

REPORT N° FINAL

# KOTAYK SOLID WASTE MANAGEMENT PROJECT

STAKEHOLDER ENGAGEMENT PLAN

CONFIDENTIAL

OCTOBER 2015

**KOTAYK SOLID WASTE  
MANAGEMENT PROJECT**  
STAKEHOLDER ENGAGEMENT PLAN  
**EBRD**

**Final  
Confidential**

Project no: 70007543  
Date: October 2015

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**WSP | Parsons Brinckerhoff**  
The Victoria, 150-182 The Quays  
Salford Quays, Greater Manchester, M50 3SP

Tel: +44 (0)161 886 2400  
Fax: +44 (0)161 886 2401  
**[www.wspgroup.com](http://www.wspgroup.com)**  
**[www.pbworld.com](http://www.pbworld.com)**

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# CONTACT DETAILS

## RESPONSIBILITY FOR STAKEHOLDER ENGAGEMENT ACTIVITIES

**Lusine Harutyunyan**

Leading Specialist

Department of Local Self-Government, RA Ministry of Territorial Administration and Emergency Situations

Government House, Building 2

Republic Square

Yerevan 0010

Armenia

Tel: (+374 10) 511-344

E-mail: [l.harutyunyan@mta.gov.am](mailto:l.harutyunyan@mta.gov.am)

Website: [kotayq.swm@gmail.com](mailto:kotayq.swm@gmail.com)

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# 1 INTRODUCTION

## 1.1 REGULATORY CHANGES AND PURPOSE OF SEP UPDATE

The Kotayk Solid Waste Management Project started in 2009-2010 with initial feasibility studies and impact assessments undertaken by COWI under the management of the Ministry of Urban Development (MUD).

The Project was put on hold due to technical issues until 2014 when it was resumed under the Ministry of Territorial Administration and Emergency Services (MTAES). Due to internal reorganisation, the responsibility of the Project is now under control of the MTAES. Due to the lapsed time and project design changes as outlined below and changes in ministry roles and responsibilities, the original SEP has been updated with this version of the SEP.

WSP | Parsons Brinkerhoff (WSP PB) has been commissioned by the European Bank for Reconstruction and Development (EBRD) to undertake an Environmental and Social Due Diligence (ESDD) assessment to provide supplementary studies to the previous work that has been carried out for the Kotayk Solid Waste Management Project, that was completed COWI A/S (COWI).

WSP | PB has received official authorisation from EBRD to use information provided in COWI reports associated with this project and to revise this SEP prepared by COWI to update the available information to reflect the changes in the Project.

This SEP is a living document that should be amended when there are significant changes to the project design, affected people or institutional framework.

## 1.2 WASTE STRATEGY AND PROJECT OVERVIEW

The Ministry of Urban Development (MUD) of the Republic of Armenia previously approached the EBRD with a request to prepare and finance a regional sanitary landfill in the Kotayk Region of Armenia. This would be the country's first sanitary landfill located at the existing Hrazdan non-compliant landfill site (dumpsite). Kotayk Region was selected due to its proximity to Yerevan, with the intention of creating a demonstration project for the entire country. See Figure 1-1 below.

Figure 1-1 Map of Armenia

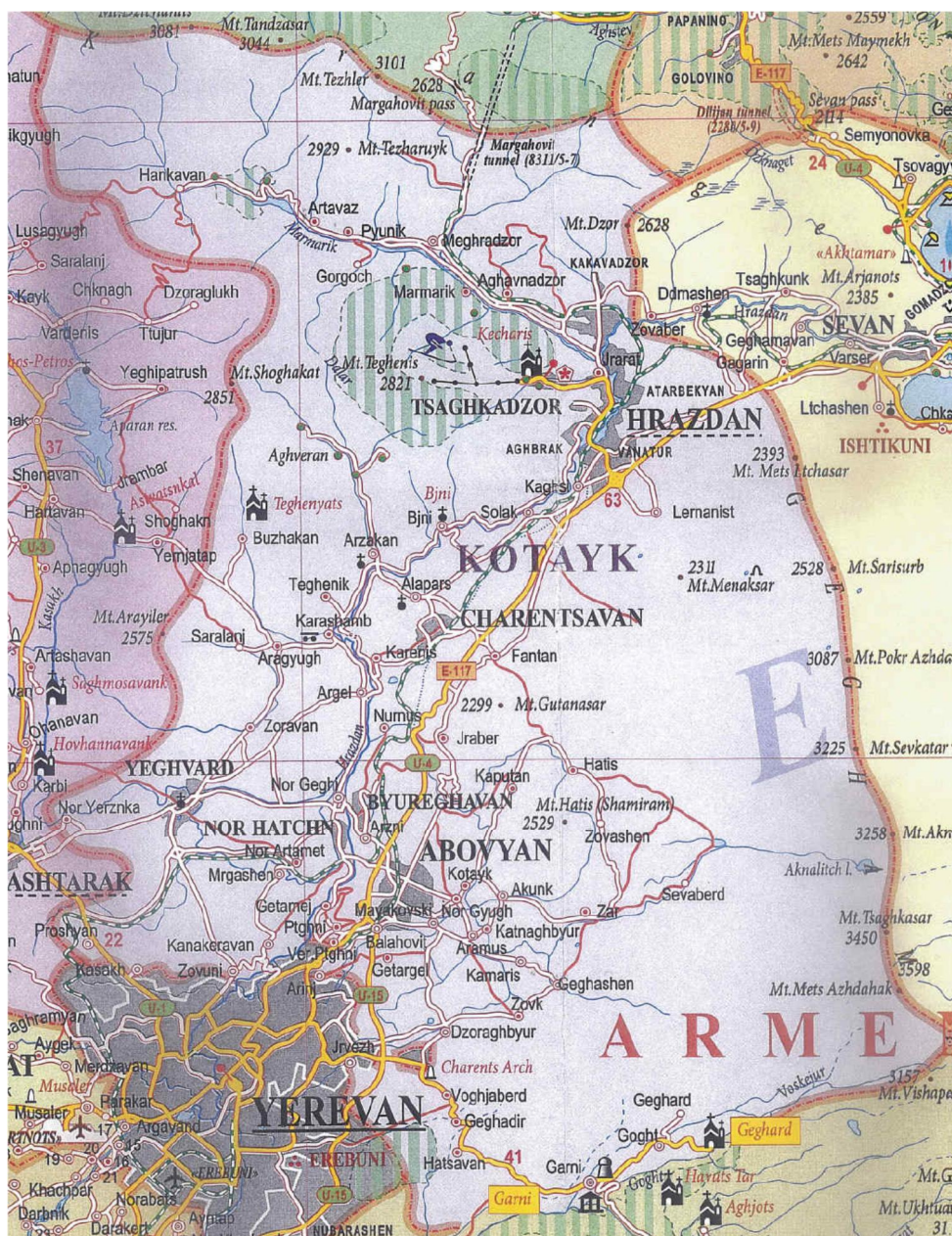




The Project would mitigate environmental hazards and would counter pollution and adverse impacts on land and water resources. The MUD intended to build seven regional sanitary landfills to serve the whole country. Institutional changes in July 2014, transferred responsibility to the MTAES as it was considered logical for MTAES to be the project co-ordinator as the communities were under their jurisdiction in the ministry.

The Project is located in the Kotayk Region as shown in Figure 1-2 below.

Figure 1-2 Map of Kotayk Region (Marz)



The Project will be the first solid waste project to be financed by the EBRD in Armenia, and would be part of the national plan to modernise the country's waste management sector. It is proposed that Sevan town located in Gegharkunik Region, close to the northern border of Kotayk Region and the main road, will be also be part of the Project. Sevan city is closer to the Hrazdan landfill site than to the existing municipal dumpsite of Sevan city near Chkalovka village. The project will

now also include two waste transfer stations, located in the Gegharkunik Region (possibly Gavar District and Martuni District), although the locations have not been selected as yet. The project will comprise the upgrade of an existing dumpsite in Hrazdan into a regional sanitary landfill, the closure of the six remaining dumpsites, purchase of waste transfer and collection vehicles, bins and equipment for waste management and support in tendering for waste collection services and setting up a Landfill Operating Company. As part of this project, institution building support will focus on establishment of the operating company and development of its capacity to function as a sustainable commercial unit. Subject to due diligence, private participation in collection of waste will be established through tendering of collection services.

Changes to the project are being considered of the option to include all residential areas of Gegharkunik Region and Kotayk Region into a combined Solid Waste Management System. This will potentially improve collection of municipal solid waste and its transportation with disposal at the new regional Hrazdan landfill site designed and operated in accordance with the EU standards. In Gegharkunik Region, waste is currently disposed of at 5 major dumpsites. If the region is included in the Kotayk Solid Waste Project, it is assumed that closure of existing dumpsites will be undertaken with a soil layer covering the sites and enforcement to prevent further waste disposal once the Hrazdan landfill becomes operational, the same as is planned for the existing dumpsites in the Kotayk Region.

### 1.3 STAKEHOLDER ENGAGEMENT AIMS

This Stakeholder Engagement Plan is prepared in line with the EBRD Environmental and Social Policy (2014), specifically its Performance Requirement 10. The EBRD 2014 Environmental and Social Policy and Performance Requirements are available at:

<http://www.ebrd.com/what-we-do/strategies-and-policies/approval-of-new-governance-policies.html>

Stakeholder engagement means building and maintaining constructive relationships over time with both internal and external people who are affected by or interested in the Project and activities of the MTAES. The SEP outlines the procedure of communication between the MTAES and various stakeholders at different phases of the Project, including the ESIA and preparations, construction, operation and closure. This communication should facilitate for a meaningful consultation with the stakeholders in a culturally appropriate manner during the Project for elaborating and following the best work approach at each phase of the Project.

The goal of the SEP is to ensure the timely provision of relevant and understandable information and to provide for all stakeholders, including those who are vulnerable and/or socially excluded, opportunities for expressing their views and concerns with regard to the Project, so that they could be considered and responded by the MTAES. The SEP also aims at reaching out for interested stakeholders such as NGOs, other governmental organisations and civil initiatives.

The Project is expected to have an important demonstration effect and raise public awareness of solid waste management, which is important for smooth acceptance of anticipated increase of fees. The tariff collection rate is reported to be less than 50%, and recommendations for improvement include targeted public awareness campaigns and education activities to be developed to enable a behavioral change that include:

- The project benefits, separate waste collection, recycling of waste
- The new tariffs, billing and collection systems including incentives and penalties

These can take the form of several types of communication such as public consultation meetings / presentations, educational brochures, leaflets, posters, flyers and use of the media (tv and radio and newspapers) and information on the website dedicated to the project. In this regard stakeholders can enquire on the approach to tariffs through the grievance mechanism.

The SEP therefore also outlines capacity building and public awareness raising activities for the improvement of the revenue collection system and customers of the solid waste management system, including vulnerable groups associated with affordable waste tariffs for households.

**This SEP should be seen as an active working document. It will be revised and updated by the MTAES within the Project duration. The MTAES would appreciate your suggestions for improvement of the SEP and the process of communication between the MTAES and the Project stakeholders.**

The key contact person representing the MTAES as the Project proponent for Stakeholder Engagement Activities is:

Lusine Harutyunyan  
 Leading Specialist  
 Department of Local Self-Government, RA Ministry of Territorial Administration and Emergency Situations  
 Government House, Building 2  
 Republic Square  
 Yerevan 0010  
 Armenia

Tel: (+374 10) 511-344  
 E-mail: [l.harutyunyan@mta.gov.am](mailto:l.harutyunyan@mta.gov.am)  
 Website: [kotayq.swm@gmail.com](mailto:kotayq.swm@gmail.com)

## 2 LEGAL FRAMEWORK FOR PROJECT DISCLOSURE AND PUBLIC CONSULTATION

### 2.1 EBRD REQUIREMENTS

The EBRD considers information disclosure, public consultation and stakeholder engagement as an on-going process which should be started at the earliest stage of the Project preparation, and should be continued during its implementation.

The SEP has been prepared and implemented in accordance with the EBRD Environmental and Social Policy (2014), particularly with its Performance Requirement 10, and the EBRD Public Information Policy (2014).

### 2.2 INTERNATIONAL CONTEXT

The following international documents are also relevant for the SEP preparation:

- UNECE Convention on Access to Information, Public Participation in Decision-making and Access to Justice in Environmental Matters (Aarhus Convention, 1998); and
- The EU Directive 2011/92/EU, amended by the Directive 2014/52/EU, on the Assessment of the Effects of Certain Public and Private Projects on the Environment.

Armenia is a party to a number of conventions and international treaties providing a framework for the public consultation process with regard to the Project, including the following relevant acts:

- Convention on Environmental Impact Assessment in a Trans-boundary Context (Espoo, 1991).

According to the Convention, the parties shall, to the extent possible mitigate, if not prevent the hazardous transboundary impact. According to the requirement of the Convention, the environmental impact assessment document shall include the description of the given activity, its goals, including the option of rejecting the given action, the environmental objects subject to the adverse impact of the action, list of preventing measures, etc.

- Protocol of Strategic Environmental Impact Assessment of the Convention on Environmental Impact Assessment in a Trans-boundary Context (Kiev, 2003).

The Protocol intends carrying out Strategic Ecological Assessment (SEA) and obligation of parties at national and regional levels regarding this process. According to this Protocol, projects and designs worked out for the development of various fields, and if possible, also policy and legislation shall be subject to SEA.

