

REPUBLIC OF MACEDONIA

Public Enterprise for State Roads



STAKEHOLDER ENGAGEMENT PLAN

Rehabilitation of State Road A2, Section Kriva Palanka – Deve Bair

April 2018



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**List of Abbreviations**

CSO	Civil Society Organization
EBRD	European Bank for Reconstruction and Development
EHSS	Environmental, Health and Safety and Social
EIA	Environmental Impact Assessment
ESAP	Environmental and Social Action Plan
LAF	Land Acquisition Framework
MC	Ministry of Culture
MEPP	Ministry of Environment and Physical Planning
MTC	Ministry of Transport and Communications
NGO	Non-governmental Organization
NTS	Non-technical Summary
PESR	Public Enterprise of State Roads
PR	Performance Requirement
Ref.	Reference
RM	Republic of Macedonia
SEP	Stakeholder Engagement Plan
TBD	To be determined
TMP	Traffic Management Plan



1 Introduction

The Public Enterprise for State Roads (PESR) intends to realize a project to rehabilitate and reconstruct the existing state road Kriva Palanka – border crossing “Deve Bair” (the Project), a part of the national road A2 with international importance that connects Republic of Bulgaria with Republic of Albania. The 13.2 km road section forms part of the core national transportation network and is categorized as a state road – A2.

The European Bank for Reconstruction and Development (EBRD) is considering providing financing to PESR to finance the Project, which is part of the Pan-European Corridor VIII. The loan will be sovereign guaranteed by FYR Macedonia.

The Project has been developed by PESR based on Macedonian legislative requirements and those of the EBRD.

The Project has been categorized as a Category B project under EBRD’s Environmental & Social Policy (2014)¹.

The Project will support Macedonia's local and national economic development and contribute to its cross-border integration by improving connectivity on corridor VIII between Macedonia and neighbouring Bulgaria. The Project will include road safety and road quality improvements in keeping with the volume of through traffic on the road section.

This document is a Stakeholder Engagement Plan (SEP) describing the planned stakeholder consultation and engagement process for the Project, as well as the grievance mechanism for stakeholders to raise any concerns about the Project. The SEP will be periodically updated as important Project information becomes available.

2 Location and Description of the Project

The project is situated in the northeast part of the Republic of Macedonia, next to the border with Republic of Bulgaria (see Figure 1). The project alignment follows the road that goes from the city of Kriva Palanka toward the border crossing with Bulgaria, called Deve Bair. Total length of the affected road is 13.2 km.

The existing section of the road does not satisfy the required driving speed. Some locations of this road are considered as quite dangerous with insufficient road visibility. Significantly sharp curves also impact the road traffic and road safety. Score of traffic accidents has been recorded by responsible authorities on this part of the road.

¹ <http://www.ebrd.com/news/publications/policies/environmental-and-social-policy-esp.html>



This Project fits within the European Bank for Reconstruction and Development's Strategy for the country, which promotes regional transport integration and supports the development of strategic connections with neighbouring countries.

The beginning of the project is at the end of the ring-road of Kriva Palanka, and its end is at the finish of the border crossing Deve Bair. The existing A2 road is two lanes wide for the majority of its length. For the purpose of enabling continuous traffic flow, due to the steep terrain, a third, slow lane exists for approximately 5 km before the Macedonian / Bulgarian border.

The following map shows the position of the project in the area and its relative location in the wider country neighbouring context.



Figure 1 – Overview of the Project section

The Project will involve the widening of parts of the road, re-alignment of one short stretch, repair or replacement of some of the existing bridges, and the replacement of the asphalt wearing course and safety barriers for the entire stretch.

The project is divided in three subsections. The first subsection covers road rehabilitation activities and its end by the chainage km 3+550.0. This is from the 'Start' indicated in Figure 1 to the junction with the R2250 road. Works in this Section comprise:

- Repair and re-surfacing of the section.
- Cleaning and repair works to the existing drainage channels, culverts, kerbs, embankments and verges where necessary.
- Replacement of the safety barriers throughout the alignment.
- The addition of a third lane to part of the route from KM 2.660 to 3.550.

Second subsection includes both, rehabilitation and reconstruction, whereas a new road structure will be constructed. This subsection starts at km 3+550.0 and ends at km 8+130.0 next to the settlement called Uzem. Works in this Section comprise:

- Repair and re-surfacing of the section.
- Cleaning and repair works to the existing drainage channels, culverts, kerbs, embankments and verges where necessary.



- Replacement of the safety barriers throughout the alignment.
- A realignment of a short stretch of road between KM 3.550 and KM 4.125 to remove some tight horizontal curves and allow the design speed to increase.
- Construction of 4 new bridges along the realigned route.
- The addition of a third lane to part of the route from KM 4.125 to KM 7.764.
- Rehabilitation of the existing bridge at KM 5.524 – KM 5.583.
- Demolishing and replacement (and widening by one lane) of the existing bridge at KM 6.904.
- Demolishing and replacement (and widening by one lane) of the existing bridge at KM 7.950

The third subsection starts by the settlement Uzem, at the beginning of the third (slow) lane, and ends with the finish of the border crossing called Deve Bair. Total length of this subsection is 5+222.79 km and only road rehabilitation and bridge construction works is planned. Works in this Section comprise:

- Widening by one lane and rehabilitation of the existing bridge at KM 9.114.
- Widening by one lane and rehabilitation of the existing bridge at KM 10.692.
- Repair and re-surfacing of the section.
- Cleaning and repair works to the existing drainage channels, culverts, kerbs, embankments and verges where necessary.
- Replacement of the safety barriers throughout the alignment.

