GUVERNUL
REPUBLICII MOLDOVA

EUROPEAN BANK FOR
RECONSTRUCTION AND
DEVELOPMENT

ANNEX NO. 1

THE MOLDOVA ROAD PROJECT V

(DTM 45094)

THE TECHNICAL DESIGN STAGE

THE DRAFT REPORT

The Project's Stakeholder Engagement Plan

specific for reconstruction of the express road M1

Lot no. 4 (km 61+750 – km 85+460)

REQUIREMENTS

**This Project is carried out by the Government of the Republic of Moldova,
through the Ministry of Infrastructure and Regional Development and the National Road Administration, with the support of the EBRD.**

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Executive Summary

In accordance with the Contract Agreement for Lot 4, signed by the JSC National Road Administration (the Employer) and the Consultant „Universinj" SRL (the Designer), the Consultant is responsible for developing the technical design of the section of the M1 road between the Romanian and Ukrainian borders (km 1.00 to 85.46) within Lot 4 (km 61+750 to km 85+460). During the design process, the Consultant shall also identify specific stakeholders, establishing mitigation measures to control affected communities and people.

This document provides a project description and context, details of the applicable EBRD's Performance Requirement No. 1 (Assessment and Management of Environmental and Social Risks and Impacts), and information on applicable Moldovan technical laws relating to the design process, institutional roles and responsibilities, and the communication procedure and complaints mechanism.

The Project's revised Stakeholder Engagement Plan will form part of the tender documents. This document describes the mitigation measures that the Supervision Consultant and the General Contractor will implement and control. These measures will ensure the engagement and participation process is managed and controlled to mitigate residual environmental and social risks during construction. The Supervision Consultant (engineer) will monitor compliance with this document's requirements to ensure that the project meets national and EBRD standards.

Additionally, this document sets out the engagement and participation requirements for the Employer, the National Road Administration, during the operational and decommissioning phases. The aim is to emphasise economic growth, inclusion and sustainability. This is achieved by implementing good international industrial practice and incorporating robust development plans to improve environmental quality, community health and safety.

1.0 SCOPE AND DOMAIN OF APPLICATION

The purpose of this Stakeholder Engagement Plan (SEP) is to provide a procedure for an open, transparent and constructive relationship between the Employer and stakeholders during the construction and operational stages of the project implementation.

The SEP has been revised at the detailed design stage, taking into consideration data provided from the detailed design process in accordance with the Republic of Moldova's applicable legislation and the EBRD's Performance Requirement No. 10: Information disclosure and stakeholder participation specific to the construction and operational stages.

The revised SEP shall be applied by the Supervision Consultant and the General Contractor during the construction stage and by the Employer during the operation stage in order to comply with the applicable environmental and social requirements.

2.0 NORMATIVE REFERENCES

The present document is developed based on following documents:

- The approved Technical Design for rehabilitation process of the express road M1
- The Project's Environmental and Social Management System
- The Project's specific ESMP for rehabilitation process of the express way M1 Lot no. 4
- The Project's specific Labour Management Procedure
- The Project's specific Code of Conduct
- The Project's specific Consultation and Participation Procedure
- The Project's specific Complaint Mechanism
- The Project's Environmental and Social Action Plan (ESAP)
- Applicable EBRD's PR no.1 and PR no.2, PR no.3, PR no.4, PR no.5, PR no.8, PR no.10
- The Planning Town Urbanism Certificate for Design issued by the Straseni District Council
- The Planning Town Urbanism Certificate for Design issued by the Ialoveni District Council
- The Planning Town Urbanism Certificate for Design issued by the Durlesti Local Council
- The Environmental Permit[1] no. 24 of August 12th 2025 issued by the Environmental Agency for the Moldova Road Project V

3.0 TERMS, DEFINITIONS AND ACRONYMS

3.1 Terms and definitions

The terms used hereinafter have the same meaning attributed to them in normative references. For a better understanding of the present document and training of personnel, the following terms and definitions set forth in the above-mentioned standards are rendered to be more valuable:

[1] Source: https://www.andsa.md/acorduri-de-mediu/

Affected Communities*:* Refers to groups of people living in close proximity to a project that could potentially be impacted by a project.
Engagement: A process in which constructive and sustainable relationships are built and maintained with stakeholders impacted and / or interested in the project throughout its life cycle.
Environmental and Social Assessment: An assessment considering the environmental and social risks and identifying impacts associated with the project and aimed to design appropriate mitigation measures to manage negative impacts, and to enhance positive ones.
Grievance Redress Mechanism*:* effective procedure established as early as possible in the project development process, to receive and facilitate resolution of stakeholders' concerns and grievances, in particular, about the client's environmental and social performance.
Meaningful consultation*:* is a two-way ongoing process undertaken in a culturally appropriate format, in relevant local language(s), understandable to stakeholders that will begin early in the project planning to gather initial views on the project proposal and inform its design; encouraging stakeholder feedback, particularly as a way of informing project development and engagement by stakeholders in the identification and mitigation of environmental and social risks and impacts; based on the prior disclosure and dissemination of relevant, transparent, objective and easily accessible information in a timeframe that enables consultations with stakeholders; that supports active and inclusive engagement with project-affected parties including disadvantaged or vulnerable groups and is documented by the client.
Non-governmental Organisations: not-for-profit civil society organisations that facilitate community development, local capacity building, advocacy, and environmental protection.
Project Affected People*:* individuals who might be impacted by the Project and most likely to observe changes from environmental and social impacts of the Project.
Public consultations: refer to activities aiming to inform the public about a planned activity and its potential environmental impacts in order to identify public preferences and ensure that there are considered in the impact assessment.
Social*:* refer to issues which pertain to project-affected people and their communities and workers and related to socio-economic status, vulnerability, gender, gender identity, human rights, sexual orientation, cultural heritage, labour and working conditions, health and safety and participation in decision making.
Stakeholders*:* defined as the various individuals or groups who: (i) are affected or likely to be affected (directly or indirectly) by the project (affected parties), or (ii) may have an interest in the project (other interested parties).
Stakeholder Engagement Plan*:* an engagement plan that will describe how engagement with identified stakeholders will be carried out throughout the project life cycle, including the timing and methods of engagement, the information to be disclosed, disclosure language(s) and the type of information to be sought from stakeholders.
Vulnerable people*:* people or groups of people who may be more adversely affected by project impacts than others by virtue of characteristics such as their gender, gender identity, sexual orientation, religion, ethnicity, indigenous status, age (including children, youths and the elderly), physical or mental disability, literacy, political views, or social status. Vulnerable individuals and/or groups may also include, but are not limited to, people in vulnerable situations, such as people living below the poverty line, the landless, single-headed households, natural resource dependent

communities, migrant workers, refugees, internally displaced people, or other displaced persons who may not be protected through national legislation and/or public international law.

3.2 Acronyms

CESMP	Contractor's Environmental and Social Management Plan
CL&OHSP	Contractor's Labor & Occupational Health and Safety Plan
CoC	Code of Conduct
DD	Detail design
EA	Environmental Agency
EBRD	European Bank for Reconstruction and Development
EHS	Environmental and health and safety
EIA	Environmental impact assessment
ESP	Environmental and Social Policy
ESRs	Environmental and Social Requirements
GD	Government Decision
HR	Human Resources
KPIs	Key performance indicators
LPA	Local public authority
MMS	Meter Management System
MS	Method Statement
NAPH	National Agency for Public Health
NRA	National Road Administration
NGOs	Non-Governmental Organisations
OHS	Occupational health and safety
PIU	Project Implementation Unit
PMU	Project Management Unit
PPE	Personal protective equipment
PTW	Permit-to-Work
SMR	Subcontractor management representative
SOPs	Safety Operational Procedures
SSA	State supervision agency
TLI	Territorial labor inspection
TMP	Traffic management plan
TS	Technical specification

4 THE PROJECT CONTEXT

4.1 General data

On January 22nd 2024, the European Bank for Reconstruction and Development (EBRD)[2] and the Government of the Republic of Moldova[3] (the Borrower) signed the Loan Agreement for the Moldova Roads Rehabilitation Project V. The Borrower is the Republic of Moldova and is represented by the Ministry of Finance.

The facility will consist of a sovereign loan to the Borrower in the amount of up to EUR 150 million, tranched. The loan will finance the rehabilitation and widening of the M2 Chisinau ring road (section 2) and the purchase of specialized equipment and software for the Road Asset Management System (Tranche 1) and the rehabilitation of the M1 Chisinau to Leuseni road section (Tranche 2) (together the "Project").

The Project is of a strategic priority for the Republic of Moldova and will support the Government's efforts to halt the deterioration of the road network and ensure key road links are maintained to acceptable standards to facilitate economic growth, regional integration and connectivity by strengthening core transport links with a focus on extended TEN-T network.

The Project is aligned with the European Union's Economic and Investment Plan for Neighbourhood East and its post-2020 Eastern Partnership Priorities, is included in the Eastern Partnership TEN-T Investment Action Plan, and is consistent with the Solidarity Lanes approach by focussing on core corridors to ensure transportation of goods between Ukraine and the European Union.

The Borrower shall carry out the Project in accordance with the Project Implementation Plan furnished by the Borrower to EBRD (subject to any modifications to which EBRD may agree in writing) and cause the financing specified in the Financing Plan to be applied exclusively to the Project. The proceeds of the Loan shall be applied exclusively to the components of the Project to be financed (or co-financed as the case may be) by EBRD in accordance with the Procurement Plan.

4.1.2 Project Development Objective

The Project will facilitate Moldova's economic development and its physical integration by improving transit connections and corridors between its cities and between Moldova and neighbouring countries, including Ukraine and Romania. The Project will also improve the road infrastructure between cities and on key corridors/regional connections through the rehabilitation of the M2 Chisinau ring road (section 2) and the M1 Chisinau to Leuseni road section, which are in poor condition.

4.1.3 Project Beneficiaries

The Project beneficiaries are:

[2] Source: https://www.ebrd.com/home/work-with-us/projects/psd/54423.html
[3] Source: https://gov.md/index.php/en

- The Government of the Republic of Moldova[4];
- The Ministry of Finance[5]
- The Public Property Agency[6];
- The Ministry of Infrastructure and Regional Development[7];
- Hincesti, Nisporeni, Straseni, Ialoveni Districts Councils and the Chisinau Municipality
- The community from the Republic of Moldova;
- The community from Romania and Ukraine and other countries.

4.1.4 Project components

The Project consists of the following Parts:
Part A:
(i) Civil works: rehabilitation and widening of the M2 Chisinau ring road-section 2, comprising of approximately 7 km of road;
(ii) Supervision of civil works for rehabilitation and construction of the above road section to be provided by the Supervision Consultant;
(iii) Extension and upgrade, of the road asset management system; and
(iv) Contingencies to finance any cost overruns in relation to Part A.
Part B:
(i) Civil work: rehabilitation, of the M1 Chisinau to Leuseni road section, comprising of approximately 71 km of road;
(ii) Supervision of civil works for rehabilitation and construction of the above road section to be provided by the Supervision Consultant; and
(iii) Contingencies to finance any cost overruns in relation to Part B.

4.2 Needs and expectation of stakeholders and other interested parties

4.2.1 Needs and expectation of the Employer

Needs and expectation of the Employer is to be implemented the present document by the Contractor by promoting quality and safety, having minimal impact on workforce and community's health and safety by having in place approved documents specific for construction site, no complaints from the community and no incidents and accident on construction sites.

The Employer ensures that the Project's activities are carried out with due regard to appropriate environmental, health, safety, social and labor practices and standards, and in accordance with safeguards requirements of the EBRD (ESAP) and applicable laws of the Republic of Moldova.

[4] Source: https://gov.md/ro/autoritati-administrative-centrale
[5] Source: https://mf.gov.md/ro
[6] Source: https://app.gov.md/
[7] Source: https://midr.gov.md/portofoliu/transport

4.2.2 Needs and expectation of stakeholders specific from the Straseni and Ialoveni Districts and the Chisinau Municipality (Durlesti City)

Needs and expectation of the community affected by the rehabilitation process of the express road M1, Lot no. 43 located in the Straseni and Ialoveni Districts and the Durlesti City, shall be promoted by the Contractor in order to identify, assess and manage health, safety and security risks to project-affected communities (PACs) and consumers during the project lifecycle from both routine and non-routine activities and to incorporate health and safety at the earliest opportunity into the project design.

The objectives are:

- Ensure that project-related environmental and social (ES) risks are assessed and communicated to project-affected communities and other relevant stakeholders, and that plans and measures for prevention and mitigation are in place.
- Ensure that risks of GBVH and child sexual exploitation, abuse and harassment (SEAH) are assessed and communicated with project workers and communities. Provide information, training and confidential channels for reporting incidents in safe, accessible formats, including for children. Establish codes of conduct for project workers.
- Ensure that the General Contractor has developed an HSS Plan identifying the appropriate capacity, resources and arrangements for planning, managing, implementing and monitoring works. The contractor shall ensure that subcontractors performing works on site on behalf of the General Contractor adopt the HSS plan and implement, monitor and report on performance to the General Contractor.
- Ensure that the General Contractor has developed an Emergency Preparedness and Response Plan that identifies the appropriate capacity, resources and arrangements for emergency planning, management, implementation and monitoring.
- Ensure that the General Contractor controls hazardous materials by adopting preventive measures to completely eliminate or reduce the risk to workers and the public.
- Ensure that the quality of services provided by communities takes into account the distinct needs of vulnerable people, to ensure these services do not pose a risk to project workers or community health and safety.
- Ensure that traffic and road safety risks are identified, assessed, managed and monitored on PAC, paying particular attention to vulnerable road users, including children, cyclists, the elderly and people with disabilities, and engaging them in the construction stage.
- Ensure that natural hazards such as earthquakes, droughts, landslides or flooding are controlled by the General Contractor during the construction stage using HSS prevention measures, control strategies and appropriate climate resilience and adaptation measures.
- Ensure that exposure to diseases among the PAC is avoided or minimised, and that the transmission and spread of communicable diseases associated with the influx of the project's temporary or permanent workforce, as well as diseases influenced by environmental factors, is prevented.
- Ensure that the General Contractor controls emergency aspects during the construction phase in order to be ready to prevent, respond to and recover from emergency situations, taking into consideration the PAC and vulnerable persons. Mitigation measures shall include

organisational structures, responsibilities, procedures, communications, training, resources, and other aspects required to implement such a policy, ensuring that the General Contractor has the capacity to respond effectively to emergencies associated with project hazards.

The General Contractor shall identify adequate security management arrangements and contingency plans to protect the integrity of project operations from security incidents or changes to the operating environment, ensuring the safety of those affected by the project.The General Contractor shall document needs and expectation of PAC and implement on construction site to be in compliance with applicable laws of the Republic of Moldova and EBRD's ES requirements.

4.3 The scope of the Project's specific Stakeholder Engagement Plan

The scope of the present document is to implement the communication procedure described in the present document during the construction stage on site in order to protect the health and safety of workers on construction site and the community health and safety. The document provides procedure to continue the engagement and participation process of specific stakeholders from the Straseni and Ialoveni Districts and the Durlesti City during the construction stage and external reporting process.

The Supervision Consultant (Engineer) shall ensure that the present document is implemented on construction site by an experienced, competent and trained specialist in order to with environmental and social requirements established in the Project's specific ES Plans. The Engineer shall ensure that before starting the construction activities on sites, Contractor develops its own Code of Conduct and submit to the Engineer for their approval.

4.4 The Project's Environmental and Social Management System

The present document is part of the Project's ESMS and shall be implemented on construction site by providing information to the specific project-affected people and other interested parties. Requirements of the present document shall be part of tender documents and before starting the construction activities on site, the Contractor shall develop its own Contractor's environmental and social documents which includes the following plans (CESMP, COHSP, CCoC, CTMP, CHRP, etc.) and shall be approved by the Supervision Consultant (Engineer).

For the operational stage specifically, the Beneficiary shall integrate the present document into its Environmental and Social Management System, establishing measures to control risks with designated roles and responsibilities, documented procedures, plans and records, monitoring and measurement plans and records, and so on.

5 LEADERSHIP

5.1 Leadership and commitment

The employer is committed to engaging with the communities during the construction stage by disclosing specific information for:
- taking overall responsibility and accountability for the specific stakeholder identification and analysis;
- ensuring that the Environmental and Social Management Policy and related Objectives are established and are compatible with the context of the Project;
- ensuring the integration of the environmental and social requirements into the Project's life cycle documents;
- ensuring that resources needed to plan, support, operate, performance evaluation and improvement are available for engagement process;
- ensuring the specific information is disclosed and communities have access to disclosed information;
- ensuring that the meaningful and ongoing consultation process is ensured during the construction stage and achieves its intended outcomes;
- ensuring and promoting continual improvement;
- supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility;
- developing, leading and promoting a culture in the Project's lifecycle that supports the intended outcomes of the Project's specific SEP;
- protecting workers from reprisals when reporting incidents, hazards, risks and opportunities;
- ensuring the Contractor establishes and implements a process for consultation and participation of the community and;
- supporting the establishment and functioning of SIMC and a Complaint mechanism and reporting procedure.