- Convention on Protection and Use of Trans-boundary Watercourses and International Lakes, 1992 (has not been signed by Armenia).

The Convention addresses prevention, limiting and reduction of transboundary impact, monitoring of transboundary waters, investigation and development of efficient methods for prevention, limiting and reduction of transboundary impact.

- Water and Health Protocol of the Convention on Protection and Use of Trans-boundary Watercourses and International Lakes (1999).

The objectives of the Protocol are to provide the population with water of a quality not posing risks for the human health, to provide access to drinking water for everybody, to implement sanitary protective measures, as well as measures providing protection of eco-systems.

## 2.3 ARMENIAN LEGISLATION

The Armenian legal and regulatory framework relevant for the SEP preparation is based on the following major acts:

- Law on Environmental Impact Assessment and Expertise (2014)

A new law on environmental impact assessment and expertise was adopted recently (July 2014). The Law provides legal basis undertaking state environmental expertise of planned activities and concepts and presents standard steps of EIA process, with activities classified into 3 categories: A, B, C. "A" category includes such large-scale processes while "B" category includes practically the same types of activities, but on a smaller scale or productivity. "C" category includes the types of activities that have a certain, not significant impact on environment but does not require assessment of this impact. The Hrazdan landfill site is potentially an "A" category project.

The state expertise procedure consists of 2 stages. During the first stage lasting 1 month the Ministry of Nature Protection and the public are notified about the project (short summary), and the first round of public consultation it held. The Ministry of Nature Protection undertakes classification of a project and recommends TOR for the EIA, if the EIA is required according to the classification outcome. EIA is not required for "C" category, just a notification and public hearings of initial stage.

At the second stage, an EIA report is submitted to the Ministry of Nature Protection and the Ministry undertakes its review during 60 days for a category "A" project or 40 days for a category "B" project. Two public consultation meetings are required at this stage. The

Ministry may extend the review deadline for up to 30 days after which it issues a positive (permitting) or a negative conclusion of the expert review.

→ Law on Freedom of Information (23 September 2003)

The law regulates the freedom of information, defines the rights of information holders in information provision, as well as the procedures, forms and conditions to obtain information.

→ Law on Environmental Education of Population (1998) and the Law on Environmental Education and Upbringing of the Population (20 November 2002)

The law regulates the state policy principles, legal, organisation and financial-economic basis for the continuous environmental education of population. In order to ensure the constitutional right of the people of RA to live in a favourable environment with environment protection, implementation of constitutional obligations requires a high level of ecological culture of each citizen, which is achieved through continuous environmental education.

Engagement of stakeholders and public consultation activities are also included in the Guideline for Landfill Construction and Operation adopted by the Ministry of Urban Development of Armenia in 2010.

## 3 STAKEHOLDER IDENTIFICATION

### 3.1 STAKEHOLDERS

The stakeholders are the organisations and individuals, who are responsible for, interested in or affected by the proposed Project. The employees of companies providing the waste collection services are the internal stakeholders of the Project. Other parties are the external stakeholders.

### 3.2 IDENTIFIED STAKEHOLDERS

The stakeholder identification is carried out during the project formulation, during the Feasibility Study and during the ESIA process.

The following groups of stakeholders have been identified so far:

- International organisations - they include the EBRD as the key financing institution for the Project, and other international organisations supporting various activities for environmental and social improvements in Armenia;
- National ministries and other governmental institutions - they have the national authority functions and responsibilities related to the Project preparation, implementation and opportunities for replication;
- Regional administration institutions in Kotayk - they have the regional public authority functions and responsibilities related to the Project preparation and implementation;
- Municipal and local administrations in Kotayk Region and Sevan town;
- Residents of Kotayk Region and Sevan town - it is envisaged that the local communities and individual households in towns and rural areas will be affected by the solid waste management sector reform, by an expected increase of fees, but will get the improved services and thus become the Project beneficiaries; special attention is required for addressing the interests of most vulnerable groups;
- Residents of Gegharkunik Marz – It is currently being discussed whether Gegharkunik Marz should be included in the Project. If the Project is extended to include this region, then the

local communities and individual households in towns and rural areas in this region will be affected by the Project and should be consulted, similarly to other identified stakeholders;

- Land owners/users and residents of settlements located close to the landfill site regardless of formal land titles- they will be affected by the Project activities related to establishment and operation of the regional landfill;
- Formal and informal waste pickers working on the existing dump sites that will be closed down as a result of the Project;
- NGOs - a number of local and international NGOs have valuable experience from waste management and public consultation activities in various regions of Armenia and have shown their interest to the Project;
- Armenian consulting companies, research centres - they are involved in urban planning in Armenia, in preparation and review of various projects, including waste management projects;
- General public - as a pilot international project with establishment of sanitary landfill in Armenia, the Project in Kotayk Region could be of interest for the general public in other regions; at the same time, the Project could be of certain interest for the tourists visiting Kotayk Region and Sevan town, for development of various businesses, for identification of additional stakeholders (e.g. formal and informal recyclers);
- Mass media - the mass media companies in Armenia are typically active in obtaining and presenting any news about international projects of interest for general public;
- Contractors and suppliers - various construction companies and equipment suppliers could be interested in the Project as providing them a business opportunity;
- Staff of waste management companies in Kotayk Region and Sevan town - the companies will be involved in the modernisation and reform of the waste management sector, so their staff will need information and opportunities for providing the feedback as the internal stakeholders.

List of identified stakeholders with the contact details known so far is provided in Appendix A.

During the Project preparation and implementation the list and the roles of various stakeholders will undergo certain changes. For example, the staff of contractors involved in the landfill construction and the staff of the future regional landfill operating company should also be addressed as the internal stakeholders of the Project.

# 4 SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

## 4.1 CONSULTATIONS ON THE MASTER PLANS

The proposed Project is based on a long-term urban development planning process carried out by the MUD (and now MTAES) in cooperation with other ministries and consulting companies involved in development of Master Plans for municipalities in Armenia. The Master Plans are currently available for the municipalities of Kotayk Marz listed in the Table 4-1 below.

**Table 4-1 Urban Development Master Plans available for communities of Kotayk Marz by July 2015**

NO	COMMUNITY	DATE OF THE MASTER PLAN APPROVAL BY THE RA GOVERNMENT
1	Hankavan village	19.01.2006
2	Arzakan village	19.01.2006
3	Azni village	19.01.2006
4	Artavaz village	19.01.2006
5	Charentsavan town	30.11.2006
6	Yeghvard town	09.08.2007
7	Abovyan town	09.08.2007
8	Hrazdan town	21.12.2007
9	Garni town	27.12.2007
10	Tsaghkadzor town	16.06.2006
11	Djrvej village	02.07.2009
12	Nor-Hachn town	01.07.2013

During preparation of the proposed Project for financing by the EBRD the MUD carried a number of consultations with the national, regional and municipal authorities.

Local NGOs have experience of public awareness raising campaigns in Harzan and other towns of Kotayk Marz with regard to various industrial development projects. Solid waste management is among the priorities for NGO activities. The NGOs have experience of public meetings, public polls, environmental programs on TV channels and arranging the thematic hot-lines in cooperation with the TV channels. The following NGOs (listed with names of the leaders) took part in environmental actions in Kotayk region during the last years: "Hrazdan Office of Human Rights Protection" (K. Araqelyan), "Civil Academy" (J. Bubushyan), "Children Assistance Fund" (K. Araqelyan), "Mission Armenia" (V. Mamikonyan), "Women Association with University Education" Hrazdan branch (N. Hakobyan), "Armenian Help Union" Hrazdan branch (Z. Kocharyan), "Varvogh Astgh" (J. Vardanyan), "Women Public Board" (J. Vopanyan), "Forests for Future Generation" (G. Araqelyan).

The Public Environmental Information Centre (Aarhus Centre) has operated in Hrazdan since 2007 with financial support from OSCE.

## 4.2 MEETINGS DURING THE PROJECT FORMULATION

Inspection of existing major dumpsites in Abovyan, Byuregavan, Charentsavan, Hrazdan and Yeghvard, meetings with the Kotayk Regional Administration and authorities of the five municipalities were held in September 2008 during the EBRD project formulation mission carried out with participation of the international consultant.

Information about the project was in 2009 published on website of the EBRD with invitations to expression of interest for consultancy services split in two assignments: the Feasibility Study

assignment and the Environmental and Social Due Diligence (ESDD) assignment. The Feasibility Study was started in August 2010. The first ESDD was started in March 2011. Danish consulting company COWI A/S in cooperation with the Armenian engineering company Transproject CJSC and the Armenian NGO EcoGlobe was contracted as the Consultant for both assignments.

In 2011, the Project was put on hold due to technical issues until 2014 when it was resumed under the MTAES, previously the responsibility of MUD. Following this, WSP | PB was contracted in May 2015 to undertake an ESDD that included an update of the Project documentation taking into account project design changes, changes in the regulatory framework and management arrangements and EBRD standards. The project changes are for the inclusion of Sevan town and two waste transfer stations to be located included in Gegharkunik Marz (possibly Gavar District and Martuni District), although the locations have not been selected as yet. Changes to the project are also being considered of the option to include all residential areas of Gegharkunik Region and Kotayk Region into a combined Solid Waste Management System. As part of the assignment the WSP | PB team travelled to Armenia to meet with key stakeholders and visit the Hrazdan site and a number of the dumpsites that will be closed. The visit included meetings with MTAES, MUD, local authorities and mayors of some of the villages.

### 4.3 START-UP OF THE FEASIBILITY STUDY

Three meetings with stakeholders were carried out during start-up of the Feasibility Study. One meeting was held in Yerevan and two meetings were arranged by the MUD in Hrazdan.

The first meeting in Yerevan chaired by Deputy Minister of Urban Development Mr. A. Hakobyan was held on 03.08.2010 in the MUD office with participation of the staff of Housing Services Division of the MUD, the EBRD representative Mr. L.Sharvadze, the Deputy Governor of Kotayk Region Mr. A. Khazaryan, Head of Housing Services Department of Kotayk Regional Administration Mr. A. Khachatryan, Head of Environmental Department of Kotayk Regional Administration Mr. K. Atoyan and the Consultant's team.

The second meeting was held with Mr. Kovalenko Shakhgaldyan, the Governor of Kotayk Region. The Governor presented the Region and priorities of the Administration and welcomed the Feasibility Study team.

The third meeting was organised in Hrazdan with representatives of the MUD and the staff responsible for waste management in the urban municipalities of Kotayk Marz. The list of the meeting participants is included in Appendix B. The Project was presented and the issues related to selection of a site suitable for establishment of the regional sanitary landfill were discussed.

### 4.4 MEETINGS DURING THE FEASIBILITY STUDY

During the Feasibility Study the Consultant's team have carried out the field investigations and held a series of meetings with management of waste collection companies in major towns of Kotayk Region and in Sevan town. The meetings included interviews for collection of detailed information on the waste management practice in each specific municipality and its districts, as well as an exchange of views on the lessons learned, the present challenges and possible improvements.

The key issues discussed included the selection of site for the regional sanitary landfill, options for waste transportation to the landfill and identification of possible alternatives.

The list of persons met during the site visits is included in Appendix C.

Findings from the site visits are presented in the Feasibility Study Baseline Report and the Landfill Site Selection Report. A brief technical description of the Project and its alternatives is presented in the Scoping Report. The following basic options were discussed during the site visits:



- Zero alternative (no changes in the present waste management system);
- Improved collection system for mixed municipal solid waste and transportation of the waste directly to the regional sanitary landfill;
- Improved collection system for mixed municipal solid waste and transportation of waste to the regional sanitary landfill via waste transfer station(s);
- Various options of waste separation and opportunities for material and energy recovery;
- Lessons learned from earlier waste management projects in Armenia and other countries.

The detailed technical description of the preferred option selected basing on technical, organisational, environmental, social and economic considerations was previously provided in the Project Proposal scheduled for completion in July 2011. The reports or their summaries and other information regarding the Project were previously made available for public disclosure by the MUD. A draft document on the previous ESIA was disclosed and available for comments during the public consultation. The methods and procedure of the planned Project disclosure and consultation are described in the following chapter.

#### 4.5 SCOPING MEETING IN MARCH 2011

Scoping is a process to identify the important issues and alternatives that should be examined during the ESIA. The MUD arranged a meeting with a number of Project stakeholders relevant for scoping of the ESIA process. A list of the scoping meeting participants is included in Appendix E.

The meeting revealed interest of the local stakeholders to various aspects of the proposed Project. The questions and comments were briefly replied by the Consultant during the meeting. A summary of questions from the meeting participants is included in the Scoping Report.

#### 4.6 PUBLICATIONS IN THE MASS MEDIA

According to the information on the present mass media coverage in Kotayk Region, the local newspapers in Armenia are mainly distributed in Yerevan and do not have an audience in towns and rural areas in Kotayk, the local radio channels mainly provide music programs, so only the local TV companies are recommended by the local authorities and NGOs as a channel regularly presenting the local news and information to the general public in Kotayk Region. The majority of households in towns and rural areas have TV sets at home which are used to see the local news programs.

According to website [www.mediaforum.am](http://www.mediaforum.am), the local TV companies currently operate in Hrazdan, Nor-Hatch, Charentsavan and Sevan towns.

