

Environmental and Social Due
Diligence, Impact Assessment and
Road Safety Audit for the Moldova
TENT-T Road Network Rehabilitation
Project, DTM 55768

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Stakeholder Engagement Plan R7



European Bank
for Reconstruction and Development

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2. Project sheet

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2.1. Abbreviations

Abbreviation	Description
AND	National Road Administration
AoI	Area of Influence
CPA	Central Public Authority
CRPD	Convention on the Right of Person with Disabilities
CPB	Cross Border Point
DD	Detailed Design
EBRD	European Bank for Reconstruction and Development
EP	Environment Permit
EPIC	Eastern Partnership Investment in Connectivity
ESDD	Environmental and Social Due Diligence
ESA	Environmental and Social Assessment
ESAP	Environmental and Social Action Plan
ESIA	Environmental and Social Impact Assessment
ESP	Environmental and Social Policy
EU	European Union
GD	Government Decision
GO	Government Order
GLP	Grievance Local Point
GFP	Grievance Focal Point
NGO	Non-Governmental Organization
NRA	National Road Administration
NTS	Non-technical Summary
LPA	Local Public Authority
MIDR	Ministry of Infrastructure and Regional Development
PR	Performance Requirement
PAP	Project-Affected People
RAP	Resettlement Action Plan
RM	Republic of Moldova
RPF	Resettlement Policy Framework
SEP	Stakeholder Engagement Plan
SIF	Sustainable Infrastructure Fund
TEN-T	Trans-European Transport Network
ToR	Terms of Reference

2.2. Important Notice/Disclaimer

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3. Stakeholder Engagement Plan

3.1 Introduction and Project Overview

The European Bank for Reconstruction and Development (EBRD) is considering a sovereign loan to the Republic of Moldova for rehabilitation, upgrades and new constructions of the road network grouped by 2 Tranches and marked with the Category according to the E&S Policy of the Bank. Tranche 1 concerns the rehabilitation and upgrade of 3 sections of the road R7 R14 Drochia – Costesti – border with Romania, construction of bypass Drochia (R7/R12), a priority part of the Trans-European Transport Network (TEN-T) Core Corridor in the Republic of Moldova.

The Project is implemented by the National Road Administration (NRA) under the supervision of the Ministry of Infrastructure and Regional Development (MIDR) and financed by the by the European Union from the Eastern Partnership Investment in Connectivity (EPIC) and Sustainable Infrastructure Fund (SIF) and is implemented by the European Bank for Reconstruction and Development (EBRD).

During the planning and development of any road infrastructure project, it is essential to consider social, environmental and road safety aspects, as they can negatively affect the environment (soil, water, air, flora, fauna), people's health and well-being, as well as local economic activities.

For this purpose, it is necessary to carry out an Environmental and Social Due Diligence, Impact Assessment and Road Safety Audit for the Moldova TEN-T Road Network Rehabilitation Project, DTM 55768.

The objective of the Assignment is to identify and assess any potentially significant future adverse environmental and social impacts associated with the proposed Project, assess compliance with applicable laws and the EBRD ESP and PRs, determine the measures needed to prevent or minimize and mitigate the adverse impacts, and identify potential environmental and social opportunities, including those that would improve the environmental and social sustainability of the Project.

The current Tranche 1 with the lots identified below is classified as Category B under EBRD policies.

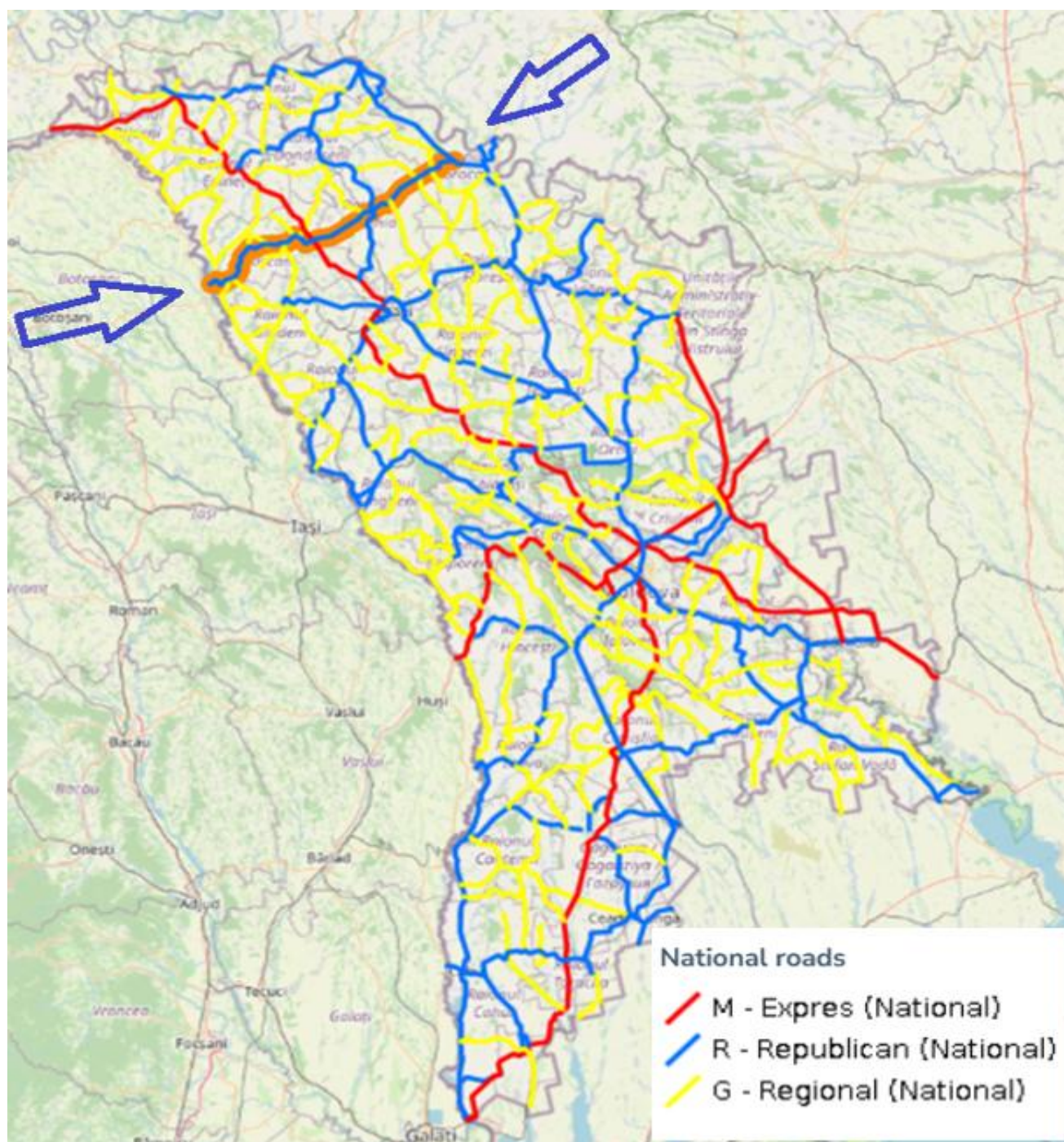


Figure 3-1: general overview of R 7 road¹

Category B projects require an Environmental Analysis to assess any potential future environmental impacts associated with the proposed project, identify potential environmental improvement opportunities, and recommend any measures needed to prevent, minimize, and mitigate adverse impacts.

Tranche 1 consists of **96,8 km of national road R7 (road junction with R7 (R14 – Drochia – Costesti – Romanian border)**, geographically located in the northern part of the Republic of Moldova, within the administrative territories of the districts Soroca, Drochia, and Rîșcani.

¹ source image: www.andsa.md road interactive map. detailed information how to use the interactive map the link: <https://www.andsa.md/comunicate-de-presa/harta-interactiva-drumurilor-publice-nationale-instructiuni-de-utilizare/>

The R7 Road provides the shortest north connection between Ukraine and Romania, supporting cross-border trade and agricultural exports.²

The Republic of Moldova intends to integrate the national transport infrastructure into the Trans-European Transport Network (TEN-T) - a strategic objective set out in the 2030 Mobility Strategy, by modernizing railways, building bridges and motorways and developing corridors with Romania and Ukraine.

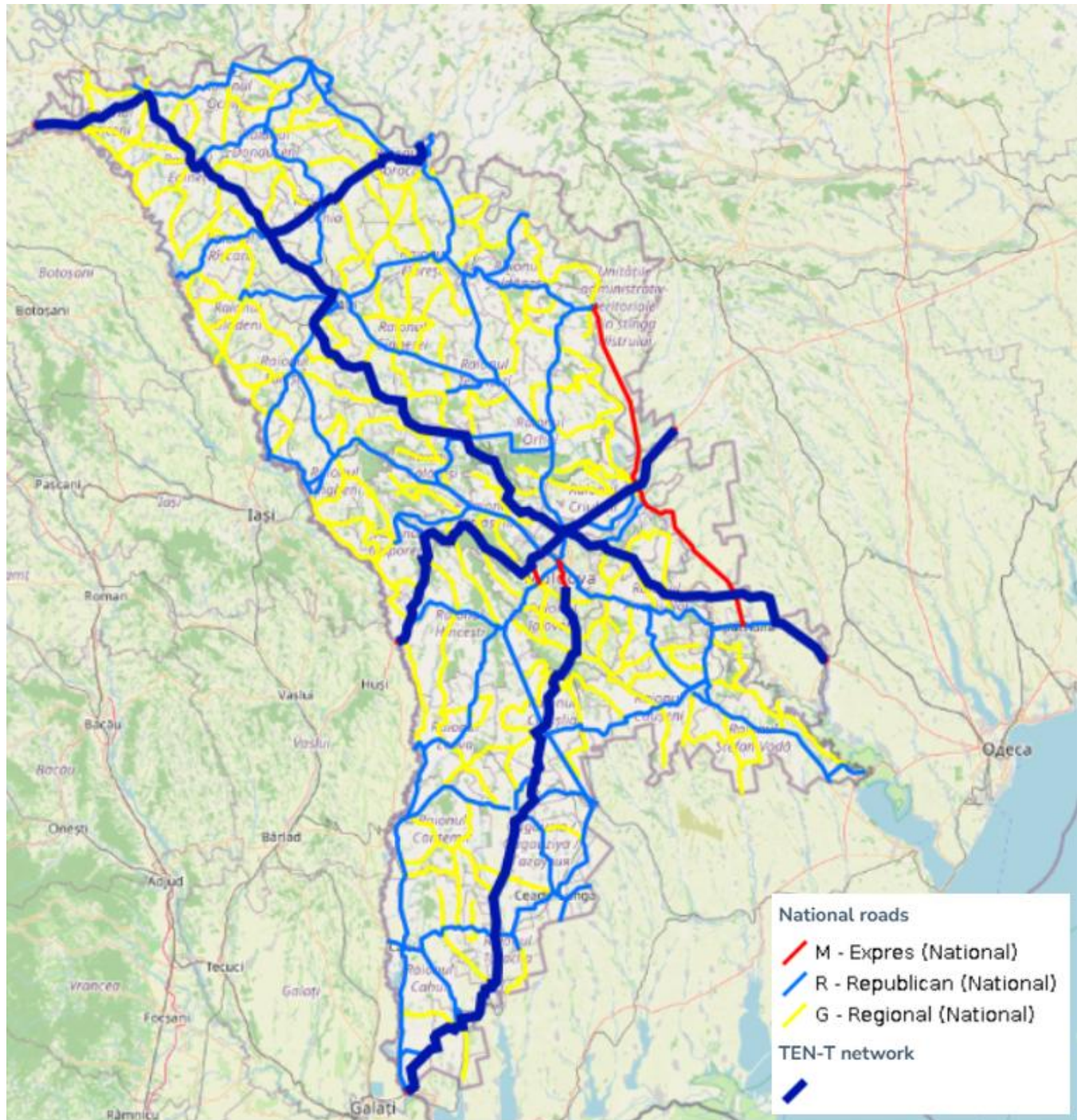


Figure 3-2: TEN-T Corridor

The project supports national and regional connectivity by rehabilitating priority roads linking the Republic of Moldova to the European Union and Ukraine.³

²<https://euneighbourseast.eu/wp-content/uploads/2025/09/euconnects.-stronger-transport-and-trade-links-for-moldova.-factsheet-compressed.pdf>

³ <https://midr.gov.md/noutati/republica-moldova-a-incheiat-evaluarea-tehnica-a-domeniului-transporturilor-si-a-infrastructurii-in-cadrul-sesiunii->

The strategic TEN-T corridors in Moldova are:

- Ungheni–Chisinau–Odessa;
- Chisinau–Giurgiulesti;
- Leuşeni–Chisinau–Dubăsari–Ukraine;
- Soroca–Drochia–Costeşti

Tranche 1 covers Lots 1–4, extending from the northern limits between two borders crossing with Romania (Costeşti-Stâncă) and Ukraine (Cosăuţi-Yampil).

The works include:

- pavement strengthening, rehabilitation, drainage, safety barriers and safety devices for Lots 1–3. The Project is implemented by the National Road Administration (AND) under the supervision of the Ministry of Infrastructure and Regional Development (MIDR) and financed by the European Bank for Reconstruction and Development (EBRD). Stakeholder engagement is an integral component of the Environmental and Social Assessment (ESA) process as the Project Tranche 1 is a Category B Project and will continue throughout design, construction, and operation.
- new bypass Drochia city for Lot 4 (rehabilitation of R12 and new construction part)

The figure below shows the Project alignment and Lots 1–4.



Figure 3-3: Project alignments and Lots 1- 4.

Approximate lengths and main administrative areas are shown and summarised below:

Lot	Approx. Length (km)	Key Administrative Units / Settlements within Aol
1	29	Soroca district – Șolcani village, Drochia District – Zgurița Village, Chetrosu village, Drochia city
2	30,5	Drochia district – Drochia city, Țarigrad village, Nicoreni village, Rîșcani district - Râșcani city (with Bălanul Nou village).
3	30	Rîșcani District – Rîșcani city (with villages Balanul-Nou), Pîrjota village, Hiliuți village, Șaptebani village, Gălășeni commune (with Mălăiești village), Petrușeni village, Costești commune (with Pășcăuți, Dămășcani, Duruitoarea, Proscureni villages)
4	7,3	Drochia district - Drochia city, Țarigrad village, Miciurin village

Table 3-1: Main administrative areas

Lot 1 (R7 R14 Drochia-Costești-Border with Romania, 29 km) km 0+000 – 29+000 – rehabilitation of the existing road

Description Lot 1: It is approximately 29 km long and is an existing and maintained road. The road sector begins at km 0+000, (intersection with the national road R14 R6-Codrul Nou-Soroca-Unguri-border with Ukraine) and ends at km 29+000 (intersection with the national road R12 R8-Dondușeni-Drochia-Pelinia-M5). The designed road section crosses 3 localities: Solcani village (approx. 1.5km), Zgurița village (approx.1.1km) and Chetrosu village (approx. 1.5km). The route largely follows the existing axis and includes alignment, curves and counter-curves, in compliance with the technical regulations in force. The designed embankment falls within the current limits of the road, except for some sectors where rectifications are necessary. Lot 1 involves rehabilitation works with limited additional land needs. Available data indicate a total estimated footprint of 7 ha, including 77 land plots, of which 5.16 ha are public land and 1.84 ha are private land. Potential impacts are expected to be limited and mainly associated with road rehabilitation, safety improvements, drainage works, local access arrangements and tree removal. Lot 1 crosses 2 administrative districts: Soroca district and Drochia district.