The design and construction will be done to meet requirements of the current Macedonian road design standard and the standards of EBRD. The project will have road markings, road signs and drainage in accordance with national design standards. Junctions and access/local side road arrangements are included in the Project design because access must be maintained to local land and villages.

Surveys of the route and geotechnical investigations have been performed. The final alignment has now been determined and the Main Design is complete; however, PESR does not have a timetable for issue of the public tender for works yet.

The project does not require an Environmental Impact Assessment and instead an Elaborate of Environmental Protection has been prepared according to the Law on Environment, which has been approved by the Ministry of Environment and Physical Planning (MEPP).

The Project will require the acquisition of some land and assets in order to accommodate the new Project structures. This land is currently a mix of State and privately-owned land. No land or assets have been acquired / expropriated to date. A Land Acquisition Framework has been developed for the Project providing more detail on this topic.

PESR do not have an estimate of the numbers of workers that will be needed for construction; however, it is common for the construction workers to include some local workers. The SEP will be updated with relevant information prior to construction commencement.

Traffic control will be required throughout the Project construction phase to ensure minimum traffic disruption during the works. This will involve sections where only single file traffic is permitted. The construction Contractor will be required to prepare and implement a Traffic Management Plan (TMP) which maintains vehicle and pedestrian access, maintains safe passage of vehicles and



pedestrians, and provides clear warning and instructions to vehicles. Engagement with affected communities on traffic management is required as part of the Traffic Management Plan. The TMP will be shared with emergency services, local utility companies and relevant portions of it, with the public, particularly in relation to road traffic disruptions.

The Traffic Management Plan will be part of an overarching Construction Environmental and Social Management Plan that will be developed for the Project to help ensure appropriate management of any environmental and social impacts related to the Project.

3 Legal and Policy Framework for Stakeholder Engagement

Implementation of the Project will follow the laws and regulations of the Republic of Macedonia (RM) as well as applicable EBRD policies and standards.

3.1 Macedonian Legal Framework for Stakeholder Engagement

Public disclosure and consultation activities are organized in connection to the preparation of project documentation and related strategic and other studies, under the following laws:

- Law on Urban and Spatial Planning (OG of RM, no. 199/14, 42/14, 44/15, 193/15, 31/16);

This law regulates the system of spatial and urban development of Macedonia, including public information and participation throughout the process of development and adoption of urban and spatial planning documents.

- Law on Environment (OG of RM, no. 53/05, 81/05, 24/07, 159/08, 83/09, 48/10, 124/10, 51/11, 123/12, 93/13, 187/13, 42/14, 44/15, 129/15, 192/15, 39/16).

This law and its associated secondary legislation set out the requirements for undertaking environmental impact assessment of potential environmental impacts of public and private projects which are likely to have a significant impact on the environment before development consent / construction permit is granted in the form of approval for project implementation.

In accordance with the Law on the Environment, when an intended project may have a significant impact on the environment in another country, the state authority responsible for environmental protection issues shall promptly submit to another state the information concerning the project, together with all available data on its possible impacts; the nature of the decision that may be adopted; and, the period within which another state can announce its intention to participate in the impact assessment procedure.

Other applicable laws which foresee disclosure of project information or enable access to information, including mechanisms for grievances and appeals, include:

- The Law on Construction (OG of RM no. 130/09, 124/10, 18/11, 36/11, 54/11, 13/12, 144/12, 25/13, 70/13, 79/13, 137/13, 150/13, 163/13, 27/14, 28/14, 42/14, 115/14, 149/14, 187/14, 44/15, 129/15).
- The Law on Expropriation (OG of RM no. 95/12, 131/12, 24/13, 27/14, 104/15, 192/15, 23/16). Under the Macedonian legal framework relating to expropriation affected land



owners and users with legal rights must be consulted. Affected owners of properties are individually invited to a hearing and notified about the submission of the Proposal for Expropriation and the proposed compensation amount.

- The Law on Access to Public Information (OG of RM no. 13/06, 86/08, 06/10, 42/14, 148/15).
- The Law on Acting upon Complaints and Proposals (OG of RM no. 82/08, 13/13, 156/15, 193/15).
- Aarhus Convention on Access to Information, Public Participation in Decision-making and Access to Justice in Environmental Matters, 1998 (Macedonia accessed 22 July 1999).

3.2 EBRD's Policy for Stakeholder Engagement

The EBRD is committed to promoting environmentally sound and sustainable development in accordance with its Environmental and Social Policy (2014) and the Performance Requirements (PRs) contained therein. EBRD sets out its stakeholder engagement requirements in the following documents:

- Environment and Social Policy (2014) through PR 10: Information Disclosure and Stakeholder Engagement (2014); and
- Public Information Policy (2014).

The EBRD considers public consultation and stakeholder engagement an on-going process, to be started at the earliest stage of Project planning, and to be continued throughout the entire life of the EBRD-financed project.

An essential element in the stakeholder engagement process, in order to ensure meaningful and effective consultation process, is the careful identification of all involved stakeholders and the examination of their concerns, expectations and preferences. Special attention should be paid to the identification of vulnerable stakeholders whose life and well-being is directly dependant by the Company's activities. The consultation and dialogue with these stakeholder groups needs to be planned and managed with special care.

Furthermore, the EBRD requires that the project developer establish and maintain an effective grievance mechanism, ensuring that any stakeholder complaints and concerns are received, handled and resolved effectively, in a prompt and timely manner.



4 Identification of Project Stakeholders and Communication Methods

The purpose of identifying stakeholders is to determine the organizations and persons who may be directly or indirectly affected (both positively and negatively) by the Project, as well as parties that may be interested in and/or have a positive or negative influence on the Project.