5.2 Stakeholder Engagement Policy

The Stakeholder Engagement Policy represents the Employer's commitment to implement the environmental and social requirements and ensures that sufficient resources shall be provided by the General Contractor and the Employer for controlling identified ES risks at the construction and operational stages. For identified social risks, the Employer shall ensure that the Contractor and the Employer implement diligently the present plan in order to comply with EBRD's ESR no. 1 Assessment and management of ES risks and impacts and observe applicable labour and OHS laws of the Republic of Moldova.

Through the Stakeholder Engagement Policy, the Employer ensures continue to:
(i) identify and analysis of specific stakeholders;
(ii) engage specific stakeholders in the construction process;
(iii) specific information disclosure;

(iv) consult specific stakeholders;
(v) establish a grievance mechanism and address and respond to grievances; and
(vi) reporting to stakeholders.

The documented Social Management Policy is annually analysed and revised by the Employer for its continual adequacy in compliance with the Project's objectives and legal requirements.

5.3 Organizational roles, responsibilities and authorities

5.3.1 The Project Management Unit (PMU)

The Ministry[8] of Infrastructure and Regional Development (MoIRD) is the central specialized body, which promotes state policy in the field of infrastructure and regional development and operates in accordance with the Constitution and Laws of the Republic of Moldova, Parliamentary Decisions, Acts of the President of the Republic of Moldova, Government Decisions and Orders, as well as other normative acts. The Ministry performs the following functions: (i) Rehabilitation, modernization and expansion of the national road network; (ii) Establishing a sustainable mechanism for financing the maintenance of public roads and increasing the responsibility for their administration; and (iii) Improving road safety.

5.3.2 The Employer and Project Implementation Unit

The JSC "National Road Administration[9]" (NRA) is founded by the Public Property Agency. Policies in the field of road infrastructure are developed by the Ministry of Infrastructure and Regional Development of the Republic of Moldova.

The objectives of JSC "National Road Administration" activity are as follows: maintenance, repair, rehabilitation, development, modernization, and administration of national public roads, as well as other road infrastructure elements defined by law, in order to ensure safe, smooth, and continuous road traffic; implementation of programs for the unified development of the national public road network in accordance with the requirements of the national applicable legislation.

The JSC "National Road Administration" is responsible for the efficient management of financial resources allocated from the State Budget, Road Fund, and External Sources for the rehabilitation, development, modernization, and maintenance of the national public road network of the Republic of Moldova.

The JSC "National Road Administration" has service contracts with JSC "DRUMURI" for the maintenance of national public road network. These contracts set out the conditions for the annual maintenance of the roads and govern the relationship between NRA and JSC "DRUMURI". NRA is

[8] Source: https://midr.gov.md/en/about-the-ministry/mandate
[9] Source: https://www.andsa.md/en/despre-noi/

responsible for maintaining the 5,951 km of national public roads (express, republican and regional roads).

5.3.3 The General Contractor

The General Contractor, engaged by the Employer during construction phase, shall take the responsibility for physical implementation of mitigation measures provided in the present document, as well as for obtaining all construction activities related permits and agreements in accordance with contractual documents and applicable social legislation of the Republic of Moldova.

The Contractor shall hire (as it will be required by contract provisions) a HSSE Offices who shall organize the implementation process of mitigation measures established in the present document during the Construction Phase.

5.3.4 Roles, responsibilities and authority of the Supervision Consultant

The Supervision Consultant shall employ an Environmental, Social and Health and Safety (HSSE) Manager(s) to be permanent on construction site who shall ensure that the Constructor carry out day-to-day implementation of the Project's specific ESMP, LMP and revised SEP in line with the environmental and social clauses included in contractual documents.

The main objective of the assignment for the Consultant is to assist the Employer in the administration and supervision of the construction works for rehabilitation of the express national road M1 Lot no. 4 from the Straseni and Ialoveni Districts and the Durlesti City with due diligence, to carry out the duties assigned to him in the Contract and provide other services.

The Supervision Consultant, hired by the Employer to oversee the daily implementation of civil construction works, will be responsible for ensuring that the construction works and measures are implemented in a timely, proper and reliable manner, as set out in the Project's specific ESMP, LMP and CoC. The Supervision Consultant will diligently implement the SEP and monitor the grievance mechanism, managing the feedback and response procedure for complaints from affected people. Additionally, the Supervision Consultant shall manage the Social Impact Monitoring Committee, organise meetings with the Contractor and affected communities, analyse and discuss any identified non-conformities, and establish corrective actions.

The Employer shall oversee the environmental and social aspects of all activities for rehabilitation process of the sector of road from the Straseni and Ialoveni Districts and the Durlesti City in order to ensure that established mitigation measures are designed and implemented properly to prevent and minimize likely adverse environmental and social impacts.

The Supervision Consultant shall also ensure that all necessary agreements and permits are obtained by appropriate contractor from relevant state and local authorities before the construction works are start. The Employer may request to check if such permits are issued and valid as well as if the Project's ESMP mitigation and monitoring aspects are implemented on the ground during the rehabilitation

process of the road sector from Straseni and Ialoveni Districts and the Durlesti City according to applicable the Republic of Moldova environmental and social legislation.

5.3.5 Community responsibilities

The roles and responsibilities of direct and contracted workers include:

- Taking reasonable care of themselves and their fellow workers,
- Refraining from misusing equipment provided for their occupational health and safety,
- Co-operating/communicating with their supervision specialists/ESHS by following safe systems of work;
- Reporting accidents & unsafe situations to their supervisor or other nominated member of management;
- Participate and take an active part in any consultation exercise set up by the Engineer;
- Submit suggestions, proposal for improvements and complaints using the grievance mechanism from construction site.

6 PLANNING

6.1 Actions to address risks and opportunities

6.1.1 General procedure

The scope of the risk assessment procedure based on the PR no.1 Assessment and Management of Environmental and Social Risks by using the PR no.10 Information Disclosure and Stakeholder Engagement and Impacts and associated risks which can influence the construction and operation works.

6.1.2 Actions to address risks and opportunities

6.1.2.1 Stakeholders identification

The communication aspects specific construction stage can be influence by the influx of workforce from abroad (Contractors), local workforce (sub-contractors), community workforce (seasonal), supply chain workers (external and locals), external consultant, technical designers, visitors, CPA/LPA, etc. and interaction between them may lead to the following types of risks: stress, pressing, bullying, violence, burnout, harassment, victimization, blackmail, traffic in persons, spread of sexual transmitted diseases, HIV/AIDS and others.

Table 6-1: Identify the types of personnel on sites and their interest

No.	Requirements	Types of personnel (stakeholders)	Social Risks (Locations)
1	Labour and Working Conditions	EBRD/GoM/MoIRD Employer personnel Engineer personnel Contractor/sub-contractor personnel Supply chain personnel Community workers Visitors	Site Organisation Asphalt/concrete plants Construction site Borrow pit Waste platform Local markets LPAs
2	Health, safety and Security	Direct workers Subcontracted workers Supply chain workers Community workers Community services/suppliers Visitors Communities Road users	Construction Site Visitors Community SIMC
3	Land acquisition, restriction on land use and involuntary resettlement	Land owners Land renting persons Seasonal workers on the field Local Public Authority personnel IPOT personnel	On field to evaluate together with owner the land area Meeting with LPA through SIMCs

No.	Requirements	Types of personnel (stakeholders)	Social Risks (Locations)
4	Biodiversity conservation and sustainable management of living natural resources	Environmental Agency/IPM Nisporeni and Straseni personnel SE Moldsilva/ICAS personnel LPA	Construction site CPAs/LPAs
4	Cultural Heritage	Owner of installed crucifix NAA personnel MoC personnel	Construction site MoC/NAA (CPAs) LPAs
5	Stakeholders Engagement	All stakeholders	Construction site (contractor & subcontractors) Engineer Technical Designer CPA/LPA Visitors Community Local business Supply chain

6.1.2.2 Risk assessment

The risk assessment procedure at the detailed design stage consists of communication aspects identification, risks assessment and risks control by providing mitigation measures for construction and operational stages and respond to changing environmental and social conditions in balance with socio-economic needs of workforce and community.

Identified aspects have been assessed and mitigation measures are proposed in the Table 6-1.

Table 6-1: The analysis of stakeholders, roles and responsibilities and their impacts, interests and influence

Stakeholder group	Composition of stakeholders	Role / role in engagement	Impact, Interest, Influence
PROJECT AFFECTED PEOPLE			
Local residents of villages located along the road	Local residents of villages Capriana and Condrita (Straseni District) and Malcoci, Suruceni and Nimoreni (Ialoveni District) and Durlesti City (Truseni,)	Project beneficiaries Information provision Meaningful consultations Community monitoring of works (SIMCs). Mitigate local problems associated with road rehabilitation	**Impact** Are directly affected by Project-related nuisance (noise, air pollution, heavy vehicles traffic etc.) & physical unsafety **Interest** Complete projects on time and qualitatively. Improved road quality and road safety
Social facilities located along the road (are located far from the road)	Schools, kindergarten, churches, culture houses, post offices in the affected villages Capriana and Condrita (Straseni District) and Malcoci, Suruceni and Nimoreni (Ialoveni District) and Durlesti City (Truseni,)	Project beneficiaries Information provision Community monitoring of works. Mitigate local problems associated with road rehabilitation	**Impact** Are directly affected by Project-related nuisance and physical unsafety **Interest** Complete projects on time and qualitatively. Improved road safety
Road users, local residents of communities and villages located wider in the area of Project influence	Local residents of Capriana and Condrita (Straseni District) and Malcoci, Suruceni and Nimoreni (Ialoveni District) and Durlesti City (Truseni,) etc. and other communities	Project beneficiaries Information provision Meaningful consultations Organize SIMCs Provide Complaint Mechanism	**Impact** Are directly affected by the road quality and road unsafety **Interest** Are benefit from the Project and its opportunities (employment at the construction phase, improved logistics, economic and social opportunities, improved road quality and road safety, less wear of cars etc.) Complete projects on time and qualitatively
Local authorities of affected communities	LPAs (Primaria) of communities: Capriana and Condrita (Straseni District) and Malcoci, Suruceni and Nimoreni (Ialoveni District) and Durlesti City (Truseni,)	Representing interests of local communities and their residents. Source of information for local dwellers. Local decision-makers facilitating engagement with local residents. Community monitoring of works.	**Impact** Residents of their communities, for life conditions of which the authorities are responsible, may be directly affected by the road quality and road unsafety **Interest**

Stakeholder group	Composition of stakeholders	Role / role in engagement	Impact, Interest, Influence
		Mitigate local problems associated with road rehabilitation Information provision Meaningful consultations	May benefit from improved road infrastructure, employment opportunities for local dwellers, economic opportunities, road safety measures, better logistic with rayon centres Complete projects on time and qualitatively
Local businesses along the road	Businesses in close proximity to the road, such as petrol stations, cafes, shops, car service providers, wholesale traders, fruit storage facilities, etc.	Project beneficiaries Information provision Mitigate local problems associated with road rehabilitation	**Impact** Are affected by Project nuisances and inconveniences during construction phase **Interest** Benefit from improved road infrastructure and road safety measures Complete projects on time and qualitatively
Farmers	Agricultural producers whose lands are located at close proximity of the road	Project beneficiaries Information provision Mitigate local problems associated with road rehabilitation	**Interest** Benefit from improved road infrastructure &road safety measures Complete projects on time and qualitatively
Vulnerable groups	Vulnerable road users of affected communities (children, mothers with baby-carriages, elderly people, disabled, owners of horse-drawn carts and moto-blocks, bike users, cattle owners, patients with chronic diseases, etc.)	Project beneficiaries Mitigate local problems associated with road rehabilitation Information provision Meaningful consultations Provide Complaint Mechanism	**Impact** Are directly affected by Project-related nuisance (noise, air pollution, heavy vehicles traffic etc.) and physical unsafety **Interest** May benefit from improved road infrastructure and road safety measures Complete projects on time and qualitatively
OTHER INTERESTED AND INFLUENCING PARTIES			
Straseni and Ialoveni District Councils and its decentralized services Durlesti Local Council	- Straseni and Ialoveni District Councils & its Administrations: - LPAs (Level II) of affected communities - District decentralised services	Decision-makers responsible for local development, control of compliance with local legislation, issuing permits, provision of financing etc. Control and maintaining good conditions of roads. Ensure sufficient finance resources for regular maintenance	**Influence** Influence Project technical solutions within their competences and contribute to improved infrastructure and living environment. **Interest** Will benefit from improved road infrastructure, employment opportunities for local dwellers, economic opportunities, road

Stakeholder group	Composition of stakeholders	Role / role in engagement	Impact, Interest, Influence
		Community monitoring of works Information provision Meaningful consultations	safety measures, better logistic with district centres, improved social-economic situation Contribution to sustainable long-life use of road. Complete projects on time and qualitatively
Central Public Authorities	GoM, MoF, MoIRD, MoEn, MoH, MoIA, MoC, MoEc State Agencies State Inspectorate	National level policy and decision-makers responsible for national policy, sectoral strategies and plans development and implementation, control of compliance with national legislation, issuing permits, provision of financing, ensuring public safety etc. Information provision / Meaningful consultations	**Influence** Responsibility for national level related regulations, approvals, implementation of internationally funded projects. **Interest** Interested in development and improved conditions of life, improved environmental and social situations
Civil society organizations / NGOs (local & national-wide)	- Environmental national & local - Automobile Club of Moldova - Bicycle / eco-transport organisations - Community-based NGOs	Promoting best practices, protecting and advocating interests and rights of local population, owners of local knowledge Information provision Meaningful consultations	**Interest** Interested in improved life of local population, in particular, improved road infrastructure contributing to better life
Mass media	Regional press services, local and national media, Radio, TV, local newspapers, internet media	Informing the public, influencing public opinion Information provision	**Interest** Information about the Project, success stories, news **Impact** Contribute to positive reputation or negative image for the Project
Financing institutions	IFI: EBRD Government of Moldova	- Major influence & decision-making on implementation of the Project - Reliable information on E&S risks & opportunities for making an informed decision on financing the Project - Efficiency and Success of the Project - Compliance with the statutory and Lender's E&S requirements	**Influence** Contributing to a sustainable development of the country through development of qualitative road infrastructure in Moldova **Interest** Quality implementation of the Project

Stakeholder group	Composition of stakeholders	Role / role in engagement	Impact, Interest, Influence
		Information provision Technical assistance	
IMPLEMENTATION STAKEHOLDERS			
Project implementors	Employer and PIU	Overall responsibility for project implementation Develop Project documentation Launch tenders. Identify and contract Contractor, Engineer, suppliers and subcontractors. Negotiations of Finance Agreement Ensuring stakeholder engagement and information disclosure at all stages	**Impact** Contributing to a sustainable development of the country through development of qualitative road infrastructure in Moldova **Interest** Ensure a qualitative infrastructure as a result of Project implementation
Design companies	„Universinj" SRL	Responsibility for developing appropriate documentation ensuring international and national quality standards to be met, including ESP policy requirements, PAP interests met Meaningful consultations	**Impact** Quality design documentation meeting requested requirements **Interest** Successful Project implementation Business reputation
General Contractor	TBD at later stage	Ensure works are done: in a safe manner, on time, qualitative, environmentally friendly, according to legislation and construction norms. PAPs rights are followed Hiring local people Identify and contract suppliers and subcontractors Information provision	**Impact** Ensure a qualitative infrastructure as a result of Project implementation **Interest** Successful Project implementation Business reputation Complete projects on time and qualitatively
Construction technical supervisors	Technical supervision, Rayon Road services	Community monitoring of works and ensuring Project completion on time and qualitatively. Solve local problems associated with road rehabilitation. Non-discrimination. Ensure defects are solved Information provision Meaningful consultations Involve in the SIMC process	**Influence** Ensure a qualitative infrastructure as a result of Project implementation **Interest** Successful Project implementation Improved road infrastructure Complete projects on time and qualitatively

Stakeholder group	Composition of stakeholders	Role / role in engagement	Impact, Interest, Influence
		Receive complaints, analyses, organize meetings and report and	
Construction subcontractors / Suppliers / Utilities / Service providers	TBD at later stage	Opportunities related to the execution of the works related to the Project Quality of works Increased demand in their services To be considered at next phase	**Interest** Successful Project implementation Business reputation Complete projects on time and qualitatively **Impact** Improved road infrastructure contributing to better life
Workforce	Employer's direct and subcontracted workforce, supply chain, community workers and other temporary workers	Mitigation of OHS risks and impacts. Information provision Organize ES Committee and provide Complaint Mechanism	**Interest and Impact** Employment, job opportunities, income, social benefits Human rights and non-discrimination, SEA, SH, GBV at the working places

NOTE 1: The Contractor shall control Residual Risks by developing Contractor's OHS Plan, Code of Conduct, LMP, TMP, etc. Risk is considered Moderate without controlling Residual Risks by the Contractor.

NOTE 2: The gap analysis between EBRD PRs and applicable laws of Republic of Moldova are presented in the Project's specific ESMP.

6.1.3 Legal requirements and compliance obligation

6.1.3.1 General

The legal context of the Moldova Road Project V, in terms of public access to information, information disclosure and consultation, is governed, directly or indirectly, by the following national laws and documents:

The Constitution[10] / 1994
Article 32. Freedom of Opinion and Expression
1. Every citizen shall be guaranteed the freedom of thought and opinion, as well as the freedom of expression in public by means of word, image or any other means possible.
2. The freedom of expression may not harm the honour, dignity or the rights of other people to have and express their own opinions or judgments.