Lot 2 (R7 R14 Drochia-Costești-Border with Romania (Drochia-Rîșcani), 30.5 km) km 29+000 – 59+500 – rehabilitation of the existing road.

Description Lot 2: The designed road sector presents the existing road R7, R14 - Drochia - Costești - border with Romania, km 29+000 - km 59+500, located in the Drochia and Rîșcani districts. Lot 2 has a length of approximately 30.5 km. The beginning of the sector is at the intersection with the R12 road (R8 - Dondușeni - Drochia - Pelenia - M5) in connection with the R7 sector km 0.00–29.00) and the end of the sector is at the intersection with the G26 road (R7 - Rîșcani - Lupăria - Glodeni - R15, km 0.00). The route crosses the urban and administrative areas of several localities: Drochia city, Țarigrad village, Nicoreni village, and the town of Rîșcani. The road largely follows the existing axis and is made up of aligned, connected curves and counter-curves, respecting the technical norms in force. The embankment falls within the current width of the road, except for the sectors where rectifications are necessary. Design data still indicate an estimated land footprint of 2.56 ha, including 126 land plots, with private, public and indefinite ownership categories. Consultation findings also confirm that residents did not raise major land acquisition concerns for Lot 2, while emphasizing the need for safe access, traffic management and prior engagement during construction.

Lot 3 (R7 R14 Drochia-Costești-Border with Romania, (Rîșcani-Costești) - 30 km) km 59+500 – 89+571 – rehabilitation of the existing road

Description Lot 3: The designed road sector presents the existing road R7, R14 - Drochia – Costești - border with Romania, km 59+500 - km 89+530, located in the Rîșcani district. The road sector has a length of 30km. The beginning of the route, the designed sector is at PC 595+00, it is located after the roundabout at the intersection of the roads R7, R14 - Drochia – Costești - border with Romania with G26, R7 – Rîșcani – Lupăria – Glodeni – R15

and Independenței str. in the town of Rîșcani. The end of the route, the works PC 895+71, the barrier, at the entrance to the Moldovan-Romanian border crossing point “Costești-Stânca”. The route crosses the urban areas of several localities: town. Rîșcani, village Pîrjota, village Hiliuți, village Șaptebani, commune Gălășeni (with Mălăiești village), village Petrușeni and commune Costești (with Costești city and villages Pășcăuți, Dămășcani, Duruitoarea, Proscureni) of Rîșcani district. Lot 3 includes rehabilitation and road safety improvements along a corridor with agricultural land, roadside businesses, public institutions and border-related traffic. Available data indicate a total estimated land footprint of 3.62 ha, including 58 plots, mainly private land, with agricultural land, gardens and some public land categories affected.

Lot 4 (R7 R14 Drochia-Costești-Romanian Border Drochia Ring Road, 7.3 km) - 4.2 km rehabilitation of the existing road R12, and 3.1 km - new construction

The Drochia bypass road sector is located in the south and southeast of the city. The route starts at km 37+300 of the R12 road (R8 – Dondușeni – Drochia – Pelenia – M5), in the area of the roundabout intersection with the R7/R14 road (Drochia – Costești – border with Romania, km 29+420). The end of the repair sector of the existing R12 road is located at km 41+450, at the intersection with the local road L118, which provides access to the city of Drochia. The length of the repair sector is 4.15 km. From this point (Pc 0+00) the new construction sector begins, located on extra-urban lands of the city of Drochia and the villages of Țarigrad and Miciurin in the Drochia district. The construction of the bypass road for the city of Drochia is an important project, with a major impact on: economic development – by streamlining transport and attracting investments; road safety – by reducing heavy traffic and the risks of accidents in the city; the quality of life of residents – by reducing pollution and noise. This road is not only a practical necessity, but also a strategic investment for the future, which will make the city of Drochia safer, cleaner and more attractive for people and investors. Lot 4 represents a most significant land acquisition impact because it includes a new bypass alignment. Available data indicate 19.71 ha of land acquisition, including 67 private land plots and 16 public land plots. The private land is mainly agricultural, including 66 agricultural land plots and one plot intended for construction and development. Consultations in Țarigrad and Miciurin confirmed that both localities fall within the Area of Influence due to the bypass alignment, and that the primary impacts relate to permanent land acquisition, temporary access restrictions and construction-related disturbance.

Construction works are expected to start in 2026 and last approximately three years, followed by a defects-liability and operation period. The main phases relevant for stakeholder engagement therefore include:

- Pre-construction (planning and design): disclosure of SEP, NTS, LARF, ESAP findings and consultation on land-acquisition or access issues;
- Construction: information on traffic management, safety and temporary disruptions;
- Operation: feedback on road performance, maintenance and community safety.

The Project lies within the North Development Region; therefore, cross-border notification and information exchange will be undertaken in line with the Espoo Convention procedures (for Lot 3 – Costesti Stinca border).

The Area of Influence (AoI) includes the road corridor (approximately 500 m on each side of the centreline) and settlements within approximately 500 m on each side of the centreline and extended to 2 km around junctions, village entrances, and other access points. Indirectly affected stakeholders include regional authorities and service providers in the wider southern development region.

Based upon the Project footprint and key design features, the Area of Influence (AoI) was defined as the area likely to be affected by:

- The Project activities and facilities that are directly owned, operated or managed (including by contractors) and that are a component of the Project;
- Impacts from unplanned but predictable developments caused by the Project that may occur later or at a different location;
- Indirect project impacts on biodiversity or on ecosystem services upon which Affected Communities' livelihoods are wholly or partially dependent;
- Associated facilities, which are facilities that are not funded as part of the Project and that would not have been constructed or expanded if the Project did not exist and without which the Project would not be viable;
- Cumulative impacts that result from the incremental impact, on areas or resources used or directly impacted by the Project, from other existing or planned developments at the time of ESA Report preparation.

A Stakeholder Engagement Plan (SEP) has been prepared in accordance with the Terms of Reference and the European Bank for Reconstruction and Development (EBRD) Performance Requirement 10 (PR10, Information Disclosure and Stakeholder Engagement, 2019). The SEP outlines the approach for identifying and engaging stakeholders, ensuring transparent communication and effective management of feedback and grievances throughout all stages of the R7 Road Rehabilitation Project – Tranche 1.

This SEP accompanies the ESA (Environmental and Social Assessment) incorporate stakeholder feedback and information gathered from the baseline data collection (detailed minutes of meeting from community engagement and resume of baseline data collection in ANNEX G). Stakeholder engagement is an integral component of the ESA process and will continue throughout design, construction, and operation.

The SEP also defines how information will be disclosed, how consultations will be conducted at key stages of the Project, and how grievances from communities and workers will be managed throughout the Project lifecycle.

Stakeholder engagement is particularly important for this Project due to categorisation of the road as included in TEN-T network, its linear nature, cross-border interface (Lot 3), and land acquisition requirements for Lot 1-4.

All engagement activities will follow the principles of openness, inclusiveness, cultural appropriateness, and bilingual disclosure (Romanian / Russian where needed) to ensure that all affected and interested parties can participate meaningfully.

The 10 most important elements of a meaningful stakeholder engagement are described in the table below:

No	Elements of meaningful stakeholder engagement	Description
1	Identification of priority issues	Early identification of key environmental, social and contextual issues that matter most to stakeholders and may influence project design or acceptability.
2	Stakeholder identification and analysis	Systematic identification of project-affected parties and other interested stakeholders, including vulnerable groups, and analysis of their interests, influence and concerns.
3	Prior information disclosure	Timely provision of relevant, accurate and understandable information to stakeholders before consultations take place, enabling informed participation.
4	Appropriate forums and methods for consultation	Use of culturally appropriate, accessible and risk-proportionate engagement methods (meetings, focus groups, interviews, surveys, etc.).
5	Transparency in decision-making	Clear documentation, public disclosure and communication on how decisions are made and how stakeholder inputs are considered.
6	Integration of stakeholder perspectives into design and implementation	Incorporation of stakeholder views into project design, mitigation measures, implementation decisions and monitoring.
7	Baseline data and action plans	Use of stakeholder input to support baseline data collection and the development of action plans addressing identified risks and impacts.
8	Management systems incorporating stakeholder	Embedding stakeholder engagement into the project's environmental and social management systems and procedures.

No	Elements of meaningful stakeholder engagement	Description
	engagement	
9	Grievance mechanism	Establishment of accessible, transparent and non-retaliatory mechanisms to receive, assess and resolve grievances from stakeholders.
10	Ongoing engagement throughout the project life cycle	Continuous engagement from project preparation through construction, operation and closure, including disclosure of changes and feedback on performance.

Table 3-2: Major elements of stakeholder engagement

3.2 Legal and Institutional Framework

The stakeholder engagement for the R7 Road Tranche 1 Project is governed by the national legislation of the Republic of Moldova, the international conventions ratified by the country, and the European Bank for Reconstruction and Development (EBRD) Environmental and Social Policy (2019), in particular Performance Requirement 10 (Information Disclosure and Stakeholder Engagement).

This section summarises the applicable framework and its harmonisation with EBRD requirements.

3.2.1 National Legislation vs EBRD PR10 - Gap Analysis

Law / Regulation	Key Provisions Relevant to SEP	Alignment with PR10 / Harmonised Approach
Law No. 86/2014 on Environmental Impact Assessment	Requires public participation during EIA: publication of notice, 30-day review period, public hearing prior to environmental authorisation.	PR10 demands earlier and broader engagement; SEP applies to ESA consultations with disclosure period for Category B Projects.
Law No. 148/2023 on access to information of public interest (amended 2024, replacing Law 982/2000)	Defines rights, provides obligations, and oversight for access to information. Oversight: People's Advocate (Ombudsman).	Provides general disclosure rights; SEP ensures proactive publication of project documents and bilingual access
Law No. 239/2008 on transparency in decision-making	Requires draft acts and documents of public interest to be published for consultation (minimum 10 working days).	Incorporated into SEP scheduling and advance notice for meetings.
Law No. 1515/1993 on environmental protection	Establishes the public right to participate in environmental decision-making.	Fully consistent; forms SEP's legal foundation for consultation.
Government Decision No. 489/2024 on procedure for issuing the urban planning certificate for design and the construction/demolition authorization for public utility works of national interest	Mandatory informing the landowner or, as the case may be, the central or local public administration authority empowered with administration powers in the field of public property about the intention to initiate design works.	Fully consistent; forms SEP's legal foundation for early consultation, need meaningful consultation with affected communities.
Government Decision No. 1467/2016 on public access to environmental information	Sets out detailed procedures for dissemination of environmental information.	Complements SEP's disclosure plan and web posting requirements.
Administrative Code of Republic of Moldova, No.116/2018	Establishes procedure for consideration of petitions of the RM citizens addressed to the relevant authorities/bodies for the purpose of ensuring protection of petitioners' rights and legitimate interests.	A GRM is project-level, easily accessible to all stakeholders, including vulnerable groups (rural communities, elderly people, low-income households). Complaints can be submitted verbally, in writing, online, by phone, or through community representatives, unlike administrative petitions which often require formal written submissions and legal knowledge

Table 3-3: Overview of the relevant national legislation

While Moldovan legislation provides a legal basis for access to information and public participation, it does not fully meet the requirements of EBRD PR10 for a Category A/B road project. Significant gaps exist in relation to project-

level stakeholder engagement, early and continuous consultation, identification of vulnerable groups, structured information disclosure, and establishment of a project-specific grievance mechanism. Full compliance with PR10 therefore requires the implementation of additional, project-specific engagement instruments beyond national legal requirements.

Issues	EBRD PR 10	Moldovan Framework	GAP/Action
“Project-level system” vs “authority-led procedures”	Requires the client to run a continuous engagement system (SEP + updates) throughout the project lifecycle.	Laws mainly regulate what public authorities must do (decision transparency, EIA consultations, access to official information)	Compliance with EIA/public consultation can still fall short of PR10 unless the client implements an SEP and ongoing engagement beyond permitting.
Stakeholder identification & vulnerability analysis	Explicit stakeholder mapping, including disadvantaged/vulnerable groups, tailored methods, and barrier removal (language, disability access, etc.)	Transparency/EIA rules enable participation but are generally procedural and do not always require a structured vulnerability/barrier assessment at project level.	Need a PR10-style stakeholder database, vulnerability screening, differentiated engagement
Early engagement (before decisions are “locked in”)	Engagement begins at the earliest planning stage and continues.	EIA consultation is often strongest once EIA documentation exists; Law 239/2008 supports consultation on draft decisions by authorities, but timing/quality can vary by process.	PR10 expects pre-ESA early-stage dialogue and iterative design feedback loops.
Disclosure standards (content + accessibility)	Disclosure must be timely, understandable, accessible, and proportionate to risk; expects non-technical summaries and ongoing updates.	Law 148/2023 strengthens access and proactive transparency obligations, but it is a right-to-request / public-information regime, not a guarantee of PR10-style project packages (SEP, ESAP updates, monitoring summaries, etc.)	PR10 requires a curated project disclosure package (Non-Technical Summary (NTS), SEP, Construction schedule & impacts, Land acquisition principles, GRM procedures, periodic monitoring updates), not just compliance with access-to-information rules.
Grievance mechanism (project GRM) vs administrative petitions	Requires a project-level grievance mechanism that is accessible, culturally appropriate, allows anonymous complaints (where appropriate), has clear timelines, tracking, escalation, feedback, and does not block judicial/administrative remedies. GRM covers Construction impacts, Contractor behaviour, Land access, Safety concerns	Administrative Code of Republic of Moldova, No.116/2018 provides for petitions to public bodies, but it is not designed as a project GRM with site-level intake, contractor grievances, worker/community channels, tracking analytics, and learning loops.	Petitions are not PR10 GRM. EBRD expects a dedicated, resourced, documented GRM run by the client/contractors.
Reporting back Key concerns identified, mitigation measures adopted and monitoring of engagement effectiveness	Requires reporting to stakeholders, documenting consultation outcomes, and adjusting engagement based on effectiveness and changing risks.	EIA rules require public information/consultation steps, but do not always require ongoing disclosure of implementation performance post-approval (unless tied to permit conditions)	PR10 expects continuous feedback + monitoring indicators (e.g., grievances trends, meeting coverage, vulnerable group reach)
Coverage beyond “environmental public participation”	Covers not only environment—also social issues, land acquisition/resettlement interfaces, community health & safety, labor influx, contractor conduct, etc.	EIA participation focuses on environmental impacts; transparency law addresses decision-making generally, but PR10’s scope is broader and integrated.	Need integrated engagement on E&S topics well beyond statutory EIA.
Meaningful consultation	Two-way dialogue, documentation of concerns,	Public hearings and written comments, no obligation to show	Need consultation with ongoing stakeholder feedback mechanism

Issues	EBRD PR 10	Moldovan Framework	GAP/Action
	feedback on how comments influenced decisions	key concerns identified and mitigation measures adopted.	
Construction phase & contractors	Engagement continues during construction; Contractors must comply with SEP and GRM Community safety and traffic management are engagement topics.	Contractor obligations mainly technical, Stakeholder engagement rarely included in contracts	Need meaningful integration of contractors into engagement system

Table 3-4: Summary Gap - Moldovan Legislation vs EBRD PR10

Implementing steps to close gaps (PR10-compliant measures)

1. **Prepare/maintain a Stakeholder Engagement Plan (SEP)** aligned to PR10: stakeholder mapping, methods by group, schedule, responsibilities, disclosure plan, and monitoring KPIs.
2. **Create a PR10 disclosure package** (minimum): non-technical summary (NTS), SEP, GRM procedure, key risks/mitigation, construction schedule impacts, contact points, periodic updates.
3. **Implement a project-level GRM** (not only petitions): Multiple channels (in-person/site, phone, email, web form), clear timelines, registry, escalation, close-out confirmation, analytics.
4. **Integrate statutory consultations** (based on national law) into SEP rather than treating them as “the whole engagement”.
5. **Design for vulnerable groups** (PR10 lens): targeted outreach, accessible venues, translation, disability access, trusted intermediaries, separate focus groups where needed.
6. **Report back routinely** (key concerns identified, mitigation measures adopted), and publish engagement summaries and grievance statistics (while protecting personal data).
7. **Insert SEP & GRM obligations into Works contracts**, including: Community liaison officer, toolbox talks on community relations, Incident reporting

3.2.2 EBRD Requirements

Under Performance Requirement 10 (PR10), for Category B projects, EBRD clients are required to:

- Identify project-affected stakeholders and implement a proportionate stakeholder engagement process, appropriate to the nature, scale, and potential impacts of the project;
- Disclose relevant environmental and social information in a timely and accessible manner, commensurate with the project’s risk profile;
- Undertake targeted consultations with affected communities and other interested parties, without the requirement for formal scoping or extended disclosure periods as in Category B projects;
- Establish and maintain a Grievance Mechanism that is accessible, transparent, and responsive to stakeholder concerns;
- Maintain records of stakeholder engagement activities and report on key issues raised and how they have been addressed, in line with the project’s level of risk and impacts.