Stakeholder identification was initiated at the Project planning stage, on the basis of:

- Analysis of information about the affected area;
- Analyses of information about the communities in the Project area;
- Analyses of currently available information about owners and users of land which will be acquired for the Project;
- Consultations with representatives of local authorities (municipality Kriva Palanka);
- Analysis of and consultations with statutory organizations and agencies with responsibilities related to the Project;
- Analyses of local service providers whose assets may be affected by the project and / or who may have to provide services for the project (emergency services, fire brigades, owners and operators of public utilities, local police, etc.);
- Analysis of existing Macedonian Non-governmental organisations (NGOs) at the national and local level interested in social and environmental issues, including those that have already shown an interest in the Project through participation in meetings and communication with PESR;
- Analyses of PESR internal stakeholders (employees and their union, contractors).

Stakeholder engagement activities will be ongoing through the course of the Project's pre-construction, construction, operation and closure. Table 1 below provides an overview of stakeholders identified by PESR to date, as well as the type and method of communication which will be used with each of them and will be the responsibility of PESR, in cooperation with Contractors. Table 1 will be periodically updated to include any newly identified stakeholders as well as planned engagement activities and timeframes. Annex 4 provides further detail of when each of these methods of communication will be used.

Table 1 - Identification of project stakeholders and communication methods

Stakeholders / Contact Details	Population	Type and Method of Communication	Timing
External stakeholders			
Residents and businesses of the town Kriva Palanka and villages connected to the Project footprint: Kriva Palanka Zhidilovo	Urban 14.558 ²	Information through the local and national media: newspaper(s), as well as electronic media Information about the Project (Non-Technical Summary [NTS], Environmental Protection report, Land Acquisition Framework [LAF] and SEP) published on Investor's	Throughout all phases of project implementation

² Data are taken from the Population and Dwellings Census 2002, conducted by State Statistical Office.



Stakeholders / Contact Details	Population	Type and Method of Communication	Timing
Krklja	302	website: www.roads.org.mk	
Kostur	227		
Pashina Vodenica	38	Public consultation meetings, individual meetings for directly affected PAPs with respect to land acquisition, and face to face discussions and in particular with those adjacent to the road works	
Varovishte			
Dobrovnica	87		
Gradec			
B's	350		
Drenje		Communication through bulletin boards at key public locations (located in affected settlements) by posting project information/ notices; Construction signs and warnings	
Kiselica	90		
Krstov Dol	130		
Lozanovo			
Luke	150		
Uzem		Focus group meetings to identify impacts, agree and implement mitigation measures, project leaflets, as necessary	
Koshari	256		
Podrzhi Konj	21		
Trnovo			
Vulnerable groups identified to date: <ul style="list-style-type: none"> School pupils in Zidilovo <p>Other vulnerable groups will be added as identified through the project development process.</p>			
Presidents of local communities in the affected settlements		Official correspondence and meetings to provide information on Project progress and issues that concern local communities. Direct information via PESR person responsible for the implementation of the SEP.	Throughout all phases of project implementation
Road users, interested NGOs,	See Annex 2	Information through the	Throughout all



Stakeholders / Contact Details	Population	Type and Method of Communication	Timing
<p>citizens' associations and other organisations (see Annex 2)</p> <p>Other interested organisations will be added, as identified throughout the life of the project.</p>		<p>local and national media: newspaper(s) (in Macedonian), as well as electronic media</p> <p>Information about the Project (NTS, Environmental Protection Report, SEP and LAF) published on Investor's website</p> <p>Public consultation meetings, individual meetings and face to face discussions</p> <p>Official correspondence and meetings</p> <p>Signage on site</p>	<p>phases of project implementation</p>
<p>Municipality of Kriva Palanka, including all relevant departments</p> <p>Str. Sv. Joakim Osogovski 175 1330 Kriva Palanka, Republic of Macedonia</p> <p>Tel/ Fax: 031/375-035</p> <p>Email: opkp@krivapalanka.gov.mk; gradonacalnik@krivapalanka.gov.mk</p> <p>Web: www.krivapalanka.gov.mk</p>		<p>Official correspondence and regular meetings to provide information on Project progress and address any issues raised that concern local communities</p>	<p>Regularly throughout project implementation</p>
<p>Public utility company "KOMUNALETs" Kriva Palanka</p> <p>Str. Ilindenska No.17 1330 Kriva Palanka, Republic of Macedonia</p> <p>Tel/ Fax: 031/375-100, 375-747</p> <p>Email: jpkomunalec@yahoo.com</p>		<p>Official correspondence and regular meetings to provide information on Project progress and address issues that concern local communities, for example issues in relation to water supply and waste management</p>	<p>Regularly throughout project implementation</p>



Stakeholders / Contact Details	Population	Type and Method of Communication	Timing
Local emergency services, fire brigades, utility owners and operators, local police		Official correspondence and meetings to prepare for and coordinate activities during construction	Prior to, during construction and in operational phase
<p>Ministry of Environment and Physical Planning</p> <p>Bldv Goce Delcev b.b., 1000 Skopje</p> <p>Zgrada na MRTV,</p> <p>Tel: 02/3251-400;</p> <p>Fax: 02/3220-165</p> <p>Web: www.moepp.gov.mk</p> <p>Email: info@moepp.gov.mk</p>		Official correspondence and meetings, permit requests, site inspections	As needed throughout project implementation
<p>Ministry of Transport and Communication</p> <p>Str. Dame Gruev No.6, 1000 Skopje</p> <p>Tel: 02/3145-497, 3123-292</p> <p>Fax: 02/3126-228</p> <p>Email: info@mtc.gov.mk</p> <p>Web: www.mtc.gov.mk</p>		Official correspondence and meetings, permit requests	As needed throughout project implementation
<p>Ministry of Culture, Cultural Heritage Protection Office</p> <p>Str. Gjuro Gjakovik , No. 61</p> <p>Tel: 02/ 3240 600</p> <p>Fax: 02/ 3240 561</p> <p>Email: info@kultura.gov.mk</p> <p>Web: www.uzkn.gov.mk</p>		Official correspondence and meetings	As needed throughout project implementation



