tasks by competent authorities or their employees,
- violation of the rule of law or the interests of the complainants,
- lengthy or bureaucratic handling of matters

Grievance proceedings are commenced by submitting a complaint in writing, by e-mail or orally for the record. The complaint should be submitted to the authorities competent to deal with them. The proceedings end with a communication on how the complaint is dealt with, which should take place within 30 days.

As for the availability of information on the submission of complaints and related facilities, the website of the Municipal Office has a tab under the name "petitions", where information about the right guaranteed to everyone under the above-mentioned Article 63 of the Constitution is provided. This tab contains a search engine that enables finding a petition and a response to it, along with the date and case number.

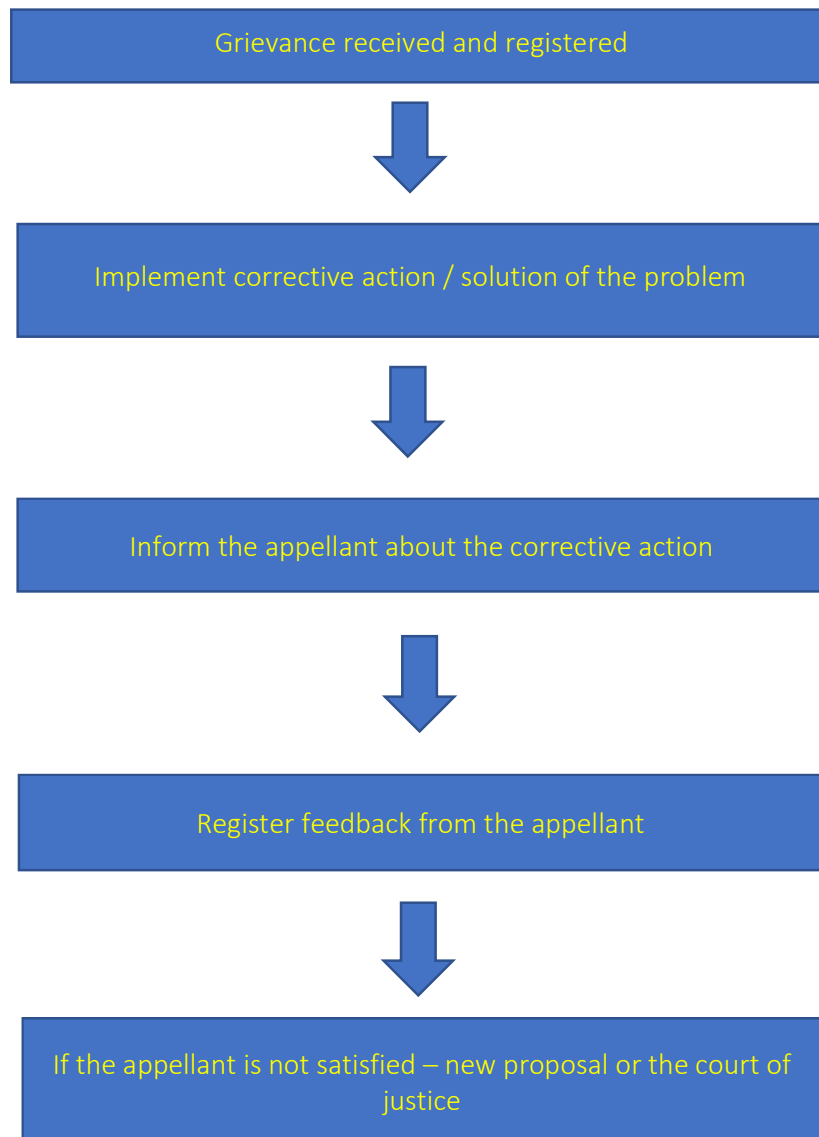
<http://bip.um.walbrzych.pl/petycje/1503>

The procedure for considering petitions is specified in the Act of 11 July 2014 on petitions (Dz.U. 2014, item 1195).

The complaint may be filed with the office head, entered into a record, as well as via the 'e-puap' electronic platform, where an authorized electronic signature is required (trusted profile).

The register of complaints and petitions received by the Wałbrzych Municipal Office is kept by the Organizational Department, which is located in the Organizational Office. Its tasks include organizing and supervising the receipt and registration of complaints and petitions, as well as supervising the timely and proper settlement of complaints by individual organizational units of the Municipal Office, examining substantively submitted complaints and motions.

Scheme of grievance mechanism



According to the information obtained in the Organizational Office in August 2020, the Mayor of Wałbrzych, in view of the Covid-19 epidemic, receives complaints and petitions in the form of letters or electronic mail messages.

6.2 *Grievance processing record for 2017-2019*

The entire complaint handling and response process is the subject of one of the procedures developed at the Municipal Office, i.e. complaint handling procedures. In carrying out the tasks specified in the Organizational Regulations, the Organizational Department analyses the receipt of complaints and applications. The result of this analysis is an annual study discussing the inflow and manner of handling matters as well as the issues of complaints and motions settled in the period between January 1 and December 31 last year, as well as the reception by the Municipal Office of petitioners in matters of complaints and petitions. The analysis carried out by the Organizational Department at the beginning of each subsequent year, compared to the previous year, takes into account the data contained in the central register of complaints and petitions and in the documentation collected in this regard.