3.2.3 International Conventions

- **Aarhus Convention (1998)** – guarantees access to environmental information, public participation, and access to justice. The Republic of Moldova is a Party to the Aarhus Convention, and its provisions are

directly relevant to the ESA process and stakeholder engagement for the R7 Project. For Lots 1–4 the Convention:

1. Guarantees access to environmental information The ESA disclosure package (NTS, ESAP, SEP, LARF) must be made publicly available in an accessible manner.

Information must be provided before decisions are made, ensuring that affected communities can meaningfully understand project impacts.

Requires proactive disclosure on: air quality, noise, vibration, soil, biodiversity, community health & safety findings, land acquisition and access restrictions.

2. Ensures meaningful public participation Public consultations must be early, effective, and inclusive, especially for vulnerable groups (elderly, women, low-income households, informal land users, minority communities if present).

The Project's Stakeholder Engagement Plan (SEP) operationalizes Aarhus principles: early meetings, public disclosure events in each district, accessible information boards, web, social media announcements, ability for citizens to submit written comments during the life-project period.

3. Provides access to justice in environmental matters Members of the public who believe their rights have been violated (e.g., inadequate disclosure, unaddressed land impacts, environmental degradation) have the right to submit complaints to: the Project grievance mechanism (GRM), national administrative bodies, courts, according to the Administrative Code and PR10/ESR10. This strengthens transparency and accountability for the road authority and contractors. Aarhus ensures the ESA for R7 Lots 1–6 is: publicly available, participatory, transparent, rights-based.

- **Espoo Convention (1991)** – requires transboundary notification and consultation; relevant for the Costești-Stîncă border area (Lot3). While much of the R7 alignment is inland, Lot 3 lies in a border zone between Moldova and Romania (EU), which activates Espoo provisions when a project may cause transboundary impacts.

1. Transboundary notification obligations. International border relevant to the project is defined by river corridors with the Prut River forming the boundary with Romania at the Costești–Stîncă crossing. This crossing point is established and operate on the basis of bilateral interstate agreements between the Republic of Moldova and the Romania. The project may still give rise to transboundary considerations, including potential changes in traffic volumes at border crossing point; noise and vibration affecting settlements across the border; air emissions and dust dispersion; and potential impacts on shared water bodies and associated ecosystems. This includes the Prut wetland system, **Natura 2000** sites in Romania, which is of high ecological importance and subject to conservation measures at national and transboundary level.

In this context, the Republic of Moldova close cooperate with Romania about the project, including the scope of rehabilitation works, potential transboundary risks, anticipated traffic changes, and proposed mitigation measures.

2. Opportunity for neighbouring states to comment Romania: review the ESA conclusions, request clarification on cross-border impacts, participate in transboundary consultations (often done through ministries, not local events). For Lots 1–4, located far from the border, indirect impacts do not typically trigger Espoo requirements. However, traffic redistributed to the northern border crossings may still be noted, even if no formal notification is necessary. In practical terms, for R7 Lot 3 the Espoo Convention ensures: cross-border transparency, protection of shared environmental receptors (Prut ecosystems), alignment with EU neighbouring procedures for significant

infrastructure projects.

3.3 Stakeholder Identification and Mapping

Stakeholder engagement is essential for ensuring that the R7 Road Tranche 1 Project reflects community needs and manages potential environmental and social impacts effectively.

This section identifies the parties affected by or interested in the Project and explains how they were identified.

Stakeholder identification, analysis, and mapping were conducted using a combined desk review and participatory validation workshop on 29th of August 2025 in a meeting organized with the National Road Administration.

3.3.1 Methodology

Stakeholders were identified through:

- Review of project design documents, previous feasibility studies, and media search;
- Consultation with NRA, MIDR, local authorities, and the consultation with the other consultant responsible for the review of the technical design at early stage of ESA;
- Field reconnaissance (site visits) and analysis of socio-economic data within the Area of Influence;
- Public consultation with communities and baseline data collection;
- Preparation of an interest–influence matrix to determine engagement priority.

This process follows EBRD PR10 and the approach outlined in the *EBRD Guidance Note on Stakeholder Engagement (2012)* and *EBRD Guidance Note on Information Disclosure and Stakeholder Engagement (2023)*.

The stakeholder list is a living document and will be reviewed and updated throughout the ESA, construction, and operation phases.

Categories of Stakeholders	Role	Level of Analysis (high, medium, low)	
		Interest	Influence
I Affected parties			
MIDR, NRA/PIU	Lead institutions responsible for planning, implementation, supervision, procurement, coordination with financiers, and ensuring compliance with national legislation and EBRD requirements.	H	H
LPA (Local Public Administration) (Mayors, Local Councils)	LPAs administer the territories where construction impacts occur (noise, dust, detours, access restrictions). They face increased administrative workload during land acquisition, grievance management, and community coordination. Local infrastructure under LPA responsibility (local roads, bus stops, utilities) may be temporarily affected or require adjustments. LPAs must respond to citizen concerns and ensure continuity of local services during construction.	H	H
Directly affected by Project parties (by land acquisition, changes to access etc.)	Provide land access, receive compensation, report impacts on property or livelihoods; critical for timely land acquisition, access management, and ensuring socially acceptable solutions.	H	M
Businesses located in the project area (roadside shops, services, industries)	May experience temporary access restrictions or loss of visibility; beneficiaries of improved connectivity after construction; important in discussing phasing, detours, and business continuity.	H	M
The residents of communities	Main users of the road; provide inputs on safety, access, noise, dust; help identify vulnerable groups and informal	H	M

Categories of Stakeholders	Role	Level of Analysis (high, medium, low)	
		Interest	Influence
	access routes; essential in social baseline and Community Health and Safety assessment.		
Transport Operators (public transport, freight, taxis)	Important in traffic management planning	H	M
II Interested Parties			
CBP (Cross Border Point Costești-Stinca for Lo 3, Customs Services)	Ensure continuity of cross-border mobility, coordinate customs flows and security; key for regional connectivity and logistics planning.	H	M
Ministry of Internal Affairs, Ministry of Environment, Ministry of Health	Issue authorisations and permits; oversee compliance with environmental, public safety, and health standards; participate in emergency response and monitoring.	H	H
LPA (Local Public Administration)	LPAs act as key partners for information dissemination and organisation of public consultations. They represent community interests and facilitate communication between residents and the Project. LPAs provide essential local knowledge for design optimisation, RSA updates, and land-use planning. They coordinate with central authorities and contractors on permits, safety, utilities, and traffic management. Project outcomes benefit LPAs through improved mobility, safety, and economic development opportunities.	H	H
Project Designers/Engineering Teams	Prepare designs, incorporate RSA and ESA recommendations, optimise junctions, drainage, and safety facilities.	H	M
National & Local Specialised Authorities (Environment Agency, Public Health Centre, Forest Agency, Water Authorities, Police Inspectorate)	Provide approvals, technical oversight, monitoring, environmental and health inspections, and ensure compliance with sector-specific regulations.	H	M
Mass media and CSOs	Communicate project information, increase transparency, provide public oversight, raise community concerns, support environmental/social monitoring.	M	M
Consultants and Contractors	Implement works, mitigation measures, OHS, CHS, traffic management, environmental compliance, community liaison.	H	M
III Vulnerable Groups			
Women and female-headed households	High exposure to access restrictions, safety risks, transport reliability; essential for inclusive consultations.	H	L
Elderly persons	Sensitive to noise, vibration, reduced mobility, changes in access to health and social services.	H	L
Persons with disabilities	Require safe crossings, accessible transport, clear signage, and uninterrupted access to services.	H	L
Low-income or unemployed households	Higher vulnerability to disruptions in public transport, informal livelihoods, and increased travel costs.	H	L
Ethnic or linguistic minorities (Roma, Russian speakers)	May face linguistic barriers during consultations; require tailored engagement strategies.	H	L
Children, students, at home and at education facilities	Sensitive to air/noise impacts and road safety risks; priority group for Community Health and Safety measures around schools and bus stops.	H	L

Table 3-5: Analysis and Prioritization of Stakeholder Groups based on Level of Interest and Influence

3.3.2 Internal and External Stakeholders

- Internal stakeholders – institutions directly responsible for project preparation and implementation (MIDR, NRA, contractors, consultants, supervising engineers).
- External stakeholders – individuals, groups, or organisations affected by or interested in the Project, including communities, LPAs, NGOs, media, and businesses.

3.3.3 Stakeholder Categories

The following table summarises the main categories of Project-Affected Parties (PAP), Interested Parties and Implementation Stakeholders, potential impacts, and risks of exclusion from engagement.

Stakeholder Group	Potential impacts / Interests	Risk of exclusion or engagement risk
Residents of settlements along R7 corridor	Temporary disturbance (noise, dust, restricted access); improved connectivity post-construction	Limited access to information; language or mobility barriers
Road Users (drivers, public transport operators, commuters, Freight transport operators)	Temporary traffic delays, detours, reduced speed limits, and safety risks during construction, improved travel time, safer road geometry, upgraded junctions, and enhanced connectivity in operation phase	Insufficient or delayed communication on traffic restrictions, detours, and road closures, operational disruptions, limit reporting of safety concerns
Landowners and farmers	Temporary and permanent land occupation or damage to crops; access disruption	Delayed or unclear compensation information
Businesses and roadside enterprises	Reduced access or visibility during works; increased traffic post-completion	Inadequate notification of construction phasing
Vulnerable groups (women, elderly, low-income, disabled, minorities, children)	Disproportionate access or safety risks; exclusion from decision-making	Low participation due to physical, linguistic or economic barriers
Local Public Authorities (LPAs)	Oversight of community interests; coordination with NRA and contractors	Overload of administrative responsibilities; inconsistent communication
Regional / District representatives (police, environment, forest, roads, public health, etc.)	Local agencies and services will conduct external monitoring of the project's implementation to ensure its compliance with local legislation and requirements.	Limited coordination and inconsistent engagement among local agencies, which may lead to gaps or overlaps in external monitoring, delayed information sharing, and uneven enforcement of legal requirements
Educational & health institutions	Noise, dust, or restricted access for pupils and patients	Not targeted in consultation schedules
Ministry of Environment, Ministry of Health, Ministry of Internal Affairs	External monitoring will be conducted to ensure compliance with legislative requirements and standards. This includes the issuance of permits and licenses for activities that require them.	Delayed or limited technical engagement, insufficient integration of public health considerations, incomplete coordination on traffic safety and emergency response
Utility & emergency services	Service interruptions, limited access for emergency response	Lack of coordination in works planning
Contractors / Workers	Interaction with local residents; workplace safety	Poor communication or overlapping responsibilities
Civil society & NGOs	Monitoring environmental and social performance; advocacy for transparency	Insufficient engagement or information flow

Stakeholder Group	Potential impacts / Interests	Risk of exclusion or engagement risk
Media & local press	Dissemination of public information and alerts	Inconsistent or delayed updates
National Road Administration	Project Implementation Unit	Insufficient coordination and timely engagement with affected communities and institutions, where high workload, limited staffing, or competing project priorities may reduce the PIU's ability to provide consistent information, address grievances promptly, and ensure inclusive participation in decision-making
Government of the Republic of Moldova, Ministry of Infrastructure and Regional Development	Attracting investments to modernize the road network and improve logistical capabilities in the Republic of Moldova through the modernization of existing infrastructure and the creation of new transportation corridors.	Limited high-level coordination and slow decision-making, where competing national priorities or administrative delays may affect timely approval of project requirements, land acquisition decisions, and policy-level support for stakeholder engagement
Donors / Financiers (EBRD, EU Delegation)	Project compliance, visibility, and reputation	Limited timely reporting of social issues

Table 3-6: Overview of stakeholder groups

*Note: Detailed stakeholders register and contact data are provided in **Annex B – Stakeholder Register and Contacts***

3.3.4 Integration with the Project Cycle

Stakeholder engagement is integrated into key decision-making points (Project stage – Project Design, ESA elaboration, Project Implementation - construction, operation) as detailed in the Figure 3-2. Consultation will be adapted to each phase's objectives, ensuring that feedback from communities and institutions informs design and management measures.

Under EBRD PR10 (ESP 2019) and Guidance Notes (2012, 2023), the main approach on stakeholder engagement is meaningful consultation which represent a two-way, inclusive and ongoing process through which project stakeholders — especially those affected by the project — are provided with timely, relevant, understandable and accessible information and are given genuine opportunities to express their views and concerns. It requires that consultation is free from coercion, intimidation and retaliation, is proportionate to the project's environmental and social risks and impacts, and is tailored to the needs of different stakeholder groups, including vulnerable and disadvantaged people. Crucially, meaningful consultation goes beyond formal disclosure or public hearings: it ensures that stakeholder feedback is actively considered and integrated into project planning, design, mitigation measures and decision-making throughout the project life cycle, with clear feedback provided on how stakeholder inputs have influenced outcomes.