Stakeholders / Contact Details	Population	Type and Method of Communication	Timing
Other ministries, as relevant: <ul style="list-style-type: none"> • Ministry of Finance • Ministry of Agriculture Forestry and Water Economy • Ministry of Economy • Ministry of Labour & Social Policy • State Labour Inspectorate 		Official correspondence and meetings	As needed throughout project implementation
LOCAL INSTITUTION "CITY MUSEUM" Kriva Palanka Str Joakim Osogovski, 134 1330 Kriva Palanka, Macedonia Web: www.citymuseum.mk Email: draganvelicki@yahoo.com Tel: 031/372-140		Official correspondence Consent on the Chance Finds Procedure Consent on a procedure for identification and conservation of local cultural heritage during construction. The museum has a permanent ethnological setting, library, archive and one expert.	Throughout project implementation Prior to construction Prior to construction
Internal stakeholders			
PESR Employees	All	Individual meetings or internal workers' meetings, monthly newsletters, the Committee on Safety at Work, bulletin boards, information from controllers and inspectors on the field regarding the following: <ul style="list-style-type: none"> • human resources policy • internal grievance mechanism • health and safety procedures • codes of conduct • Environmental and social mitigation measures • SEP grievance mechanism 	As needed throughout project implementation
Contractors (construction companies, subcontractors and	Unknown at	Official correspondence, meetings, site visits, code	During tendering and contract



Stakeholders / Contact Details	Population	Type and Method of Communication	Timing
suppliers)	present	<p>of conduct, information in contract on standards and expectations with respect to:</p> <ul style="list-style-type: none"> • environmental and social protection • health and safety at work • security • access to sites • interaction with communities 	<p>signature</p> <p>Throughout project implementation</p>

5 Information Disclosure and Stakeholder Engagement Program

Project information disclosure and consultations

PESR intends to provide all relevant information to the public. As of **November 2017**, all interested and affected parties will be able to find the following documents on the PESR website (www.roads.org.mk). Documents will be available in Macedonian and English language, as follows:

- Non-technical Summary
- this Stakeholder Engagement Plan including Grievance Mechanism
- Land Acquisition Framework
- Environmental and Social Action Plan (ESAP)

In addition, hard copies of these documents will be available at the following locations:

- PESR in Skopje [Dame Gruev str. 14, 1000 Skopje]
- Municipality of Kriva Palanka [Sv. Joakim Osogovski 175, 1330 Kriva Palanka]
- EBRD office in Skopje

Announcement will be made in the newspapers in Macedonian language, as well as in other electronic media, at least a week prior to the start of the Project Documentation disclosure process. The documents will remain in the public domain for the duration of the Project.

Other disclosure and consultation activities

Information (Bulletin) Boards will be installed at the entrance of every affected settlement by the main Contractor, and will serve as a media tool/channel for communications with the local residents. Information in relation to the Grievance Mechanism will also be included. The Contractor will secure sites prior to any construction activities taking place and will ensure appropriate construction and warning signs are in place.

**Stakeholder engagement throughout the life of the project**

PESR and the Contractor(s) engaged to undertake the Project will continue to engage with stakeholders and this Stakeholder Engagement Plan will be continually updated to reflect Project progress. Particular attention will be placed on communication with any identified vulnerable groups (through focus group meetings, project leaflets or in other appropriate ways), to ensure project impacts on them are appropriately mitigated.

Detailed information, a Program, regarding methods and timing of Stakeholder engagement can be found in Appendix 4.



6 Grievance Mechanism

A grievance mechanism will be adopted as presented in Figure 2.

PESR and its Contractor(s) will accept all comments and complaints associated with the Project, submitted either verbally or in writing. PESR recognizes that consultation is an ongoing process, and different concerns may arise as the Project moves into the construction phase.

A sample of the Projects Public Grievance Form is provided in Annex 1. Any person or organization may send comments and/or complaints in person, by phone or via post or email using the contact information provided below.

All types of stakeholder grievances (apart from those raised by employees and contractors) relating to this Project should be channelled to PESR through the following designated staff member:

Mrs **Biljana Lazevska**, Manager of Human Resources Management and General Affairs Unit