The rules and procedure for recording and dealing with complaints, requests and admission of clients are set out in Chapter VI of the Organizational Regulations issued by the Order of the Mayor. Complaints received by the Municipal Office should be submitted in writing and then recorded in the central register. A designated employee in the Organizational Office supervises the timely settlement of all complaints and petitions recorded in that register.

A summary of the procedure for receiving and handling complaints at the Municipal Office for the last 3 years is as follows. In 2017, 8 complaints were received, of which 2 were referred to the Housing Office. In 2018, 11 complaints were received, of which 2 were referred to the Housing Office. In 2019, 13 complaints were received, of which 3 were referred to the Housing Office. There were no complaints concerning the bypass.

7 MONITORING AND EVALUATION

The social communication process has to be continued with no radical changes. The stakeholder engagement program is managed properly by the Municipal Office in Wałbrzych. Of special importance are the public meetings with the participation of the Mayor of Wałbrzych. Those meetings are open for all stakeholders and they are effectively assisted by the employees of the Municipal office who serve well to those who would like to present their complaints and grievances. The social communication and public consultations with the Mayor of Wałbrzych were effected by means of direct meetings and electronic media. Public meetings with the Mayor are organized for all inhabitants of Wałbrzych twice a year in each city district. Mayor's activity in social media is very high and, for instance, on 9 March 2020 the Mayor's profile on Facebook recorded about 12,500 "likes". The monthly record is on the level of 90,000-130,000 visits with about 20,000 interactions per week.

For example, in July 2019 the Mayor published on his FB profile some interesting news: "Over half a year ago, during the renovation of Al. de Gaulle, we experimentally sowed flower meadows there. The idea turned out to be so good that we plan to plant more. Ultimately, we

will have 20 km of an ecological corridor along the streets in Wałbrzych (Al. Podwale, de Gaulle'a, Uczniowska, Strzegomska, Park Rusinowa, Świdnicka, Sikorskiego, Park Jana III Sobieskiego). Meadows, like all green areas, have a positive role in reducing noise, reducing the occurrence of heat islands and rainwater runoff to the sewage system, and they absorb more smog than conventional lawns”.

The indicators to be monitored

Issue / topic	Indicator	Source of information	Frequency
Public meetings with Wałbrzych inhabitants	Number of participants and list of discussed problems*	Revitalization Office and Housing Office of the Wałbrzych Municipal Office	Autumn 2020 and Spring 2021
Public meetings with Szczawno-Zdrój inhabitants	Number of participants and list of discussed problems	Revitalization Office and Housing Office of Szczawno-Zdrój	Once a year
Level of satisfaction of Wałbrzych inhabitants	Number of complains concerning the issues connected with the Wałbrzych Bypass Project	ZDKiUM Wałbrzych	Once a year
Level of satisfaction of resettled residents	Percentage of unsatisfied residents recorded in the telephone survey**	Revitalization Office and Housing Office of the Wałbrzych Municipal Office	Once a year

*Up to now the public meetings with the Mayor are documented only as the number of participants so it is desirable to record the discussed topics and problems immediately after each public meeting

**In order to monitor the level of satisfaction of resettled families, it is sufficient to conduct a telephone interview with the head of each household.

8 ROLES AND RESPONSIBILITIES

The following table presents the division of role in the Wałbrzych Municipality

	Task	Responsible unit in the Wałbrzych Municipal Office
1.	<u>Resettled inhabitants</u> Site visits to check the situation of resettled residents and to maintain direct contact with them	Housing Office
2.	<u>Vulnerable people</u> Create a database of those resettled people who demand special attention and assistance	Housing Office
3.	<u>Monitoring and evaluation</u> Ongoing website surveys published on the Wałbrzych website	Housing Office
4.	<u>Grievance Mechanism</u> Analysis of grievances concerning the issues connected with the Wałbrzych Bypass Project	Organizational Office

9 SUMMARY

The overall objective of the SEP is to support the Wałbrzych Municipality in its effort to implement the social communication strategy by assuring that all stakeholders are informed adequately and in a timely manner, and are engaged during Project implementation. Among other objectives, the SEP for Wałbrzych has to provide a proper mechanism for resolving any concerns or complaints the inhabitants might have concerning the new road – the Wałbrzych bypass.

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The construction of the road of key importance for the development of Wałbrzych raises high hopes of the residents of the city. The bypass, long-awaited for many years, in 2020 is causing many logistical problems for the city and, during the construction works, it is hindering the efficient functioning of public transport. The municipal authorities have a very well-prepared and well-thought-out communication policy with the residents, who are keenly interested in everything that the Mayor and his associates offer. After the collapse in the nineties, Wałbrzych is a city full of vigour and the level of participation in public meetings is continuing to be high.

The bypass construction should be completed by mid-2021. The process of Project consultation should comply with the most important EBDR requirements:

- Regular and transparent information about the agenda of the Project and milestones of the investment to help inhabitants plan their everyday activities
- The involvement of the stakeholders, and particularly the information policy should be differentiated according to their belonging to different groups in terms of the type of problems depending on the distance to the bypass under construction
- Special attention is required regarding vulnerable individuals among resettled people to provide support if necessary
- The involvement of stakeholders monitored at every stage of the Project with a set of instruments to measure the level of satisfaction of city inhabitants and directly affected people
- Ensuring access to the grievance mechanism, for stakeholders to submit their questions, concerns or grievances regarding the Project.