Article 34. Right of Access to Information
1. The right of a person to have access to any kind of information of public interest shall not be curtailed.
2. Public authorities, according to their as-signed competence, shall be committed to ensure that citizens are correctly informed.
3. The right of access to information shall not prejudice neither the measures taken to protect the citizens or the national security.
4. The State and private public media shall be bound to provide the correct information of the public opinion.
5. The public media shall not be submitted to censorship.

Law[11] no. 148 / 2023 on Access to information of public interest
The present law regulates:
(a) The manner in which the right of access to information of public interest is exercised and defended.
(b) the obligations of information providers to ensure access to such information;
(c) Legal liability for violating the provisions on access to information of public interest;
(d) The mechanism for monitoring and controlling the implementation of the law.

Law no. 86 / 2014 on Environmental Impact Assessment, as amended in 2023
The Law sets the basis for the functioning of the mechanism of environmental impact assessment of some public and private projects or some projected economic activities with a view of prevention or reduction of the negative environmental impact and protection of public health at the initial stages of project performance.

The Environmental Impact Assessment EIA shall be performed in accordance with the following principles: (a) preventive actions; (b) reliability and completeness of information c) principle of transparency and accessibility; d) participatory principle; e) precautionary principle; f) polluter - pays principle. Public consultations for the projects which require a full EIA are compulsory at the initial

[10] Source: https://www.legis.md/cautare/getResults?doc_id=145723&lang=ro
[11] Source: https://www.legis.md/cautare/getResults?doc_id=137908&lang=ro

stage of the project before preparing the EIA (at the scoping stage) and at a later stage, when the Statement on EIA is disclosed to the public prior to reviewing the final (updated) documentation by the state environmental authority.

Law no. 64 / 2010 on Freedom of Expression

This law guarantees right to freedom of expression and regulates the balance between right to freedom of expression and defense of private and family life.

Law no. 239 / 2008 on Transparency in Decision Making

The law refers to the transparency of information linked with the decision-making process and to the consultation of stakeholders when drafting decisions. The consultation during the decision-making process aims at collecting, providing and exchanging information. The consultation with and involvement of citizens, civil society, and business environment in certain major issues guarantees a higher value of documents drafted and approved by the authorities and their support at the implementation stage.

According to the present law, Citizens have the right:

a) to participate to any stage of the decision-making process;

b) to request and obtain information regarding the decision-making process, including receiving the draft decisions accompanied by the related materials, according to the Law on access to information;

c) to propose to the public authorities the initiation of the elaboration and the adoption of the decisions;

d) to submit to the public authorities' recommendations regarding the draft decisions under discussion.

According to this law, for the purpose of ensuring transparency in decision-making, the public authorities must go through the following stages:

a) informing the public that the drafting of the decision has started;

b) providing the draft decision with accompanying materials to the stakeholders;

c) consulting the citizens, organizations and other stakeholders;

d) examining the recommendations of citizens, organizations created pursuant to the law, and other stakeholders when drafting decisions;

e) informing the public regarding the decisions adopted.

Administrative Code of Republic of Moldova, no. 116/2018

The administrative code establishes procedure for consideration of petitions of the RM citizens addressed to the relevant authorities/bodies (further - "bodies") for the purpose of ensuring protection of petitioners' rights and legitimate interests.

The Petitioner/Applicant who is not satisfied with the answer received on the preliminary application or did not obtain an answer within the statutory deadline has the right to appeal to the competent administrative court.

The Petition is addressed in written or electronic form in the state or other language according to the Law on functioning of languages on the territory of the Republic of Moldova.

The Petition must include: the name and surname of the petitioner; the petitioner's address and the e-mail; the name of the public authority; the subject of the petition and its motivation; the signature of the petitioner or his legal or authorized representative, and in the case of the petition transmitted in electronic form - the electronic signature. The anonymous or submitted petitions without indicating the petitioner's postal or e-mail address are not examined.

6.1.3.3 The EBRD's Performance Requirements

The EBRD[12] promotes environmentally sound and sustainable development in all its activities. Specifically, for the Moldova Road Project V, it recognises that environmental and social sustainability is fundamental to achieving outcomes that are consistent with the Project's development objectives.

6.1.4 Actions for risks control

The Employer shall continue to implement the present Stakeholder Engagement Plan by engaging affected communities in the monitoring process of the social impacts during the construction stage in order to comply with national applicable laws and EBRD performance requirements.

The Contractor shall implementation mitigation measures identified in the present SEP by establishing a grievance mechanism for direct and sub-contracted workers and other workers from the construction site in an open, transparent and responsive relationship on construction site.

The Employer shall implementation mitigation measures identified in the present SEP by developing its ESMS to be in compliance with Global International Practices[13] and applicable laws of the Republic of Moldova.

6.2 Stakeholders engagement Objectives and planning to achieve them

6.2.1 Objectives

The objective of the Stakeholder Engagement Plan is to promote social culture on construction sites by providing a consistent and systematic approach during the implementation of the present plan at the construction and operational stages. This will be achieved by engaging in meaningful consultations with affected communities and providing stakeholders with (i) timely, (ii) relevant, (iii) understandable and (iv) accessible information.

These consultations will be conducted in a culturally appropriate manner that is free of manipulation, interference, coercion, discrimination and intimidation.

[12] Source: https://projects.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards
[13] Source: https://www.ifc.org/en/insights-reports/2015/publications-handbook-esms-general

6.2.2 Actions to achieve engagement objectives

The stakeholder's engagement objectives are consistent with ES Management Policy, measurable, monitored, and communicated to Engineer, Contractor, stakeholders and all interested parties.

At the Construction stage, Contractor shall implement the Project's ES Management Policy with requirements described in the present document and develop its own Contractor's ES and Human Resource Policy (Commitment) and Procedures and Contractor's Labour Management Plan and Code of Conduct. The Social performances shall be incorporated in the Monthly Progress Reports by Contractor and submit documents for revision and approval to the Engineer.

At the operational stage, the Employer shall implement the environmental and social requirements described in the present procedure and develop its own ES Management System[14] comprising environmental and social requirements and OHS performances shall be reported to the State Authorities and other interested parties.

[14] Source: https://www.ebrd.com/home/news-and-events/publications/institutional-documents/environmental-and-social-policy-2019.html

Table 6-4: Actions to achieve Objectives specific for construction stage

No.	Objectives	Actions (What shall be done)	Resource	Responsibility to control	When completed	How to evaluate results	How to achieve objectives (KPIs)
1	Identify specific stakeholders, build and maintain a constructive relationship with them	Identify specific affected people and establish timetable for access to information and reporting	Engineer Contractor	Engineer	Before starting & during construction activities	To have a list of affected communities	Report performances to the Employer
2	Assess the level of interest and support of the specific stakeholders	Identify specific stakeholders and assess the level of their interest in the implementation process	Engineer Contractor	Engineer	Before starting & during construction activities	Result of stakeholder's assessment	Report performances to the Employer
3	Take into account their views in the project design and ES performances	Organise public consultation events with community and provide ES information	Engineer Contractor	Engineer	Before starting & during construction activities	Public Consultation Report and feed-back from the PAC	Report performances to the Employer
4	To promote and provides a complaint mechanism for effective and inclusive engagement of PAC	Disseminate the Project's leaflets to stakeholders and with CM and general communication procedure	Engineer Contractor	Engineer	Before starting & during construction activities	Complaint Mechanism in the SIMC Regulation	Report performances to the Employer
5	Ensure that appropriate information is disclosed to stakeholders	Develop Non-Technical Report to be disseminated to shareholders in accessible format, understandable and appropriate manner	Engineer Contractor	Engineer	Before starting & during construction activities	Public Consultation Report and Minutes of SIMC meetings	Report performances to the Employer
6	Ensure that a communication channel is established during construction stage on the Project Informational Panel	Installed the Informational Panel is installed on site with general the Project's communication channel and GM	Engineer Contractor	Engineer	Before starting & during construction activities	Register complaints in the Project's Log	Report performances to the Employer
7	Ensure that a Social Impact Monitoring Committee are established in every affected communities	Ensure that a SIMC is established in every affected community in order to have a direct communication channel with people	Engineer Contractor	Engineer	Before starting & during construction activities	Public Consultation Report Minute of Consultation	Report performances to the Employer
8	Ensure that roles, responsibilities and authorities are established in the SIMC Regulation	Ensure that SIMC Regulation is developed with specific roles, responsibilities and authorities, etc.	Engineer Contractor	Engineer	Before starting & during construction activities	Approved SIMC Public Consultation Report Minute of Consultation	Report performances to the Employer
9	Ensure that a reporting procedure is established in the SIMC Regulation, etc.	Organise SIMC meetings, analyse & report solved non-conformities to the communities	Engineer Contractor	Engineer	Before starting & during construction activities	Approved SIMC	Report performances to the Employer

NOTE: The Project's specific ES Plans include (i) Project's specific ESMP, Labour Management Procedure, Code of Conduct, Capacity Building Plan, Emergency Management Plan, etc.

7 SUPPORT

7.1 Resource

The requirements of the present plan shall be implemented on construction site by the Supervision Consultant and report monthly performances to the Employer.

The General Contractor is responsible for participation and consultation process on construction site of the direct, subcontracted workers, supply chain and community workers, etc.

7.2 Competence

In order to ensure the communication and engagement process of the present document, the Supervision Consultant shall hire a competent Communication Officer to manage the communication aspects on construction site and report the solved non-conformities to the affected peoples.

7.3 Awareness

The Employer ensures that Supervision Consultant, performing the implementation of the present document is aware of:

- The Employer's Environmental and Social Policy and Objectives;
- The significant ES risks and established mitigation measures for construction works;
- Contribution of the Supervision Consultant to the effective contribution of Employer's ESMs, including the benefits of enhanced environmental and social performance;
- The implications of not conforming with the ESMS requirements, including not fulfilling the organization's compliance obligations.

7.4 Communication

7.4.1 General

The Employer is communicating the environmental and social performances internally to the Supervision Consultant, Contractor, etc., externally to the Central Public Authorities and Local Public Authorities and in case of any emergency situations with other identified stakeholders.

7.4.2 Internal Communication Process

The internal communication process is kept under control by the Employer through the Supervision Consultant, the General Contractor, Subcontractors, Supply Chain and other services providers.

7.4.3 External Communication Process

The Employer is controlling the external reporting procedure by:

(i) Receive and register external communications,
(ii) Screen and assess the issues raised and determine how to address them,
(iii) Provide, track, and document responses, and
(iv) Adjust the management program.

During the construction stage, the Supervision Consultant shall report to the Employer on the performance of the engagement process on a monthly basis. The external communication process to the affected people shall be carried out in written form (hard copies and electronic media) or verbally (over the telephone or in person). The Register of specific stakeholder is presented in the Annex no.3.

The following types of documents shall be disclosed and informed the stakeholders

No.	The Project's life cycle	Issued by	Disclosed on
A	**DESIGN PROCESS**		
1	The Environmental Permit issued for the Moldova Road Project V	Environmental Agency	Employer web site
2	Archaeology Permit	National Archaeological Agency	Employer web site
3	Monuments Protection Notice	Ministry of Culture	Employer web site
4	Planning Town Urbanism Certificate for Design	The Straseni and Ialoveni Districts Durlesti Local Council	Employer web site LPAs web site
5	Construction Authorisation	The Straseni and Ialoveni Districts Durlesti Local Council	Employer web site LPAs web site
B	**CONSTRUCTION PHASE**		
1	Land plot for Asphalt and Concrete Plants	LPA	LPAs
2	Env. Permit for Asphalt Plant	Environmental Agency EA)	Employer web site LPAs web site
3	Environmental Permit for borrow pit	Environmental Agency	Employer web site LPAs web site
4	Notice from AGRM	Geology & Mineral Resources Agency (AGRM)	Employer web site LPAs web site
5	Approved Traffic Management layout	National and Local Road Police	Employer web site LPAs web site
6	Water Permit	Environmental Agency	Employer web site LPAs web site
7	Work permits	Ministry of Internal Affaires	Employer web site LPAs web site
C	**OPERATIONAL STAGE**		
1	New authorisations and permits	EA, NAPH, INTS	Employer web site

7.4.4 Emergency Communication Process

During projects implementation oral, written, electronic means of communication are used for communication process between parties implies in the project. A detailed Emergency Communication chart list is given in figure 7-1.

In case of emergency the General Contractor and Employer communicates in conformity with interfaces established in figure above.

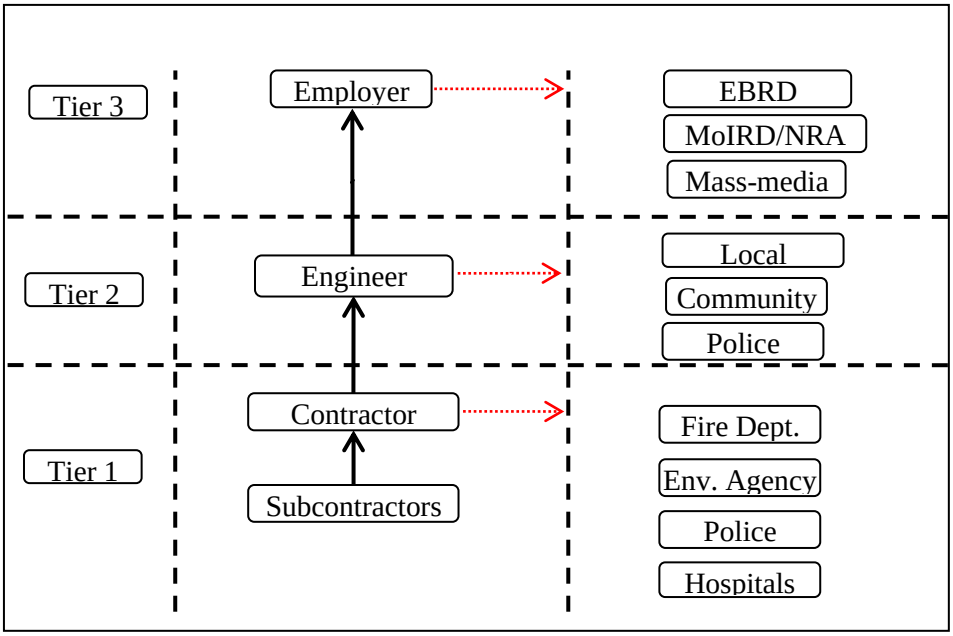

Figure 7-1: Communication channels in case of emergency[15]

The interfaces are:

- Engineer and Employer;
- National Committee[16] for Combating Trafficking in Human Beings
- National Agency for Public Health and Chisinau and Centres for Public Health;
- General Inspectorate[17] for Migration
- Equality Council[18]
- The Straseni and Ialoveni Districts Road Police
- The National Police Inspectorate
- State Supervision Agencies (EPI Straseni, Ialoveni and Chisinau);
- Emergency and Fire Department Straseni, Ialoveni and Chisinau;
- Environmental Agency and the Territorial Environmental Protection Inspectorate, etc.

The complaint form is presented in the Annex 1.

[15] Note: Note: Red line – external communication)
[16] Source: https://www.antitrafic.gov.md/index.php?l=en
[17] Source: https://igm.gov.md/en/services/
[18] Source: https://egalitate.md/en/

7.5 Documented information

7.5.1 Previous engagement in line with national legislation

The Project as a part of the Government's overall Road Sector Program has a long history of over decade. A set of relevant preparatory activities have been implemented during previous development phases since year 2010, including engineering, economic, ES studies, development of a Draft RPF to be applied during Project implementation (Kocks Ingenieure, Oct 2010), Feasibility Studies for R.9 road between Arionesti and Otaci, including Environmental Management Plan (EMP), Environmental Baseline Report (2011), Environmental & Social Review and Analysis, Non-Technical Summary (NTS), draft Environmental and Social Action Plan (ESAP) for Moldova Road Rehabilitation Project IV - Phase 1, 2 and 3 (Arup, 2013; updated in 2017), and draft SEP updated in 2017.

As stated in previous stage documents, the stakeholders were engaged in line with national regulations at that stage. The implementation of the Project had been postponed due to the forced termination of the Works Contract by NRA (former ASD) on 6/03/2018 as a result of unfulfilled obligations of the Contractor.

A Public Consultation scoping meeting was held in October 2010 at the early stages of the Feasibility Study of which the Baseline Environmental report formed a part. For Category B projects such early public consultation is not formally required by either applicable national or IFI procedures, however, it was decided to proceed in this way in case that major realignments may be proposed for individual roads as a result of the Feasibility Study and land outside the Right of Way would be affected by the proposed improvements.

The draft SEP was developed for a whole package of Road Sector Programme in 2017 that had to be updated and implemented accordingly. There are no evidences of any SEP update nor systematic implementation since then. The draft SEP 2017 included high-level guidance and initial identification of major stakeholder groups for all road projects, and was not localised to the specific Project Influence area.

During 2018-2022 Construction Drawings for the rehabilitation of both R.14 and R.8.1 roads were prepared and passed mandatory state expert reviews: design documentation for R.14 road has been prepared in 2018 and updated in 2022 in line with the Ministry Order No.20 dated 08.02.2021, it passed state expert review and received approval on 22/07/2022 as confirmed by the expert statement issued by Î.S Serviciul de Stat Pentru Verificarea și Expertizarea Proiectelor și Construcțiilor[19]. Design documentation for R.8.1 road has been developed in 2021. R8.1 road design package has been added to the scope of the Project in order to obtain the continuity of corridor till Otaci town and improve the road conditions.