Tel: + 389 (0)2 3118-044 ext.119

Fax: + 389 (0)2 3220-535

email: biljanal@roads.org.mk

Address: **Public Enterprise for State Roads**

Dame Gruev str. 14,

1000 Skopje, Republic of Macedonia

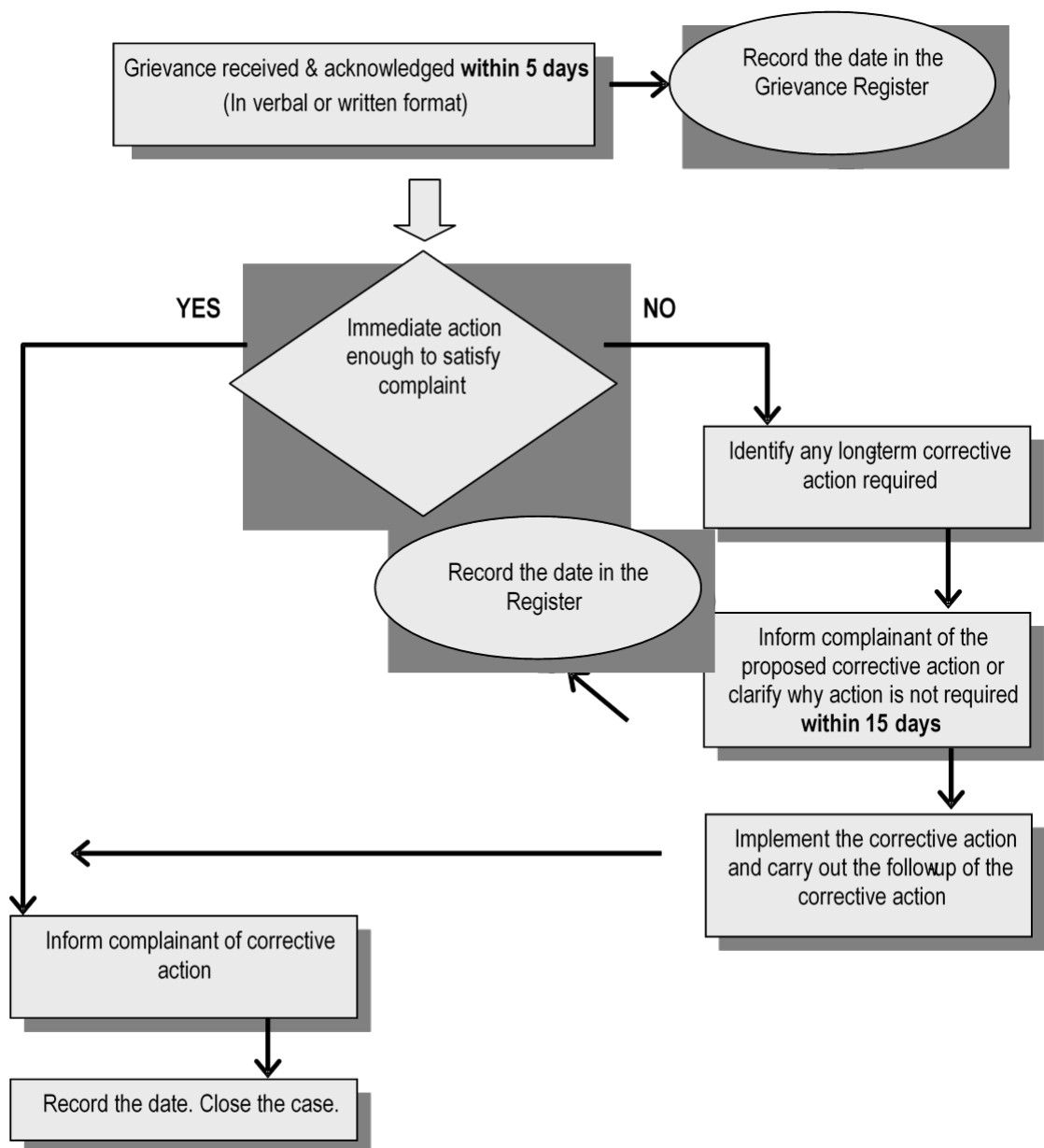


Figure 2 – Grievance Mechanism

Contact details of the construction Contractor will also be made publicly available in the local communities adjacent to the project works and included in a revised SEP, once a Contractor is appointed.

The Grievance Form (in Macedonian and English) will be made available on the web site www.roads.org.mk and the concerned municipality will receive pre-printed forms to be readily-available for the public. A worker's Grievance Mechanism will also be established for the employees of construction companies (as a separate system).

PESR will log and monitor the process of comments and complaints and the information will be summarized in annual EHSS reports, which will be prepared and posted on its website. PESR is



obliged to respond to all complaints according to procedures prescribed in national legislation and this SEP.

The response time for grievances will be in accordance with national legislation for the particular issue in question. PESR will endeavour to acknowledge receipt of the Grievance within 5 working days, and to respond within 15 days of receiving the grievance to inform the complainant of the corrective action taken or proposed corrective action. Individuals who submit their comments or grievances have the right to request that their name be kept confidential.

At all times, complainants are also able to seek legal remedies in accordance with the laws and regulations of the Republic of Macedonia.

7 Monitoring and Reporting

The SEP is a 'living document' which will be updated periodically (at least once every six months) to record consultations undertaken, issues raised, actions taken; to describe lessons learned and any changes to the consultation process; and to outline the schedule for on-going and future interaction.

The PESR employee responsible for SEP implementation (see section 10 of the SEP) and the Grievance Manager (see section 8 of the SEP) shall liaise with the relevant internal departments such as Investment and the Legal Department, together with the Construction contractors and with local communities to monitor and report on progress with respect to information dissemination on consultations, land acquisition and compensation, grievance management, social and environmental mitigation measures, health and safety issues.

PESR will conduct monitoring of SEP implementation and will, accordingly, report to EBRD on an annual basis for realized stakeholder engagement activities via Annual Environmental and Social Reports. Monitoring related to this plan (Appendix 5) will be conducted semi-annually, and updates will be provided in person or by mail to affected parties involved in the engagement process at that time, and the monitoring reports will be added to the PESR website. PESR will publish details of issues raised during the consultation process and provide appropriate feedback both on its website and place hard copies in the municipal office in Kriva Palanka. Reports shall also include an update on the grievance process, with the number of grievances received and addressed/closed, most frequent types of grievances, and any recommendation or action taken to decrease the number of grievances. Preparation of the progress reports shall be the responsibility of the PESR employee responsible for SEP implementation and the Grievance Manager.

Throughout the Project, PESR will communicate with stakeholders and inform them of any significant issues, for example, changes in the Project program deadlines. PESR will provide Project updates on its website and also provide leaflets to the local communities along the route, as necessary.

PESR will produce annual Environmental, Health and Safety, and Social (EHSS) reports, which will include a summary of the Project's performance on management of health, safety, environment and social issues. This will be posted on the PESR website.