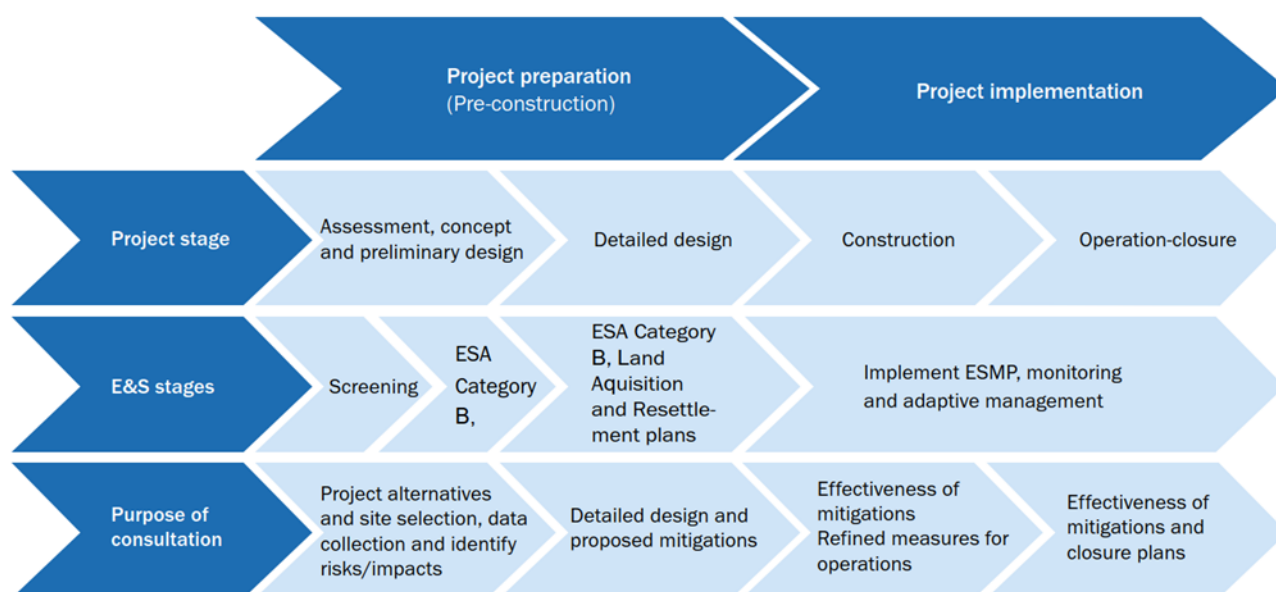


Figure 3-4: Stakeholder engagement during the project cycle

3.3.5 Methods of Consultation during the entire project lifecycle

Engagement methods will be tailored to the stakeholder group and stage:

Engagement Methods	Purpose/Description
Electronic publications	On-line publications as announcements, invitation to public consultations (publication 10 days earlier before consultations) are available on web-platforms of lead stakeholders, NRA/PIU and LPA (Local Public Administration) and social platforms as Facebook/Viber to assure a more transparent communication with communities. The links to on-line publications of stakeholders used in early stakeholder engagement and during public consultations are included in SEP.
Media releases	The press and media outlets used will raise awareness of the availability of the above documents during each stage of the Project, including links to the PIU's website where the documents will be available electronically. The press and media outlets shall also be used to inform people where physical copies of the documents are, so that they can comment on them, and also physically attend meeting venues when these are organized and the actual date, time and location is known.
Public meetings and hearings	The disclosure of information should support consultation. Consultation is a two-way process of dialogue between the Project implementation team and its stakeholders. These consultations will be held at least twice per year during lifecycle of the Project and provide opportunity for all citizens to raise issues with NRA/PIU. NRA/PIU will also request communities' feedback on how to make consultations more effective into implementation. The results of such consultations will be documented, agreed with community leaders, and posted on NRA/PIU website.
Workshops	The workshops with experts will be held to consult the revision and development of designs during the preconstruction, construction and operational phase. Also, several workshops with citizen/stakeholders will be carried out. The main topics of these workshops will be the ways of information and awareness of stakeholders on project benefits, established implementation procedure, timing for project implementation, GRM. Other topics relevant for these workshops will be identified during project implementation.
FGD (focus group discussions)	FGDs help identify local concerns, expectations, site-specific risks, and opportunities, ensuring that the ESA integrates community knowledge, vulnerabilities, and context-specific mitigation measures. Detailed Focus Group Discussions with communities are presented in ANNEX G .
Key informant interviews	Targeted stakeholder engagement method to gather expert, experience-based insights from individuals with in-depth knowledge of local conditions, institutional processes, and potential project impacts. They support scoping and impact assessment by providing qualitative information on environmental, social, land-use, health, and governance issues, helping to identify risks, refine mitigation measures, and complement data from surveys and public consultations.
Social Baseline/Land use and Resettlement Questionnaire	Document the socio-economic conditions of households, existing land use patterns, and the presence of any formal or informal land rights. It helps identify potentially affected people, understand livelihood dependencies, and establish the reference point for assessing project impacts, eligibility for compensation, and future resettlement or livelihood restoration measures. Presented in ANNEX A
Leaflets/Informative Notes	Leaflets with information that might present more interest for affected parties, such as the benefits of proposed investments, will be developed and distributed in the meetings/ public consultations/ public institutions (LPA, FGD etc.). The leaflets available in Romanian/ Russian languages. ANNEX C

Engagement Methods	Purpose/Description
Information Boards	Using Information Boards of LPA. On these information boards will be placed the information related to the Project, relevant for every phase of Project implementation.
Letters	The letters will be an instrument used in order to facilitate the Project implementation process through good collaboration between the implementing entities and other stakeholders.
Reports	The reports will be used to monitor the Project implementation and to keep informed the main stakeholders of the Project.
E-mails	To facilitate communication between implementing entities
GRM	GRM will be established in line with the EBRD's PR10 requirements. A dedicated grievance mechanism will be set up for the Project. The stakeholders will be able to raise grievances anonymously by phone or online using the PIU's on-line GRM form.
Grievance Log	Where grievances, including those delivered through the online platform, are registered (including grievance delivered by letter mail or in writing) and maintained, followed up and resolved through a database.

Table 3-7: Overview of the engagement methods

3.4 Vulnerable or Disadvantage Groups

In the context of the ESA and in accordance with the EBRD Environmental and Social Policy (2019), vulnerability refers to the reduced ability of an individual, household, or community to anticipate, cope with, resist, or recover from the adverse impacts of a project. Vulnerable groups are those who may experience disproportionate or differential effects during project planning, construction, or operation because of their social status, economic condition, health, age, gender, disability, geographic isolation, or other context-specific factors.

Vulnerability is therefore context-dependent and may vary across the R 7 corridor depending on local demographic characteristics, access to services, land dependence, income levels, and exposure to environmental and health risks.

In Moldova, vulnerable groups are identified through multiple national policies, statistical instruments and social protection frameworks, including the National Social Protection Strategy, Law on Social Assistance, Household Budget Survey data, and district-level social service records.

Nationally recognised vulnerable groups typically include: **Elderly persons**, particularly those living alone or in rural isolated households, **Women-headed households and women at risk of GBVH**, **Low-income households**, including those dependent on social allowances, **Children, including preschool and school-aged children**, **People with disabilities or chronic health conditions**, **Large households (5+ persons)** with limited income stability, **Roma or minority groups**, where present (identified through voluntary self-affiliation), **Migrant or remittance-dependent households**, **Households without secure tenure** or informal land users.

3.1.1. Identification method

Vulnerable groups were identified through review of demographic data from LPAs (Local Socio-Economic Development Strategies developed by each community), from the conducted primary data collection - **ANNEX G**, information provided by social assistants, and field observations during site visits. Criteria included gender, age, disability, income, ethnic or linguistic status, and geographic isolation. This approach follows the methodology outlined in EBRD Guidance Note (2012) § 3.3 – Identifying and Engaging Vulnerable Groups.

3.1.2. Vulnerable groups identified and tailored engagement measures

Group	Specific concerns / Potential impacts	Tailored engagement measures
Women and female-headed households	May face safety and mobility risks during construction; limited representation in decision-making	Targeted invitations to meetings; ensure female facilitators and timing compatible with household duties
Elderly persons	Reduced mobility; difficulty accessing information or venues	Use local noticeboards, home visits, and LPA outreach; provide seating/transport to events
Persons with disabilities	Physical access limitations to consultation sites; safety risks at crossings	Ensure barrier-free venues; coordinate with social workers
Low-income or unemployed households	Greater sensitivity to temporary access or income disruption	Deliver information via social assistants; highlight local employment opportunities
Ethnic or linguistic minorities (Gagauz, Roma, Russian speakers)	Language barriers and low trust in institutions	Provide translated materials (RO/RU) and bilingual facilitators; engage community leaders
Children, students, at home and at education facilities	Safety risks from construction traffic near schools	Coordinate awareness sessions with teachers and LPAs

Table 3-8: Overview of the identified vulnerable groups

3.1.3. Meaningful Consultation with vulnerable groups

Findings from this section are integrated into the Engagement Plan and Monitoring Framework to ensure equal participation and follow-up of vulnerable groups during all project phases.

Group	Activity
Vulnerability in the context of planning stakeholder consultation and disclosure activities	
Young people below the age of 18 who may: (1) undertake high-risk activities that older people are less likely to do, such as trying to enter areas where construction works are ongoing; and (2) have a poor understanding of road safety risks and need assistance from adults when crossing roads or walking near to sections of busy roads.	Direct engagement in the schools or administration of the schools from localities which are crossed by R7 route or very close to R7 route (Lot 1-4), prior to the start of construction, to discuss the construction risks during construction, and road safety risks during operations. To be mentioned, that since in some villages schools are closed, due to low number of children in the locality and it became unfeasible to maintain school infrastructure, children are daily transported to the closest vicinity schools from bigger villages.
People with poor health, disabled people including wheelchair users, people who are deaf and/or have a visual impairment and people with reduced mobility who may not be able, or willing, to attend public consultation events.	Engagement through NGOs, civil society groups that focus on the needs of people with additional mobility needs. Vulnerable households are registered and are under supervision of social workers, who are town hall employees and responsible for communication with vulnerable people, to ensure that all household members are aware of the Project, community health and safety risks during construction, and to discuss other topics that are of concern to them.
Ethnic or linguistic minorities (Gagauz, Roma, Russian speakers)	Consultations will be held in accessible, bilingual formats (Romanian / Russian)
Vulnerability in the context of resettlement	
Women and female-headed households	Women and female-headed households identified during RAP surveys and engaged through household-level visits, women-only focus groups, and tailored outreach supported by LPAs and social workers.
Elderly persons	Elderly persons identified during RAP surveys and engaged through household-level consultations, home visits, and small accessible meetings facilitated by LPAs and social workers.
Low-income or unemployed households	Low-income or unemployed households identified during RAP surveys and engaged through household-level visits, door-to-door outreach, and targeted micro-consultations coordinated with LPAs and social workers.
Persons with disabilities	Persons with disabilities identified during RAP surveys and engaged through household-level consultations, accessible one-on-one

Group	Activity
	meetings, and coordinated support from LPAs, social workers, and relevant NGOs.

Table 3-9: Activities to ensure the participation of different groups

3.5 Stakeholder Engagement

This section provides an overview of the stakeholder engagement and information disclosure activities undertaken throughout the development of the R7 Road Rehabilitation Project, beginning with the earliest feasibility studies and continuing through the Environmental and Social Assessment (ESA) process. It summarises the sequence of consultations, communications, and participatory mechanisms applied over time, outlining how stakeholder inputs have informed project design, mitigation planning, and decision-making. The chapter also highlights the evolution of engagement practices, the tools used to ensure transparency, and the alignment of all activities with national legislation and the requirements of EBRD Performance Requirement 10 (PR10).

3.5.1 Historic Engagement – Feasibility Study

Previous Public Consultations and Disclosure activities

The purpose of this section is to provide a summary of the historical consultation and information disclosure activities that has taken place to support the project, prior to the involvement of the Consultants.

Detailed Designs for Lot 1-3 were elaborated in 2021-2022. Stakeholder engagement referred only to Specialized Agencies and Local Public Administration regarding the permits, evaluation and collaboration in DD elaboration. Meaningful public consultation with community was not conducted.

Feasibility Study and Detailed Design for Lot 4 was elaborated in 2024. Stakeholder engagement referred only to Specialized Agencies and Local Public Administration regarding the permits, evaluation and collaboration in DD elaboration. Meaningful public consultation with community was not conducted.

Environmental Permits 18/1025/2024 from 21th of October 2024 for **Lot 4** were issued by Environmental Agency for development for the project design based on preliminary impact assessment questionnaire/request. For Lot 1-3 in DD is dedicated separate chapter for environment and social assessment. Project solutions, in accordance with the "Environmental Protection" chapter, were developed following the requirements of CP D.02.30:2023 "Regulations for Environmental Protection in Road Design, Construction, Modernization, Rehabilitation, and Maintenance Activities" and the relevant sections of NCM D.02.01:2024 - Public Road Design and other standards, which contain environmental protection requirements. All Environment Permits are available on web platforms of the Environmental Agency and Beneficiaries, and these requests the mandatory public consultation with stakeholders and affected communities.⁴

These past activities established the initial stakeholder base for Lot 1-4, and further steps for approach on meaningful stakeholder engagement related to actual SEP.

3.5.2 Early Stakeholder Engagement

The methodology applied for early stakeholder engagement was informed by a comprehensive assessment of contextual factors most relevant to affected and interested parties. The approach considered the current level of

⁴ <https://www.andsa.md/acorduri-de-mediul/>

advancement of the Detailed Design, the status of environmental permitting processes, the national land acquisition framework and its implementation progress, category of the road (express road), as well as the degree and intensity of community interactions observed along Lots 1–4. These elements collectively shaped the identification of priority topics, stakeholder groups, and the required depth and timing of engagement activities.

For Category B projects, stakeholder engagement should be carried out as part of the environmental and social assessment (ESA) process, ensuring that affected communities are informed and provided with opportunities to express their views. The level and form of consultation should be proportionate to the nature, scale, and potential impacts of the Project.

The conducted early-stage stakeholder engagement for the R7 Tranche 1 corridor set out to identify who is affected or interested, capture location-specific concerns, and refine the depth of public consultations and baseline data collection. Stakeholders were mapped through an internal workshop on 29th of August 2025 with NRA against two dimensions—degree of impact and level of interest—and grouped as: national ministries and agencies; regional and district authorities; municipal administrations; project-affected communities (residents, landowners, businesses); workers and labour representatives; potential suppliers and contractors; civil society and thematic NGOs; and local press and online media. Detailed Stakeholder Register and Contacts are presented in **ANNEX B**. Consultation meetings were conducted as ongoing process of early stakeholder engagement in August - September 2025 and subsequent identification October 2025.

The Methods used for R7 Engagement following *EBRD Guidance Note Information Disclosure and Stakeholder Engagement 2023* are detailed below.

Information Disclosure Tools

Announcements were posted by the National Road Administration and by district and local authorities across their websites and social media. Given the prevalence of community Viber and Facebook groups, local administrations also used these channels to reach residents quickly and collect feedback. Where online presence is limited, notices were displayed physically at mayoralty buildings. This multi-channel approach improved reach and ensured that even small or remote communities were aware of the project, upcoming consultations, and the route for questions or complaints. The **A4 Leaflet** used in early stage is presented in **ANNEX D – Early Stakeholder Engagement Detailed Record**.