Internet news agencies in Armenia often provide information about key environmental issues in from various regions. The following channels can be used for publication of news regarding the Project:

- [Armregions.am](http://Armregions.am);
- [Armenpress.am](http://Armenpress.am);
- [Aysor.am](http://Aysor.am);
- [News.am](http://News.am);
- [A1plus.am](http://A1plus.am);
- [Armenianow.com](http://Armenianow.com).

A record of the mass media publications about the Project can be maintained by MTAES stating the date of publication and the content as provided in Appendix F.

## 4.7 DRAFT ESIA PRESENTATION

The previous draft ESIA report was completed and put in public domain in June 2011. Its conclusions and the ESAP were presented to stakeholders for comments at a meeting facilitated by MUD.

The ESIA and NTS were disclosed in English and in Armenian on the MUD's and MTAES's websites and were available through Kotayk Regional Administration as well.

## 4.8 MEETINGS BETWEEN 2012 AND FEBRUARY 2015

The COWI project team met the community mayors of Martuni District in February 2015 accompanied by the head of housing service to gather information on waste collection systems, locations of containers, the amount of waste collected weekly, waste disposal sites, costs of collection services and community feedback on the current system in place.

There has also been meetings with the mayors of Vardenis district to learn about waste collection models. The mayors of Sevan and Gavar districts were also invited for a meeting to discuss the advantages of combined solid waste management system for Kotayk and Gegharkunik regions. The discussions covered key issues relating to conditions of existing dumpsites and tariff systems. The mayors of Chambarak district were invited to discuss waste collection systems in the remote areas of the Lake Sevan coast. The table with the key questions and concerns from the communities are included in Appendix K.

## 4.9 MEETINGS AFTER FEBRUARY 2015

The WSP | PB team visited the site in May 2015 and organised meetings with MTAES the Client, MUD, local government representatives who have been working on the Project and mayors of some of the affected villages. The team also visited the Hrazdan site and conducted interviews with employees of the waste management company. The visits were extended to some of the smaller dumpsites that will be closed down once the new Hrazdan landfill site is operational, where interviews with waste pickers were conducted to gather information on their livelihoods. NGOs were approached via email and telephone by WSP | PB team local representatives, however, they did not have any comments on the Project. The Armenian Women for Health and Healthy Environment and ECOLUR confirmed that they are ready to participate in discussions if they get the necessary information in advance.

There will be further support provided by the international experts of public consultation activities on completion of the new ESIA. The details of further meeting will be summarised in a revised SEP.

## 4.10 PUBLIC CONSULTATION EVENTS

The MUD and the MTAES have organised public consultation activities in 2011 and 2012 where Project information was disseminated. Meetings with stakeholders and the participating organisations and villages are attached in the appendices as follows:

Appendix B contains information on the participating stakeholders during the feasibility study stage in 2010. The meetings held during 2011 are listed in Appendix C. Appendix D details stakeholder engagement activities and is updated regularly to reflect on the Project milestones. The participants of the ESDD meetings held in 2011 are included in Appendix E.

#### 4.11 DISCLOSURE OF INFORMATION IN HARD COPIES

Hard copies of the previous ESIA documents in Armenian and English are remain available for reading during the office hours in MTAES office in Yerevan and in Kotayk Regional Administration.

Hard copies of the previous NTS in Armenian remain available for reading during the office hours in the Mayor offices in Abovyan, Byuregavan, Charentsavan, Nor-Hatchn, Sevan and Yegvard.

Hard copies of the previous ESIA documents could be provided on request at the cost of the copying.

Printed information about the Project were provided to all households together with the bills for municipal services.

Information boards with posters and leaflets about the Project have been established in the office of MTAES, office of Kotayk Regional Administration and mayor offices in the towns.

Information leaflets about the Project have also been distributed in towns and rural areas by the staff (drivers of waste collection trucks) of the waste management companies.

#### 4.12 GRIEVANCE MECHANISM

A Project grievance mechanism has been set up according to the previous SEP. This grievance mechanism has been implemented by the MUD and the MTAES. The grievance mechanism provided opportunities for stakeholders and the general public during all stages of the Project to submit their comments, complaints and requests for information and to receive the feedback via a convenient communication channel. The MUD and MTAES provided an email address, telephone number and a grievance form for stakeholders to communicate any comments, complaints and grievances.

MTAES's grievance mechanism has three aspects: 1) for external stakeholders, 2) for internal stakeholders and 3) for employees. The site visit only provided information on the grievance mechanism for external stakeholders. The visit verified the existence of the grievance and communication channels offered in the previous SEP and confirmed that affected people can contact the local offices with any questions, comments or grievances about the Project. The grievance log has not been available for the team, but it has been confirmed by MTAES that comments and grievances are systematically collected in a database.

#### 4.13 COMPLIANCE WITH EBRD'S PR 10

It is planned that stakeholder activities are conducted in line with EBRD's requirements. MTAES has disclosed the relevant information and worked in close collaboration with the local authorities. Stakeholder meetings have been organised with the participation of local communities and NGOs.

MTAES has set up the necessary grievance mechanism for external stakeholders to address all Project related comments, complaints and grievances. The grievance log is kept separately and they key complaint affected people mainly related to increased tariffs. Several NGOs have expressed their concerns regarding animal waste and hazardous waste being transported to the new Hrazdan solid waste facility. Although is not planned as part of the current project design that these types of wastes will be accepted.

# 5 PROJECT CONSULTATION AND DISCLOSURE PROGRAM

The MTAES as the Project proponent will make sure that potentially affected population in Kotayk Region and Sevan town, the local community organisations, NGOs, and local governmental agencies are informed about the Project and are involved in the process of identifying the important issues and analysis of alternatives of the Project. This involvement is particularly essential during the ESIA process, which will allow incorporating the relevant recommendations into the Project design. However, the Project related information and consultation activities will be also carried out during all other phases of the Project preparation and implementation.

The information provided to the stakeholders should be sufficient at least for describing what changes will be caused by the Project, where these changes are expected and when they are expected.

For each of the project phases and each of the stakeholders or stakeholder groups identified, the SEP will include relevant information and consultation activities. The MTAES will keep record of the stakeholder engagement activities, e.g. in a table form included in Appendix D. MTAES will ensure that stakeholder engagement activities are meaningful and inclusive of all segments of affected populations.

## 5.1 DISCLOSURE OF INFORMATION IN ELECTRONIC FORM

Information about the Project and relevant documents have been presented in Armenian and English on website of the MTAES at:

<http://www.mta.gov.am/en/Waste/>

And in Armenian on website of Kotayk Regional Administration at:

<http://kotayk.mtaes.am>

The updated documents will be made available on the same website:

- Updated Stakeholder Engagement Plan
- Livelihood Restoration Framework
- Updated Environmental and Social Action Plan
- Environmental and Social Management Plan
- National Environmental Impact Assessment
- Non-Technical Summary
- Any relevant independent supplementary studies that are undertaken

## 5.2 TELEPHONE COMMUNICATION

People in Armenia typically prefer to ask questions and express their opinions on phone. Questions regarding the Project preparation and requests for additional information will be received during the office hours on the following phone lines:

MTAES: (+374 10) 511-344

MTAES Regional contact: (+374 223) 2-19-46

At the stage of construction and operation the comments, questions and possible complaints will be addressed within the grievance mechanism as described in Chapter 6 below.

### **5.3 RECEIVING AND PROCESSING COMMENTS ON THE UPDATED ESIA**

The comments and suggestions to the previous ESIA have been submitted in a format provided in Appendix G. The received filled in forms have been included in a register of comments maintained by the appointed staff of MTAES. This system and format will be maintained to receive comments on the updated ESIA in 2015.

Within one week after receipt of a comment in written form the author of the comment will be notified (if the contact details are provided) about the receipt of the submitted comment. The MTAES staff will address the relevant comments in the ESIA or provide additional information. The comments will be registered in a central database together with actions taken.

### **5.4 FUTURE STAKEHOLDER ENGAGEMENT ACTIVITIES**

Table 5-1 below summarises the identified stakeholders, communication methods and information to be disclosed to them after the update of the various Project documents. Previously the feasibility studies, the Environmental and Social Impact Assessment, Environmental and Social Action Plan and Stakeholder Engagement Plan have been disclosed to the relevant stakeholders as discussed in the previous chapters that provide information on disclosure, consultation and stakeholder engagement activities that have been carried out to date.

The future stakeholder engagement activities summarised in the table below only focus on the updated ESIA, ESAP, SEP and other Project documents that have been produced or updated in 2015. This program covers stakeholder engagement activities prior to the start of construction and during the construction and operation phases.

Table 5-1 Future Stakeholder Engagement Program

STAKEHOLDER	WHAT TO DISCLOSE	WHERE	HOW	WHEN
Ministry of Territorial Administration and Emergency Services	All Project documents (including new and updated documents) and annual monitoring reports	Yerevan Office The regional office Project website	Correspondence, soft and hard copies of documents website	Prior to construction Regular updates
Ministries: Nature Protection, Healthcare, Energy and Natural Resources, Labour and Social Affairs, Economy, Agriculture	Updated ESIA, new ESMP and new LRF Updated NTS and ESAP Updated SEP Supplementary documents	Yerevan office and regional offices	Correspondence, formal e-mails, meetings, telephone	Prior to construction Periodic updates on the Project
State Committee of Real Estate Cadaster Under RA Government	New LRF, Site locations	Regional department	Formal e-mails, meetings, telephone	Prior to construction
Hrazdan village area and district municipalities	Updated ESIA, new LRF, Updated NTS, updated SEP, updated ESAP, new ESMP and supplementary documents, vacancies and bulletins	Municipality buildings	Meetings, telephone, e-mail, information board	Stakeholder meeting prior to construction Quarterly updates and on-going communication during construction and operational phase
Local businesses and other private sector organisations in the Hrazdan area	Information on Project, updated NTS, updated SEP	Bulletins, municipality buildings	Information board	Prior to construction Periodic updates during construction and operational phase
Residents of affected villages, customers of solid waste services	Project summary, new tariff systems and grievance mechanism	Municipality buildings in village	Information board with post box	Check boards box for grievances weekly
	Updated ESIA, new LRF, updated NTS, updated ESAP, new ESMP, updated SEP and supplementary documents	Municipality buildings in village	Personal visits	Prior to construction On-going communication during construction and operational phase
Informal waste pickers and recyclers working on the Hrazdan site and the closing dumpsites, formal and informal land users and landowners affected by land	Updated ESIA, new LRF and future LRP, updated NTS, updated ESAP, new ESMP, updated SEP and supplementary documents	Municipality buildings in villages, information boards on dumpsites and personal visits	Personal visits, e-mails, telephone, focus group discussions	Prior to construction Regular updates and on-going communication during LRF and LRP implementation
Residents of other villages in the area	Project summary, grievance mechanism New tariff systems Bulletins and vacancies	Local library, public notes in local newspapers	Information boards, mass media, internet	Quarterly updates during construction phase
	Updated ESIA, new LRF and future LRP, updated NTS, updated ESAP, new ESMP, updated SEP and supplementary	Local library, public notes in newspapers, municipality buildings	On request at reading room	For Project duration

	documents			
Regional public	Project summary, grievance mechanism, bulletins, vacancies, new tariff systems	Newspapers, internet, municipalities, job centre	Public notices in newspapers and online, vacancies online, forms for submission	Quarterly updates during construction
Regional mass media	Bulletins and detailed Project information	NA	Telephone, e-mails	
Local NGOs: REC Caucasus, CENN, EcoGlobe, Council for Sustainable Development, Environmental Information Centre in Hrazdan, Association for Sustainable Human Development, Armenian Women for Health and Environment	Update upon request	Kotayk Regional Administration offices, MTAES office in Yerevan and website	Telephone, newspaper, internet	Update upon request
International NGOs	Updated ESIA, new LRF and future LRP, updated NTS, updated ESAP, new ESMP, updated SEP and supplementary documents	EBRD, MTAES and Kotayk Regional Administration websites	Telephone, internet, e-mails	60 days before EBRD Board discussion and for the loan duration

## 5.5 UPDATING OF SEP

The Company will be responsible for keeping the SEP updated and available for the public.

The SEP should be from time to time subject to review and updated to ensure adequate engagement of the Project stakeholders during various stages of construction, commissioning and operation of the Project facilities.

The annual reports on health, safety, environment and social issues will be issued in the first quarter of each following year. These summary reports will be published on website (e.g. on the website of the company operating the Kotayk regional sanitary landfill) and submitted to the relevant environmental authority. The reports will include information regarding the grievances received with regard to the Project. The grievance mechanism is described in the following chapter.

The last update of the current SEP was undertaken by WSP | PB in August 2015 based on the recent ESDD visit to Armenia. This update contains information on changed institutional framework and Project design. The main change in the document is the shift of responsibility of the Project from the MUD to the MTAES and the future stakeholder engagement program focusing on the updated Project documents and new timeline of the Project.

# 6 GRIEVANCE MECHANISM

## 6.1 GRIEVANCE MECHANISM APPROACH

MTAES set up a grievance mechanism in 2011 to cover all stages of the Project, providing the stakeholder an opportunity to submit their comments, complaints and requests for information and to receive the feedback via a convenient communication channel. The channels and the communication procedures have been established and were announced during the feasibility study stage. The mechanism might be adjusted during the Project if needed, and information on any changes regarding the process will be provided to the stakeholders.

The term “grievance” implies that there may be a problem. In practice, however, the communities often find it appropriate to use the same channels to communicate not only grievances but also questions, requests for information, and suggestions. Communities may also use these channels to convey their positive feedback.