Sample sheet of the Summary of the Monitoring report can be found in Appendix 5.



8 Contact Details & Responsibility for SEP Implementation

The responsible persons in PESR for implementation of the Stakeholder Engagement Plan are:

Ms. **Saska Bogdanova Ajceva**, Environmental protection Advisor, and

Ms **Biljana Lazevska**, Manager of Human Resources Management and General Affairs Unit

Tel: + 389 (0)2 3118-044 ext. 135

Fax: + 389 (0)2 3220-535

Email: saska@roads.org.mk

biljanal@roads.gov.mk

Address: Public Enterprise for State Roads

Dame Gruev str. 14, 1000 Skopje, Republic of Macedonia

The contact details of EBRD's office in Skopje are:

Address: **EBRD**, Soravia Centre Skopje, VII floor,

Filip II Makedonski str. 3,

1000 Skopje, Republic of Macedonia

Tel: +389 2 3297 800

Fax: +389 2 3231 238

And EBRD headquarters are:

Address: EBRD Headquarters, London

Environment and Sustainability Department One Exchange Square

London EC2A 2JN UK

Tel: ++44 207 338 6504

<http://www.ebrd.com>



APPENDICES



Appendix 1 – Public Grievance Form

Public Grievance Form	
Reference No:	
Name and Surname (optional) <input type="checkbox"/> I wish to raise my grievance anonymously. <input type="checkbox"/> I request not to disclose my identity without my consent.	
Contact Information: Please note how you like to be contacted (mail, phone, e-mail)	<input type="checkbox"/> By Post: Please provide mailing address: _____ _____ <input type="checkbox"/> By Phone: _____ <input type="checkbox"/> By E-mail _____
Preferred language for communication	<input type="checkbox"/> [Macedonian] <input type="checkbox"/> [Other: _____]
Description of Incident or Grievance: What did happen? Where did it happen? Who did it happen to? What is the result of the problem?	
_____ _____	
Date of Incident / Grievance	
	<input type="checkbox"/> One time incident/grievance (date _____) <input type="checkbox"/> Happened more than once (how many times? _____) <input type="checkbox"/> On-going (currently experiencing problem)
What would you like to see happen to resolve the problem?	
_____ _____	
Signature: _____ Date: _____	
Please return this form to:	
<u>Ms Biljana Lazevska</u>	
Tel: + 389 (0)2 3118-044 ext.119	Public Enterprise for State Roads
Fax: + 389 (0)2 3220-535	Dame Gruev str. 14
email: biljanal@roads.org.mk	1000 Skopje, Republic of Macedonia



Appendix 2 – National and local NGOs and other organisations

Name of the organization	Contact Information
Macedonian Ecological Society	Vladimir Nazor 10, , 1000 Skopje Tel: (02) 2402 773, Fax: (02)2402 774 Mob: 078 393 436 contact@mes.org.mk
The Ecologists' Movement of Macedonia – Skopje	Vasil Gorgov 39, baraka 6, 1000 Skopje Tel: (02) 3220-520 dem@dem.org.mk ruska@dem.org.mk
Centre for environmental research and information "Eko-svest" – Skopje	Blvd 11 Oktomvri 125/12, 1000 Skopje tel: (02) 3217-247 fax: (02) 3217-246 mob: 072 726-104 info@ekosvest.com.mk
Front 21/42	Orce Nikolov 83A, 1000 Skopje Tel/Fax: (02) 3122-546 mob: 075 433-231 contact@front.org.mk
Macedonian Green Centre	Kosta Novakovik 1A/19, 1000 Skopje Tel/Fax: (02) 6132-432 Mob : 078 205 217 zeleni@zeleni.org.mk
Bird Study and Protection Society of Macedonia	PMF - Gazi Baba BB, 1000 Skopje, 02/3117-055; 078/254-736 brankom@ukim.edu.mk
Owl Protection Association	Jurij Gagarin 28-5/3, 1000 Skopje 070/999-859 macedonian.owl.trust@gmail.com
Association of women farmers, women herders, and housewives "Agropalanchanka"	St. Kliment Ohridski b.b. 1330 Kriva Palanka 031/372560 (Jagoda Velkovska)
Association of women - Kriva Palanka	031/375193, 070/ 800 288



Youth Cultural Centre Kriva Palanka	1330 Kriva Palanka Tel:+389 31 373 735 Fax:+389 31 374 112 mkc_kp@yahoo.com
Ecological Association "Flora"	str. Partizanska, bb 1330 Kriva Palanka tel/fax:031 373 513 florakp@mt.net.mk saskovel@yahoo.com
Handicap PLUS-Support group for disabled people	1330 Kriva Palanka handicapplus@yahoo.com
Civil center for sustainable development EGRI	St. Joachim Osogovski bb 1330 Kriva Palanka gcor.kp@gmail.com contact@egri.mk www.egri.mk
Association Off Road Osogovo	071/206-209



Appendix 3 – Previous Stakeholder Engagement Activities

Stakeholder	Date	Method	Issues	Outcomes
Ministry of Environment and Physical Planning	2016	Formal submission	Formal submission of the Project Environmental Protection Elaborate	MEPP distributed the document internally to departments such as the Water Department for comment. No comments were received and approval of the Elaborate was received in December 2016.
Municipality of Kriva Palanka	May 2017	Letter	Infrastructure Project documentation included a letter to the Municipality with information about the project, and request for opinion and possible cumulative effect with other urban plans of the municipality in the Project area.	No response to date (PESR will follow-up with the Municipality regarding their response if not received as part of the Infrastructure Project approval).