As the Roads R14, R8.1. pass through Nature Protected Area Yarova, the Project designers approached the Forest Agency in Soroca Rayon (Moldsilva) for consultations when developing road

[19] Expert Statement №04-290 as of 22nd July 2022 issued by the State Service for the Verification and Expertise

design. There was coordination and agreement of three design solutions that could impact nature resources; one of which was not agreed due to a potential impact on the protected plants, thus it was recommended to replace the bus station to another place with no danger to greenery in protected area. Within the process of design documentation development and update, stakeholder engagement has been performed in line with national public engagement procedures for the projects of this category. Based on national legal framework and on specific aspects of the projects like R14 and R8.1 road, environmental impact assessment and ecological expertise confirmed not to be needed. The main legal aspects for such projects have been met at the project development stage and are reflected by / in the following documents:

- Elaboration of a Feasibility Study;
- Issuing of the Urban Planning Certificates by LPAs[20];
- Approvals issued by the Environmental Agency[21] and the National Public Health Agency;
- Elaboration of technical documentation/ design documentation by licensed designers all mandatory chapters;
- Positive expert statements issued by the State Service for the Verification and Expertise of the projects (04-290 as of 22/07/22 for R14; a similar statement should be issued for R8.1 soon).

In the process of issuing of the required documents, there is an engagement / agreement with local authorities at a level of Rayon Council. If there are more than 2-3 settlements within the Rayon covered by the Project activities, there is one certificate issued by the Rayon Council. Initially the Rayon Council receives an authorization (Aviso) from each settlement. The relevant Urban Planning Certificates have been issued in 2022 by LPAs of Soroca and Donduseni Rayons on behalf of all affected communities located along the project roads.

The revised Stakeholder Engagement Plan sets out the communication and engagement requirements for the construction and operational processes, which will then be cascaded to the Supervision Consultant and the General Contractor. The draft final SEP will be revised by EBRD representatives and issued with non-objections. The final SEP will be approved by the employer and will take effect on the date of approval, when it will be published on the website.

7.5.2 Management of complaints at the Employer (NRA)

The Employer has a transparent publicly available form of complaints disclosed permanently on their official site. This is a petition. The petition is one of grievance mechanisms stipulated by the national legislation. A form of petition (Public Grievance Form) is available online, at the Employer's Website[22].

The petition is submitted to the Employer in compliance with articles 6, 8, 9 of the Law №133 as of 08.07.2011 on Consent for the processing of personal data. Then, the petition is registered in a special register and is delegated to a relevant department which should provide reply to it. For effective

[20] Urban Planning Certificates issued in 2022 by LPAs on behalf of all affected communities located along the project roads
[21] Source: https://www.andsa.md/acorduri-de-mediu/
[22] Source: https://www.asd.md/petitii-online/ .

handling of complaints, a petition should include at least the information on reason/ description of the situation/complaint; contact details of the person submitting the complaint; and submission date.

7.5.3 Information disclosure and available communications tools

The Employer communicates with the public within its powers, in line with an acting national legal framework for public information access, provision and transparency.

The traditional methods used by the Employer for communication with the public include among others: information via mass-media and internet-based sources, meetings with the public, annual reports.

The important information on the Employer developments, projects, strategic initiatives is communicated to the public on its Web-site and its Facebook page[23] in a form of press releases[24], photo and video gallery, news, announcements, interviews.

The Department of Information and Communications with mass media is responsible for disclosure of information. The press relations service contacts are available on the site for feedback / information request as needed. The announcements of public consultations in case of requested stakeholder feedback are also publicised at the Employer Facebook page.

7.5.4 Engagement during the EBRD ES Assessment and Preliminary Road Safety Assessment

A number of consultations with various stakeholders have been undertaken so far in the course of the Environmental & Social (E&S) Assessment and Stage I Preliminary Road Safety Assessment, during the site visit and as follow-up activities.

The site visit organised in August, 16-19 2022 enabled visual identification of potential environmental, social, biodiversity & hydrology, and road safety areas of risks, impacts and Project concerns to be carefully considered under E&SA and RSA. A range of meetings was held with stakeholders identified at local level, both group meetings with local decision-makers and state institutions and individual meetings, including random interviews with potentially affected stakeholders in the affected communities located along the road. The participants of the meetings included numerous representatives of key stakeholder groups that might be potentially affected by the Project or influencing the project implementation, including local authorities (heads of Local Public Administrations of the settlements along the Project Roads), Rayon Architecture, Road Services, technical supervision organisations, local Forestry agency, potentially affected local residents living alongside the road, businesses and social assets located along the road, environmental and road safety NGOs.

[23] Source: https://www.facebook.com/asdrum.
[24] Source: https://www.andsa.md/categorie/comunicate-de-presa/

The information on the Project affected areas, collected via the rapid socio-economic surveys in a form of interviews and questionnaires, contributed to update and develop the environmental & social documents required by EBRD E&S Policy.

Table 7-1: Stakeholder engagement activities during E&SA & RSA of the Road Rehabilitation Project

Stakeholders	Date of engagement	Engagement topics
Employer NRA: Foreign Investments Dept. Engineering Management Department	404.08.2022, August 2022 September 2022	Introduction to E&S Assessment and RSA requirements and procedures, agreement of actions, requests of information and clarifications with data provided for assessment, organisation of site visit, technical aspects, feedback exchange, agreement of meetings with other stakeholders, approval of the Project planning and disclosure information etc.
Project Design documentation developers	21.09.2022	Environmental, social and road safety issues referring to R8.1 and R14 Project roads. Clarification of missing information, environmental, stakeholder engagement aspects, discussion and agreement of the road safety audit preliminary recommendations.
Local authorities (Mayors of affected communities located in (i) Soroca Rayon (Badiceni, Tatarauca Veche, Cremenciug) and (ii) Ocnita Rayon (Otaci Town) Mayors of affected communities located in the Donduseni Rayon (Arionesti village, Pocrovca vil.); Chief Architect of Soroca Rayon, Soroca Rayonal Council, Specialist, Department of Construction, Communal Household & Roads	17-18.08.2022	Presentation of EBRD ESAA & RSA, stakeholder engagement according to the EBRD requirements. Initial consultation on affected villages concerns, importance of the Project for the community and region. Social-economic situation of the communities and Project impact, concerns and expectations (including issues related to Ukrainian refugees). Possible measures to minimize negative impacts; circulation of socio-economic survey questionnaires; effective communication channels for public information disclosure available in the Communities. Road safety: proposals on improving transport infrastructure for all road users, including cyclists and pedestrians and so. Discussion of local concerns with Employer representative (informing on final solutions, street lighting, water supply /drainage systems along the road, bus stops, road safety speed calming measures' needs, extension of the road to Otaci border-crossing point, need in parking place for heavy trucks, etc.)
Rayon Road Services (Soroca SA road administration, Ocnita SA road administration, Edinet SA road administration) and technical supervision organisations	17.08.2022	Presentation of EBRD ESAA & RSA, stakeholder engagement according to the EBRD requirements. The responsibilities and roles of Employer and SA Drumuri Soroca in the Road Rehabilitation Projects. Algorithm of implementation, concerns and initial feedback, issues and critical aspects to be considered, risks and impacts of the project, Communications and grievance management.
Soroca Rayon Forestry Agency	18.08.2022	Introduction to EBRD ESP requirements. Awareness about the Project and previous engagement, role and interest of the Enterprise in the Project. The importance of the Road Rehabilitation Project for the Region. Natural resources and biodiversity issues, incl. Emerald Network objects located in the vicinity of the Project Road to be considered when evaluating the Project. Information shared on Nature Protected Areas within 5 km from the road (including

Stakeholders	Date of engagement	Engagement topics
		planned ones), animals available in the zone of Project influence, including large animals, numbers, migration, ways of migration.
Environmental Agency	September 2022	Consultation on EIA need: confirmation of no need in EIA in line with legislation, checking procedures undertaken and alignments with the Law.
Environmental NGO "ECOSOR"	19.08.2022	The importance of the Road Rehabilitation Project for local communities and for the Region, environmental concerns and potential impacts of the Road Rehabilitation Project. Expertise of NGO in the field of environmental protection and recommended actions to envisage in order to mitigate negative impacts, efficient communications methods
NGO "Automobile Club of Moldova"	16.09.2022	Road safety measures, refugees from Ukraine and their impacts on local roads, experience of NGOs in road safety awareness raising, lessons from similar projects to be considered regarding importance of road safety measures consideration in final design solutions and its implementation before acceptance of the road rehabilitation works, vital problems with road safety legislation in Moldova and recent developments in road safety rules, etc.
Local residents living very close to the road (Pocrovca village); road users (Niorcani)	16-19.08.2022	Drive-through site visit random interviews in affected communities / along the road routes with potential affected stakeholders of the Project: importance of the Road for local communities, critical condition of the road, impact on residential houses along the road, concerns and expectations from the project
Local businesses located along the road (entrepreneur (mobile Social shop), small business Tire Fitting workshop, petrol stations, agri-farm, wholesale trader, fruit farm, fruit storage company, agri-shop etc.)	16-19.08.2022	Awareness of the project and information needs, potential impacts for business, special concerns to be considered in the Project and future benefits of the rehabilitated road for businesses.
Social facilities located along the Road (kindergarten in Pocrovca)	18.08.2022	Potential concerns of the Road Rehabilitation Project, importance of the Road Rehabilitation Project for local community, suggestions for Road safety measures to be envisaged

A **positive feedback** was received from all stakeholders engaged during all meetings as to the crucial needs in the soonest road rehabilitation, benefits of the Project for local communities and local businesses located along the road, improved socio-economic situation of the local settlements due to restored communications with the Soroca city as Rayon Centre and positive social effect, especially due to improved road infrastructure and increased road safety, improved well-being of the communities, economic and employment opportunities.

Preliminary **concerns and risks expressed by local authorities and residents** during meetings in the affected communities refer to poor / critical condition of the roads, a high risk of traffic accidents on the Project road along the villages, physical unsafety, condition of the roadsides, close location of residential houses in Grigorauca, Pocrovca, Sobari, Niorcani and risks of cracking houses due to

overload of the road by heavy trucks, closeness of the social facilities to the road in Pocrovca, safety risks, air quality and a high noise level at the sections passing through the villages, the state of pedestrian infrastructure, pedestrian crossings, lack of sidewalks, road marking and signs, public street lighting, request to avoid the "speed bumps" within the settlements, needs to ensure exits to courtyards / access roads.

Some **preliminary concerns were communicated by local businesses** located along the road, interviewed during the visit / questioned via express survey questionnaires, such as agrifarms, companies involved in export of cereals, fruit producers and wholesalers, petrol stations, retail shops. Their concerns / risks and related needs included some nuisances to happen during construction works, like noise, dust; some negative impact on environment (emissions), poor road condition, lack of parking places for heavy vehicles, poor road safety, need in Road Lights to unload the traffic flow, lack of sanitarian conditions along the road and the need in allocating more garbage bins, need for measures to prohibit access to the road of this category to very heavy vehicles (to install cargo scales, control and restrictions for overloading, especially under conditions of violation of thermal regime) etc.

7.5.5 Identified focuses for ongoing engagement

A number of concerns have been raised within the process of stakeholder engagement during design documentation development and follow-up stakeholder engagement activities. Some of them have been incorporated in the Project design (e.g. with respect to the location of bus stops). Continuous engagement should address among others the following aspects:

- Road safety risks and mitigation measures;
- Design solutions related to the access points to the residential buildings, commercial facilities and agricultural land;
- Design solutions related to pedestrian infrastructure (e.g. location pedestrian crossings, pavements, etc.), including for the access to social infrastructure located along the road (a church, a kindergarten, etc.) and other places of interest;
- Alignment of Project implementation with strategic development plans and implementation schedule of community infrastructure development projects (e.g. water supply network, new construction, etc.);
- Access to pastures located along the road;
- Long-term planning of road network development (e.g. forecasted traffic flows and future plans on by-pass road construction);
- Information provision to the affected communities as to final design solutions, Project construction works timelines, job opportunities, safety measures, Project grievance redress mechanism etc.

The implementation of this Project-focused SEP along with the Project Complaint Mechanism will facilitate mitigation of identified social and environmental risks and potential impacts.

8 OPERATION

8.1 Operational planning and control

8.1.1 General

The Employer plans and controls the implementation of the present SEP on construction site by:
(i) Establishing operating criterion for engagement process during the construction process of the express way M1;
(ii) Controlling the implementation of the Operating Criterion on construction site.

8.1.2 Established Operating Criterion for construction process

8.1.2.1 General

According to the EBRD's Environmental and Social Policy 2019, all road sector projects shall establish a formalized procedure or process for dealing with both workers' and communities' complaints. Procedure and Plan shall include as a minimum the following principles:

- Assigning a responsible person, team or function to organize the resolution of complaints;
- Defined timeframes for acknowledgement of the receipt of complaints and subsequent resolution;
- Practical arrangements for maintaining confidentiality, reviewing and resolving grievances, including resources and organizational arrangements;
- Information on the complaint mechanism that is readily retrievable from the Employer's Web site, locations where project information in hard copy has been placed, and/or from the Employer and Contractors' representatives

8.1.2.2 Identification of stakeholders specific for the express road M1 Lot no.4

The revised SEP during the technical design stage by the Design Consultant in 2024, identified specific groups of stakeholders to be engaged during construction works on site. Road rehabilitation process can affect or benefit several groups of people and social groups who are interested in the Project on different levels. Below is a list of key road projects' stakeholders subdivided by relevant groups as identified in SEP 2017 and updated within the current E&SA.

Table 8-1: The list of key road projects' stakeholders subdivided by relevant groups as identified during the design process 2024

People and social groups who will be directly or indirectly affected / influenced by the Project	People and social groups who have a possibility to influence and make decisions on implementation of the Project	People and social groups who participate in implementation of the Project
Residents (localities in roads vicinity)	**Stakeholders with possibility to influence and make decisions on implementation**	**Implementation stakeholders**
- Residents of villages and communities from the Straseni and Ialoveni Districts and Durlesti City	- IFI (EBRD, etc.) - Government of Moldova	- Employer NRA & PIU - Design Consultant

- Local farmers - Affected people by the expropriation process - Land owners of infrastructure sites - Farmers whose agricultural lands are located along the road - Residents living along transport routes - Local businesses located along the road - Social facilities located along the road - Vulnerable groups - NGOs from the Straseni & Ialoveni Districts and Durlesti City - National and local Media etc*	- State Chancellery - Ministry of Environment - Ministry of Infrastructure & RD - Ministry of Health - Ministry of Labour and Social Protection - Ministry of Culture - Ministry of Internal Affaire - Straseni and Ialoveni District Councils - The Durlesti Local Council - Local Public Administrations - District deconcentrated Services (police, environment, forest, roads, public health, etc.)	- Supervision Consultant - General Contractor - Subcontractors - Suppliers - Community workers - SIMCs

Specific groups of stakeholders identified during the design stage and their interests shall be taken into consideration during rehabilitation process by establishment of the Social Impact Monitoring Committees on affected communes and villages. The composition of SIMCs is established in the SIMC's Regulation within the Project's specific Consultation and Participation Procedure.

8.1.2.3 Project affected parties

The express road M1 passes directly through the territory of the Straseni and Ialoveni Districts and the Durlesti City.

The affected villages might have potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods, include:

- **Local residents of villages** Capriana and Condrița from the Strașeni District and villages Maolcoci, Suruceni and Nimoreni from the Ialoveni District and Durlesti City are affected directly by the construction process living in close proximity to the road;
- **Local residents of communities** and villages located in the area of Project influence and other villages from the Straseni and Ialoveni Districts and Durlesti City and other communities who use the road;
- **Local public administrations** (local communities' authorities of level I) Capriana and Condrita from the Straseni District and villages Malcoci, Suruceni, and Nimoreni from from the Ialoveni District and Durlesti City;
- **Local businesses** located along the road;
- **Social facilities** located along the road, like school, kindergarten, church, culture houses, post offices etc.;
- **Farmers** whose agricultural lands are located along the road.

8.1.2.4 Other interested parties

There is a wide circle of other groups who might have an interest in the Project or could influence its implementation. They include:

- Straseni and Ialoveni District Councils and Durlesti Local Council and its decentralised services
- National Central Authorities (specified in the Annex no.3)
- National Supervision Agencies (Environmental protection Inspectorate, National Agency for Public Health and national Inspectorate for Construction Supervision)

- Civil society organizations / NGOs (local and national-wide) (like environmental, Societa Ecologica Biotica, road specific NGO Automobile Club of Moldova, local community-based NGOs, women's NGOs where available;
- National and local Mass media;
- Implementation stakeholders (Employer & PIU, etc. based on Annex no.3)

8.1.2.5 Vulnerable groups

A special attention shall be paid attention to the vulnerable stakeholders according to the EBRD Policy, they should be identified and engaged appropriately throughout the project cycle.

"Vulnerable groups" are those people who, by virtue of gender, gender identity, sexual orientation, religion, ethnicity, indigenous status, age, disability, economic disadvantage or social status may be more adversely affected by project impacts than others. Vulnerable individuals and/or groups may also include, but not be limited to, people living below the poverty line, the landless, the elderly, women and children headed households, refugees, internally displaced people, ethnic minorities, natural resource dependent communities or other displaced persons who may not be protected through national legislation and/or public international law[25].