The Project proponent should keep in mind that unanswered questions or ignored requests for information have the potential to become problems and should, therefore, be addressed promptly. The person(s) who asked the question or sent the request should be notified as to who will respond and by when.

The Project SEP includes mechanisms for receiving and addressing the grievances from the external stakeholders and from the internal stakeholders.

## 6.2 GRIEVANCE MECHANISM FOR EXTERNAL STAKEHOLDERS

A grievance mechanism for external stakeholders is a process focused mainly on receiving, evaluating, and addressing project-related grievances from affected communities at the level of the Project. The grievance mechanism differ from other forms of dispute resolution (e.g. courts, administrative systems, etc.) in that it offers the advantage of a locally based, simplified, and



mutually beneficial way to settle issues within the framework of the relationship between the Project and the community.

Properly designed and implemented grievance management processes can benefit both the Project and communities by increasing the likelihood of resolving minor disputes quickly, inexpensively, and fairly - with solutions that reasonably satisfy both sides without taking the grievances to other (formal) dispute resolution body. Grievance mechanisms can help to identify and resolve issues before they are elevated to formal dispute resolution methods, including the courts.

For a grievance mechanism to function effectively, it is important to define the grievance processing structure and to assign responsibilities for the mechanism's implementation and make them clear for the stakeholders.

Contact details for questions, complains and recommendations from the external stakeholders of the Project are as follows:

Lusine Harutyunyan  
Leading Specialist  
Department of Local Self-Government, RA Ministry of Territorial Administration and Emergency Situations  
Government House, Building 2  
Republic Square  
Yerevan 0010  
Armenia

Tel: (+374 10) 511-344  
E-mail: [l.harutyunyan@mta.gov.am](mailto:l.harutyunyan@mta.gov.am)  
Website: [kotayq.swm@gmail.com](mailto:kotayq.swm@gmail.com)

A draft form for public grievance is included in Appendix H.

The focus of the grievance mechanism on the needs of affected communities is substantiated by the fact that they are directly, and in some cases significantly, affected by project operations but often lack viable options or capacity for raising their concerns through formal structures such as the courts. This is especially true for disadvantaged groups within communities. The Project grievance mechanism provides a readily accessible means for communities to address issues involving them and the company - directly, rapidly, and at no cost to complainants.

For a grievance mechanism to be effective, all project stakeholders need to understand and support its purpose. Affected communities must be aware of and understand the grievance mechanism's benefits to them.

Depending on the Project impacts on local communities, grievances will vary by the Project stage. In many cases, grievances are minimal at the preconstruction stage, then peak during construction, and will be comparatively moderate during operation or closure. Typically, during the construction stage the scale of impacts is elevated and communities' expectations of economic benefits are on the rise.

The Project grievance mechanism must also deal with types of grievances that have not been anticipated. The Project should periodically review the adequacy of the grievance process, with the participation of communities, and agree on modifications.

The contact details of NGOs will be provided in announcement on TV, in posters and information leaflets distributed in the project affected communities during the public consultations. Questions and comments expressed during the public meetings will be recorded and addressed during the design and implementation of the Project.

### 6.3 GRIEVANCE MECHANISM FOR INTERNAL STAKEHOLDERS

The Project will establish a grievance mechanism for internal stakeholders of the waste management companies and the employees of contractors involved in the Project.

### 6.4 GRIEVANCE MECHANISM FOR EMPLOYEES

According to section 18 of the EBRD PR 2 the MTAES will provide a grievance mechanism for workers (and their organisations, where they exist) to raise their reasonable workplace concerns. The MTAES will inform the workers of the grievance mechanism at the time of hiring, and make it easily accessible to them. The mechanism should involve an appropriate level of management and address concerns promptly, using an understandable and transparent process that provides feedback to those concerned, without any retribution. A grievance mechanism will also be set up by the Special Purpose Vehicle (SPV) company that will manage the Kotayk waste management facility.

The grievance mechanism should not impede access to other judicial or administrative remedies that might be available under law or through existing arbitration procedures, or substitute for grievance mechanisms provided through collective agreements. Section 19 of PR 2 also states that a grievance mechanism should also be made available to non-employee workers.

The formal grievance mechanism is described in the RA Labour Code (Articles 25-27). The mechanism should also be part of the employment contracts of the staff of the waste management companies. These documents regulate the roles, rights and responsibilities of the employer and the Trade Union organisation. The employees should know these roles, the terms of the collective agreement, and the contact details of the relevant Trade Union organisation Chairman.

The municipal waste collection companies and the regional landfill operation company will have internal routines for annual evaluation meetings (employee dialogue) for each of the employees.

Grievances are complaints and problems that employees raise with their employers. These may relate to various major and minor issues, e.g. how employees have been treated, actions that an employer is contemplating taking, discrimination in the workplace, more minor day-to-day disputes such as a poor relationship between two employees or a disagreement over holiday arrangements, etc.

It is important that employees have a course of action available, should they have a complaint. Procedures are necessary to ensure that everybody is treated in the same way in similar circumstances and to ensure issues are dealt with fairly, reasonably and in a timely manner.

Principles of grievance mechanism for employees are presented in Table 6-1 below.

**Table 6-1 Principles of grievance mechanism for workers of companies involved in the Project**

<b>PRINCIPLE</b>	<b>DESCRIPTION</b>
Worker and manager awareness	All workers should be informed about the grievance mechanism at the time they are hired, and details about how it operates should be easily available, in employee handbooks for example. Employees must know to whom they can turn in the event of a grievance and the support that is available to them. Managers who will be dealing with grievances, and workplace representatives who may become involved, should all be familiar with the procedures and receive training in implementing them.
Simplicity and necessity	Procedures should be kept as simple as possible, avoiding unnecessary administrative stages. Lodging a formal grievance should be seen as a last resort, after informal methods have been exhausted. Ordinary, day-to-day issues can often be better dealt with informally in meetings with line managers. If discussions with line managers fail to resolve the issue, it is still possible to pursue an informal approach without triggering a formal procedure. For example, an HR manager could host an informal meeting or discussion. However, the mere presence of an employee 'suggestions box' does not constitute an adequate alternative to a clear and direct grievance mechanism, whose operation and findings should be clear to employees.
Keeping it up to date	The process should be regularly reviewed and kept up to date by referencing any new statutory guidelines, changes in contracts or representation.
Confidential and impartial process	The process should ensure that a complaint is dealt with confidentially. While procedures may specify that complaints should first be made to the employees' line manager, there should also be the option of raising a grievance first with an alternative manager, for example, a human resource (personnel) manager. The findings of the process should be explained clearly to all parties.
Non-retribution	Procedures should guarantee that any employee raising a complaint will not be subject to any reprisal.
Reasonable timescales	Procedures should allow for time to investigate grievances fully, but should aim for swift resolutions. The longer a grievance is allowed to continue, the harder it can be for both sides to get back to normal afterwards. Time limits should be set for each stage of the process, for example, a maximum time between a grievance being raised and the setting up of a meeting to investigate it.
Right of appeal	An employee should have the right to appeal to a higher level of management if he or she is not happy with the initial finding.
Right to be accompanied	In any meetings or hearings, the employee should have the right to be accompanied by a colleague, friend or union representative.
Sensitive to vulnerable staff	The procedure should be designed so that employees that may feel particularly vulnerable (e.g. women, ethnic/religious minorities, migrant workers, younger workers, employees with disabilities) are not deterred from lodging a grievance. The process for lodging grievances should be discreet to allow employees make a grievance without everyone else knowing. It is also good practice to have both a male and female staff member available for receiving and processing grievances so that employees can make a choice whom to speak to. Confidentiality and non-retribution (see above) are particularly important to the most vulnerable staff who may, therefore, wish to remain anonymous. However, grievances lodged anonymously may prevent the employer from resolving the matter and providing feedback. Nevertheless, employees wishing to lodge grievances anonymously should be allowed to do

PRINCIPLE	DESCRIPTION
	so.
Keeping records	Once a grievance has been raised formally, it is important that proper written records are kept, to aid transparency and allow for any review of the process or decision to be undertaken. If possible, the original complaint should be in writing. The employer's response should also be recorded. Any actions taken along with reasons should also be recorded, for example, a grievance hearing and finding.
Relationship to collective agreements & regulation	Grievance procedures may be included in collective agreements. Grievance processes are set out in the Labour Code. Workplace processes should be compliant with these.

Workers of the municipal waste collection companies and of the regional landfill operation company, as well as the workers of the contracted companies could submit their questions, complains and recommendations (e.g. in a form included in Appendix I) to the following regional representatives:

Arshavir Khachatryan  
 Head of Department of Urban Development,  
 Kotayk region (Regional Administration - Marzpetaran)  
 Address: Administrative building, Kentron district, Hrazdan city, Kotayk region, Armenia  
 Tel: (+374 223) 2-19-46  
 Fax: (+374 223) 2-36-63  
 Cellphone: (+374 93) 599 - 599  
 E-mail: [kotayk.qaghshin@mta.gov.am](mailto:kotayk.qaghshin@mta.gov.am)

Vardan Kalantaryan  
 Senior Specialist, Department of Urban Development, Kotayk region (Regional Administration-  
 Marzpetaran)  
 Address: Administrative building, Kentron district, Hrazdan city, Kotayk region, Armenia  
 Tel: (+374 223) 2-85-27  
 Fax: (+374 223) 2-36-63  
 Cellphone: (+374 91) 763 – 546  
 E-mail: [kotayk.qaghshin@mta.gov.am](mailto:kotayk.qaghshin@mta.gov.am)

## 6.5 GRIEVANCE MECHANISM FOR CONTRACTORS

Availability of a grievance mechanism for contractor employees and for the affected communities can be considered as an indicator of good practice and corporate social responsibility. Availability of the grievance mechanism could be included as a requirement for selection of contractors, as this is recommended in the EBRD labour requirements for the construction contractors (see Appendix J).

## 6.6 MONITORING AND EVALUATING THE GRIEVANCE MECHANISM

Depending on the extent of Project impacts and the volume of grievances, monitoring measures can be as simple as tracking the number of grievances received and resolved. Grievance records should provide the background information for regular monitoring, both informal and formal. Therefore, even a simple tracking system should provide an opportunity to aggregate information and recognise patterns in the grievances the Project receives, and how they are being resolved.

# Appendix A

**LIST OF STAKEHOLDERS FOR KOTAYK SWM PROJECT**

APPENDIX A-1

**LIST OF STAKEHOLDERS FOR KOTAYK SWM  
PROJECT**

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NAME OF STAKEHOLDER	CONTACT PERSON	CONTACT
<b>International organisations</b>		
EBRD	Environment and Sustainability Department  Environmental and social enquiries	One Exchange Square London EC2A 2JN United Kingdom  Tel: +44 20 7338 7158 Fax: +44 20 7338 6848 Email: <a href="mailto:environmentandsocial@ebrd.com">environmentandsocial@ebrd.com</a>
EBRD Tbilisi Resident Office	Angela Sax, Principal Banker, Municipal & Environmental Infrastructure	6, Marjanishvili Str., 0102, Tbilisi, Georgia Tel: +995 32 447400 Fax: +995 32 920512 E-mail: <a href="mailto:saxa@ebrd.com">saxa@ebrd.com</a>
EBRD office in Armenia	Head of office	Citadel Business Centre 105/1 Teryan Street 4th Floor, Suite #407 0009 Yerevan Tel: +37410 51 48 05 /06/07/08/09 Fax: +37410 51 48 10
UNDP/GEF Climate Change Information Centre of Armenia	Project Coordinator Diana Harutyunyan	Government Building #3, room # 533 Republic Square, Yerevan 0010 Tel: +374 (10) 583920, 583932 Fax: +374 (10) 583933 E-mail: <a href="mailto:infocenter@nature.am">infocenter@nature.am</a> , <a href="mailto:climate@nature.am">climate@nature.am</a>
EC Delegation to Armenia	Head of Delegation	21 Frik Street, Yerevan 0002, Armenia Telephone: +374 (10) 54 64 94 Fax: +374 (10) 54 64 95 Emails: <a href="mailto:Delegation-Armenia@ec.europa.eu">Delegation-Armenia@ec.europa.eu</a> <a href="http://www.delarm.ec.europa.eu">http://www.delarm.ec.europa.eu</a>
European Neighbourhood and Partnership Instrument East	Armenian Coordinator of Waste Governance Project in Armenia Artem Kharazyan	E-mail: <a href="mailto:artemduke@yandex.ru">artemduke@yandex.ru</a>
USAID office in Armenia	USAID Mission Director Karen Hilliard	American St, Yerevan 0082, Armenia  +374 10 464700  <a href="http://www.usaid.gov/armenia">http://www.usaid.gov/armenia</a>
UN office in Armenia	UN resident coordinator: Bradley Busetto	<b>United Nations House</b>  14 Petros Adamyan St  Yerevan 0010, Armenia  Tel: <a href="tel:+37410560212">+374 10 560212</a>  E-mail: <a href="mailto:uno.yerevan@unic.org">uno.yerevan@unic.org</a> - See more at: <a href="http://www.un.am/en/contact-">http://www.un.am/en/contact-</a>