Lots (1-4)	Stakeholder	Published Announcement (on-line, in front of the mayoralty)
1-4	National Road Administration	https://www.andsa.md/featured/anunt-cu-privire-la-lansarea-proiectului-de-evaluare-impactului-de-mediu-social-si-siguranta-rutiera-pe-traseul-r7-r14-drochia-costesti-frontiera-cu-romania-si-r14-1-soroca-frontiera-cu-ucraina/
1,2,4	District Council Drochia	https://drochia.md/anunt-cu-privire-la-lansarea-proiectului-de-evaluare-a-impactului-de-mediu-social-si-siguranta-rutiera-pe-traseul-r7-r14-drochia-costesti-frontiera-cu-romania-si-r14-1-soroca/
3	District Council Rîșcani	https://consiliulriscani.md/?pag=news&tip=anunturi&opa=view&id=2695
1	District Council Soroca	https://www.facebook.com/share/169JhQGhT6/?mibextid=wwXlfr www.soroca.org.md
1	Șolcani Village	https://www.facebook.com/primaria.solcani/
1	Zgurita Village	https://www.facebook.com/primariazgurita.rnuldrochia/
1	Chetrosu Village	www.primariachetrosudrochia.info , https://www.facebook.com/share/1Vs2XCcnYq/?mibextid=wwXlfr
2,4	Tarigrad village	www.tarigrad.sat.md , https://www.facebook.com/share/175pGZAwgF/?mibextid=wwXlfr
2	Nicoreni village	https://www.facebook.com/share/1ar5ZWYxhu/?mibextid=wwXlfr

Lots (1-4)	Stakeholder	Published Announcement (on-line, in front of the mayoralty)
2,3	Rîșcani City	www.riscani.info https://www.facebook.com/share/1A5aRk6A4u/?mibextid=wwXlfr
3	Pîrjota Village	https://www.facebook.com/share/1PQNLZ5THi/?mibextid=wwXlfr
3	Hiliuți village	https://www.facebook.com/share/1YmWKn6BSU/?mibextid=wwXlfr
3	Șaptebani village	https://www.facebook.com/share/g/16vnMfFLWF/?mibextid=wwXlfr
3	Gălășeni village	https://www.facebook.com/share/g/16NKSSStHkw/?mibextid=wwXlfr
3	Petrușeni village	https://www.facebook.com/share/g/17k4yJmii1/?mibextid=wwXlfr
3	Costești village	www.primariacostesti.md
4	Miciurin village	https://www.facebook.com/share/g/17VH5sV56k/?mibextid=wwXlfr
1-4	Observatorul de Nord – local press	https://observatorul.md/evaluare-impact-mediu-traseul-r7/

Table 3-10: Overview of the published announcement

Information boards in villages from Aol of the Project, especially in front or inside mayoralty buildings are useful and familiar for providing regular updates, notifications and contact or grievance mechanism details to local communities, particularly where information boards are already an established means of information dissemination



Figure 3-5: Examples of publication on information boards

In-person meetings with Key Stakeholders and representatives of the villages per Lot 1-4

Date	Locality / Stakeholder Engaged	Feedback/Concerns/Issues
14.08.2025	Lot 2-3 District Council Rîșcani, Department of Roads	Dust, noise, biodiversity impacts, Safety and access management, cross-cutting impacts, construction impacts Representatives of the District mentioned Duruitoarea stone quarry from Costesti as an existential negative impact because the adjacent road which switch with R7 is not rehabilitated and moving trucks from Duruitoarea quarry create a massive dust pollution. It is feasible to analyse this aspect. It is necessary to take into consideration by Technical Due Diligence the ongoing project "Improving water supply and sanitation services in the localities of Păscăuți, Damașcani, Proscureni, Gălășeni, Mălăiești, Hiliuți, Rîșcani district". World Bank project "Security of water supply and sanitation in Moldova". Implemented by the National Office for Regional Local Development (ONDRL) Protected Areas are subject to detailed impact assessment.
14.08.2025	(Lot 1,2,4) District Council Drochia, President	Construction Impacts, Cross-cutting impacts, Land Acquisition Impacts Drochia bypass will have a great positive social impact from road safety perspective, because R7 is the only access and pass through Drochia city with potential noise risk to medical institutions, schools, businesses, residential areas along the route and security of pedestrians as Central Bus Station and Car Market is located along the route. Administration emphasized Sugar Factory Sudzucker which could avoid the city via bypass. Land impacts presented in Section 3.1.
20.10.2025	(Lot 1,2,4) District Council Drochia, consultation with Representatives of: Zgurița village - Mayor	Construction Impacts on local roads, land acquisition, safety and access concerns at junctions and along densely settled frontages, Road Safety, signed and lit junctions with accel/decel lanes Particular danger for pedestrians crossing to the opposite side of the villages

	Chetrosu village - Mayor Nicoreni village - Mayor Drochia city - Mayor Țarigrad village - Mayor Miciurin village - Mayor District Police Inspectorate, Land Department of District Council	was raised. The district pointed to a network of regional strategies (water, waste, transport, climate, public health) that should frame the project's mitigation and monitoring. Communes asked that all accesses be audited for safety, poor night-time visibility can contribute to collisions, and that agricultural machinery movements be explicitly accommodated in design. Local authorities are essential for communication, approvals, and grievance handling, but coordination with national authorities is weak. Land expropriation is the main concern, particularly on Lot 4. Construction traffic may damage local roads and cause safety risks, requiring mitigation and alternative routes. A functional local grievance mechanism exists, with active community and social activist involvement. LPA were informed about project GRM as included in SEP and GRM was printed on leaflets to be presented also in community meetings. Affected land is mainly small agricultural parcels critical to household income, especially for retirees. Contractors will face local resource constraints (water, waste management) and must coordinate closely with mayors.
21.10.2025	National Road Administration meeting with consultants	The National Road Administration (NRA) does not have a fully integrated ESHS management system aligned with ISO 14001 or EU standards, relying instead on standalone policies and procedures governed primarily by national legislation. Institutional capacity for ESHS management exists but is limited, with a small dedicated E&S team responsible for both oversight and on-site monitoring, which may constrain effectiveness as project volumes increase. ESHS compliance during project implementation is ensured mainly through contractual mechanisms (FIDIC-based contracts, ESMPs, BoQ integration) and supervision by independent engineers combined with periodic NRA inspections. Grievance management is functional but largely informal and locally driven, with escalation to NRA only when issues cannot be resolved at community level, indicating the need for a more centralized and documented system. Land acquisition and resettlement processes are clearly defined in national law, with recent legislative changes strengthening state authority and predictability, although social acceptance challenges remain, particularly for bypass projects.
21.10.2025	MIDR - Ministry of Infrastructure and Regional Development meeting with consultants	National Road Safety Legal Framework and effects on changes occurred in institutional changes of responsibilities from NRA to ANTA regarding Road Safety aspects on R7 and M3 roads.
21.10.2025	ANTA – National Road Transport Agency meeting with consultants	National Road Safety Legal Framework and effects on changes occurred in institutional changes of responsibilities from NRA to ANTA regarding Road Safety aspects on R7 and M3 roads.

Figure 3-6: Overview of the in-person meetings

Early Stakeholder engagement is described in **ANNEX D** to SEP, including detailed feedback.

Individual in-person with businesses along the roadside: Examples



Figure 3-7: Pictures from in-person meetings with businesses

Site visits and targeted site visits with mayors were conducted as a key engagement method to directly identify social receptors, observe local conditions, identify the principal concerns of residents within the Project's Area of

Influence, and gather context-specific feedback related to the proposed road rehabilitation and new construction works. These visits enabled the Project team to validate community priorities, assess potential impact pathways, and integrate locally informed insights into the ongoing design and planning process.

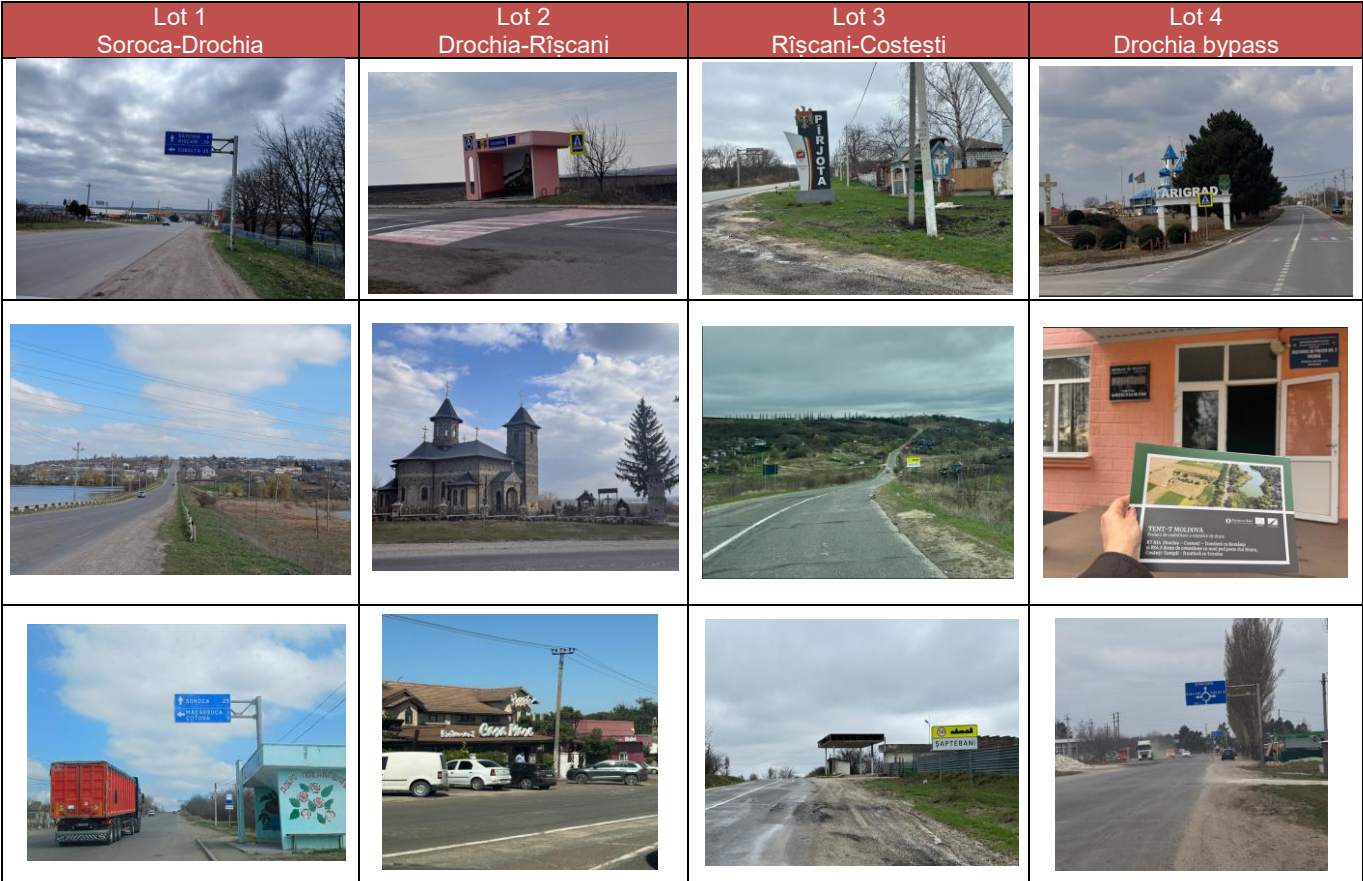


Figure 3-8: On-site visits of the different Lots

Workshops with NRA, ANTA to discuss organization of the road project in terms capacity and capability, policies and management systems in place, current compliance with the EU policies and strategies, future programs. Organization of works for the proposed project (management / oversight of contractors for construction work, management of labour), management of environmental and social impacts, stakeholder engagement and management of grievances (labour, communities), management of land displacement and compensation, past legacies, monitoring, reporting and communication, Road Safety Audits performance.



Figure 3-9: Meetings with the NRA

The engagement also outlined the grievance redress mechanism (GRM) to be operated through the National Road Administration. Core design principles were presented: accessible and free to use; available in Romanian and 30/48

Russian with male and female contact points; accepting anonymous submissions; providing acknowledgement within seven working days; and allowing escalation to independent mediation or the courts at any time. Special provisions were highlighted for land acquisition and resettlement contexts (advance distribution of leaflets before surveys and at valuation disclosure; field presence to explain options; and recording of grievances centrally to allow trend analysis and timely corrective action). The GRM will be tied to contractor complaint logs during construction and integrated with the NRA/PIU reporting system, with periodic public summaries to build confidence in responsiveness.

During the Early Stakeholder Engagement on R7 Road Rehabilitation Project (Lots 1–4), a targeted **media search** was conducted to complement stakeholder identification and understand the public discourse surrounding the project. The review focused on national and local news outlets, official institutional websites (Customs Service, ANDSA, MIRR), EU/CEF communications, and public consultation platforms.

The purpose of this media scan was to: identify **community concerns, expectations, and perceptions**, particularly around the Drochia bypass (Lot 4), adjacent border infrastructure finish Lot 3 to Costești Stâncă; track **ongoing institutional consultations** relevant to road rehabilitation, land needs, and customs infrastructure; identify **projects or initiatives linked to or influencing R7 Lots 1–4**, such as border modernisation, TEN-T extensions, or public procurement plans; provide contextual background to inform the ESA's stakeholder engagement strategy.

A summary of the articles reviewed is presented in the **ANNEX D**.

3.5.3 Public Consultations and Baseline Data Collection

Between 19th of March –1st of April 2026, the Project Implementation Unit (NRA) and ESA consultants conducted a comprehensive stakeholder engagement and baseline socio-economic survey campaign across all settlements within the Area of Influence (AoI) of R7 Lots 1–4. Activities aligned with EBRD Performance Requirement 10 and Moldovan legislation on public consultation and access to information.