The Project vulnerable groups refer to the potentially adversely affected vulnerable road users, such as children, mothers with baby-carriages, elderly people, disabled living in the villages located along the road, owners of horse-drawn carts and moto-blocks (not many), bike users, cattle owners using community pastures crossed by the road. The major impacts for these stakeholders refer to safety. These groups will be approached for information provision, feedback on their concerns and other communications considering their specific needs and in cooperation with the local authorities.

8.1.2.6 Stakeholder analysis

During the detailed design process, the specific stakeholders have been identified and determined their role, responsibilities and impacts and interest and influence. The analysis of identified stakeholders is presented in the chapter 6-1.

8.1.2.7 Stakeholder engagement program

8.1.2.7.1 Information disclosure

The Employer intends to implement the Project as an example of good practice in development of road infrastructure, with the aim to involve stakeholders and to keep good communication practices during the construction stage of the of the express road M1. According to this approach, the target of the information disclosure and communication will be:

- To provide to the Straseni & Ialoveni Districts and Durlesti City and the local affected communities a schedule and information on activities that will be arranged, together with the

[25] https://www.ebrd.com/news/publications/policies/environmental-and-social-policy-esp.html

complaint mechanisms for their feedback.

- To make public the commitment to ensure the best practices in terms of environment and social protection and health and safety for direct, subcontracted workers, supply chain and community workers.
- To make available to the public a Project Complaints Mechanism, in order to collect the grievances, proposal for improvements, comments, opinions, non-conformities, incidents, accidents, etc. and to timely undertake relevant corrective actions to avoid negative consequences.

Disclosure of the Technical Design for rehabilitation sector for Lot no. 4 and the Project's ES Plans will help stakeholders to understand the Project environmental and social risks, impacts and opportunities and contribute to its timely mitigation or prevention. Before stating the construction activities on site, the following documentation shall be available to the public:

- Project's Non-Technical Summary (NTS)
- The Project's specific ESMP
- The Project's specific Labour Management Procedure (LMP)
- The Project's specific Code of Conduct (CoC)
- The Project's specific Consultation and Participation Procedure
- The Project's specific Complaint Mechanism (PCM)
- The Project's revised Stakeholder Engagement Plan (SEP).

Additionally, those stakeholders that are directly involved in the construction activities will be granted access to relevant specific information like Construction Plan, Construction Authorisation, Environmental Permit, Archaeological Notice, Monument protection Notice, Sanitary Permit etc.

General most important information related to the construction stage will be available:

- on information boards / websites / in Viber group chats of affected communities
- in offices of the Employer and the Straseni & Ialoveni Districts and Durlesti City Councils (on request)
- in local newspapers and social media (Facebook pages).

Electronic versions of the above documents will be available on the Employer NRA web-site and EBRD's website in compliance with the EBRD[26]'s Public Information Policy.

The Employer web site[27] and Facebook page. All Project materials will be available to public in Romanian language, and some documents will be disclosed in English at the EBRD web-site where appropriate.

The detailed Project information including abovementioned documents will be available in hard copies, upon previous request, at the locations as detailed below:

- in the Employer office
- in offices of the Contractors and Supervision Consultant (including onsite head offices)

[26] Source: www.ebrd.org.
[27] Source: https://www.andsa.md/

- in Straseni & Ialoveni Districts and Durlesti City premises (on the request): Straseni and Ialoveni District Councils and Durlesti City Council and local community mayoralties of the affected communities.

Table 8-3: The contact data of the Employer and the Straseni and Ialoveni Districts and Durlesti City responsible for disclosure the Project documents

The Durlesti City Council	The Straseni District Council	Ialoveni District Council
or. Durlești, str. Alexandru cel Bun 13, MD-2003 mun. Chișinau, Republica Moldova E-mail: durlestiprimarie@gmail.com Tel: 022 58 44 78 Official web site: https://durlesti.md/ro/	mun. Strășeni, str. Mihai Eminescu nr. 28 **Telefon:** 0237 2 36 30, 023722058 **E-mail:** **consiliulraional@crstraseni.md** http://www.crstraseni.md/index.php?l=ro	MD-6801, 33 Alexandru cel Bun Street, Ialoveni, Republic of Moldova **Telephone:** +373 268 20 007 **E-mail:** ialoveniconsiliu@gmail.com **Official website:** https://il.md/
Verbal complaints addressed to Project staff could be recorded in writing by the receiver and submit to Employer for revising the Project's specific ESMP and PC Report.		

8.1.2.7.2 Engagement methods

The key engagement methods and communication tools to be used in the course of SEP implementation are listed in the table below.

Table 8-4: Communications tools / engagement methods to be used at SEP implementation

Communication tool	Where and how will / could be used
Electronic:	
Website	The Employer website was designed to facilitate informing users and provide options for feedback, and it provides consistent information to a wide audience. On the web-site interested stakeholders can formulate questions, request information, submit online petitions and write emails to officials. Project Complaint Mechanism will be accessible on the web-site to allow for any complaints from stakeholders to be fixed and redressed in a timely manner to mitigate possible negative impacts or risks.
Social media tools (Facebook page, Instagram, Twitter)	ASD Facebook page is actively used and can reach a large number of people at any stage of the Project, providing for relevant information and receiving feedback.
E-mails	Ongoing communication between Project implementing entities, EBRD, designers, LPAs, Contractors, Supervising entities and other relevant stakeholders throughout the Project cycle
Online meetings	An alternative approach to formal meetings in person if a physical face-to-face meeting is not possible. Will be used under conditions of continued COVID pandemic /other emergency restrictions
Viber-group chats	Seems to be an effective communication tool used by LPAs for engagement with the local residents. Can be used for important information provision to the affected stakeholders in communities located along the road.
Audiovisual:	
Video/audio spots	Video and audio spots will not be made for specific activities/services under the Project, but Employer managers will give interviews to TV and radio stations where appropriate.

Communication tool	Where and how will / could be used
Photos	The Employer will create a photo-gallery, which will be used to communicate the implementation process/stages and Project results
Printed:	
Informative letters	Will be used to describe the progress in the Project implementation, the results achieved and the difficulties faced and overcome. Informative letters will be sent to government officials at national / regional and local levels where appropriate.
Publications / Information Materials (leaflets, posters, newsletters, reports etc.)	Various forms of publications both promotional and informative /educational will be used at all stages of the Project allowing to provide a wide audience with an overview of the Project, its progress, benefits and expected results, specific measures to be undertaken creating awareness, etc (brochures, booklets, posters, leaflets, newsletters, etc.) From time to time, reports on Project implementation will be published and disseminated to various categories of stakeholders.
Information/ notice boards, billboards, panels and plaques, banners	to be installed in the Project implementation areas, as well as along the roads in those areas. The billboards will convey messages by using images and text about the Project timetable, impacts on the communities, benefits. The Employer project will be marked by panels and plaques in line with time schedule.
Mass media	Various methods to be used with media, including press releases, articles and interviews, provided press kits, tours to the project sites, field visits, press clubs, training, off-the-record meetings, press conferences etc. Apart from that, mass media can be used as a tool to inform the public at large about the implementation of the Project. Therefore, a press list could be prepared with the names of journalists who will receive information about the progress of the Project and the results achieved in order to report it in the news. The Employer will treat all mass-media equally.
Direct Communication:	
Stakeholder consultations / face-to-face meetings (SIMC)	where appropriate, at agreement of final project solutions with affected communities, at the stage of additional studies to be implemented (as identified during E&SA and RSA), etc.
Phone calls	To allow engagement if face-to-face meetings are not possible, especially consultations with the elderly or disabled.
Public events / Informative meetings/ presentations / field visits	Where the development partners, central public administration authorities, civil society organizations will be invited – to present the implementation stages. For opening ceremonies for rehabilitated Project roads, signing of agreements, conferences, roundtables, etc. that will help focus the society's attention on outstanding achievements. From time to time, such visits could be organized for mass-media, members of the Government, beneficiaries.
Surveys / questionnaires	To be used to collect socio-economic data if requires updates. Or receive feedback on the Project and identify stakeholders' concerns and expectations met. Can be disseminated via e-mail, survey papers or telephone.
Trainings / workshops / information seminars	As measures of road safety awareness campaigns

It should be noticed that all the images used in the Employer NRA publications will consider the aspects of equality, diversity, and sensitiveness. The images, photos and other visual tools will always communicate messages that encourage gender equity versus perpetuation of stereotypes, thereby conveying the equal status of men and women. The contents of the written messages and other materials will use generic words for both sexes and will avoid using the personal pronouns. The publications will use user-friendly language understandable for the public at large.

8.1.2.8 Stakeholder engagement and participation during the construction stage

Continuous stakeholder engagement will be ensured by the Supervision Consultant and the General Contractor by developing an Communication and Outreach Program during the Construction Phase to be aimed at minimization of the health and safety impacts of the construction on the affected communities; stakeholders will be kept informed about Project progress, construction activities, any temporary disturbances and nuisance in order to timely respond to any related complaints, as well as to manage the subcontractors, to ensure the management of the Project complaint mechanism and minimization of the construction related impacts.

The local stakeholders from the affected communities will be notified about potential vacancies for temporary works during construction period. Prior to completion of construction works, local stakeholders will be engaged during implementation of the Road Safety Awareness Programme aimed at minimisation of social and safety risks of local communities located along the road.

A special complaint mechanism for workers will be introduced and implemented by the Contractor at this stage till the takeover of the Project after completion of the Guarantee period and final acceptance of works.

The table 8-5 outlines timelines of key Project engagement activities provide the engagement actions to be implemented at each Project phase.

Table 8-5: Project stakeholder engagement timeline

Planned Activities	PROJECT'S PHASES			
	Design	Tender	Construction	Operation
	2025 – 2026	Q-1, 2026	Q2 2026- 2027	2027 +
Developed Technical Design and national ES plans	X			
Assess risks the Technical Design and national ES Plans in line with based on PR no.1				
Submit draft ES Plans to EBRD for review and comments				
Disclose the Technical and draft ES Plans on the web site of the Employer and the Straseni and Ialoveni Districts and Durlesti City Council in order to interested parties have access to the specific ES information				
Develop a Non-Technical Report with specific ES information and the Project's Complaint Mechanism in order to ensure a communication cannel for providing comments, proposals and other feed-back from the community form the Straseni and Ialoveni Districts and Durlesti City Council				
Organise public consultation based on NTR, SEP and the Complaint Mechanism in the Straseni and Ialoveni Districts and Durlesti City Council				
Receive comments and update the Project's ES Plans and disclose the Employer's web site				
Include the ES Plans in the tender's documents		X		
Clarification of Tender Documents requested by the tenderers				
Organise site visits at the request of tenderers				
Organise meeting at the request of tenderers				
Answer to the questions from the tenderers in the written format				
Sign the Contract				
Before starting the construction activities on site, the General Contractor shall develop a Communication and Outreach Plan in order to ensure that affected communities are engaged and informed about the construction activities			X	
Install on construction site Project's Informational Panels with the Project's specific info and Complaint Mechanism				
Inform the community about the employment process performed by the General Contractor on construction site by posting advertisements on the Mayoralties Informational Panels				
Inform the community about the starting the construction activities on site by sending letter to the Mayoralties				
Inform the state supervision agencies (Env. Agency, Labour Inspectorate, National Inspectorate for Construction Supervision, etc.) about the starting the construction activities on site by sending letter to the Mayoralties				
Attend the SIMC meetings as the invitee and solve identified non-conformities on construction site				

Planned Activities	**PROJECT'S PHASES**			
	Design	**Tender**	**Construction**	**Operation**
	2025 – 2026	**Q-1, 2026**	**Q2 2026- 2027**	**2027 +**
Report the status of solving non-conformities to the affected people and community and SIMC				
Organise meetings with affected people on construction site				
Hold consultations with national and local stakeholders during operation of the new rehabilitated road				**X**
Communicate the operational specific info using the Employer's communication mechanism				
Notify stakeholders during operation of the new rehabilitated road regarding specific risks				
Ensure employees' awareness of Project requirements and Grievance mechanism for workers in place				
Report regularly to EBRD and GoM during the DLP and after operation				

Table 8-6: Project stakeholder engagement, roles and responsibilities specific for the project's life cycle

№	Actions	Stakeholders	Purpose of engagement	Responsibility	Methods / Tools	Timelines
	DESIGN PHASE					
1	Developed Technical Design and national ES plans	- Straseni and Ialoveni Districts and Durlesti City - Central Public Authorities - SE Verification Institute - Employer	Develop the Technical Design and ES Plans based on ToR and the Contract	- Design Consultant - Employer	Terms of References	The Contract provision
2	Assess risks the Technical Design and national ES Plans in line with based on PR no.1	- Design Consultant - Employer and PIU	Assess ES risks and impacts based on EBRD's PR no.1	- Design Consultant - Employer & PIU	Compliance with ESAP	During the design phase
3	Submit draft ES Plans to EBRD for review and comments	- Design Consultant - Employer and PIU	Ensure compliance with ESAP	- Employer & PIU	Compliance with ESAP and PR no.1	During the design phase
4	Disclose the Technical and draft ES Plans on the web site of the Employer, Straseni and Ialoveni Districts and Durlesti City	- Design Consultant - Employer and PIU	Provide access to the ES information to the stakeholders and other interested parties	- Design Consultant - Employer and PIU	Publish ES Plans on the web sites of the Employer, Straseni and Ialoveni Districts and Durlesti City	During the design phase
5	Develop a Non-Technical Report with specific ES information and the Complaint Mechanism	- Straseni and Ialoveni Districts and Durlesti City - Central Public Authorities - Local Public Authority - Affected peoples	Ensure a communication cannel for providing comments, proposals and other feed-back from the Straseni and Ialoveni Districts and Durlesti City	- Design Consultant - Employer and PIU	Publish on the the web sites of the Employer, Straseni and Ialoveni Districts and Durlesti City	During the public consultation process
6	Organise public consultation based on disclosed ES info	- The Ialoveni District - Central Public Authorities - Local Public Authority - Affected peoples	Ensure that identified mitigation measures are identified correct	- Design Consultant - Employer and PIU	On person public consultation	During the public consultation process
7	Receive comments and update the Project's ES Plans and publish final Report on the Employer's web site	- Straseni and Ialoveni Districts and Durlesti City - Central Public Authorities - Local Public Authority	Ensure that Complaint mechanism is used during the consultation process and report to stakeholders and others	Employer and PIU	Public consultation process	During the public consultation process

№	Actions	Stakeholders	Purpose of engagement	Responsibility	Methods / Tools	Timelines
		- Affected peoples				
TENDER PHASE						
8	Include the ES Plans in the tender's documents	Employer and PIU	Ensure compliance with ESAP and Loan Agreement	Employer & PIU	Compliance with ESAP and EBRD tender procedure	During the tender phase
9	Clarification of Tender Documents requested by the tenderers	Employer and PIU	Ensure compliance with Loan Agreement and ESAP	Employer & PIU	Compliance with ESAP and EBRD tender procedure	During the tender phase
10	Organise site visits at the request of tenderers	Employer and PIU	Ensure compliance with Loan Agreement and ESAP	Employer & PIU	Compliance with ESAP and EBRD tender procedure	During the tender phase
11	Organise meeting at the request of tenderers on construction site	Employer and PIU	Ensure compliance with Loan Agreement and ESAP	Employer & PIU	Compliance with ESAP and EBRD tender procedure	During the tender phase
12	Answer to the questions from the tenderers in the written format	Employer and PIU	Ensure compliance with Loan Agreement and ESAP	Employer & PIU	Compliance with ESAP and EBRD tender procedure	During the tender phase
13	Coordinate tender docs with EBRD	Employer and PIU	Ensure compliance with Loan Agreement and ESAP	Employer & PIU	Compliance with ESAP and EBRD tender procedure	During the tender phase
14	Sign the Contract	Employer and PIU	Ensure compliance with Loan Agreement and ESAP	Employer & PIU	Compliance with ESAP and EBRD tender procedure	During the tender phase
CONSTRUCTION PHASE						
15	Develop a Communication and Outreach Plan	Employer and PIU Supervision Consultant Straseni and Ialoveni Districts and Durlesti City Affected communities Affected people	Ensure that complaint mechanism is applied during the construction stage	General Contractor	Organise meetings with affected communities	Construction stage

№	Actions	Stakeholders	Purpose of engagement	Responsibility	Methods / Tools	Timelines
16	Install on construction site Project's Informational Panels with the Project's specific info and Complaint Mechanism	Employer and PIU Supervision Consultant Straseni and Ialoveni Districts and Durlesti City Affected communities Affected people	Ensure that the Project's specific stakeholders and complaint mechanism is available on the construction stage	General Contractor	Installed minimum 2 Panels on construction site (start and end of Lot)	Construction stage
17	Inform the community about the employment process performed by the General Contractor on construction site	Straseni and Ialoveni Districts and Durlesti City Affected communities	Ensure that GC employment process in available to affected communities	General Contractor	Disseminate the leaflets and employment ads	Construction stage
18	Inform the community about the starting the construction activities on site by sending letter to the Mayoralties	Employer and PIU Supervision Consultant Straseni and Ialoveni Districts and Durlesti City Affected communities Affected people	Inform about the starting the construction process by sending letters	General Contractor	Send official letters	Construction stage
19	Inform the state supervision agencies (Env. Agency, Labour Inspectorate, National Inspectorate for Construction Supervision, etc.) about the starting the construction activities on site by sending letter to the Mayoralties	Employer and PIU Supervision Consultant General Contractor	Inform about the starting the construction process by sending letters	General Contractor	Send official letters	Construction stage
20	Attend the SIMC meetings as the invitee and solve identified non-conformities on construction site	SIMCs Affected people Affected communities	Attend the SIMC meetings	SIMC Supervision Consultant General Contractor	In persons SIMC meetings	Construction stage
21	Report the status of solving non-conformities to the affected people, community and SIMC	SIMCs Affected people Affected communities	Solv identified non-conformity on construction site	SIMC Supervision Consultant General Contractor	In persons SIMC meetings	Construction stage