NAME OF STAKEHOLDER	CONTACT PERSON	CONTACT
		us#sthash.OL5MyzMv.dpuf
UN office in Armenia	UNDP Environmental Governance Portfolio Manager Armen Martirosyan	14 Petros Adamyan str., Yerevan, 0010, Armenia Tel: <a href="tel:+37410560212">+374 10 560212</a>  armen.martirosyan@undp.org
UN office in Armenia	Head of UNIDO Operations Anahit Simonyan	14 Petros Adamyan str., Yerevan, 0010, Armenia Tel: <a href="tel:+37410560212">+374 10 560212</a>
World Wild Fund for Nature – Armenian Branch	Director: Karen Manvelyan	WWF-Armenia 11 Proshyan street, Yerevan 0019, the Republic of Armenia Tel/Fax: (+374 10) 54 61 56 Tel/Fax: (+374 10) 58 89 83 Email: office_am@wwfcaucasus.org  kmanvelyan@wwfcaucasus.org
<b>Governmental organisations</b>		
Lake Sevan Commission	Chairman of the Commission Vladimir Movsisyan,	4, Marshall Baghramyan ave., 0019, Yerevan, Tel: +(374 10) 569269
Lake Sevan Commission	Adviser to the RA President A.Hakobyan	Mob: +374 91 34 16 22
State Committee of the Real Estate Cadastre under RA Government	Head of Committee: Martin Sargsyan	7 Arshakunyats str., Yerevan, 0023, Armenia Tel: +374 10 587586  <a href="http://www.cadastre.am">www.cadastre.am</a>  info@cadastre.am
RA Ministry of Territorial Administration and Emergency Services (MTAES)	Minister Armen Yeritsyan	2 Government Building, Republic square, 0010, Yerevan, Armenia Tel: +(374 10) 362015
State Committee for Water Committee of the RA Armenia	Head of Committee Aram Harutyunyan	Address: 13 Vardanants str., Yerevan, 0010, Armenia Tel: +(374 10) 540909  <a href="mailto:scws@scws.am">scws@scws.am</a>
Kotayk Regional Administration	Regional Governor: Karapet Guloyan	Kentron District, Hrazdan City, Armenia Tel: +(374 223) 23663 or 27337  kotayk@mta.gov.am
Gegharkunik Regional	Regional Governor:	36 Grigor Lusavorich,



<b>NAME OF STAKEHOLDER</b>	<b>CONTACT PERSON</b>	<b>CONTACT</b>
Authority (MTA division)	Rafik Grigoryan	Gavar City, Armenia Tel: +(374 264) 21045  gegharkunik@mta.gov.am
RA Ministry of Nature Protection (MNP)	Minister Aramayis Grigoryan	Government Building 3, Republic square, 0010, Yerevan, Armenia Tel: +(374 10) 521099  Min_ecology@mntp.am
RA Ministry of Nature Protection (MNP)	Head of Legal Department Arthur Hambarzumyan	Government Building 3, Republic square, 0010, Yerevan, Armenia Tel: +(374 10) 523783
RA Ministry of Nature Protection (MNP)	Head of Department of Hazardous Substances and Waste Policy Anahit Aleksandryan	Government Building 3, Republic square, 0010, Yerevan, Armenia Tel: +(374 10) 585326
RA Ministry of Nature Protection (MNP)	Head of Department for Foreign Relations Margarita Korkhmazyan	Government Building 3, Republic square, 0010, Yerevan, Armenia Tel: +(374 10) 585469
RA Ministry of Nature Protection (MNP)	Head of Department of Environmental Strategic Programs and Monitoring Ashot Harutyunyan	Government Building 3, Republic square, 0010, Yerevan, Armenia Tel: +(374 10) 567535
RA Ministry of Nature Protection (MNP)	Head of Department of Underground resources and Land Protection Policy Vigen Avetisyan	Government Building 3, Republic square, 0010, Yerevan, Armenia Tel: +(374 10) 557300
Water Resources Management Agency (division of MNP)	Head of Agency Vahan Davtyan	Government Building 3, Republic square, 0010, Yerevan, Armenia  Tel: +(374 10) 540867
Bio-resources Management Agency (division of MNP)	Head of Agency Artashes Ziroyan	1/3 Byuzand str., 0010, Yerevan, Armenia Tel: +(374 10) 527952
State Environmental Inspectorate (division of MNP)	Acting Head of Inspectorate Hakob Galstyan	3 Government Building, Republic square, 0010, Yerevan, Armenia Tel: +(374 10) 523799
Environmental Impact Monitoring Centre SNCO (organisation under MNP)	Director Baghdasar Sngryan	Address: 29 Komitas ave. Yerevan, 0012, Armenia Tel: +(374 10) 272007
Environmental Expertise SNCO (organisation under MNP)	Director Andranik Gevorgyan	29 Komitas ave. Yerevan, 0012 Tel: +(374 10) 220218

NAME OF STAKEHOLDER	CONTACT PERSON	CONTACT
Armenian State Hydro-meteorological and Monitoring Service SNCO (organisation under MNP)	Director Levon Vardanyan	54 Leo str, Yerevan, 0002, Tel: +(374 10) 530316  levon.vardanyan@mes.am
Information Analytical Center SNCO (organisation under MNP)	Director Gagik Hovhannisyan	Government Building 3, Republic square, 0010, Yerevan Tel: +(374 10) 542142
Waste Researches Center SNCO (organisation under MNP)	Director Anna Azaryan	46 Charents str, Yerevan, 0025 Tel: +(374 10) 554732
Ministry of Healthcare (MH)	Minister Armen Muradyan	3 Government Building, Republic square, 0010, Yerevan, Tel: +(374 10) 582413  info@moh.am
State Health Inspectorate	Head of Inspectorate  Artak Sahakyan	Address: 10 G. Hovsepyan str., Yerevan, 0047, Armenia Tel: +(374 10) 520660
Ministry of Energy and Natural Resources	Minister Yervand Zakharyan	Government Building 2, Republic square, 0010, Yerevan, Armenia Tel: +(374 10) 521964  minenergy@minenergy.am
Ministry of Labour and Social Affairs	Minister Artem Asatryan	Government Building 3, Republic square, 0010, Yerevan, Armenia Tel: + (374 10) 526831  info@mlsa.am
Ministry of Economy	Minister Karen Cshmaritian	5 M.Mkrtchyan str., Yerevan, 0010, Armenia Tel: + (374 11)597110  secretariat@mineconomy.am
Ministry of Agriculture	Minister Sergo Karapetyan	Government Building 3, Republic Square, 0010, Yerevan, Armenia Tel: +(374 10) 524641  agro@minagro.am
Regional Administration in Kotayk Region		
Kotayk Regional Administration (Marzpetaran)	Governor (Marzpet) Karapet Guloyan Deputies: Valerik Baklachyan Karen Margaryan	Kentron District, Hrazdan City Tel.: /0223/ 2-36-63, 2-73-37  URL: <a href="http://kotayk.region.am">http://kotayk.region.am</a> E-mail: <a href="mailto:kotayk@hrazdan.am">kotayk@hrazdan.am</a>

NAME OF STAKEHOLDER	CONTACT PERSON	CONTACT
	Hamlet Hayrapetyan	
Municipal Infrastructure Department	Head of Department Arshavir Hachatryan	Tel: +374 223 2 13 39 Mob: +374 (93) 599 599 xacharsh@kotayk.region.am
Nature Protection Department	Head of Department Kamo Tumoyan	Mob: +374 (93) 21 55 77
Department for Land Resources and Real Estate	Head of Department Levon Petrosyan	Mob: +374 (91) 42 53 24
<b>Municipal authorities in Kotayk Region</b>		
Hrazdan Town Administration	Deputy Mayor M.Mikaelyan	Kentron District, Hrazdan City Tel +374 223 2 37 41 Mob: +374 93 77 70 82  info@hrazdan.am
Abovyan Town Administration	Head of Department for Housing Services and Real Estate Vladimir Ivanyan	Tel: +374 222 2 16 33 Mob + 374 93 51 90 10
Byreghavan Town Administration	Mayor Hakob Balasyan	Tel +374 (222) 6 32 36 Mob: +374 (91) 21 28 48 balasyanh@mail.ru
Charentsavan Town Administration	Mayor	
Nor-Hatchn Town Administration	Mayor Gagik Matevosyan	Mob: +374 98 28 77 77 nor-hatchn-meria@mail.ru
Tsaghkadzor Town Administration	Deputy Mayor Artur Harutyunyan	Tel: +374 93 90 10 20
Yeghvard Town Administration	Head of Department for Housing Fond V.Vardanyan	Tel: +374 224 2-24-60 Mob: '374 99 40 38 31 vardan48@yahoo.com
Gegashen village administration	Artur Oganessian Mayor of Geghashen Village	Mob +374 98 42 74 55
Aramus town administration	Gair Nikogosyan Mayor of Aramus town	Mob +374 91 42 09 08
<b>Regional Administration in Gegharkunik Region</b>		
Urban Development Department	Head of Department D.Hovannisyan	36 Grigor Lusavorich, Gavar City, Armenia Tel: +(374 264) 21045 Mob: +374 91 35 16 42

NAME OF STAKEHOLDER	CONTACT PERSON	CONTACT
Municipal authorities in Gegharkunik Region		
Sevan town	Mayor	
NGOs		
REC Caucasus	Head of Armenian branch	Rec-caucasus.am  16/1 Vardanants, 0010 Yerevan, Armenia  Tel: +374 11 57 47 43/ 575148
NGO CENN	President Nana Janashia	31 Komitasi Street, 0012 Yerevan, Armenia  Tel: +37410 262594  www.cenn.org
NGO EcoGlobe	General Director Nune Darbinyan	Tel/Fax +37410 221295 Mob +374 91 41 83 11 nd@ecoglobe.am nuneemail@yahoo.com
Council for Sustainable Development (of Hrazdan Town Administration)	Co-chairman Julietta Bubushyan	Hrazdan Mob+374 91 45 61 34
NGO Civil Academy	Leader Julietta Bubushyan	Hrazdan, Mob+374 91 45 61 34
Hrazdan Branch of Association "For Sustainable Human Development"	Leader Julietta Bubushyan	Hrazdan, Mob+374 91 45 61 34
Environmental Information (Aarhus) Centre in Hrazdan town	Head of Centre  Zhora Arakelyan, Anahit Mnatsakanyan	Marzpetaran building, Kentron District, Hrazdan  Tel: + 37491/66 33 16, 374 93/84 30 08  <a href="mailto:Info_hrazdan@aarhus.am">Info_hrazdan@aarhus.am</a> , <a href="mailto:zhora.arakelyan@mail.ru">zhora.arakelyan@mail.ru</a> , <a href="mailto:manhit84@mail.ru">manhit84@mail.ru</a>
NGO Association "For Sustainable Human Development"	President of Association Karine Danielyan	Tel: +374 10 52-23-27 Tel: +374 91 36 58 86
NGO Armenian Women for Health and Healthy Environment	Head of Department of Hygiene and Ecological Risks Lilit Simonyan	24D Boghramyan Ave, room 609  0019 Yerevan Armenia  Tel: +374 10 52-36-04 office@awhhe.am

NAME OF STAKEHOLDER	CONTACT PERSON	CONTACT
Commercial companies (contractors, industries, recyclers, service companies, local SME, etc.)		
Hrazdan Cement Plant		Hrazdan
Hrazdan Power Plant		Hrazdan
Service sector SME (shops, catering, workshops, transport companies etc.)		Municipalities of Kotayk Region
Komandos Ltd (recycling of metals)		Arinj village
Saranist (recycling of glass) - branch of Armglass	Director	Byuregavan Tel: +374 222 33 597 <a href="mailto:saranist@saranist.com">saranist@saranist.com</a> <a href="http://www.saranist.com">www.saranist.com</a>
Narsan JSC (recycling of plastics)		Yerevan
Vazgen Abgaryan Ltd (recycling of paper)	Director	Yerevan Tel: +374 91-41-17-85
Consulting companies		
Armproject JSC	Director Grigor Azizyan	Yerevan, Tel: + 374 10 57 58 95, Mobile: +374 91 41 51 13
Transproject CJSC	Director Eduard Martirosyan	"Transproject" Institute CJSC 23 David Anachkt, Yerevan, Tel + 374 10 24 16 42, Fax +374 10 24 11 91 Mobile +374 94 25 68 77 E-mail <a href="mailto:transproject@mail.ru">transproject@mail.ru</a>
Owners and users of areas located close to Project sites in Kotayk marz		
Hrazdan Cement Plant	Manager of clay quarry located close to Hrazdan dumpsite	
Owner of a farm close to Yeghvard dumpsite	Vazgen Grantovich Danielyan	
Management of irrigation systems		
Waste pickers		