Lot	Communities/Key Stakeholders	Engagement and Primary Data Collection	Proposed Type of Engagement	Responsibilities	Link to publication	Participants
All	NRA	19 March- 02 April 2026	Primary Data Collection and Community Engagement	ESA Consultants/NRA	https://www.andsa.md/consultari-publice-anunturi-si-procese-verbale/anun-cu-privire-la-organizarea-consult-rilor-publice-privind-proiectului-de-evaluare-a-impactului-de-mediu-social-i-siguran-tutier-pe-traseul-r7/	On-line Publication
Lot 2,3	Râșcani District villages Pârjota, Hiliuți, Șap tebani Gălășeni, Petrușeni, Costești city	19 th of March 2026 10.00 - 11.00 11.00-12.00	Representatives of Communities meeting, Brochure presentation with Project Information and GRM FGD with Landowners and Businesses	ESA Consultants/NRA	https://consiliulriscani.md/index.php?pag=news&opa=view&id=2794&tip=anunturi&start=&di= https://consiliulriscani.md/index.php?pag=news&opa=view&id=2793&tip=anunturi&start=&di=	Engagement - 19 participants inclusive Mayors from the villages of Râșcani District. FGD with landowners and businesses near R7 – identified 71 businesses (petrol stations, agricultural companies, warehouses, refrigerators, coal

Lot	Communities/Key Stakeholders	Engagement and Primary Data Collection	Proposed Type of Engagement	Responsibilities	Link to publication	Participants
						depot, brick factory, mill, children's holiday camp „Vulturăș,, trade companies, SA „Drumuri Rîșcani,, poultry farm, service companies, customs and CBP Costești Stâncă)
Lot 2,3	Rîșcani city (with village Balanul-Nou and Rămăzan)	19 th of March 2026 14.00-15.00	Community meeting, FGD with businesses near R7 RoW, Baseline survey, FGD with vulnerable group, Brochure presentation with Project Information and GRM	ESA Consultants/NRA	https://www.facebook.com/p/Prim%C4%83ria-R%C3%AE%C5%9Fcani-100064693753274/	Community Engagement - 16 participants FGD with businesses near R7 RoW and FGD with vulnerable group (elderly people, women) Surveyed – 16 residents
Lot 1,2,4	Drochia City	24 th of March 2026 11.00-12.00	Community meeting, FGD with businesses near R7 RoW, FGD with vulnerable people (elderly people, women), Baseline Survey Leaflet presentation with Project Information and GRM	ESA Consultants/NRA	https://www.facebook.com/share/p/1CSSvi4pDt/?mibextid=wwXlfr https://primariadrochia.md/2026/03/23/%f0%9f%97%a3%ef%b8%8f-anunt-privind-organizarea-consultarii-publice/	Community Engagement - 19 participants FGD with businesses near R7 RoW and FGD with vulnerable group (elderly people, women) Surveyed – 17 residents
Lot 2,4	Țarigrad Village	24 th of March 2026 13.00-14.00	Community meeting, FGD with agricultural landowners near new construction (Drochia bypass), Meeting with LPA social assistant and FGD with vulnerable groups, Leaflet presentation with Project Information and GRM, Baseline Survey	ESA Consultants/NRA	https://primariatarigrad.md/2026/03/13/anunt-cu-privire-la-organizarea-consultarilor-publice-privind-proiectului-de-evalua-re-a-impactului-de-medi-u-social-si-siguranta-rutiera-pe-traseul-m7/	Community Engagement - 18 participants FGD with agricultural landowners near new construction (Drochia bypass) and FGD with vulnerable group (elderly people, women) Surveyed – 16 residents
Lot 4	Miciurin Village	24 th of March 2026 13.00-14.00	Community meeting, FGD with agricultural landowners near new construction (Drochia bypass), Meeting with LPA social	ESA Consultants/NRA	https://www.facebook.com/groups/3088207404797575/permalink/4339597612991875/?mibextid=wwXlfr&rdid=fKLOIY8pXe3SxkJ0&share_url=https%3A%2F%2Fwww.facebook.com%2Fshare%2Fp%2F1FrzxosG9d%2F%3Fmibextid%3DwwXlfr#	Community Engagement - 18 participants, FGD with agricultural landowners near new construction (Drochia bypass) and FGD with vulnerable group (elderly people, women) Surveyed –

Lot	Communities/Key Stakeholders	Engagement and Primary Data Collection	Proposed Type of Engagement	Responsibilities	Link to publication	Participants
			assistant and FGD with vulnerable groups, Leaflet presentation with Project Information and GRM, Baseline Survey			16 residents
Lot 2	Nicoreni Village	24 th of March 2026 16.00-17.00	FGD with women, Elderly households' consultation near the road's residential area, Leaflet presentation with Project Information and GRM, Baseline Survey	ESA Consultants/NRA	https://www.facebook.com/share/18ATNvoHAJ/?mibextid=wwXlfr	Community Engagement - 15 participants, FGD with vulnerable group (elderly people, women) Surveyed – 12 residents
Lot 1	Chetrosu Village	27 th of March 2026 11.00-12.00	Community meeting, FGD with businesses near R7 RoW, FGD with vulnerable people (elderly people, women), Baseline Survey Leaflet presentation with Project Information and GRM	ESA Consultants/NRA	https://www.facebook.com/share/p/1CC91v6ehQ/?mibextid=wwXlfr	Community Engagement - 23 participants, FGD with businesses near R7, FGD with vulnerable group (elderly people, women) Surveyed – 25 residents
Lot 1	Zgurița Village	27 th of March 2026 13.00-14.00	Community meeting, KII with LPA social assistant and FGD with vulnerable groups, Baseline Survey, Leaflet presentation with Project Information and GRM	ESA Consultants/NRA	Information board	Community Engagement - 17 participants, FGD with vulnerable group (elderly people, women) Surveyed – 11 residents
Lot 1	Șolcani village (including Cureșnița-Nouă village)	27 th of March 2026 15.00-16.00	Community meeting, FGD with landowners and businesses near R7 RoW, FGD with vulnerable people (elderly people, women), Baseline Survey, Leaflet presentation with Project Information and GRM.	ESA Consultants/NRA	https://www.facebook.com/share/1Ctc2eUSu9/?mibextid=wwXlfr	Community Engagement - 19 participants, FGD with landowners and businesses near R7, FGD with vulnerable group (elderly people, women) Surveyed – 17 residents
Lot 3	Costești commune	1 st of April 2026 11.30 – 12.00	Community meeting, FGD with landowners	ESA Consultants/NRA	www.primariacostesti.md	Community Engagement - 15 participants, FGD with

Lot	Communities/Key Stakeholders	Engagement and Primary Data Collection	Proposed Type of Engagement	Responsibilities	Link to publication	Participants
	(inclusive Pășcăuți, Dămășcani, Duruitoara, Proscureni villages)		and businesses near R7 RoW, FGD with vulnerable people (elderly people, women), Baseline Survey, Leaflet presentation with Project Information and GRM.			landowners and businesses, FGD with vulnerable group (elderly people, women) Surveyed – 15 residents
Lot 3	Petrușeni village	1 st of April 2026 11.30 - 12.00	Community meeting, FGD with landowners and businesses near R7 RoW, FGD with vulnerable people (elderly people, women), Baseline Survey, Leaflet presentation with Project Information and GRM.	ESA Consultants/NRA	https://www.facebook.com/share/g/17k4yJmii1/?mibextid=wwXlfr	Community Engagement - 9 participants, FGD with landowners and businesses, FGD with vulnerable group (elderly people, women) Surveyed – 12 residents
Lot 3	Gălășeni commune (with Mălăiești village)	1 st of April 2026 14.00-14.30	Community meeting, FGD with landowners and businesses near R7 RoW, FGD with vulnerable people (elderly people, women), Baseline Survey, Leaflet presentation with Project Information and GRM.	ESA Consultants/NRA	https://www.facebook.com/share/g/16NKStHkw/?mibextid=wwXlfr	Community Engagement - 19 participants, FGD with landowners and businesses, FGD with vulnerable group (elderly people, women) Surveyed – 16 residents
Lot 3	Șaptebani village	1 st of April 2026 13.00-14.00	Community meeting, FGD with landowners and businesses near R7 RoW, FGD with vulnerable people (elderly people, women), Baseline Survey, Leaflet presentation with Project Information and GRM.	ESA Consultants/NRA	https://www.facebook.com/share/p/1ECrnfvpoo/?mibextid=wwXlfr	Community Engagement - 11 participants, FGD with landowners and businesses, FGD with vulnerable group (elderly people, women) Surveyed – 14 residents
Lot 3	Hiliuți village	1 st of April 2026 14.30 - 15.00	Community meeting, FGD with landowners and businesses near R7 RoW, FGD with vulnerable people (elderly	ESA Consultants/NRA	https://www.facebook.com/share/p/16qctv8Z1m/?mibextid=wwXlfr	Community Engagement - 27 participants, FGD with landowners and businesses, FGD with vulnerable group (elderly people, women) Surveyed –

Lot	Communities/Key Stakeholders	Engagement and Primary Data Collection	Proposed Type of Engagement	Responsibilities	Link to publication	Participants
			people, women), Baseline Survey, Leaflet presentation with Project Information and GRM.			15 residents
Lot 3	Pirjota village	1st of April 2026 15.30 - 16.00	Community meeting, FGD with landowners and businesses near R7 RoW, FGD with vulnerable people (elderly people, women), Baseline Survey, Leaflet presentation with Project Information and GRM.	ESA Consultants/NRA	https://www.facebook.com/share/1PQNLZ5THi/?mibextid=wwXlfr	Community Engagement - 15 participants FGD with landowners and businesses, FGD with vulnerable group (elderly people, women) Surveyed – 12 residents

Table 3-11: Overview of public consultations

Over 280 participants attended community meetings and more than 220 baseline surveys were conducted.

Across all localities, a standardised and multi-modal engagement approach was applied, ensuring inclusiveness and accessibility.

Methods of community engagement and primary data collection: Information Board, Focus Group Discussions, Leaflet presentation with GRM included and detailed explained to communities, On-line announcement on public consultations, Baseline Survey, Individual meetings.



Figure 3-10: Community engagement

During the consultation process, public was asked to provide comments on the existing restraints and impacts on using actual roads by communities, businesses and landowners which are in everyday contact with the roads related to the Project. As the latest Project designs have not yet been subject to a comprehensive and structured consultation process, the SEP aims to ensure meaningful stakeholder engagement that both informs affected communities and gathers feedback to support the refinement of the design. This process contributes to the

identification, avoidance, and reduction of potential environmental and social risks and impacts, in line with the mitigation hierarchy. This information is developed in the ESA Report.

Stakeholder feedback collected to date has been, and will continue to be, integrated into the development of the ESA, detailed design, and the Road Safety Audit. A summary of this feedback will also be included in the first Annual Environmental and Social Performance Report during the construction stage, demonstrating how stakeholder input informs ongoing design optimisation and enhances the Project's environmental and social performance.

Summarise of key conclusions and feedback (Detailed Baseline Assessment and Public Consultation in Annex G)

Lot	Localities	Key Conclusions
Lot 1	(Drochia – Chetrosu – Zgurița – Șolcani)	Poor road condition significantly affects safety, vehicle damage, and daily mobility. High exposure of residential areas to dust, vibration, and noise due to quality of the road. Deficient safety infrastructure (lack of markings, lighting, signage, accel/decel lanes). Pedestrian safety risks (lack of crossings, unsafe bus stop access, daily movement of children). Need for improved local access and service roads, including safer connections to properties and agricultural land.
Lot 2	(Rîșcani area, Nicoreni, Țarigrad)	Critical need for road rehabilitation and climate-resilient design due to accelerated degradation (winter 2026). High accident risk driven by lack of speed enforcement and unsafe junctions. Mixed traffic conflicts (agricultural machinery vs. fast traffic). Need for improved junction design (roundabouts, controlled intersections, pedestrian crossings). Temporary access restrictions during construction identified as key socio-economic concern.
Lot 3	(Rîșcani district villages: Hiliuți, Pîrjota, Șaptebani, Gălășeni, Petrușeni)	Systemic road safety deficiencies (lighting, signage, crossings, dangerous curves). Strong need for integrated safety upgrades (sidewalks, drainage, barriers, bus stops). Agricultural crossings and livestock movement create major collision risks. Dust impacts from quarry operations and transport routes affecting health and visibility. Geotechnical risks (landslides, hilly terrain) requiring engineering solutions. Need for half-lane / slow vehicle accommodation and improved traffic management.
Lot 4	(Drochia bypass – new construction: Țarigrad, Miciurin)	Primary concern: land acquisition and economic displacement due to new alignment. Impacts on agricultural landowners and need for fair compensation/consultation. Construction impacts (dust, noise, access disruption) on nearby communities. Need for early stakeholder engagement and clear GRM communication. Requirement for safe integration of new alignment with existing local road network.
Lot 3	(Costești – border connection)	Traffic pressure from border crossing (Costești–Stâncă) is a dominant issue. Heavy truck traffic causing noise, dust, and safety risks, especially near settlements from CBP. Need for traffic organization infrastructure, including proposed parking area. Rehabilitation phase risks (traffic disruption, safety for pedestrians and cyclists). Strategic importance of corridor for international connectivity and trade.

Table 3-12: Key feedback

3.5.4 Cross-cutting stakeholder engagement requirements

Stakeholder engagement under **PR10** is a **horizontal (cross-cutting) requirement** that supports the effective implementation of all other EBRD Performance Requirements (PRs). SEP does not operate in isolation—it enables all other PRs to function effectively by ensuring that affected people are informed, consulted, heard, and protected throughout the project lifecycle.

Linkage of PR10 with Other Performance Requirements related to Project:	Summary of stakeholder engagement-related requirements
PR1: Assessment and Management of Environmental and Social Risks and Impacts	Stakeholder identification and meaningful engagement during ESA are an integral part of the assessment process; Identification of stakeholders who are disproportionately impacted; Actions to address E&S risks and impacts (as contained in ESMP) to take account of outcomes of stakeholder engagement; Monitoring to address grievances from workers and external stakeholders; Regular reporting to the EBRD on implementation of stakeholder engagement plan (SEP) Additional stakeholder engagement required if material changes arise to environmental and/or social risks and impacts
PR2: Labour and working conditions	Specific requirements on communication with workforce, consultation during collective dismissals and a grievance mechanism for workers;
PR4: Health, safety and security	Specific requirements on stakeholder engagement relating to community health and safety and security providers and on provision of confidential channels to report incidents, where appropriate, when gender-based violence risks are identified
PR5: Land acquisition, involuntary resettlement and economic displacement	Displacement impact assessment process must take into account views of affected people and key relevant stakeholders; Resettlement planning proportionate approach will consider level of stakeholder interest; Stakeholder engagement requirements for resettlement planning, implementation and monitoring phases in accordance with PR10, including: consultation methods to consider vulnerable groups and use of simple, practical, accurate and culturally appropriate documentation. Grievance mechanism for land acquisition and resettlement process, including requirements for a recourse mechanism (also referred to as an appeals process) being available to resolve disputes in an impartial manner;
PR6: Biodiversity conservation and sustainable management of living natural resources	Requirement for stakeholders to be consulted in accordance with PR10 and specifically where project activities impact priority biodiversity features and/or critical habitat.
PR8: Cultural heritage	Specific requirements include meaningful consultation and information provision during identification of cultural heritage (tangible on likelihood of chance finds)

Table 3-13: Overview of requirements for stakeholder engagement

A Land Acquisition and Resettlement Framework (LARF) is being prepared in parallel and this SEP cross-references that document in accordance with EBRD PR5.

3.6 Information Disclosure and Consultation Plan

The purpose of this section is to define how ESA will be disclosed, the pre-construction, construction, and operation phases of the R7 Road Tranche 1 Project. The approach ensures timely, accessible, and inclusive communication in both Romanian and Russian and fulfils the requirements of the EBRD PR10.

The disclosure of the Environmental and Social Assessment (ESA) for the R7 Road Rehabilitation Project (Lots 1–4) is undertaken in accordance with the requirements of the European Bank for Reconstruction and Development (EBRD) Performance Requirement 10 – Information Disclosure and Stakeholder Engagement, the Environmental Protection Law of the Republic of Moldova, and the national provisions governing public access to environmental information and public consultation processes

3.6.1 Documents to be disclosed

The following information will be disclosed electronically and in hard copy:

Document	Purpose
Non-Technical Summary (NTS)	Provide concise, bilingual summary of ESA findings
ESA (ESMP, ESAP, LARF)	Provide detailed technical and mitigation information
Stakeholder Engagement Plan (SEP)	Describe engagement and grievance process
Grievance Redress Mechanism (GRM)	Explain complaint procedure

Table 3-14: Overview of the documents which will be published

3.6.2 Timing for disclosure

Disclosure of the ESA package (with SEP, NTS, LARF, RSA, ESMP, ESAP) :

Lot	Communities/Key Stakeholders	Consultation schedule (indicative)	Type of Engagement	Responsibilities
All	National Road Administration Ministry of Infrastructure and Regional Development	Tbc 2026	Workshop ESA Package Disclosure Present ESA findings and mitigation measures. Reiterate GRM channels and monitoring requirements.	NRA / MIDR / ESA Consultants
All	National Road Administration	Tbc 2026	Publish ESA package, SEP, NTS, GRM procedure on NRA website. Media release + social media notifications.	NRA / MIDR / ESA Consultants

Table 3-15: Disclosure ESA package

3.6.3 Engagement schedule and responsibilities during project lifecycle

SEP present key stakeholder's engagement activities to take place during the project preparation stage through to implementation and closure. Additional activities can be included following consultations with project beneficiaries, stakeholders and contractors if these are deemed useful and necessary.