№	Actions	Stakeholders	Purpose of engagement	Responsibility	Methods / Tools	Timelines
22	Organise meetings with affected people on construction site	SIMCs Affected people Affected communities	Solv identified non-conformity on construction site	SIMC Supervision Consultant General Contractor	In persons SIMC meetings	Construction stage
OPERATION PHASE (POST-CONSTRUCTION)						
23	Communicate information on transition of responsibilities and liabilities from the Contractor to Employer NRA	Public Affected communities	Keep stakeholders informed	Contractor Supervision Consultant Design Consultant Employer	Letter from the GC Websites (Employer) Local media PCM	Work Completion and start DLP
24	Update SEP in line with the Operation Phase needs and implement it accordingly	All stakeholders:	Ensure continuous engagement with affected stakeholders and their improved awareness to identify and mitigate potential risks and impacts	Supervision Consultant Employer SA Drumuri Ialoveni	Site inspections Technical meetings	Operation phase
25	Inform stakeholders on any operation activities that might affect them	All stakeholders	Mitigation of potential risks and impacts on affected communities	Supervision Consultant Employer SA Drumuri Ialoveni	Site inspections Technical meetings	Operation phase
26	Ensure public availability of Project Complaint Mechanism during DLP	All stakeholders	Mitigation of potential risks and impacts on affected communities & other stakeholders	Supervision Consultant Employer SA Drumuri Ialoveni	PCM Grievance registry	Operation phase
27	Conduct relevant targeted awareness campaigns on Road safety in the areas of Project impact	Affected stakeholders in the areas of Project impact	Mitigation of potential risks and impacts on road users in the affected communities & other stakeholders	Supervision Consultant Employer SA Drumuri Ialoveni	Awareness campaign including various tools and methods	Operation phase
28	Develop and publish Annual Environment and Social Reports (AESR),	EBRD Areas of project impact Affected communities	Keeping key stakeholders informed on Project progress in order to ensure project successful implementation	Supervision Consultant Employer SA Drumuri Ialoveni	Annual reports (AESR) Informative letters e-mail	Operation phase
29	Disseminate information on road safety, road conditions	Areas of project impact Affected communities	Keeping key stakeholders informed Mitigation of potential risks and impacts on road users in the affected communities & other stakeholders	Supervision Consultant Employer SA Drumuri Ialoveni	Mass media Employer website Communities websites Grievance mechanism	Operation phase

8.1.2.9 The Project Complaint Mechanism

8.1.2.9.1 General

The Complaint Mechanism is a useful and practical tool dedicated to receiving, registering, investigating and responding to requests, complaints and questions about the Project. It will be in force throughout the life of the Project.

A complaint is defined as any concern, unhappiness, impediments or discontent that any stakeholder might have as a result of a road project issue, or a problematic relationship may appear.

The Employer NRA emphasizes that a complaint mechanism should help the all level road project management understand the stakeholders' perception of risks and impacts so as to adjust its measures and actions to address the stakeholders' concerns.

8.1.2.9.2 The Complaint mechanism for specific stakeholders

Different actors are responsible for complaint mechanism at different stages of the Project:

1. The Employer and PIU is responsible for elaboration of Technical Detailed Design and ES Plans, land acquisition and development of the tender documents (pre-construction);
2. The General Contractor will be responsible for the execution the construction activities on site;
3. Straseni and Ialoveni Districts Councils and Durlesti City Council are engaged in design, construction and operational stages for issuance of the permissive acts (the planning town urbanism certificate for design, Construction Authorisation and attending the Work Completion Process and other site inspections performed by its decentralised service.

In general, the complaints shall be the Projects Implementation stakeholders like as the Employer, the Supervision Consultant and the General Contractor. The rules on complaints mechanism is described in the Project's Consultation and Participation Procedure and the Project's Complaint Mechanism and before starting the construction activity on site, the General Contractor will establish his own complaint mechanism for workforce and the Communication and Outreach Plan for communication with affected communities.

The General Contractor's contact details will be made publicly available in local communities along with the locations of the Project works and will be indicated in the Social Impact Monitoring Committees after the Contractor has been identified.

The complaint mechanism draws upon conflict resolution resources from several areas those inside the Employer and the Supervision Consultant, traditional and customary systems, and private systems (mediation, conciliation, arbitration). These approaches complement one another and act together in a coordinated way.

Regarding the Employer organizational arrangements of the road project, and the local context, various resources available to affected individuals as to road related grievance solutions: (i) the

Employer administration, (ii) Contractors' Managers, (iii) Inspectorates (Environmental, road maintenance, public health, firefighting, etc.), (iv) Courts and (v) Lawyers acting on behalf of affected parties.

Complaints are managed internally according to internal rules, in line with national legislation and EBRD PR10 requirements to grievance management. Clearly, the Employer's complaints mechanism, as any complaint mechanism incorporating mediation or other interest-based processes must be grounded in a framework of ethics and principles that should not be violated.

A project-level grievance mechanism is a locally based, formalized way for a company to accept, assess, and resolve the Employer, community complaints related to road projects activities. It offers a package of widely understood and effective procedures for solving problems that are appropriate, and aims to help parties reach speedy, efficient, and acceptable resolutions with dignity, justice, and finality.

The complaint form shall be posted on the Employer website in Romanian language, and printed Complaints forms shall be available at Contractors' offices on-site and off-site, Contractor Supervision offices, and at Straseni and Ialoveni District Councils, Durlesti City Council and Mayoralty Offices of affected Communes, for ease of use by the local population. The sample of a grievance form is available in the Annex no.1 and the Project's Complaint Mechanism.

The complaint mechanism applies to all stakeholders, regardless of their role or community. Therefore, any stakeholder can lodge a grievance using the mechanism. The affected stakeholders in local communities located along the Project roads should be able to complain near to his/her location - at the Mayoralty, Contractor camp, etc.

All complaints can be submitted via the Employer's Registration system at the Employer web-site, at the offices of road administrations, in premises of local affected communities' mayoralties or other places mentioned above. It could be done orally or in writing; by phone, personally, by post, online, or submitted in grievance boxes. The template for the complaint registry to be maintained throughout the construction stage is presented in the Annex no.2 and the Project's Complaint Mechanism.

According to EBRD requirements, any grievance could be submitted anonymously. If so, the answer should be disclosed at the Employer's web-site under FAQ section or placed on the noticeboards located in the affected communities.

If it is a community member grievance, he/she can apply directly to mayoralty if is related with Contractor's activities/works. The Mayoralty will send this grievance to the Supervision Consultant which is representing the Employer.

The stakeholders can apply directly to the Supervision Consultant and the Employer. If the Supervision Consultant and the Employer did not solve or answer to grievance during one week, the stakeholder can apply grievance to the Employer's top management.

The Employer and PIU ensures that the response is provided within 30 days, in line with the national Law. If the complaint is urgent, the procedure is accelerated, or in case if additional time is needed to redress the complaint, the deadline and responsible are defined additionally.

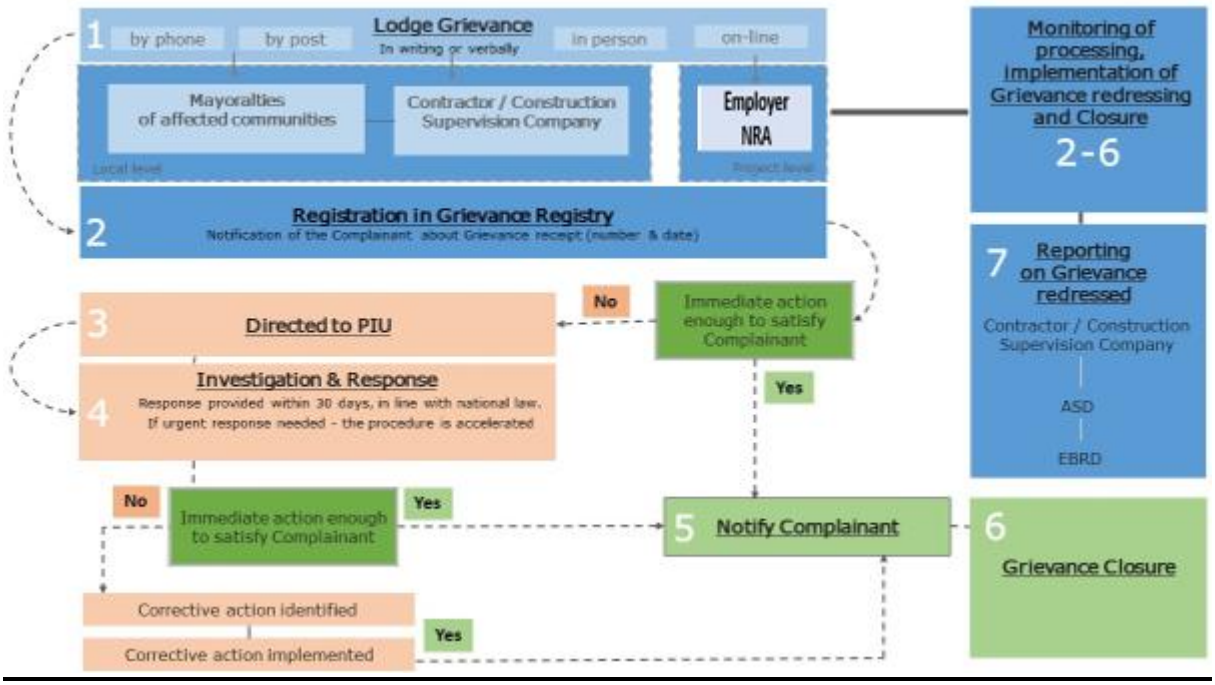

Figure 8-1: The Complaint mechanism process

At no time the Employer and the Supervision Consultant or the General Contractor will not use the complaint mechanism impede a stakeholder from referring the matter to the national judicial system or other available mechanisms.

8.2 Emergency preparedness and response

The Employer ensures that emergency situation shall be managed based on the Contractor's ESMP, OHS Plan, CoC and using the Contractor's resources for controlling emergency risks and reporting to the local and national state authorities.

The Communication procedure in case of emergency on construction site is described in the chapter 7.4.4.

9 PERFORMANCE EVALUATION

9.1 Monitoring, measurement, analysis and performance evaluation

9.1.1 General

In order to assess compliance of the revised SEP during the detailed design stage with the national and the EBRD PR no. 10 requirements to the project performance, all stakeholder engagement activities implemented at all Project phases are going to be monitored respectively. Monitoring measures will identify if any corrective actions are required in order to prevent or timely mitigate any potential risks or negative impacts.

The SEP is a dynamic document that will be reviewed on an annual basis and updated in line with the project phase needs, when required. If conditions of the Project will have major changes, the SEP will need to be adjusted accordingly.

The Employer and PIU shall regularly contact the Supervision Consultant, General Contractor and affected communities to monitor Project progress in terms of information provision and other engagement activities set out in the revised SEP, including complaint management, environmental and social mitigation and road safety measures, health and safety issues.

The recorded complaints raised by the affected stakeholders and the workers will be summarized and reported to Project management on a monthly basis; all stakeholder engagement activities, relevant feedbacks and Complaint Mechanism process updates with a number of complaint received and addressed/closed, most frequent types of grievances, and any recommendation or action taken to decrease the number of complaints shall be reported in the Annual Environmental and Social Report.

The Annual Reports (E&S Reports, Monitoring Reports) will be regularly submitted to EBRD at all Project phases. The summary of Monitoring Reports will be available at the Employer's Website.

Table 9-1: Monitoring the construction and operational processes

WHAT to monitor	WHERE to monitor	HOW to monitor	WHEN to monitor	Responsible	Key Performance Indicators	Report to
Complaints from the workforce	Construction site	Received and registered complaints	During the SIMC meetings	Supervision Consultant	Number of complaints, including status of grievances (open/closed)	Employer & PIU
Complaints from the community	Construction site	Received and registered complaints	During the SIMC meetings	Supervision Consultant	Number of complaints, including status of grievances (open/closed)	Employer & PIU
SIMC meetings	Construction site	Organise SIMCs meeting based on received complaints	During the SIMC meetings	Supervision Consultant	Number of complaints redressed within 1 month Number of meeting organised	Employer & PIU
Reporting to stakeholders	Construction site	After SIMC meetings	During the SIMC meetings	Supervision Consultant	Number of reports to stakeholders	Employer & PIU
Internal auditing of SEP and PCM	Construction site	Audit Plan and Report	Before and during construction activity	Supervision Consultant	Internal auditing Report	Employer & PIU
Consultation and Participation of stakeholders	Construction site	Consultation and Participation Process	Before and during construction activity	Supervision Consultant	- number of the public meetings held, - number of the participants attended, - visits to local authorities or other local stakeholders	Employer & PIU
Disclosure and informational process	Construction site	Public consultation on site	Before and during construction activity	Supervision Consultant	Number of publications on the Project - related topics	Employer & PIU
Engagement records	Construction site	Implementation process	Before and during construction activity	Supervision Consultant	Number of engagement records	Employer & PIU

NOTE: Specific for operational stage, the Employer shall comply with applicable laws of Republic of Moldova and other requirements.

9.1.2 Evaluation of compliance

9.1.2.1 Evaluation of compliance by the Employer

The Employer shall ensure that the present document is implemented diligently by Supervision Consultant (Engineer) on sites and the frequency and timing of compliance evaluations shall be performed by the Engineer which has roles, responsibilities and authorities to assisting in the Project performance monitoring to evaluate effectiveness of the project and measure project performance against the parameters as set out in the ESAP; to establish baseline data and benchmarks, collect necessary information, monitor progress, identify benefits and evaluate social impact.

9.1.2.2 Evaluation of compliance with requirements of the present Plan

The Supervision Consultant shall ensure that the revised Stakeholder Engagement Plan is implemented on construction site based on established operational criterion, and the control of residual risks on construction site. This shall be achieved by establishing roles, responsibilities, and authority, as well as controlling community health and safety established in the Social Impact Monitoring Committee.

9.2 Internal audit

9.2.1 General

The Engineer shall conduct site inspections and internal audits at planned intervals to provide information on whether the present document conforms to: (i) the Project's specific SEP and (ii) is effectively implemented on construction site by using the Project's Complaint Mechanism. Audit records shall be reported on monthly basis to the Employer.

9.2.3 The Employer's Internal audit

The Employer shall conduct internal audits at planned intervals to provide information on whether the Employer's ESHS Management System conform to: (i) EBRD's Performance Requirements[28] and national applicable laws and (ii) is effectively implemented and maintained.

9.3 Management review

The Supervision Consultant (Engineer) shall review performances in order to ensure continuing suitability, adequacy and effectiveness of the implementation process on construction sites and report to the Employer on monthly basis.

The Employer shall review performances in order to ensure continuity, suitability, adequacy and effectiveness of the implementation process on construction sites and report to the MoIRD and EBRD.

[28] Source: https://www.ebrd.com/home/news-and-events/publications/institutional-documents/environmental-and-social-policy-2019.html

10 IMPROVEMENT

10.1 General

The Employer ensures that opportunities for improvement during the monitoring, audit and review processes during the construction works and implement necessary actions to achieve the intended outcomes of the implementation process of the SEP.

10.2 Nonconformity and corrective action

Nonconformity means non-fulfilment of a requirement established in the present SEP. Nonconformity relates to requirements established in this document for construction stage shall be kept under control and corrective actions shall be implemented on site.

Corrective action means to eliminate the cause(s) of a nonconformity or an incident and to prevent recurrence. The main aim of the corrective action process, described in the present document, is to eliminate the noncompliance causes of actual problems so as to avoid recurrence of those problems.

Corrective actions shall be appropriate to the effects or potential effects of the incidents or nonconformities encountered.

The Contractor shall retain documented information as evidence of: (i) the nature of the incidents or nonconformities and any subsequent actions taken; (ii) the results of any action and corrective action, including their effectiveness.

Specific for construction, the Contractor shall notify in written form within 24 hours to the Engineer and also communicate this documented information to relevant workers, and, where they exist, workers' representatives, and other relevant interested parties.

10.3 Continual improvement

The Contractor shall continually improve the suitability, adequacy and effectiveness of their Labor & OHS Plans, Code of Conduct, etc. by reviewing documents and ensure (i) enhancing Social and L&OHS performances; (ii) promoting a OHS culture among direct and contracted workers, (iii) promoting the participation of workers in implementing actions for the continual improvement of the COHSP; (iv) communicating the relevant results of continual improvement to workers, and, where they exist, workers' representatives and (v) report Social and L&OHS performances to the stakeholders and other interested parties.