NAME OF STAKEHOLDER	CONTACT PERSON	CONTACT
<b>Residents of Kotayk Region and Sevan town</b>		
Households - customers of waste collection companies, informal waste pickers on the landfill sites	Head of revenue collection centre for housing services	
Household Association of Condominium 1 in Nor-Hatchn	Chairman Yourik Harutyunyan	Tel +374 224 4-28 75 Mob +374 94 6128 16
Household Association of Condominium 3 in Nor-Hatchn	Chairman Vladimir Mesropyan	Tel +374 224 4 26 80
Educational, healthcare, cultural institutions	Heads of Departments for education, Departments for healthcare, Departments for culture	
<b>General public in Armenia and other countries</b>		
Yerevan residents travelling to Sevan for weekends during summer months		Websites and information boards in Sevan town
Tourists visiting resorts in Kotayk		Websites and information boards of hotels in Armenian, Russian and English
Armenian Diaspora		Armenian websites in Armenian and English
<b>Mass media</b>		
Achn Televidenie (TV company)	Director Kamo Tadevosyan	1 Tumanyan Str, Nor-Hatch Tel (374224) 4 13 31, (374224) 4 11 65, (37493) 51 45 56, (37493) 10 04 54
Lusalik (TV company)	Director Maxim Melikyan	House of Culture, Karen Demirchyan square, Charentsavan, Armenia Tel: (374226) 4 48 88, (374226) 4 41 84, (37491) 50 28 82 (+374 226) 4-34-50 E-mail: lusaliktv@mail.ru
Hrazdan (TV company)	Director Mnatsakan Harutyunyan	Marzpetaran 7th floor, Central Region, Hrazdan Tel: (+ 374 223) 2-02-92, (+374 223) 2-67-06, 2-77-01, 2-39-25, (+374 10) 54-54-67 (37493) 31 23 58, (37494) 00 24 32 E-mail: hrazdantv@mail.ru
STV (TV company)		6, Sargis Sevanecu str.6, Sevan, 1505 Armenia Tel: (+374 261) 2-56-58, +374-93-490004, +374-93-233405 Fax: +374-261-24717

NAME OF STAKEHOLDER	CONTACT PERSON	CONTACT
Employees of waste management companies in municipalities		
Abovyan Enterprise for Housing Services	Director Sos Melikdjanyan	Mob +374 91 41 73 09
Nor Hach municipal services enterprise	Director, A. Dumanyan	
"Hachn – 1" Ltd.	Director Yurik Harutyunyan	Tel +374 224 4-28 75 Mob +374 94 6128 16
Byuregavan Municipal Enterprise for Landscaping and Vegetation Management	Director Samvel Petrosyan	Mob +374 93 78 18 08 Mob +374 91 78 18 08
Byuregavan City Cleaning OJSC	Director Valery Balasanyan	Mob +374 77 57 79 46
Barmak Ltd, Charentsavan	Director A.Tadevosyan	Tel 4-17-85 Mob +374 94 108 300
Municipal Service OJSC, Tsaghkadzor	Director V.Balasanyan	Tel: +374 77 577 946
Sevan City Cleaning Enterprise	Director Lyova A. Grigoryan	Tel +374 261 2 30 57, Mob +374 91 02 26 27
Employees of regional waste management company		

# Appendix B

**LIST OF PARTICIPANTS OF THE FEASIBILITY STUDY START-UP  
MEETING IN HRAZDAN**



APPENDIX B-1

**LIST OF PARTICIPANTS OF THE FEASIBILITY  
STUDY START-UP MEETING IN HRAZDAN**

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**Participants of the Project meeting in Kotayk Marz Hrazdan, 04.08.2010**

<b>PARTICIPANT NAME</b>	<b>POSITION</b>
<b>RA Ministry of Urban Development</b>	
Vahag Minasyan	Advisor to Deputy Minister A.Akopyan
Samvel Srapyan	Head of Housing Fund and Utility Division
<b>Kotayk Marz</b>	
Albert Ghazaryan	Deputy Governor of Kotayk Marz
M. Gareginyan	Chief of Permanent Board of Kotayk Regional Administration (KRA)
Arshavir Khachatryan	Chief of Municipal Infrastructure Department of Kotayk Regional Administration
Kamo Tumoyan	Chief of Environmental Department of KRA
Vardan Kalantaryan	Leading specialist of Municipal Infrastructure Department of KRA
<b>Hrazdan town</b>	
A.Danielyan	Mayor of Hrazdan city
M. Mikaelyan	Deputy mayor of Hrazdan city
Sh. Khachatryan	Chief of municipal department of Hrazdan City Administration
G. Harutyunyan	Executive Director of "Hrazdan Supply" Ltd
A.Zackaryan	Chief of Information and Public Relations Department of Hrazdan City Administration
<b>Abovyan town</b>	
Vladimir Ivanyan	Chief of municipal department of Abovyan City Council
M. Melicksetyan	Director of municipal services enterprise
<b>Charentsavan town</b>	
V.Chilingaryan	Deputy Mayor of Charentsavan
A. Tadevosyan	Director of "Barmak" Ltd
<b>Yeghvard town</b>	
K. Harutyunyan	Deputy Mayor of Yeghvard
V. Muradckanyan	Chief of permanent board of Yeghvard town council
V. Vardanyan	Director of "Housing fund and office repairing"

<b>PARTICIPANT NAME</b>	<b>POSITION</b>
<b>Nor Hachn town</b>	
Benjamin Antonyan	Chief of permanent establishment of Nor Hachn town council
A. Dumanyan	Chief of municipal services enterprise Nor Hachn
Yurik Harutyunyan	Chief of "Hachn – 1" Ltd.
<b>Byuregavan town</b>	
Akop Balasyan	Mayor of Byureghavan town
V. Balasanyan	Director of municipal services enterprise of Byureghavan town
<b>Tsahkadzor town</b>	
G. Mirzoyan	Mayor of Tsahkadzor town
A. Soxomonyan	Director of "Tzachkadzor Service" Ltd.
<b>Sevan town</b>	
L. Grigoryan	Director of Sevan city cleaning company
<b>COWI team</b>	
Carsten Skov	Project Team Leader, Landfill Expert (COWI Denmark)
Nune Darbinyan	Local coordinator (Director of NGO EcoGlobe, Armenia)
Kresten Berntsen	Solid Waste Management Expert (COWI Denmark)
Nijole Vrubliauskiene	Institutional Expert (COWI Lithuania)
Ashot Baghdasayan	Economist, business planning expert (COWI Denmark)
Larissa Lauritzen	Environmental and Social Due Diligence Expert (COWI Denmark)
Gevorg Martirosyan	Graphic design specialist, Deputy Director, Transproject CJSC, Armenia
Armen Pogosyan	Transportation and logistics specialist, Mechanical Engineer, Transproject CJSC, Armenia
Albert Manukyan	Site Investigation Expert, Geologist, Transproject CJSC, Armenia
Karlen Safaryan	Head of Topographical Survey Group, Transproject CJSC, Armenia
Samvel Movsisyan	Civil Design Engineer, Transproject CJSC, Armenia

# Appendix C

**LIST OF PERSONS MET DURING THE SITE VISITS IN 2011**

APPENDIX C-1

**LIST OF PERSONS MET DURING THE SITE VISITS  
IN 2011**

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**NAME, POSITION****CONTACT DETAILS**

Albert Ghazaryan Deputy Governor of Kotayk Region	Tel: +374 (0223) 2 05 50 Mob: +374 (091) 41 80 40
Arshavir Hachatryan Head of Municipal Infrastructure Department, Kotayk Regional Administration	Mob: +374 (093) 599 599
Vardan Kalantryan Specialist, Municipal Infrastructure Department Kotayk Regional Administration	Tel +374 223 2 13 39 Mob +374 91 76 35 46
Kamo Toumayan Head of Nature Protection Department Kotayk Regional Government	Mob: +374 (093) 21 55 77
Levon Petrosyan Head of Land Use Department Kotayk Regional Government	Mob: +374 (091) 42 53 24
Erishe Avetisyan Deputy Head of Land Use Department	Mob +374 93 91 65 82
Julietta Bubushyan Leader of NGO Civil Academy, Hrazdan	Tel: +374 (0223) 2 37 13 Mob 374 91 45 61 34
Abovyan town	
Vladimir Ivanyan, Head of City Administration Department for Housing Services and Real Estate	Tel: +374 0222 216 33 Mob + 374 93 51 90 10
Sos Melikdjanyan Director of Abovyan Enterprise for Housing Services	Mob +374 91 41 73 09
Artashes Oganyan Deputy Director of Abovyan Enterprise for Housing Services	Mob +374 93 70 10 46
Byuregavan town	
Akop S. Balasyan Mayor	Tel +374 (222) 6 32 36 Mob: +374 (91) 21 28 48 balasyanh@mail.ru
Marine Baghdasaryan Secretary	Tel +374 (222) 6 32 36
Samvel Petrosyan Director of Byuregavan Municipal Enterprise for Landscaping and Vegetation Management	Mob +374 93 78 18 08 Mob +374 91 78 18 08
Valery Balasanyan Director and one of the 3 owners of Byregavan	Mob +374 77 57 79 46

**NAME, POSITION****CONTACT DETAILS**

<b>NAME, POSITION</b>	<b>CONTACT DETAILS</b>
City Cleaning OJSC	
Lidiya Pogosyan, Chief Accountant	Tel +374 222 6 51 41
Nor Hatchn town	
Gagik Matevosyan, Mayor	Mob +374 98 28 77 77
Benyamin Antonyan, Assistant of Mayor	Mob +374 94 01 14 03
Kristina Misaryan, Secretary of Mayor	Tel +374 224 4 25 50
Yourik Harutyunyan, Chairman of Household Association in Condominium 1	Tel +374 224 4-28 75 Mob +374 94 6128 16
Vladimir Mesropyan, Chairman of Household Association in Condominium 3	Tel +374 224 4 26 80
Sevan town	
Lyova A. Grigoryan, Director of City Cleaning Enterprise	Tel +374 261 2 30 57, Mob +374 91 02 26 27
Parkev Saakyan, Deputy Director of City Cleaning Enterprise	Tel +374 261 2 30 57, Mob +374 94 57 93 93
Kazar Kavtyan, Senior Police District Inspector	+374 9327 81 41
Larissa Manukyan Chief Engineer, HR Manager and OHS Manager of City Cleaning Enterprise	Tel +374 261 2 00 05, Mob +374 77 10 52 82
Lilit Kazaryan Computer specialist dealing mainly with the revenue management	Tel +374 261 2 47 07, Mob +374 77 50 17 01,
General public met during site visits	
Seriozha Arminakovich Markozyan (guard of the clay quarry located next to the Hrazdan dumpsite)	Tel: +374 0223 2 04 24 (priv.)
Vazgen Grantovich Danielyan (farmer, owner of land adjacent to Yeghvard dumpsite)	Mob: +374 091 34 54 65
Artur Oganessian Mayor of Geghashen village	Mob +374 98 42 74 55
Gair Nikogosyan Mayor of Aramus town	Mob +374 91 42 09 08

**NAME, POSITION****CONTACT DETAILS**

<b>Name, position</b>	<b>Contact details</b>
Albert Ghazaryan Deputy Governor of Kotayk Region	Tel: +374 (0223) 2 05 50 Mob: +374 (091) 41 80 40
Arshavir Hachatryan Head of Municipal Infrastructure Department, Kotayk Regional Administration	Mob: +374 (093) 599 599
Vardan Kalantryan Specialist, Municipal Infrastructure Department Kotayk Regional Administration	Tel +374 223 2 13 39 Mob +374 91 76 35 46
Kamo Toumayan Head of Nature Protection Department Kotayk Regional Government	Mob: +374 (093) 21 55 77
Levon Petrosyan Head of Land Use Department Kotayk Regional Government	Mob: +374 (091) 42 53 24
Erishe Avetisyan Deputy Head of Land Use Department	Mob +374 93 91 65 82
Julietta Bubushyan Leader of NGO Civil Academy, Hrazdan	Tel: +374 (0223) 2 37 13 Mob 374 91 45 61 34
<b>Abovyan city</b>	
Vladimir Ivanyan, Head of City Administration Department for Housing Services and Real Estate	Tel: +374 0222 216 33 Mob + 374 93 51 90 10
Sos Melikdjanyan Director of Abovyan Enterprise for Housing Services	Mob +374 91 41 73 09
Artashes Oganyan Deputy Director of Abovyan Enterprise for Housing Services	Mob +374 93 70 10 46
<b>Byuregavan city</b>	
Akop S. Balasyan Mayor	Tel +374 (222) 6 32 36 Mob: +374 (91) 21 28 48 balasyanh@mail.ru
Marine Baghdasaryan Secretary	Tel +374 (222) 6 32 36
Samvel Petrosyan Director of Byuregavan Municipal Enterprise for Landscaping and Vegetation Management	Mob +374 93 78 18 08 Mob +374 91 78 18 08



**NAME, POSITION****CONTACT DETAILS**

Valery Balasanyan Director and one of the 3 owners of Byregavan City Cleaning OJSC	Mob +374 77 57 79 46
Lidiya Pogosyan, Chief Accountant	Tel +374 222 6 51 41
<b>Nor Hatchn town</b>	
Gagik Matevosyan, Mayor	Mob +374 98 28 77 77
Benyamin Antonyan, Assistant of Mayor	Mob +374 94 01 14 03
Kristina Misaryan, Secretary of Mayor	Tel +374 224 4 25 50
Yourik Harutyunyan, Chairman of Household Association in Condominium 1	Tel +374 224 4-28 75 Mob +374 94 6128 16
Vladimir Mesropyan, Chairman of Household Association in Condominium 3	Tel +374 224 4 26 80
<b>Sevan city town</b>	
Lyova A. Grigoryan, Director of City Cleaning Enterprise	Tel +374 261 2 30 57, Mob +374 91 02 26 27
Parkev Saakyan, Deputy Director of City Cleaning Enterprise	Tel +374 261 2 30 57, Mob +374 94 57 93 93
Kazar Kavtayan, Senior Police District Inspector	+374 9327 81 41
Larissa Manukyan Chief Engineer, HR Manager and OHS Manager of City Cleaning Enterprise	Tel +374 261 2 00 05, Mob +374 77 10 52 82
Lilit Kazaryan Computer specialist dealing mainly with the revenue management	Tel +374 261 2 47 07, Mob +374 77 50 17 01,
<b>General public met during site visits</b>	
Seriozha Arminakovich Markozyan guard of the clay quarry located next to the Hrazdan dumpsite	Tel: +374 0223 2 04 24 (priv.)
Vazgen Grantovich Danielyan farmer, owner of 3 ha of land adjacent to Yeghvard dumpsite in an abandoned quarry	Mob: +374 091 34 54 65
Artur Oganessian Mayor of Geghashen Village	Mob +374 98 42 74 55
Gair Nikogosyan Mayor of Aramus town	Mob +374 91 42 09 08