ANNEX F provide a comprehensive Stakeholder Engagement Program to be followed during the lifecycle of the project.

3.6.4 Documentation and feedback integration

All consultations will be documented (minutes, attendance lists, photos, summaries).

Methods for Collecting Feedback

Stakeholders may submit comments through:

- GRM submission forms (online and printed)
- Email and postal addresses of NRA and ESA consultants
- Registers at mayoralities
- Feedback boxes placed at local administrative buildings
- Direct submission at public meetings

A log of all comments will be recorded and included in the Final ESA and Consultation Report.

3.7 Grievance Mechanism (GRM)

An effective Grievance Redress Mechanism (GRM) was established for the R7 Road Tranche 1 Project to enable stakeholders to raise questions, concerns, or complaints related to environmental and social performance, access to land, or other project impacts.

The GRM ensures issues are addressed promptly, transparently, and without retribution, in line with EBRD PR10 par 29 and Moldovan Law No.148/2023 on Access to Information of Public Interest, Law No. 64/2010 on Freedom of Expression (last amended 28.12.2023), Law on Transparency in Decision-Making, No. 239/2008 (last amended 28.10.2016) and GD No. 1467/2016 – Regulation on Public Access to Environmental Information (last amended 18.01.2019).

3.7.1 Objectives

- Provide accessible, transparent, and fair channels for stakeholders to submit complaints;
- Prevent escalation of concerns by resolving them at the lowest possible level;
- Strengthen trust between NRA, contractors, and local communities;
- Record, track, and report grievances consistently throughout the project lifecycle.

3.7.2 Structure and Process

The Project applies a three-level mechanism:

Level	Responsible Entity	Description / Timeframe
Level 1 – Site / Contractor / LPA	Contractor's E&S Officer / Secretary of LPA	Receive and register grievance; acknowledge within 7 working days;
Level 2 – NRA/PIU.	NRA Environmental & Social Unit	Review cases; propose solutions, corrective actions; feedback, close case within 30 working days.
Level 3 – Appeal / Independent Review	MIDR or national authorities	Complainant may appeal to Ministry or relevant agency; if unresolved, legal remedies remain available under national law.

Table 3-16: Overview of the process

Anonymous submissions are accepted. The mechanism is free of charge and open to all affected persons, including workers and vulnerable groups.

3.7.3 Submission channels

Stakeholders may submit grievances through any of the following means:

- In writing (forms available at LPA offices - secretariat, on construction sites – contractor's E&S staff) . Forms are presented in **ANNEX E**
- By email or online form on the NRA web-site (details in table below);
- Verbally during meetings or to designated NRA Department of Sustainable Development and Environment contact person (Ludmila Vîrlan – Environment Specialist – Chief of Department e-mail: ludmila.virlan@andsa.md);
- Via telephone hotline established at the NRA (details in figure below).

All complaints are logged in the Project Grievance Register, assigned a tracking number, and monitored until resolution.

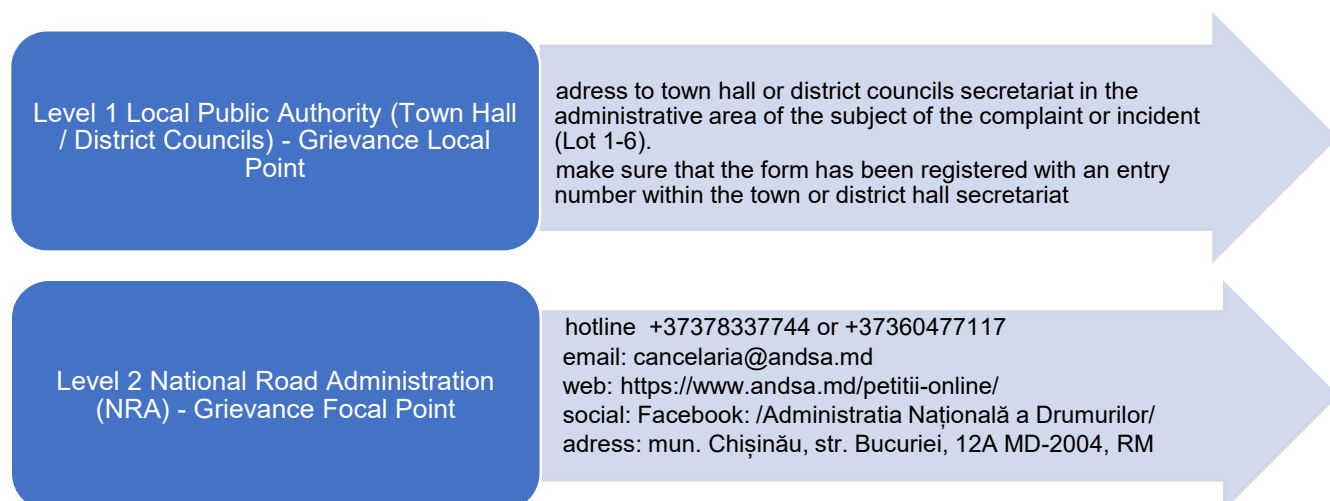


Figure 3-11: Level of grievance

Roles and Responsibilities for GRM

The responsibilities for the management of the GRM system include the following and may be updated from time to time in consultation with NRA and the EBRD task teams.

Level 1. Local level. The secretary and technical supervisor of Local Public Authorities (Mayor Offices and District Councils) will act as **Grievance Local Point (GLP)** will be responsible for collecting the grievance from local residents and contractor's employees. The channels for grievance submission will be disclosed for community in front of mayoralty information board and for workers near the construction site in big board format managed by Contractor. For contractor's employee special grievance box, prepared envelopes (with LGP or FGP stamp) with printed forms and e-mail will be available for submitting grievances (including anonymous). The construction supervision engineer or dedicate E&S specialist will be responsible for collecting grievances from contractors employees. The complaint/grievance will be filed in a template letter of complaint.

Level 2. The NRA will serve as **Grievance Focal Point (GFP)** who will register the submitted grievances in the Grievance Log (database) and review within 30 days, including the information verification, cross-checking, and analysis, and follow-up with the applicant as needed. As necessary, the **Grievance Focal Point** will involve the other relevant units' specialists in this activity.

All the responsible personnel for GRM have to fill the grievance/inquiry template record (**template ANNEX E**) for comprehensive GRM Log.

The information about the Grievance Redress Mechanism will be available at the online platform and will be included in the communications conducted with the project stakeholders through the communications methods and tools that are part of this stakeholder engagement plan and communications plan under the project, including emails, website, workshops, meetings, focus groups discussions etc.

Complaints should be reviewed as soon as they are received and prioritised for resolution. Regardless of general response and resolution time frames, some complaints may require immediate attention – for example, an urgent safety issue or where it concerns damage to a person's property during a survey. There are some complaints that are simple and can be resolved quickly. Many complaints deal with rather minor construction, disruption or nuisance issues or misunderstandings that can be addressed and fixed promptly. grievance mechanisms should provide a framework to resolve such matters quickly, if at all possible and appropriate. These complaints however should still be recorded and the resolution or action taken to resolve them recorded.

3.7.4 Worker grievance mechanism

A locally-based project-specific GRM, proportionate to the potential risks and impacts of the project, will be established, building upon existing labour practices and HR procedures. In addition, a GRM specifically for **direct and contracted workers (non-employee workers)** will be provided in accordance with PR2. Contractors as employers are also obliged to establish their own internal grievance mechanism. The GRM will be designed at an early stage and will be formally established by project effectiveness and before any disbursements and start of the civil works. The responsibilities for managing the Grievance Redress Mechanism (GRM) system are as follows, subject to periodic updates through consultations with the PIU, and EBRD teams. In cases related to labour grievances, the **Construction Supervision Engineer** via **E&S Specialist/Communication Officer**, the **State Labour Inspectorate (ISM)**, and for foreign-specific cases, the **General Inspectorate for Migration**, may be involved as third parties by NRA.

Implementing the GRM for employee procedure:

Key requests on worker GRM	Description
The process is transparent, impartial and confidential	Every complaint should be treated seriously and be dealt with consistently in an impartial, confidential and transparent manner. This builds the legitimacy of the mechanism among workers and ensures it will be used. While the procedure may specify that a grievance should first be made to the employee's line manager, there should also be the option of raising a grievance first with an alternative manager, for example, an HR manager to avoid retaliation. The ultimate oversight of grievance resolution procedures should rest with a single senior staff manager (not junior staff). The name of this individual should be communicated to workers. Having the appropriate level of management involved makes it clear that the organization takes worker grievances seriously. The process for filing a grievance must be simple and easy to understand and clearly prohibit any kind of reprisal against workers who file grievances, including those relating to sexual harassment. Without adequate safeguards in place, there are risks of stigmatization and reprisals against workers who make allegations of sexual harassment.
Staff and management are informed and aware	All staff should be made aware of the grievance mechanism at the time of hiring. Details of how it operates – including up-to-date contact points – should be readily accessible (for example, in staff handbooks and on notice boards). All communications about the grievance mechanism should be in a language that workers understand
Concerns are addressed promptly	Procedures should allow for time to investigate grievances fully, but should aim for swift resolution. 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, such as a maximum time between a grievance being raised and a meeting being scheduled to investigate it
Records are kept	Once a grievance has been raised formally, it is important that proper written records are kept, so as 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, as well as the reasoning, should also be recorded, for example, a grievance hearing and finding. Documentation should respect workers' rights to privacy and data protection.
The mechanism is sensitive to the needs of all workers, including vulnerable groups	Employees that may feel particularly vulnerable (such as women, ethnic or religious minorities, migrant workers, younger workers, employees with disabilities) should not be deterred from lodging a grievance. Therefore, the process for lodging grievances should be confidential to allow employees to make a grievance without anyone else knowing. It is also good practice to have both a male and female staff member available to receive and process grievances, so that employees can choose with whom they want to speak. Where there are language barriers, it may be necessary to provide written materials in different languages and to engage interpreters. Interpreters should be perceived by both sides as impartial.
Role of worker representatives	Collective grievances and disputes should be handled using the same approach as individual complaints and grievances; where there are existing arrangements for collective grievances or dispute resolution, any new procedures should build on this agreed framework. If a worker organization (normally a trade union) files the grievance or represents the worker filing the grievance, that organization should have the right to be notified and be present at all steps of the procedure. Where the procedure is agreed with trade unions, it may be possible to commit to measures to avoid industrial action until the procedure is completed.
Access to judicial remedy	The employee should understand that they have a right to revert to judicial or administrative channels (employment tribunal, labour court or labour inspectorate).
Specific considerations regarding	PR2 requires that grievance mechanisms should include provisions for confidential complaints and those requiring special protection measures, such as reports of gender-based violence. Workers who lodge

Key requests on worker GRM	Description
gender-based violence	grievances related to discrimination or gender-based violence should be protected from victimization or other negative consequences. Given the sensitive nature of sexual harassment cases, it is good practice to offer more than one point of contact for filing a grievance, including at least one female contact, in case an employee does not feel comfortable approaching a particular individual (for example, because they are the harasser or have personal links to the harasser). There should also be channels available for workers to lodge grievances anonymously.

Figure 3-12: GRM for employee procedure

Project's workers shall be informed on alternative GRMs in case their issues cannot be settled in an amicable manner by their respective employers and/or in case they do not feel safe in reporting grievances to their employers (such as unsafe working conditions). Also, if he considers in a dangerous unsafe situation with disastrous implications for health or imminent for life when there is no time to notify company managers (overheating of containers with risk of explosion, gas leaks, broken/non-insulated electrical cables, etc.) must be informed that they can call 112 directly without being subsequently penalized by the Company. For gender-based violence and sexual harassment complaints, employees will be informed about available dedicated institutional hotlines.

The main monitoring entity for workers will be the **Construction Supervision Engineer**. In his responsibility will be to monitor how many employees are on site, if they are working in safe conditions, if they are paid by Contractor and are not discriminated for any reasons.

3.7.5 Disclosure and awareness

Information on the GRM will be:

- Included in project leaflets (**ANNEX C**) and posted on MIDR / NRA websites;
- Presented during community meetings and toolbox talks for workers;
- Displayed on notice boards at project sites and LPA offices.

Visual materials will show key contact points and the 7- / 30-day response timelines.

3.7.6 Project Grievance Flow

The Project Grievance Flow (see also Annex E) illustrates the full process and responsible entities.

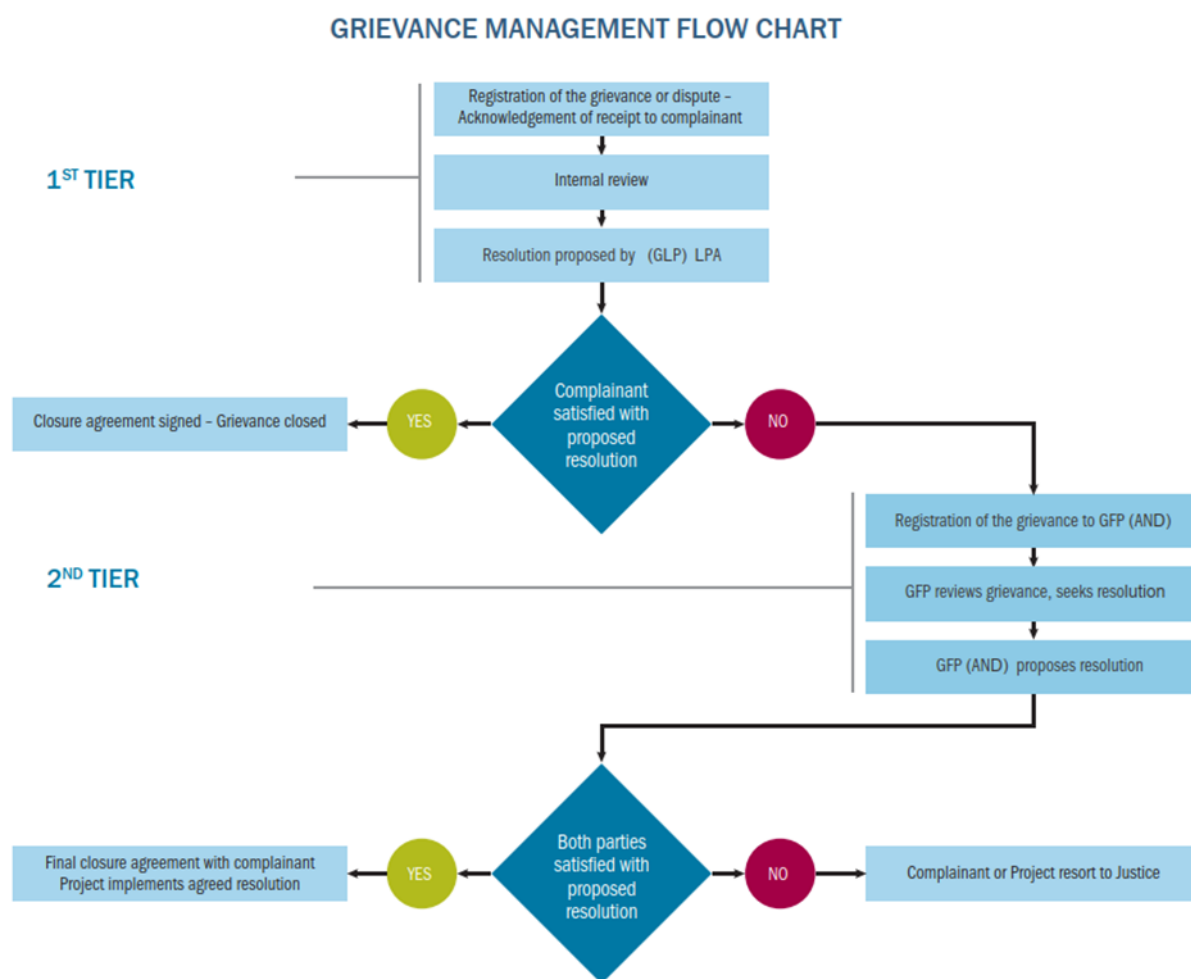


Figure 3-13: Project Grievance Flow

NRA will maintain a consolidated grievance database capturing:

- Number and type of complaints;
- Time to resolution;
- Proportion resolved within time limits;
- Recurring issues requiring systemic correction.