11 ANNEXES

Annex 1: The Complaint Form
Annex 2: The Complaint Registry
Annex 3: The list of specific stakeholders

Annex 1: The Complaint Form

COMPLAINT FORM

Reference No: *(to be completed by PIU)*	Received by: _____ Solved by: _____ Date of initial response: _____
Full Name: *(to be completed by the person lodging the complaint)* *Note: you can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent*	My first name: _____ My last name: _____ Company/Position in the company: _____ ☐ I wish to raise my grievance anonymously ☐ I request not to disclose my identity without my consent
Contact Information: *(to be completed by the person lodging the complaint)* Please mark how you wish to be contacted (mail, telephone, email).	☐ By Post: Please provide mailing address: ☐ By phone: _____ ☐ By e-mail: _____
Preferred Language for Communication: *(to be completed by the person lodging the complaint)*	☐ Romanian ☐ Russian
Description of Complain or Request: (to be completed by the person lodging the complaint)	☐ Yes ☐ No
Description of Complain or Request: *(to be completed by the person lodging the complaint)*	What can happen? Where and How could it happen? What are the consequences / impact of this issue?
Date of Complain/Request: *(to be completed by the person lodging the complaint)*	DD / MM / YYYY _____
What would you like to see happening in order to solve this issue? _____ _____ _____ _____ _____ _____ _____	

Annex 2: Complaint Registry Template

No.	Date	Location and Method of Complaint (where and in which form received)	Complainant contact details (in case of non-anonymous grievance	Content of grievance (issues, actions taken so far, when did it start – all details needed)	Actions (Next steps to resolve the issue or to move complaint to next level)	Responsible for Action (name and role	Dates When investigation started and completed	Deadline for required actions,	Corrective action, Satisfactory or not	Result and Date of closure	Follow Up Actions Needed and Date If non-closed
1	2	3	4	5	6	7	8	9	10	11	12

The information to be recorded in the Complaint Registry should include:

1. Complaint reference number
2. Date of complaint
3. Location and method of complaint (where and in which form received)
4. Complainant contact details (in case of non-anonymous grievance)
5. Content of grievance (issues, actions taken so far, when did it start – all details needed)
6. Actions (Next steps to resolve the issue or to move complaint to next level)
7. Staff responsible for action (name and role)
8. Dates when investigation started and completed
9. Deadline for required actions
10. Corrective action, satisfactory or not
11. Result and date of closure
12. Follow up actions needed (if non-closed) and dates

Annex 3: The list of specific stakeholders

No	Stakeholders	Contact details	Roles	Interested in
A	**EMPLOYER & IMPEMENTING SPECIFIC STAKEHOLDERS**			
1	National Road Administration (NRA)	MD 2004 mun. Chișinău, str. Bucuriei, 12A Phone (Green Line): (+373)78 337 744 Phone (Green Line): (+373)60 477 117 E-mail: cancelaria@andsa.md, serviciu@andsa.md, presa@andsa.md, https://www.andsa.md/contacte/	NRA is in the subordination of MoIRD, is the Borrower, has the role of the implementation of the Moldova Road Project V taking under control the technical and project management	Implementation and monitoring the MRPV
2	Project Implementation Unit (PIU)	MD 2004 mun. Chișinău, str. Bucuriei, 12A Phone (Green Line): (+373)78 337 744 Phone (Green Line): (+373)60 477 117 E-mail: cancelaria@andsa.md, serviciu@andsa.md, presa@andsa.md, https://www.andsa.md/contacte/	The PIU is established in order to provide support to the NRA to implement diligently the Loan Agreement and ESAP, develop the Project's documents and monitor the implementation process together with NRA and Supervision Consultant	Ensure that ESAP and other Project's documents are implemented on site, monitoring and reporting to stakeholders
3	The Design Consultant „Universinj" SRL	12A Bucuriei Street, MD-2004, Chișinău, Republic of Moldova **Main telephone:** +373 22 358 600; +373 22 358 301 **E-mail:** office@universinj.md; mail@universinj.md **General Director: Valeriu Severin** **Director telephone:** +373 22 245 631 **Mobile:** +373 69 149 305 **Director e-mail:** severin@universinj.md **Website:** UNIVERSINJ official website	The Design Consultant - Develop technical design documentation based on TS using software (CAD/BIM). - Translating design concepts into detailed technical drawings for manufacturing/engineering. - Ensuring that designs meet technical requirements, safety standards, and specifications. - Collaborating with engineers, architects, and production teams to refine and implement designs. - Preparing and revising drawings and documentation based on feedback and technical constraints.	During the construction stage, the Design Consultant will act as a Designer Supervision in order to comply with DD provisions
4	Supervision Consultant (Engineer)	MD 2004 mun. Chișinău, str. Bucuriei, 12A Phone (Green Line): (+373)78 337 744 Phone (Green Line): (+373)60 477 117 E-mail: cancelaria@andsa.md, serviciu@andsa.md, presa@andsa.md, https://www.andsa.md/contacte/	The Supervision Consultant (Engineer) is engaged by the Employer (NRA and PIU) to supervise the construction works on site and report performances monthly to the Employer. The Supervision Consultant is also responsible for communication with affected communities in an open	Ensure that the Project's ES Plans are implemented on site by the Contractor and report performances to the Employer.

No	Stakeholders	Contact details	Roles	Interested in
			and transparent manner, keep under control the social impact monitoring committee and report performances to the Engineer.	
5	General Contractor	MD 2004 mun. Chișinău, str. Bucuriei, 12A Phone (Green Line): (+373)78 337 744 Phone (Green Line): (+373)60 477 117 E-mail: cancelaria@andsa.md, serviciu@andsa.md, presa@andsa.md, https://www.andsa.md/contacte/	The General Contractor, engaged by the Employer (NRA based on International Competitive Bidding, has the role and responsibilities to rehabilitate the express road M1 and comply with approved the Project's ES Plans and report monthly performances to the Supervision Consultant. Additionally, the General Contractor is responsible for ensuring compliance with applicable laws of the Republic of Moldova.	Execute construction works on time based on approved Work Plan and report monthly performances to the Engineer.
B	**LOCAL PUBLIC AUTHORITIES OF LEVEL I AND LEVEL II**			
6	The Ialoveni District Council[29]	33 Alexandru cel Bun Street, MD-6801, Ialoveni, Republic of Moldova Main telephone: **+373 268 20 007** E-mail: **ialoveniconsiliu@gmail.com** Chairman's office: **+373 268 20 006** President's e-mail: **eremianataliacri@gmail.com** Secretary's telephone: **+373 268 22 057** Secretary's e-mail: **alionaplugarucri@gmail.com** Official website**:** Ialoveni District Council	The Ialoveni District is the Local Public Authority of level II and is interested to issuance of the permissive documents for design and construction	Issuance of the following documents: - Urbanism Certificate for Design - Building Authorisation - Demolition Authorisation
7	The Straseni[30] District Council	mun. Strășeni, 28 Mihai Eminescu, str. E-mail: consiliulraional@crstraseni.md Phone: 0237-2-36-30, 0237-2-20-58 Web page: https://crstraseni.md/index.php?l=ro	The Straseni District is the Local Public Authority of level II and is interested to issuance of the permissive documents for design and construction	Issuance of the following documents: - Urbanism Certificate for Design - Building Authorisation - Demolition Authorisation

[29] Source: https://il.md/contacte/
[30] Source: http://www.crstraseni.md/index.php?l=ro

No	Stakeholders	Contact details	Roles	Interested in
8	Capriana village, Straseni District	District: **Strășeni District, Republic of Moldova** Telephone: **+373 237 68 236; +373 237 68 238** Mayor mobile: **+373 69 316 726** Official e-mail: **primaria.capriana@apl.gov.md** Additional e-mail: **primariacapriana@gmail.com** Secretary mobile: **+373 69 443 879**	The village Capriana is the Local Public Authority of level I and is affected directly by the rehabilitation process of the express way M1	Monitoring the social impact during rehabilitation process by establishing SIMC in the commune
9	Condrita village Straseni District	Administrative unit: **Chișinău Municipality** Phone/Fax: +373 22 797 840 E-mail: primaria.condrita@gmail.com Working hours: **Monday–Friday, 08:00–17:00** Official website: **https://www.condrita.md/**	The village Condrita is the Local Public Authority of level I and is affected directly by the rehabilitation process of the express way M1	Monitoring the social impact during rehabilitation process by establishing SIMC in the commune
10	Malcoci village Ialoveni District	MD-6818, Malcoci village, Ialoveni District, Republic of Moldova Telephone: +373 268 31 236 E-mail: malcociprimaria@gmail.com	The Malcoci village is the Local Public Authority of level I and is affected directly by the rehabilitation process of the express way M1	Monitoring the social impact during rehabilitation process by establishing SIMC in the commune
11	Suruceni village Ialoveni District	Telephone: +373 268 33 236 E-mail: suruceniprimaria@gmail.com	The village Suruceni is the Local Public Authority of level I and is affected directly by the rehabilitation process of the express way M1	Monitoring the social impact during rehabilitation process by establishing SIMC in the commune
12	Nimoreni village Ialoveni District	Telephone: +373 268 32 236 Mayor mobile: +373 69 191 669 E-mail: **nimoreniprimaria@gmail.com** Official website: **Nimoreni Village Hall**	The Nimoreni village is the Local Public Authority of level I and is affected directly by the rehabilitation process of the express way M1	Monitoring the social impact during rehabilitation process by establishing SIMC in the commune
13	Affected people by the expropriation process	From the Straseni and Ialoveni Districts (Capriana, Condrita, Malcoci, Suruceni, Nimoreni) and Durlesti City and Truseni village	The expropriation process has been implemented by the Employer NRA and all affected persons were paid for their land	Peoples are interested in not destroy the crop during the construction stage (outside the right of way)
C	**LIST OF DECENTRALISED SERVICES FROM THE NISPORENI AND STRASENI DISTRICTs**			

No	Stakeholders	Contact details	Roles	Interested in
14	The Ialoveni City Hall	Address: 45 Alexandru cel Bun Street, Ialoveni, Republic of Moldova Main telephone : +373 268 22 484 Mayor's office: +373 268 26 028 Mayor mobile: +373 69 176 921; +373 69 430 888 Institutional e-mail: primaria.ial@gmail.com Secretary telephone: +373 268 22 430 Secretary e-mail: liliaraico.ial@gmail.com	Is the local public authority responsible for executive administration of the city of Ialoveni in the Republic of Moldova. It carries out day-to-day functions of local government and public services for residents.	It carries out day-to-day functions of local government and public services for residents from the Ialoveni District.
15	The Ialoveni Municipality	Locality: Ialoveni City Local authority: Ialoveni City Hall District: Ialoveni District Mayor: **Sergiu Armașu** Address: **45 Alexandru cel Bun Street, Ialoveni, Republic of Moldova** Telephone: **+373 268 22 484** E-mail: **primaria.ial@gmail.com**	Is the local public authority responsible for executive administration of the city of Ialoveni in the Republic of Moldova. It carries out day-to-day functions of local government and public services for residents.	It carries out day-to-day functions of local government and public services for residents from the Ialoveni District.
16	Territorial Office State Chancellery Ialoveni	Address: 33 Alexandru cel Bun Street, Ialoveni, Ialoveni District Council building, 4th floor Telephone: +373 268 27 050 E-mail: emilia.goro@gov.md	Acts as the Government's representative in the Ialoveni District. Serves as a point of contact between the central government and local (district and municipal) authorities Works with various deconcentrated public services in the region to coordinate activities and ensure unified implementation of national policies	Coordinate the deconcentrate services in the Criuleni, Dubăsari, Ialoveni and Strășeni districts.
17	Centre for Public Health Chisinau	Address: 49 Alexandru Hâjdeu Street, Chișinău, Republic of Moldova Telephone: +373 22 574 300 Additional telephone: +373 22 574 302 E-mail: csp.chisinau@ansp.gov.md Head of the Centre: Victoria Stavenschi	CPH Chisinau is in subordination of NAPH and has the role of Health Policy implementation	Monitor the public health on the Ialoveni, Criuleni, Strășeni and Dubăsari districts.

No	Stakeholders	Contact details	Roles	Interested in
18	The Police Inspectorate Ialoveni	Address: 24 Grigore Vieru Street, MD-6801, Ialoveni, Republic of Moldova Secretariat: +373 268 20 119 Duty service: +373 268 22 202 Duty mobile: +373 68 244 443 E-mail: ip_ialoveni@igp.gov.md Head telephone: +373 268 20 100	One of the main roles of the Police Inspectorate is to ensure public order and safety in communities across the Ialoveni region. This includes routine patrols, rapid response to emergencies, and presence in areas where law-breaking or disorder is more likely	Ensure that traffic security in the Ialoveni District
19	The Police Inspectorate Straseni	str. Ștefan cel Mare nr. 181, MD-3701, mun. Strășeni, Republica Moldova Tel.: +373 237 20 450 E-mail: ip_straseni@igp.gov.md	One of the main roles of the Police Inspectorate is to ensure public order and safety in communities across the Straseni District. This includes routine patrols, rapid response to emergencies, and presence in areas where law-breaking or disorder is more likely	Ensure that traffic security
20	Territorial Construction Inspection Straseni	MD-2012, mun. Chișinău, str. Alexandr Pușkin 22 mail: secretariat@inst.gov.md Phone: +373 22 24 25 84, +373 22 23 80 24	The Inspection is a territorial state control body responsible for supervising and enforcing construction laws and regulations within the Straseni district. It operates as part of the state system of construction supervision under Moldova's public administration.	Provide inspection on construction site in order to comply with construction laws and approved Technical Design
21	Territorial Construction Inspection Ialoveni (INST Chisinau)	INST address: 22 Alexandr Pușkin Street, MD-2012, Chișinău, Republic of Moldova General telephone: +373 22 238 024 Registry: +373 22 242 584 General e-mail: secretariat@inst.gov.md	The Inspection is a territorial state control body responsible for supervising and enforcing construction laws and regulations within the Ialoveni District. It operates as part of the state system of construction supervision under Moldova's public administration.	Provide inspection on construction site in order to comply with construction laws and approved Technical Design
22	IPM Straseni	Inspecția pentru Protecția Mediului Strășeni str. Morilor nr. 6, or. Strășeni Tel.: +373 237 28 443 E-mail: ipmstraseni@ipm.gov.md Contact person: Maria Chihai, +373 606 00 778.	The inspection's mission is to implement national environmental policy at the local level, exercise state control and supervision, prevent and address environmental violations, and protect natural resources and ecological safety	Provide inspection on construction site in order to comply with construction laws and approved Technical Design and the Env. Permit

No	Stakeholders	Contact details	Roles	Interested in
23	IPM Ialoveni	Address: 33 Alexandru cel Bun Street, Ialoveni, Republic of Moldova Telephone: +373 268 22 662 E-mail: ipmialoveni@ipm.gov.md Head / responsible officer: Igor Lazari Mobile: +373 60 600 753	The inspection's mission is to implement national environmental policy at the local level, exercise state control and supervision, prevent and address environmental violations, protect natural resources and ecological safety	Provide inspection on construction site in order to comply with construction laws and approved Technical Design & the Env. Permit
24	The Territorial Labour Inspection Straseni	State Labour Inspectorate – Călărași Territorial Labour Inspection, Strășeni area Strășeni office: str. Mihai Eminescu 56, or. Strășeni Tel.: +373 683 16 994 / +373 695 01 937 E-mail: itmcalaras@im.gov.md	The primary role of the territorial labour inspection is to ensure compliance with national labour legislation by employers and workplaces in the Straseni District. This includes monitoring: • Working conditions, hours, and rest periods, • Wages and timely payment, • Employment contracts and legality of employment, • Child labour restrictions & non-discrimination protections, • Compliance with labour rights and duties under the Labour Code and related laws (ILO) Territorial inspectors conduct both scheduled & unannounced inspections to verify that employers respect these obligations	Provide inspection on construction site in order to prevent incidents and accident and ensure compliance with applicable ESHS laws
25	The Territorial Labour Inspection Ialoveni	Ialoveni office address: 7 Alexandru cel Bun Street, Ialoveni E-mail: itmchisinauil@im.gov.md General ITM Chișinău telephone/fax: +373 22 450 257 General e-mail: itmchisinau@im.gov.md Labour-relations inspectors: +373 22 498 683; +373 22 439 796	The primary role of the territorial labour inspection is to ensure compliance with national labour legislation by employers and workplaces in the Ialoveni District. This includes monitoring: • Working conditions, hours, and rest periods, • Wages and timely payment, • Employment contracts and legality of employment, • Child labour restrictions & non-discrimination protections,	Provide inspection on construction site in order to prevent incidents and accident and ensure compliance with applicable ESHS laws