**NAME, POSITION****CONTACT DETAILS**

<b>Name, position</b>	<b>Contact details</b>
Albert Kazaryan Deputy Governor of Kotayk Region	Tel: +374 (0223) 2 05 50 Mob: +374 (091) 41 80 40
Arshavir Hachatrian Head of Municipal Infrastructure Department, Kotayk Regional Government	Mob: +374 (093) 599 599
Vardan Kalantryan Specialist of Department for Municipal Infrastructure	Tel +374 223 2 13 39 Mob +374 91 76 35 46
Kamo Toumayan Head of Nature Protection Department Kotayk Regional Government	Mob: +374 (093) 21 55 77
Levon Petrosyan Head of Land Use Department Kotayk Regional Government	Mob: +374 (091) 42 53 24
Erishe Avetisyan Deputy Head of Land Use Department	Mob +374 93 91 65 82
Julietta Bubushyan Leader of NGO Civil Initiative, Hrazdan	Tel: +374 (0223) 2 37 13 Mob 374 91 45 61 34
<b>Abovyan city</b>	
Vladimir Ivanyan, Head of City Government Department for Housing Services and Real Estate	Tel: +374 0222 216 33 Mob + 374 93 51 90 10
Sos Melikdjanyan Director of Abovyan Enterprise for Housing Services	Mob +374 91 41 73 09
Artashes Oganyan Deputy Director of Abovyan Enterprise for Housing Services	Mob +374 93 70 10 46
<b>Byuregavan city</b>	
Akop S. Balasyan Mayor	Tel +374 (222) 6 32 36 Mob: +374 (91) 21 28 48
Marine Baghdasaryan Secretary	Tel +374 (222) 6 32 36
Samvel Petrosyan Director of Municipal Enterprise for Landscaping and Planting	Mob +374 93 78 18 08 Mob +374 91 78 18 08
Valery Balasanyan Director and one of the 3 owners of Byregavan City Cleaning OJSC	Mob +374 77 57 79 46
Lidiya Pogosyan, Chief Accountant	Tel +374 222 6 51 41
<b>Nor Hatchn town</b>	
Gagik Matevosyan, Mayor	Mob +374 98 28 77 77
Beniamin Antonyan, Assistant of Mayor	Mob +374 94 01 14 03

**NAME, POSITION****CONTACT DETAILS**

Kristina Misaryan, Secretary of Mayor	Tel +374 224 4 25 50
Yourik Arutyunyan, Chairman of Household Association in Condominium 1	Tel +374 224 4-28 75 Mob +374 94 6128 16
Vladimir Mesropyan, Chairman of Household Association in Condominium 3	Tel +374 224 4 26 80
<b>Sevan city town</b>	
Lyova A. Grigoryan, Director of City Cleaning Enterprise	Tel +374 261 2 30 57, Mob +374 91 02 26 27
Parkev Saakyan, Deputy Director of City Cleaning Enterprise	Tel +374 261 2 30 57, Mob +374 94 57 93 93
Kazar Kavtayan, Senior Police District Inspector	+374 9327 81 41
Larissa Manukyan Chief Engineer, HR Manager and OHS Manager of City Cleaning Enterprise	Tel +374 261 2 00 05, Mob +374 77 10 52 82
Lilit Kazaryan Computer specialist dealing mainly with the revenue management	Tel +374 261 2 47 07, Mob +374 77 50 17 01,
<b>General public met during site visits</b>	
Seriozha Arminakovich Markozyan guard of the clay quarry located next to the Hrazdan dumpsite	Tel: +374 0223 2 04 24 (priv.)
Vazgen Grantovich Danielyan farmer, owner of 3 ha of land adjacent to Yeghvard dumpsite in an abandoned quarry	Mob: +374 091 34 54 65
Artur Oganessian Mayor of Geghashen Village	Mob +374 98 42 74 55
Gair Nikogosyan Mayor of Aramus town	Mob +374 91 42 09 08

# Appendix D

**RECORD OF STAKEHOLDER ENGAGEMENT ACTIVITIES FOR  
KOTAYK SWM PROJECT  
(TO BE UPDATED REGULARLY)**

APPENDIX D-1

**RECORD OF STAKEHOLDER ENGAGEMENT  
ACTIVITIES FOR KOTAYK SWM PROJECT**

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<b>NO</b>	<b>DATE</b>	<b>ACTIVITY DESCRIPTION</b>	<b>DOCUMENTATION AVAILABLE</b>
1	Aug 2008	Project formulation mission, site visits to Abovyan, Byureghavan, Charentsavan, Hrazdan, Yeghvard	Project identification report, Sep 2008
2	04 Aug 2010	Stakeholder meeting in Hrazdan and start-up of the Feasibility Study	List of project participants, photos
3	Aug-Oct 2010	Site visits and meetings with stakeholders in Abovyan, Aramus, Byureghavan, Charentsavan, Hrazdan, Geghashen, Nor-Hatch, Sevan, Tsakhkadzor, Yeghvard	List of persons met, questionnaires filled in, baseline report, photos
4	Mar 2011	ESIA Scoping Meeting, consultations with Department for Land Resources and Real Estate of Kotayk Regional Administration	Landfill site selection report
5	Feb 2015	Meetings with mayors of affected districts	Feedback from stakeholders
6	May 2015	Project team meetings with MTAES, MUD, Kotayk regional government offices	Updated ESIA, LRF and updated SEP

# Appendix E

**LIST OF PARTICIPANTS OF ESDD SCOPING MEETING ON  
16/03/2011**

APPENDIX E-1

**LIST OF PARTICIPANTS OF ESDD SCOPING  
MEETING ON 16/03/2011**

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	<b>ORGANISATION</b>	<b>POSITION</b>	<b>NAME</b>	<b>PHONE, E-MAIL</b>	<b>SIGNATURE/ PRESENCE</b>
1	RA Ministry of Territorial Administration	Chief Specialist of Section for Local Development Projects of the Department for Local Development	H.Danielyan	51-13-18 094 32 69 05	Y
2	RA Ministry of Nature Protection	Head of Division for Hazardous Substances and Waste Policy	A.Aleksandryan	58-53-26 haz@mnp.am	Y
3	RA Ministry of Nature Protection, Water Resource Management Agency	Head of Water Resource Management Agency	A.Nersisyan	54-08-67 anersisyan@mnp.am	
4	RA Ministry of Nature Protection, Bio-Resource Management Agency	Head of Department for Flora Resources Management	H.Khazaryan	52-79-52, 58-07-11 055 422 432 a.ziroyan@mnp.am	Y
5	RA Ministry of Labor and Social Affairs	Head of Department for Disabled People and Elderly Issues	A.Kesoyan A.Gevorgyan	58-76-72, 52-17-61 055 14 00 08 artur.kesoyan@mss.am	Y
6	RA Ministry of Healthcare, State Inspectorate for Hygiene and Anti-Epidemiological Supervision	Head of Division for Environment and Communal Hygiene	Aida Petikyan	65-46-95 094 24 94 53	Y
7	RA Ministry of Economy	Head of Department for Industrial Policy	H.Mirzoyan	58-11-22+123 091 415 215 <a href="mailto:hmirzoyan@mineconomy.am">hmirzoyan@mineconomy.am</a>	
8	RA State Committee for the Real Estate Cadastre	Head of Land Use Planning Division	F.Yegoryan	56-92-19 099 01 76 72	Y
9	RA President Committee for Lake Sevan Issues	Adviser to the RA President	V.Jiravyan	093 288 466	Y
10	RA Gegharqunik Regional Administration	Head of Urban Development Department	D.Hovhannisyan	091 35 16 42	Y
11	RA Kotayk Regional Administration	Head of Department for Municipal Infrastructure	Arshavir Khachatryan	0223 2 13 39 xacharsh@kotayk.region.am	Y
12	RA Kotayk Regional Administration	Head of Department for Land Use Planning and Real	L.Petrosyan	091 42 53 24	Y

	ORGANISATION	POSITION	NAME	PHONE, E-MAIL	SIGNATURE/ PRESENCE
		Estate			
13	RA Kotayk Marz, Hrazdan Municipality	Hrazdan Deputy Mayor	M.Mikaelyan	0223 2 39 64 093 77 70 82	Y
14	RA Kotayk Marz, Abovyan Municipality	Head of Department for Housing Services and Real Estate	V.Ivanyan	2-16-33 093 51 90 10	Y
15	RA Kotayk Marz, Charentsavan Municipality	Charentsavan "Barmak" Ltd Director	A.Tadevosyan	4-17-85 094 108 300	Y
16	RA Kotayk Marz, Yeghvard Municipality	Head of Department for Housing Fond and Office Maintenance	V.Vardanyan	0224 2-24-60 099 40 38 31 vardan48@yahoo.com	Y
17	RA Kotayk Marz, Nor-Hachn Municipality	Manager of municipal services enterprise	A.Dumanyan	094 99 14 66	Y
18	RA Kotayk Marz Byureghavan Municipality	-	-	-	-
19	RA Kotayk Marz Tsaghkadzor Municipality	Deputy Mayor Director OJSC for Municipal Services	H.Mkrtchyan V.Balasanyan	093 90 10 20 077 577 946	Y Y
20	RA Gegharqunik Marz Sevan Municipality	-	-	-	-
21	"Armproject" OJSC	"Armproject" OJSC Director	Grigor.Azizyan	57-58-95, 091 41 51 13	Y
22	"Armproject" OJSC	"Armproject" OJSC Ecology Division Chief	J.Muradyan	091 37 35 06	Y
23	RA Ministry of Territorial Administration, State Committee for Water Management	Head of Department for Water Supply and Water Abstraction Systems	Arthur Ohanyan	54-72-83	Y
24	"Armenian Women for Health and Healthy Environment" NGO	Leader of Division for Hygiene and Environmental Risks	Lilit Simonyan	52-36-04 office@awhhe.am	Y
25	"For Sustainable Human Development" Association	President of Association	Karine Danielyan	52-23-27 091 36 58 86	Y
26	ECOGLOBE NGO	Director	Nune Darbinyan	22-12-95, 091 41 83 11 nd@ecoglobe.am	Y

	<b>ORGANISATION</b>	<b>POSITION</b>	<b>NAME</b>	<b>PHONE, E-MAIL</b>	<b>SIGNATURE/ PRESENCE</b>
				nuneemail@yahoo.com	
27	"Civil Academy" NGO	President	J.Bubushyan	091 45 61 34	Y
28	"Civil Academy" NGO	NGO Member	N.Nersesyan	093 37 61 99	Y
29	"Sustainable Development" Hrazdan Branch NGO	NGO Member	S.Babakhanyan		Y
30	Lake Sevan Problems Committee	Adviser to the RA President	G.Hakobyan	091 34 16 22	Y
31	Ministry of Urban Development	Minister	V.Vardanyan	+(374 10) 58 90 80	Y
32	Ministry of Urban Development	Deputy Minister	A.Hakobyan	Tel: +374 10 56 51 31 av.hakobyan@mud.am	Y
33	Ministry of Urban Development	Deputy Minister	R.Alaverdyan		Y
34	Ministry of Urban Development	Chief Specialist of Department for Housing Policy and Municipal Infrastructure	Narine Avetyan	52 43 63	Y
35	Ministry of Urban Development	Secretary of Department for Housing Policy and Municipal Infrastructure	Mery	52 43 63	Y
36	Ministry of Urban Development	Head of Department for International Relations	Armine Ambartsumyan	52 09 43 fricd@mud.am	Y
37	Ministry of Urban Development	Head of Division for Public Relations	Ani Armenakyan	56 03 81 info@mud.am	Y
37	Ministry of Urban Development	Deputy Head of Department for Housing Policy and Municipal Infrastructure	Zoya Ghazaryan		Y
38	Ministry of Urban Development	Head of Legal Division	Garik Saroyan	56 21 36 gariksaroyan@yahoo.com	Y
39	Ministry of Urban Development	Head of Division for Spatial Planning	Sonya Matevosyan		Y
40	Ministry of Urban Development	Head of Staff	M. Baghdasaryan		Y
41	COWI A/S, Denmark	Project Manager	Carsten Skov	cask@cowi.dk	Y
42	COWI A/S, Denmark	Solid Waste Management Expert	Kresten Bernstn	krb@cowi.dk	Y

	<b>ORGANISATION</b>	<b>POSITION</b>	<b>NAME</b>	<b>PHONE, E-MAIL</b>	<b>SIGNATURE/ PRESENCE</b>
43	COWI A/S, Denmark	Environmental & Social Due Diligence Expert	Larissa Lauritzen	lla@cowi.dk	Y

# Appendix F

**RECORD OF THE MASS MEDIA PUBLICATIONS RELATED TO THE  
PROJECT**  
(TO BE UPDATED REGULARLY)



# Appendix G

**FORMS FOR COMMENTS AND SUGGESTIONS**

APPENDIX G-1

**FORM FOR COMMENTS AND SUGGESTIONS**



**Ministry of Territorial Administration and Emergency Services**

Government House, Republic Square, Yerevan 0010

Tel: +374 (10) Fax: +374 e-mail: [kotayq.swm@gmail.com](mailto:kotayq.swm@gmail.com)

**Kotayk Solid Waste Management Project**

**FORM for COMMENTS and SUGGESTIONS**

**Contact details of person submitting the comments and suggestions**

We would like you to provide your name, address and e-mail, if possible. If you wish to remain anonymous, this is not a problem. Please just write ANONYMOUS in the box below. Your comments will still be considered by the Ministry of Territorial Administration and Emergency Services. You can write on the reverse side or on additional pages. You do not need to fill in the gray section of this form. It is for our registration of your comment and response to it. After you have filled in this form, it can be submitted by letter, by fax or by e-mail to the Ministry of Territorial Administration and Emergency Services (see the contact details above).