Appendix 4 – Proposed Stakeholder Engagement Program

STAKEHOLDERS	ACTIVITY	METHOD	TIMING
Pre-construction Phase			
Residents and businesses of Kriva Palanka, including Toranica mine, and villages connected to the Project footprint, village councils / presidents of local settlements, Municipality of Kriva Palanka	<p>Promotion of Project timeline and activities, Stakeholder Engagement Plan, Land Acquisition Framework, Non-Technical Summary and Environmental and Social Action Plan</p> <p>Includes explanations provided of changes in any noise levels as a result of the Project (as well as the potential need for & community acceptance of noise barriers at sensitive receptors) and any revised access arrangements and access to the Project road when completed; will be done using Project maps</p> <p>Gain any local knowledge (including anecdotal sightings and observations of road kill) on the movement of large mammals in the Project corridor to identify if any additional measures could be implemented to mitigate the effects of the Project on these movements</p> <p>Separately, these stakeholders will also be engaged by the Contractor during their development of the Traffic Management Plan</p>	<p>Information through the local and national media: newspaper(s), as well as electronic media</p> <p>Disclosure of NTS, LAF and SEP on PESR website: www.roads.org.mk and by hard copy with 1 week advance notification, including the municipality will receive pre-printed grievance forms to be readily-available for the public</p> <p>One public consultation meeting, individual meetings and face to face discussions</p> <p>Official correspondence</p>	<p>All: Pre-construction</p> <p>Public consultation meeting in Q1 2018, to be preceded by disclosure of the NTS, LAF and SEP by at least 1 week</p>
Municipality of Kriva Palanka	<p>Discussion regarding pedestrian safety, in particular the potential installation of footpaths or other road safety measures for the school in Zidilovo. In particular, whether any progress can be made on this issue as part of the Project or any specific design provisions incorporated to more readily enable the Municipality to install pedestrian safety provisions in the future.</p> <p>Discuss making use of existing lines of communication between the Municipality of Kriva Palanka and</p>	As part of voluntary planned public presentation by PESR in Kriva Palanka or during an individual meeting	Q1 2018



STAKEHOLDERS	ACTIVITY	METHOD	TIMING
	<p>the adjacent Bulgarian municipality in order to share Project information, for example, to disseminate the SEP.</p> <p>The Infrastructure Project documentation included a letter from PESR to Kriva Palanka Municipality with a request for opinion and possible cumulative effect with other urban plans of the municipality in the project area. PESR will follow-up with the municipality for their response if one is not received as part of Infrastructure Project approval and consider any necessary changes to Project plans accordingly.</p>		
Project Affected Peoples with respect to land acquisition	<p>The LAF sets out the engagement plan for consultation with affected land owners and users including the need for this to include targeted measures for vulnerable groups. The monitoring phase of the LAF extends into construction.</p> <p>The program includes taking the opportunity of the meetings for land acquisition to also plan work with the community to avoid working at sensitive times and confirm any impacts on local access during construction and operation.</p> <p>The LAF requires that consultation materials, such a pamphlets and posters on the expropriation process, and information on the Grievance Mechanism for the Project need to be prepared to support the consultation with affected persons. These will be available in Macedonian.</p>	<p>Correspondence, meetings,</p> <p>Focus group meetings with PAPs with respect to land acquisition to identify impacts, agree and implement mitigation measures, project leaflets, as necessary</p>	In line with the timeline set out in the LAF
Small Hydro Power Plant Developer	PESR will engage with the developer of the Kriva Reka small hydro scheme to discuss respective construction programs with the goal of minimizing any cumulative	Correspondence, meetings	Prior to construction



STAKEHOLDERS	ACTIVITY	METHOD	TIMING
	construction impacts should the construction windows overlap		
Ministry of Environment and Physical Planning, Ministry of Transport and Communication (other Ministries to be added to this table as the need for any further communication arises – none at this time)	Remaining permit(s) acquisition and statutory reporting	Official correspondence and meetings, permit applications	No statutory requirements; proceed if the need arises
Local Institution "City Museum" Kriva Palanka	Chance Finds	Review and approval of the developed Chance Finds Procedure	Prior to construction commencement
Local emergency services, fire brigades, utility owners and operators, local police, public utility company "Komunalets" Kriva Palanka	Discussion of Project plans to prepare for and coordinate activities during construction The TMP will be shared with emergency services and local utility companies. Timing of advance notice requirements to emergency services and utility companies for specific construction activities to be agreed.	Official correspondence and meetings	At least 6 weeks prior to construction commencement
Interested NGOs, citizens' associations and other organisations (see Annex 2).	Promotion of Project timeline and activities, Stakeholder Engagement Plan, Land Acquisition Framework, Non-Technical Summary and Environmental and Social Action Plan	Information through the local and national media: newspaper(s), as well as electronic media Disclosure of NTS, LAF and SEP on PESR website: www.roads.org.mk One public consultation meeting Individual meetings and official correspondence as	All: Pre-construction Public consultation meeting in Q1 2018, to be preceded by disclosure of the NTS, LAF and SEP by at least 1 week



STAKEHOLDERS	ACTIVITY	METHOD	TIMING
		needed (none planned at this time based on current needs)	
Contractors (construction companies, subcontractors and suppliers)	Contractor Engagement	Information through the local and national media: newspaper(s), as well as electronic media Tender documents (including environmental and social requirements) Official correspondence, meetings	2018 PESR: Please add any detail based on public procurement deadlines set out in national legislation
Road users	Update on Project plans and timelines	Information through the local and national media: newspaper(s), as well as electronic media Disclosure of NTS, LAF and SEP on PESR website: www.roads.org.mk	Disclosure in Q1 2018
Construction Phase (2018 – October 2020)			
Residents and businesses of Kriva Palanka, including Toranica mine, and villages connected to the Project footprint, village councils / presidents of local settlements, Municipality of Kriva Palanka	Promotion of Project timeline and activities, ongoing promotion of Stakeholder Engagement Plan and its implementation to date, including grievance mechanism Advertisement of employment opportunities	Information through the local and national media: newspaper(s), as well as electronic media, particularly of employment opportunities Individual meetings and face to face discussions, as needed Semi-annual stakeholder engagement monitoring reports on the PESR website, in hard copy in the municipal office in Kriva Palanka, and provided in person / by mail as needed, including details of issues raised during the consultation process, the number of grievances received and addressed/ closed, most frequent types of grievances, and any recommendation or action	Duration of construction If any controlled explosion is to take place, this will be clearly indicated and disseminated to affected stakeholders at least 1 week in advance.