Quarterly summaries of grievance trends will be shared with EBRD and included in the Environmental and Social Performance Report (ESPR). Lessons learned from grievances will inform updates to mitigation measures and stakeholder engagement practices.

3.8 Roles and Responsibilities

Moldova's governance system combines a centralised policy framework with decentralised local administration. The institutions listed below ensure that the Project is implemented in line with national laws on infrastructure, environment, safety, and public health. The Ministry of Infrastructure and Regional Development provides overall policy direction, while the National Road Administration acts as the Project's Implementing Unit – PIU (through

Department of Sustainable Development and Environment and dedicated Community Liaison Officers) in coordination with environmental and social oversight bodies.

3.8.1 Key Stakeholders and Institutional Responsibilities on Project Implementation

Stakeholder/Institution	Main responsibilities
Ministry of Infrastructure and Regional Development	Central specialised authority responsible for infrastructure and regional development policy. Oversees rehabilitation, modernisation, and expansion of the national road network; ensures road-fund financing mechanisms; coordinates water-supply and sanitation infrastructure; and implements regional and urban development planning. (Regulation approved by GD No. 690/2017)
National Road Administration (formerly State Road Administration) (Project Implementation Unit – PIU)	Established in 2022 under MIRD. Responsible for maintenance, repair, rehabilitation, and management of national public roads. On 13 June 2024, the Government approved its reorganisation into a joint-stock company with full state capital, to improve financial efficiency and external-funding absorption. The NRA received in concession approximately 5,993 km of roads for 35 years. The Public Property Agency acts as its founder.
National Road Transport Agency (ANTA)	Implements national transport policies and controls compliance with national and international transport legislation. As of 30 July 2025, ANTA has also been assigned responsibility for road-infrastructure safety management, including inspections, safety audits, and operation of the National Road Safety Council.
National Inspectorate for Technical Supervision	The Inspectorate carries out the following functions in the field of construction and urban planning: monitoring the implementation of territorial planning and urban development documentation; verifying the volume and cost of construction works in cases where the projects are financed from public funds.
Local Public Authorities (LPAs)	Possess autonomous authority for local development and service delivery. Each rayon (district) elects a district council to coordinate local councils. Mayors and council members are elected for four-year terms through direct, secret, and universal suffrage. LPAs oversee local permitting, land use, and community infrastructure.
Environment Agency (AM)	Implements environmental policy, issues permits, and monitors environmental components (air, water, soil, biodiversity). Publishes the National Environmental Report.
Agency for Geology and Mineral Resources (AGRM)	Oversees implementation of state policy in geological research, soil and groundwater protection, and mineral-resource management.
Environmental Protection Inspectorate (IPM)	Ensures state control over environmentally impactful activities and resource use; monitors water and forest protection, and enforces compliance with permits and environmental regulations.
Moldsilva Agency	Administers the state forest fund and game management. Ensures sustainable forestry and biodiversity conservation, forest protection, and wildlife management.
National Agency for Public Health	Monitors the quality of drinking water and wastewater effluents; ensures compliance with sanitary and health standards. Oversees health-risk prevention linked to water and air pollution.
State Labour Inspectorate	Monitors and enforces compliance with labour laws and employee rights. It ensures fair working conditions, proper pay, observance of work and rest time, and workplace safety. Its mission is to protect workers and promote occupational safety and health by verifying that employers follow all labour legislation.
General Inspectorate for Emergency Situations	Operates under the Ministry of Internal Affairs. Responsible for civil protection, disaster-response management, and coordination of emergency actions related to natural or technological hazards.
Designer	Designer responsible for monitoring the application of the provisions of the design documentation during the execution of construction works and for participating in the preparation of the Construction Technical Book and in the acceptance of the completed works.
Contractor	Responsible for the proper execution of works in accordance with predefined measures and in compliance with national standards and the requirements of the financing institution. For this purpose, the Contractor shall appoint an Environmental Officer (e.g. environmental engineer or environmental specialist or equivalent) and a Social Consultant with adequate experience, who will be responsible for implementing all environmental and social requirements of the ESMP.
Construction Supervising Engineer	Ensure that the Contractor properly implements the environmental requirements specified in the contract documentation and in the approved ESMP at the start of construction works.

Table 3-17: Overview of the responsibilities

Successful implementation of the Stakeholder Engagement Plan (SEP) depends on clear allocation of responsibilities between the institutions involved in the R7 Road Tranche 1 Project. The framework below defines who manages disclosure, consultation, grievance handling, and reporting at each level.

3.8.2 Institutional Framework on SEP implementation

Entity / Institution	Key Responsibilities for Stakeholder Engagement
Ministry of Infrastructure and Regional Development (MIDR)	• Overall supervision of Project implementation and stakeholder engagement. • Oversight of the National Road Administration (NRA) and coordination with EBRD. • Approval of SEP updates and disclosure reports. • Review of unresolved grievances (Level 3).
National Road Administration (AND) (Project Implementation Unit – PIU)	• Day-to-day coordination of engagement and disclosure activities. • Maintenance of the Grievance Register and reporting to EBRD. • Organisation of public consultations and monitoring meetings. • Ensuring contractors comply with SEP and GRM requirements. • Preparation of quarterly engagement and grievance reports.
Contractors / Sub-contractors	• Conduct site-level information and communication with affected communities. • Maintain worker grievance system in line with PR2. • Report monthly to NRA on community interactions and issues.
Local Public Authorities (LPAs)	• Facilitate community outreach and venue logistics. • Disseminate project information through notice boards and local media. • Support vulnerable or disadvantaged persons in participating in consultations. • Channel grievances to NRA to be registered in Grievance Log.
Consultant (MC Mobility / MM Engineering/Haskoning)	• Support NRA in SEP implementation, public disclosure, and stakeholder monitoring in ESA stage. • Provide training to contractors and LPA representatives on engagement and GRM procedures. • Document meetings and prepare summary reports.
EBRD	• Review and monitor SEP implementation and public disclosure process. • Provide guidance on alignment with PR10 and review grievance statistics in ESPR.

Table 3-18: Overview of the key responsibilities of the different stakeholders on SEP implementation

3.8.3 Coordination and Reporting

- NRA will act as the central coordination point for all stakeholder engagement activities.
- Quarterly reports will summarize consultations, grievances, and corrective actions, and will be shared with MIDR and EBRD.
- A SEP implementation review meeting will be held annually to evaluate performance, update the stakeholder list, and plan future activities.
- Roles and responsibilities will be revisited periodically to reflect project progress or institutional changes.

3.9 Monitoring and Reporting

Monitoring and reporting are integral to evaluating the effectiveness of stakeholder engagement and ensuring continuous improvement.

The Project will apply clear Key Performance Indicators (KPIs) to track consultation coverage, grievance management, and inclusion of vulnerable groups.

Results will be reported quarterly during construction and annually during operation to the EBRD and disclosed publicly through summary updates on the NRA and MIDR websites.

3.9.1 Monitoring Objectives

- Verify that engagement activities are conducted as planned and in accordance with PR10;
- Measure participation and responsiveness (number of consultations, grievances resolved, etc.);
- Ensure feedback from stakeholders is documented and acted upon;
- Identify trends and recurring issues to inform adaptive management.

3.9.2 Key Performance Indicators

These KPIs ensure that the SEP for the R7 Project (Category B) meets PR10 objectives:

- systematic engagement,
- inclusive and meaningful consultation,
- timely disclosure,
- responsive grievance management,
- monitoring and continuous improvement.

They are designed to be measurable, verifiable, and aligned with the requirements described in PR10, including disclosure, meaningful consultation, grievance mechanisms, and engagement with vulnerable groups.

KPI	Definition	Target/Measure
1. KPIs for Stakeholder Identification & Inclusiveness		
Completeness of stakeholder register	Stakeholders updated throughout the project cycle.	Register updated quarterly.
Coverage of vulnerable groups	Extent to which vulnerable groups identified and engaged separately (PR10).	100% of vulnerable categories identified and engaged.
Use of culturally appropriate methods	Engagement using methods adapted to vulnerable groups' needs	At least 2 tailored engagement methods used per vulnerable group.
2. KPIs for Meaningful Consultation		
Consultation coverage	% of communities in Aol where consultations took place (formal + informal).	100% of Aol communities consulted.
Participation rate	Number of participants vs. expected population.	Minimum 10% of households per settlement or 30 residents (whichever is higher).
Gender-balanced participation	PR10 requires gender inclusiveness	Minimum 40% participation by women.
Evidence of two-way dialogue	Record of questions, concerns, and how feedback shaped decision-making.	All consultations have documented Q&A and follow-up.
Satisfaction with consultation quality	Participants rate clarity, openness, and fairness.	≥80% satisfaction score on post-meeting survey.
3. KPIs for Grievance Mechanism Effectiveness		
Awareness of grievance mechanism (GM)	% of residents aware of the GM (based on surveys).	≥75% community awareness.
Accessibility of GM	Availability of multiple GM channels (written, hotline, online, mayoralty box).	Minimum 4 channels functioning.
Response time	Time from grievance receipt to initial acknowledgment (PR10 requires timely communication).	≤5 working days.
Resolution time	Time to fully resolve grievances.	≤30 calendar days for standard cases.
Anonymous grievance uptake	Functionality of confidential/anonymous channels (PR10).	Anonymous grievances accepted and documented; 100% confidentiality ensured.
Appeal rate	% of grievances re-opened or escalated.	<10% (indicating appropriate resolutions).
Thematic analysis of grievances	Tracking recurring issues to adjust mitigation.	Quarterly trend reporting.
4. KPIs for Engagement During Project Implementation		
Regularity of engagement	Frequency of engagement activities during construction/operation.	Monthly during peak works; quarterly during operation.
Monitoring of impacts communicated to stakeholders	% of monitoring results publicly shared (noise, vibration, traffic safety updates).	100% disclosure of monitoring summaries.
Construction updates	Advance notice of disruptive activities.	Notices issued ≥10 days before works.
Community liaison officer (CLO) presence	Level of accessibility of the project's engagement personnel (PR10).	CLO present in each affected district at least weekly.
5. KPIs for Internal Organisational Capacity		
Staffing adequacy	Whether dedicated CLOs, E&S team, and GM staff are in place.	All roles filled; replacements within 30 days.
Training coverage	% of staff trained on PR10 requirements, GM handling, confidentiality, avoiding retaliation	100% of field staff and CLOs annually trained.
Contractor SEP compliance	Contractors conduct required engagement and GM reporting.	Monthly compliance reporting; zero major non-compliances.

KPI	Definition	Target/Measure
7. KPIs for Monitoring, Reporting & Adaptive Management		
SEP updates	Frequency of updates to reflect new risks or project phases.	Annual SEP update + updates when risks change.
Stakeholder Engagement Register completeness	Records of all engagements maintained	100% events logged.
Public reporting	Frequency of external reports to stakeholders.	Semi-annual Community Update Reports.
Corrective actions implemented	% of corrective actions closed within defined timeframe.	≥90% on time.

Table 3-19: Overview of KPIs

3.9.3 Reporting and Review

- Quarterly internal reports will compile stakeholder feedback, grievances, and corrective actions, forming part of the Project's Environmental and Social Monitoring Reports.
- Annual summaries will be published on official websites and included in the Environmental and Social Performance Report (ESPR) submitted to EBRD.
- SEP implementation effectiveness will be reviewed annually and adjusted as needed, ensuring relevance and consistency with Project progress.

*Monitoring records and grievance statistics are maintained in the NRA Stakeholder Engagement and Grievance Database (see **Annex E**).*

3.10 Annexes and References

The following annexes provide supporting documentation and detailed evidence referenced throughout this Stakeholder Engagement Plan (SEP).

Annex	Title / Content	Purpose
Annex A	Baseline socio-economic/	An accurate understanding of the demographic, social, economic, and land-related conditions in the Project Area of Influence, Reference point for assessing project impacts, determining eligibility for compensation and assistance, planning fair resettlement and livelihood restoration measures, and monitoring changes over time throughout the project cycle.
Annex B	Stakeholder Register and Contact List	Provides detailed stakeholder names, affiliations, and contact data. Visual representation of the Project's Area of Influence and identified communities.
Annex C	Disclosure Materials (Leaflets, Notices – RO & RU versions)	Evidence of public information materials used for disclosure.
Annex D	Early Stakeholder Engagement Record	Provides key issues identified from stakeholder consultation, conclusions, attendance lists, minutes, and media reports.
Annex E	Grievance Redress Mechanism Tools (Forms, Flowchart, Stakeholder Log Template)	Practical tools for recording and resolving grievances.
Annex F	Stakeholder Engagement Program	Detailed Stakeholder Engagement during life cycle
Annex G	Public Consultations, Focus Group Discussions and Baseline Survey Resume	Provides baseline data collection resume from communities located in the AoI, identify concerns raised, attendance lists, minutes, and media reports.

Table 3-20: Overview of annexes

References

- EBRD Environmental and Social Policy (2019), Performance Requirement 10 – *Information Disclosure and Stakeholder Engagement*.
- Terms of Reference for ESA and Road Safety Audit – *R7 Road Rehabilitation Project, Tranche 1 (PR 015144)*.
- Laws and Government Decisions of the Republic of Moldova cited in Section 2.
- EBRD Guidance Note on Stakeholder Engagement (2012).

- EBRD Guidance Note on Information Disclosure and Stakeholder Engagement (2023)
- Guidance on specific requirements given in PR2 guidance note (2023)
- Employee grievance mechanism: guidance note (2017)
- Guidance on specific requirements given in PR4 guidance note (2023)
- Addressing Gender-Based Violence and Harassment (GBVH)

Annex

ANNEX A – Baseline socio-economic

ANNEX B – Stakeholder Register and Contact List

ANNEX C – Disclosure Materials (Leaflets, Notices – RO & RU versions)

ANNEX D – Early Stakeholder Record

ANNEX E – Grievance Redress Mechanism Tools (Forms, Flowchart, Stakeholder Log Template)

ANNEX F – Stakeholder Engagement Program during Project Lifecycle

ANNEX G – Public Consultations, Focus Group Discussions and Baseline Survey Resume)