Name

Address

Telephone

E-mail address

**Comments and suggestions concerning the Kotayk Solid Waste Management Project**

Would you like to receive information on the Project developments?  Yes  No

If yes, how would you like to receive it:  TV  letter  poster  e-mail  website

Which contact language you prefer:  Armenian  Russian  English

**STATUS OF COMMENT**

*How was the comment received:*

In person  By phone  At reading room  By mail  By email  Other (please describe).....

Comment registration date:

Comment number:

Registered by:

:

Response required Yes/No

Person responsible for preparing the response:

Response sent (date):

Response registered (date):

# Appendix H

**PUBLIC GRIEVANCE FORM**

APPENDIX H-1

**PUBLIC GRIEVANCE FORM**

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<b>Ministry of Territorial Administration and Emergency Services</b> Government House X, Republic Square, Yerevan 0010 Tel: +374 (10) Fax: +374 e-mail:	
<b>Kotayk Solid Waste Management Project</b>  <b>PUBLIC GRIEVANCE FORM</b>	
<b>Contact details of person submitting the comments and suggestions</b> We would like you to provide your name, address and e-mail, if possible. If you wish to remain anonymous, this is not a problem. Please just write ANONYMOUS in the box below. Your grievance will still be considered by the Ministry of Territorial Administration and Emergency Services. You can write on the reverse side or on additional pages. You do not need to fill in the gray section of this form. It is for our registration of your grievance and response to it. After you have filled in this form, it can be submitted by letter, by fax or by e-mail to the Ministry of Territorial Administration and Emergency Services (see the contact details above).	
Name	
Address	
Telephone	E-mail address
<b>Grievance concerning implementation of the Kotayk Solid Waste Management Project</b>	
What happened?	
How this became a problem for you? How this disturbs you?	
Where did it happen?	
When did it happen? Once (date) _____ Several times (how many?) _____ On-going problem _____	
What would you like to see happen to improve the situation?	
Which contact language you prefer: <input type="checkbox"/> Armenian <input type="checkbox"/> Russian <input type="checkbox"/> English	
<b>STATUS OF GRIEVANCE</b>	
<i>How was the grievance received:</i> <input type="checkbox"/> In person <input type="checkbox"/> By phone <input type="checkbox"/> By mail <input type="checkbox"/> By email <input type="checkbox"/> Other (please describe).....	
Grievance registration date:	Grievance number:
Registered by:	
Response required Yes/No	Person responsible for preparing the response:
Response sent (date):	Response registered (date):

# Appendix I

**GRIEVANCE FORM FOR EMPLOYEES AND NON-EMPLOYEE  
WORKERS**

APPENDIX I-1

**FORMAL GRIEVANCE**

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A grievance is defined as an act, omission or occurrence which an employee feels constitutes an injustice and can be established on factual information. It may relate to any condition arising out of the relationship between an employer and an employee, including but not limited to, compensation, working hours, working conditions, and membership in an organisation of employees or the interpretation of any law, regulation or disagreement. It does not include position allocation, involuntary transfers, dismissals, demotions, or suspensions.

Name of Grievant: Job Title: Date of Hire:	Work Phone: Home Phone: Mobile Phone: e-mail:
--	--

Home Mailing Address:	Work Mailing Address:
-----------------------	-----------------------

Date, time and place of event leading to grievance: _____	Date you became aware of the event _____
--	---

Detailed description of grievance including names of other persons involved, if any:

Applicable sections of Labour Code, laws, regulations or the Collective Agreement:

Date of contacting the workers' organisation (if relevant)

Proposed solution to grievance:

Please file a copy of this form with your immediate supervisor and retain a copy for filing at possible next step or steps. If you do not receive a response within 10 working days or disagree with the action taken, you may file a copy of the form with the next level supervisor.

Step	Name of supervisor receiving the grievance	Date	Signature of the Grievant	Signature of the supervisor receiving the grievance
1				
2				
3				
4				

# Appendix J

**EBRD LABOUR REQUIREMENTS FOR CONSTRUCTION  
CONTRACTORS**



APPENDIX J-1

**EBRD LABOUR REQUIREMENTS FOR  
CONSTRUCTION CONTRACTORS**

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### *Prohibition of Forced Labour*

'The Contractor shall ensure that there shall be no use of forced or compulsory labour, including bonded or involuntary prison labour, in any form. Forced or compulsory labour consists of all work or service not voluntarily performed that is extracted from an individual under threat of force or penalty. Workers shall not be required to lodge deposits or their identity papers with their employers.'

### *Prohibition of Child Labour*

'The Contractor shall ensure that you people are not employed below the appropriate national age for employment in Georgia, namely 16. Young people who are employed between the ages of 16 and 18 shall not be employed on hazardous work and a risk assessment shall be carried out in respect of any work carried out by such employees.'

### *Non-discrimination and equal treatment*

'The Contractor shall ensure non-discrimination and equality of opportunity and treatment in respect of employment and occupation, training and working conditions, in compliance with national law. The Contractor shall ensure equal remuneration for men and women for work of equal value.'

### *Freedom of association*

'All workers shall have the right to form and join trade unions and to bargain collectively, as provided for under Georgian national law (Trade Union Act, 1997). The Contractor shall ensure that workers representatives shall not be discriminated against and shall have access to all workplaces necessary to enable them to carry out their representation functions.'

### *Record-keeping*

'The Contractor shall keep a complete register of all staff and workers, giving their name, age, sex, the class of work the person is employed to carry out, hours worked, wages payments made and any deductions made. This register shall be updated monthly and made available to the Bank's appointed representative during working hours.'

### *Wages*

'The Contractor shall pay rates of wages and benefits that shall meet at least statutory or agreed industry minimum rates. Deductions from wages for disciplinary measures shall not be permitted nor shall any deductions from wages not provided for by national law be permitted without the expressed permission of the worker concerned. Deductions must never lead to an employee receiving less than the applicable minimum wage.'

'All workers shall be provided with clearly understandable verbal and written information about the conditions in respect of wages before they enter employment and of the particulars of their wages for the pay period concerned each time that they are paid. Wages shall be paid in legal tender in full, on time and directly to the workers concerned. The Contractor shall maintain records of all payments and deductions made.'

### *Hours of Work*

'Hours of work shall comply with applicable laws, collective agreements, and industry standards. Overtime shall be voluntary wherever possible, shall not be demanded on a regular basis and shall always be compensated at a premium rate.'

### *Health and Safety*

'The Contractor shall provide the Bank's appointed representative with a written Health and Safety Policy and a project-specific Health and Safety Plan before the commencement of work.

'The Contractor shall ensure that a safe and healthy working environment is provided and that best occupational health and safety practice is promoted. The Contractor shall provide regular information and training to all staff, labourers and persons entitled to be on site regarding the potential hazards to health and safety, and on the measures in place to prevent accidents, injuries and ill health.'

### *Social Security*

'The Contractor shall ensure that that obligations to staff and labour under labour or social security laws and regulations arising from the employment relationship shall be respected, and that such obligations shall not be avoided through the use of labour-only contracting arrangements.'

### *Grievance mechanism*

'The Contractor shall ensure that a grievance mechanism is available to all workers to use without fear of intimidation or retaliation.'

### *Reports*

'The Contractor shall record occupational accidents and occupational diseases, and shall provide information to workers and their representatives concerning the recording system. The Contractor shall notify the competent authorities of occupational accidents and occupational diseases, and provide appropriate information to workers and their representatives concerning the notified cases.'

'The Contractor shall provide regular reports – frequency to be agreed with the Bank – on its management and monitoring of working conditions of direct and indirect employees on the Works Site.'

# Appendix K

**STAKEHOLDER FEEDBACK FROM FEBRUARY 2015**

## APPENDIX K-1

**KEY QUESTIONS AND ANSWERS  
REGARDING THE NEW SYSTEM  
DISCUSSED DURING THE MEETINGS  
WITH MAYORS IN MARTUNI ON  
24/02/2015, IN VARDENIS AND IN SEVAN  
ON 25/03/2015 AND IN CHAMBARAK ON  
26/02/2015**

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**DISTRICTS WHERE  
THE QUESTION WAS  
ADDRESSED<sup>1</sup>**

**QUESTION/COMMENT**

**ANSWER**

1.		What for will be the rural communities responsible within the proposed new system?	Authorities in the communities will be responsible for collection of waste, which can be arranged by communal enterprise or a private entity.
2.		Have the Consultants heard about an idea of waste transportation by railway which was discussed in Armenia some time ago?	Yes, the Consultants have heard about it and understand that transportation of waste by railway cannot compete with transportation by trucks.
3.		Why representatives of rural communities have been invited to the meeting?	Rural communities will also receive services within the future waste management system. The Consultants need the feedback from urban and from rural communities.
4.		Wouldn't it be easier to transport waste to a landfill in Gagarin, not in Hrazdan?	There is no waste disposal facility envisaged in Gagarin. The distance between Gagarin to Hrazdan is rather small compared to the distance to them from Martuni or Vardenis.
5.	-	Some years ago a study was prepared by a local company proposing a scheme with compaction of waste collected in communities of Gegharkunik Region and sorting of waste for material recovery in Gagarin town. Have the Consultants heard about this study?	Yes, the Consultants have heard about this study and understand that the proposed project has not been supported by the Government of Armenia.
6.		Will all the communities be obliged to deliver waste to the transfer station?	Within the improved waste management system all the dumpsites shall be closed, and all the collected waste shall be taken to the transfer station for further transportation to the new regional sanitary landfill near Hrazdan
7.	-	Will a composting facility be established at the landfill?	There will be place for composting facility at the landfill, but most of organic waste in villages could be composted locally, without transportation of the waste to Hrazdan landfill
8.	-	Will the new system be based on containers only or will also leave room for the signal system?	The communities will select a system most convenient for them.
9.		If a waste transfer station for is located in the District's main city, will other communities delivering waste to it have to pay the main city?	Yes, there will be a waste registration system at the transfer station. The waste suppliers will be charged per ton of waste
10.		Will the waste be sorted and the transfer station?	No, there will be no sorting of waste within the proposed system.
11.		Will the construction and demolition waste be taken to the regional landfill together with other waste?	Inert waste taken to Hrazdan landfill could be used for daily cover of other waste. It could also be used for remediation of local dumpsites without being transported to Hrazdan.
12.		Will sorting of waste for recovery of recyclables be arranged in Hrazdan?	No, this would require major investments without reliable revenues from sales and thus would result in increase of tariff

<sup>1</sup> G – Gavar, M – Martuni, V – Vardenis, C – Chambarak, S - Sevan

**DISTRICTS WHERE  
THE QUESTION WAS  
ADDRESSED<sup>1</sup>**

**QUESTION/COMMENT**

**ANSWER**

13.		Are there special requirements for design of TS?	Yes. The main idea would be to assume a simple and robust design to ensure reliable operation of TS with rather short-term storage of collected waste before its transfer to the landfill.
14.		Could the TS be located in a residential area?	Location of TS shall be selected at the design stage
15.		Will the waste be compressed/compacted at the TS?	No. It would be easier to unload the waste at the landfill, if it is not compressed
16.	V, S, G	If a community decides to participate in the new system, will the containers be provided?	This could be included in the list of equipment to be provided within the loan
17.		Will the landfill gas collection be arranged at Hrazdan landfill?	Yes
18.		It will be a challenge to get the inhabitants to stop dumping of waste. Is it clear for the Consultant that introduction of the new system will take time?	The Consultant assumes that the new system will be convenient for the inhabitants and will be used by them with the active support from the authorities
19.		Will the new system include closure of the major dumpsite located near Chkalovka and used by several communities?	Yes, as soon as Hrazdan landfill is operational
20.	G, M, S, C, V	When will the tariffs for waste management be known?	After the technical concept of the project has been formulated, the tariffs will be estimated based on financial model prepared by the Consultants
21.		Will the tariffs be different for communities in Kotayk and Gegharkunik Regions?	It is proposed that the tariff in the two Regions will be the same.
22.		Where from will the communities know about the amount of collected waste?	The waste registration will be arranged at transfer stations and at the landfill
23.		It is important to close the dumpsites. Windblown litter and burning of waste is a serious problem. Will it be solved within the new system?	The local dumpsites will be closed and remediated. No burning of waste is assumed at the landfill. Measures for minimisation of windblown litter.
24.		Will there be clear rules for private persons and companies could themselves deliver waste to transfer stations and the landfill?	The tariffs will be established for receiving the waste delivered by private persons and companies themselves to a transfer station or to Hrazdan landfill