STAKEHOLDERS	ACTIVITY	METHOD	TIMING
		<p>taken to decrease the number of grievances.</p> <p>Continuous communication through the bulletin boards at key public locations (located in affected settlements) by posting project information/ notices; Construction signs and warnings</p> <p>Focus group meetings to identify impacts, agree and implement mitigation measures, project leaflets, as necessary, as needed (none anticipated to be needed at this time)</p> <p>Official correspondence as needed (none anticipated to be needed at this time)</p>	
<p>Local emergency services, fire brigades, utility owners and operators, local police, public utility company "Komunalets" Kriva Palanka</p>	<p>Discussion of Project plans to continue to coordinate activities during construction</p> <p>Emergency services to continue to have access to the Traffic Management Plan of the Contractors</p>	<p>Official correspondence and meetings as needed</p>	<p>Throughout construction</p> <p>Timing of advance notice to emergency services of specific activities as agreed during pre-construction meetings</p>
<p>Interested NGOs, citizens' associations and other organisations (see Annex 2).</p>	<p>Promotion of Project timeline and activities, ongoing promotion of Stakeholder Engagement Plan and its implementation to date, including grievance mechanism</p>	<p>Information through the local and national media: newspaper(s), as well as electronic media</p> <p>Semi-annual stakeholder engagement monitoring reports on the PESR website and provided in person /</p>	<p>Duration of construction , no specific requirements at this time</p>



STAKEHOLDERS	ACTIVITY	METHOD	TIMING
		by mail as needed Individual meetings and correspondence as needed	
Contractors (construction companies, subcontractors and suppliers)	Project progress updates, oversight	Official correspondence, site visits, regular communication (phone, e-mail or meetings)	Throughout construction , at least monthly and up to weekly during works in or adjacent to priority biodiversity features, including all watercourse crossings
PESR employees	Employee awareness of Project requirements	Individual meetings or internal workers' meetings as needed, monthly newsletters, bulletin boards, information from managers including on the following: <ul style="list-style-type: none"> • roles and responsibilities • human resources policy • internal grievance mechanism • health and safety procedures • codes of conduct • environmental and social mitigation measures • grievance mechanism 	Throughout construction , as needed
Road users	Update on Project plans and timelines, site-specific road instructions	Information through the local and national media: newspaper(s), as well as electronic media Continuous communication through the bulletin boards at key public locations (located in affected settlements) by posting	Throughout construction Radio announcements on road traffic disruption 2 weeks prior to



STAKEHOLDERS	ACTIVITY	METHOD	TIMING
		project information/ notices; Construction signs and warnings	construction activities and then prior to any major changes to levels of disruption
EBRD	Project progress reporting	Annual EHSS Report	Annual
	Operation Phase		
Contractor for operations	Contractor engagement	Contractual documents (including environmental and social requirements) Official correspondence, meetings	Prior to operation start
Residents and businesses of Kriva Palanka and villages connected to the Project footprint, village councils / presidents of local settlements, Municipality of Kriva Palanka, interested NGOs, citizens' associations and other organisations (see Annex 2). PESR employees.	Promotion of monitoring plan and results, Operational Environmental and Social Management Plan Any ongoing consultation needed on noise monitoring or noise barrier installation. This engagement will have started at the pre-construction stage and continue to here as needed based on that engagement.	Disclosure of monitoring plan and results on PESR website: www.roads.org.mk Individual meetings and face to face discussions as needed Official correspondence as needed	Disclosure semi-annually for the first two years of operation
Local emergency services, fire brigades, utility owners and operators, local police, public utility company "Komunalets" Kriva Palanka	Discussion of Project plans for operation and ongoing interaction as needed for operational management per the operational emergency response plan	Official correspondence and meetings as needed (none known to be required at this time)	During operation





Appendix 5 – Summary Monitoring Report

Indicator	Activity/Item/Entity	Number
Grievances	<i>Received</i>	
	<i>Anonymously Received</i>	
	<i>Resolved</i>	
Bulletin Boards	<i>Total installed</i>	
	<i>Regularly served</i>	
Project information published on:	<i>Bulletin boards</i>	
	<i>Project website</i>	
	<i>Municipality website</i>	
	<i>Media website</i>	
	<i>Printed media</i>	
Meetings (presentations) held with representatives of:	<i>Local settlements</i>	
	<i>Municipality</i>	
	<i>Local businesses</i>	
	<i>NGO's</i>	
Hard copy documents for public	<i>Available locations</i>	
	<i>Available documents on site</i>	
Disclosed Project Information on	<i>Traffic issues</i>	
	<i>Public Health and Safety</i>	
	<i>Property and Housing</i>	
	<i>Business related</i>	
	<i>Stakeholder Engagement</i>	
	<i>Other issues</i>	

Monitoring report created: Date	Location	By (name and surname)

Date	Meeting for monitoring presentation	Location
Representative for:	Name and Surname	Signature
PESR		
Local Communities		
Municipality of Kriva Palanka		
NGO: _____		
Other: _____		
Other: _____		