No	Stakeholders	Contact details	Roles	Interested in
			• Compliance with labour rights and duties under the Labour Code and related laws (ILO) Territorial inspectors conduct both scheduled & unannounced inspections to verify that employers respect these obligations	
26	Employment Agency Straseni	National Employment Agency – Strășeni Employment Directorate MD-3701, 56 Mihai Eminescu Street, Strășeni Tel.: +373 237 22 620 E-mail: stofm.straseni@anofm.md	The agency works to increase employment opportunities for people in the Straseni District by connecting job seekers with available jobs and helping employers find qualified workers. At the local level, the office provides: (i) Information on vacant job positions and assistance in finding employment. (ii) Career guidance and counselling for job seekers. (iii) Registration of unemployed persons so they can access services, benefits, and support. (iv) Assistance with accessing vocational training and skills development programs to improve employability.	Provide support for the Employer and the General Contractor for employment process during implementation of the Training and Economic Inclusion Plan.
27	Employment Agency Ialoveni	Ialoveni Employment Directorate Parent authority: National Employment Agency (ANOFM) Address: 49 Alexandru cel Bun Street, Ialoveni, Republic of Moldova Telephone: +373 268 23 452 E-mail: stofm.ialoveni@anofm.md	The agency works to increase employment opportunities for people in the Ialoveni District by connecting job seekers with available jobs and helping employers find qualified workers. At the local level, the office provides: (i) Information on vacant job positions and assistance in finding employment. (ii) Career guidance and counselling for job seekers. (iii) Registration of unemployed persons so they can access services, benefits, and support. (iv) Assistance with accessing vocational training and skills development programs to improve employability.	Provide support for the Employer and the General Contractor for employment process during implementation of the Training and Economic Inclusion Plan.
28	Territorial Social Insurance House Straseni (CNAS)	National Office of Social Insurance (CNAS) – Strășeni Territorial Social Insurance House	The main role of the Territorial Social Insurance House in Straseni is to provide social insurance services directly to people and employers in the Straseni region, implementing	Provide social support for employees and other types of people

No	Stakeholders	Contact details	Roles	Interested in
		92/2 Ștefan cel Mare Street, MD-3701, Strășeni Tel.: +373 237 20 035 E-mail: ctas.straseni@cnas.gov.md	national legislation and managing social insurance matters at the local level	
29	Territorial Social Insurance House Ialoveni (CNAS)	Ialoveni Territorial Social Insurance House Parent authority: National Office of Social Insurance (CNAS) Address: 18 Alexandru cel Bun Street, MD-6800, Ialoveni, Republic of Moldova E-mail: ctas.ialoveni@cnas.gov.md Head of Territorial Subdivision: Irina Goluță Head telephone: +373 268 21 505 Citizen and contribution-payer services: +373 268 24 174	The main role of the Territorial Social Insurance House in the Ialoveni is to provide social insurance services directly to people and employers in the Ialoveni District, implementing national legislation and managing social insurance matters at the local level	Provide social support for employees and other types of people
30	Straseni Emergency Directorate	General Inspectorate for Emergency Situations – Strășeni Emergency Situations Section 9 Ștefan cel Mare Street, Strășeni, Republic of Moldova Tel.: +373 237 21 312 / +373 675 06 507 E-mail: straseni@igsu.gov.md	The directorate coordinates and executes urgent responses to emergencies within the Straseni District, including: - Firefighting and fire suppression efforts; - Search & rescue operations when people are trapped or at risk; - Evacuation of populations from dangerous zones; - Rescue work following accidents, disasters, or hazardous incidents; - Other urgent and unscheduled tasks in conditions of emergency. igsu.gov.md These tasks are part of IGSU's mandate to protect people and property during emergencies and exceptional situations.	Provide support in case of emergency situations
31	IGSU Ialoveni	Ialoveni Emergency Situations Section Parent authority: General Inspectorate for Emergency Situations (IGSU), Ministry of Internal Affairs Address: 26 Grigore Vieru Street, Ialoveni, Republic of Moldova Telephone: +373 79 706 531	The directorate coordinates and executes urgent responses to emergencies within the Ialoveni District, including: - Firefighting and fire suppression efforts; - Search & rescue operations when people are trapped or at risk; - Evacuation of populations from dangerous zones;	Provide support in case of emergency situations

No	Stakeholders	Contact details	Roles	Interested in
		E-mail: ialoveni@igsu.gov.md	- Rescue work following accidents, disasters, or hazardous incidents; - Other urgent and unscheduled tasks in conditions of emergency. igsu.gov.md These tasks are part of IGSU's mandate to protect people and property during emergencies and exceptional situations.	
32	Cadastral Territorial Office Straseni	Public Services Agency – Strășeni Multifunctional Centre, Cadastral Services 51B Mihai Eminescu Street, Strășeni, Republic of Moldova, Tel.: +373 237 21 553 E-mail: cadastru@asp.gov.md	Roles & Responsibilities 1. Creation and Maintenance of Cadastral Records 2. Registration of Property Rights 3. Issuance of Cadastral Documents 4. Reception of Cadastral Surveys and Data 5. Supporting Land Management and Planning 6. Public Service and Consultation	Provide services for cadastral registration and other cadastral works
33	Cadastral Territorial Office Ialoveni	12 Prieteniei Street, MD-6800, Ialoveni, Republic of Moldova Telephone: +373 268 76 003 Additional telephone: +373 268 76 002 E-mail: sct.ialoveni@ipcbi.gov.md	Roles & Responsibilities 1. Creation and Maintenance of Cadastral Records 2. Registration of Property Rights 3. Issuance of Cadastral Documents 4. Reception of Cadastral Surveys and Data 5. Supporting Land Management and Planning 6. Public Service and Consultation	Provide services for cadastral registration and other cadastral works
34	SE "Servicii Paza" MAI Straseni	State Enterprise "Servicii Pază" of the Ministry of Internal Affairs – Strășeni Branch 183 Ștefan cel Mare Street, MD-3701, Strășeni, Republic of Moldova, Tel.: +373 794 11 585 E-mail: straseni@serviciipaza.md	Roles & Functions 1. Physical Guarding of Property and Assets 2. Technical Security and Monitoring 3. Personal Protection Services 4. Escort and Security for Valuables 5. Event and Crowd Security	Provide services for property protection, etc.
35	SE "Servicii Paza" MAI Ialoveni	78/1 Alexandru cel Bun Street, MD-6801, Ialoveni, Republic of Moldova Director telephone: +373 79 411 555 E-mail: ialoveni@serviciipaza.md	Roles & Functions 1. Physical Guarding of Property and Assets 2. Technical Security and Monitoring 3. Personal Protection Services	Provide services for property protection, etc.

No	Stakeholders	Contact details	Roles	Interested in
		Parent institution: State Enterprise "Servicii Pază" of the Ministry of Internal Affairs Head-office hotline: +373 22 256 256 Head-office e-mail: secretariat@serviciipaza.md	4. Escort and Security for Valuables 5. Event and Crowd Security	
36	Municipal waste / sanitation service – Strășeni	Î.M. „Gospodăria Comunală Strășeni" Phone: +373 237 22 110 Mail: gospodaria.comunala.58@mail.ru	The Company provides service for collecting the municipal solid wastes	Provide services for collecting and transportation of the municipal solid wastes
37	SA „Apa Canal Straseni"	JSC "Apă-Canal Strășeni" – Water Supply and Wastewater Utility 24 Mihai Eminescu Street, MD-3700, Strășeni Tel.: +373 237 23 695 / +373 237 23 694 E-mail: imacstraseni@gmail.com Contact person: Dumitru Bodrug, Director.	Roles & Responsibilities 1. Supplying Potable Water 2. Wastewater and Sewerage Services 3. Infrastructure Maintenance and Development 4. Customer Relations and Billing 5. Regulatory Compliance	Provide services for construction site (Mobile WC, potable water, etc.)
38	SA Apacanal Ialoveni	38 Albișoara Street, MD-2005, Chișinău, Republic of Moldova General e-mail: acc@acc.md General Director's Office: +373 22 256 901 Registry: +373 22 857 564; +373 22 256 918; +373 22 256 850 Central Dispatch Service: +373 22 256 666; +373 22 857 777	Roles & Responsibilities 1. Supplying Potable Water 2. Wastewater and Sewerage Services 3. Infrastructure Maintenance and Development 4. Customer Relations and Billing 5. Regulatory Compliance	Provide services for construction site (Mobile WC, potable water, etc.)
39	S.A. "Drumuri Ialoveni"	Ialoveni City, Ialoveni District, str. Chilia, 2 Email: drumuri.ialoveni@gmail.com, ialoveni_drum@asd.md	S.A. "Drumuri Ialoveni" is responsible for: - Constructing new roads and related infrastructure; - Repairing and rehabilitating existing public road sections; - Performing routine and winter maintenance of roads; - Updating road condition data and handling technical aspects; - Working under contracts with state road authorities to ensure continued road service quality	Performed maintenance activities during operational phase based on contract between the Employer NRA and SA Drumuri Ialoveni

No	Stakeholders	Contact details	Roles	Interested in
D	**CENTRAL PUBLIC AUTHORITIES**			
40	Ministry of Finance (MoF)	MD-2005 mun. Chisinau, str. Constantin Tănase 7 Tel.:+(373) 22 26 25 23, Mail: cancelaria@mf.gov.md, https://www.mf.gov.md/ro	MoF is the central public authority that ensures the realization of the Governmental Financial Policy.	Law on Public Sector Debt, State Guarantees and State Refinancing, No. 1136/18.10.2007
41	Ministry of Infrastructure and Regional Development (MoIRD)	MD-2033 Chişinău 2012 PMAN 1 Tel: +37322250107 E-mail: anticamera@midr.gov.md, https://midr.gov.md	MoIDR (pmu) is the central public authority that ensures the realization of the Governmental Development Policy	Project monitoring
42	Ministry of Environment (ME)	MD-2005 Chişinău, Bd. Ştefan Cel Mare si Sfânt 162 Tel:(022) 204-556; E-mail: cancelaria@mediu.gov.md, www.mediu.gov.md	MoE is the central public authority that ensures the realization of the Governmental Environmental Policy.	Sign the Contract for using subsoil resources (if any)
43	Ministry of Health (MoH)	MD-2009, mun. Chişinău, str. Vasile Alecsandri, 2 Tel: 022 268-885, Email: secretariat@ms.gov.md, https://msmps.gov.md	MoH is the central public authority that ensures the realization of the Governmental Health Policy.	Project monitoring (public health)
44	Ministry of Culture (MoC)	MD-2033 Chişinău, Piaţa Marii Adunări Naţionale 1 Tel. anticameră:+373 (0) 22 22 76 20 E-mail: cancelaria@mc.gov.md https://mc.gov.md/	MoC is the central public authority that ensures the realization of the governmental health policy.	Issue notice regarding the protected monuments
45	Ministry of Internal Affaire (MoIA)	MD 2012 Chişinău, bd. Ştefan cel Mare şi Sfînt, 75 E-mail: secretariat@mai.gov.md, mai@mai.gov.md https://www.mai.gov.md/ro/main-page	MoIA is the central public authority that ensures the realization of the Governmental Internal Affairs Policy	Project monitoring
46	Ministry of Labour & Social Protection (MoLSP)	MD-2009, mun. Chişinău, str. Vasile Alecsandri, 2 Tel: 022 268-883, Fax: 022 268-816 Email: secretariat@social.gov.md https://social.gov.md/	MoLSP is the central public authority that ensures the realization of the Governmental Labour and Social Protection Policy.	Project monitoring

No	Stakeholders	Contact details	Roles	Interested in
47	The National Employment Agency	Mun. Chisinau, str. Vasile Alecsandri, 1 Phone: +373 22 721003 Email: anofm@anofm.md https://www.anofm.md/ro/contactus	Roles and Functions 1. Implementation of Employment Policy 2. Labour Mediation and Job Placement 3. Career Guidance and Support Services 4. Training and Skill Development 5. Unemployment Insurance and Benefits 6. Labour Migration Services 7. Data and Labour Market Information	Provide support for employment process during construction activities for the Employer
48	Intelligence and Security Service (ISS)	MD-2004, Chisinau, bld. Stefan cel Mare 166 Secretariat: Tel: 022 23 96 25, Fax: 022 23 40 68 Email: sis@sis.md, www.sis.md	ISS performs efficiently and transparently the function of ensuring the state security, with a strong position among the institutions of national security sector and at the top of intelligence services from regional-European community	Coordinate DD
49	National Agency for Public Health (NAPH)	MD-2028, Chișinău, str. Gh. Asachi 67a Tel. 022 574-689, E-mail: office@ansp.gov.md, www.ansp.md	NAPH is in subordination of MoH and has the role of the Health Policy implementation	Monitor the public health and working environment, etc.
50	National Traffic Police (NTP)	Chisinau, str. Octavian Goga 18 MD-2005, Tel: 022 22 30 59, www.pr.gov.md	NTP is in subordination of MoIA and its role is to ensure traffic safety and other aspects	Coordinate the TMP and traffic security
51	National Patrol Inspectorate	Chisinau, str. Tiraspol 11/1, MD-2001 Tel: 022 223 059 / 022 255 481 Email: inp@igp.gov.md, www.igp.gov.md	NTP is in subordination of MoIA and its role is to ensure traffic safety and other aspects	Coordinate DD
52	Agency for Geology & Mineral Resources (AGMR)	Mun. Chisinau, Strada Mitropolit Dosoftei 156 Tel.: (373 22) 750 656, Fax: (373 22) 750 863 Email: agrm@agrm.gov.md, http://agrm.gov.md/ro/	AGMR is in subordination of MoE and has the role of the Environmental Policy implementation	Issue notices for opening the new borrow pit
53	State Enterprise Institute for Design & Land Organisation (IPOT)	MD-2070 mun. Chișinău, str. Ialoveni, 100b Tel: (+373 22) 72 36 27; Fax (+373 22) 28 45 01 E-mail: info@ipot.md, http://ipot.md/	IPOT is in subordination of the Public Property Agency within GoM and has the role of the Land Policy implementation	Provide service for land management and resettlement process

No	Stakeholders	Contact details	Roles	Interested in
54	Public Services Agency (PSA)	mun. Chișinău, str. Alexandr Pușkin, 42 E-mail: anticamera@asp.gov.md, asp@asp.gov.md https://asp.gov.md/	PSA has the mission to coordinate and organize the activities aimed at ensuring the implementation of public policies in the areas of the information technology, etc.	Issuance of the authorisations, permit to work, etc.
55	SE State Service for the Detailed Design verification &expertise	mun. Chișinău, the Buiucani District, 9 Constantin Tanase str.	The State Enterprise is an administrative authority under PPA.	Verify and Approve DD
56	Regional Development Agency Centre (RDA-Centre)	Ialoveni City, Tel: +373 268 2 26 92 Email: adrcentru@adrcentru.gov.md http://adrcentru.md/feedbacktxt.php?l=ro&idc=356	CDA-Centre is in subordination of MoIRD and has the role of the governmental infrastructure and regional development Policy implementation	Project monitoring
57	State Hydrological Service (SHS)	Mun. Chisinau str. Grenoble 134, Tel. (+373 22) 773511, Mail: hidrometeo@meteo.gov.md, http://www.meteo.md/	SHS is in subordination of MoEnv. and has the role of the governmental infrastructure and regional development Policy implementation	Provide meteo data for design
58	E-Governance Agency	MD-2012 mun. Chișinău, bld. Stefan cel Mare 134 Tel. +373 22820026 E-mail: office@egov.md, https://www.egov.md/ro	This Agency is an administrative authority and is in the subordination of GoM.	Issue Waste Authorisation and other permits, licences
59	National Archaeology Agency (NAA)	MD-2012 mun. Chișinău, str. Mihai Eminescu, 50 E-mail: arheologie.gov@gmail.com Tel: +373 22 227792	NAA is an administrative authority and is in subordination of the MoC and its role is to identify, manage and protect archaeological buried heritage	Issue Archaeological Authorisation
60	Environmental Agency (EA)	MD-2005, Chisinau, str. Albișoara 38 Tel: 022 820770, Email: am@am.gov.md www.am.gov.md	EA is an administrative authority under MoE and its role is to implementation of the governmental Env. Policy.	Issue Env. Permit for the planned activity of MRP V
61	Environmental Protection Inspectorate	MD-2005 mun. Chișinău, str. Constantin Tănase 9 Tel: +373 (22) 22-69-41 E-mail: mediu@ipm.gov.md, www.ipm.gov.md	EIP is an administrative authority under MoE and its role is to implementation of the governmental Env. Policy.	Monitor the implementation of the Environmental Permit issued by the Env. Agency
62	State Labour Inspectorate (SLI)	MD-2068, mun. Chișinau, str. Miron Costin 17/2 Tel: 022 499400, e-mail: secretariat@im.gov.md, web: www.ism.gov.md	SLI is an administrative authority under the MoLSP and its role is to coordinate at national level compliance with the regulations on labour relations and OHS, exercises state control over compliance with legislative and other	Performed inspections on construction sites

No	Stakeholders	Contact details	Roles	Interested in
63	National Inspectorate for Technical Surveillance	MD-2012, mun. Chișinău, str. Alexandr Pușkin 22 Phone: +373 22-24-25-84, Mail: secretariat@inst.gov.md https://inst.gov.md/index.php?l=ro	NITS is an administrative authority under MoIRD and its role is to implement the governmental Development Policy	Performed inspections on construction sites
64	National Anticorruption Center	mun. Chișinău, bd. Ștefan cel Mare și Sfînt 198 Phone: +373 22 257 257 Specialized anti-corruption line: +373 22 257 333 Email: secretariat@cna.md https://cna.md/en/contacts	The CNA is tasked with the prevention, detection, investigation, and suppression of corruption offences, including acts of corrupt behaviour and corruption-related acts. This includes both contraventions and criminal offences under Moldova's legal system.	Ensure that Project's document has a specific complaint channel for reporting corrupted acts etc.
65	SE Moldsilva	MD 2001 Chișinău, b-d. Ștefan cel Mare 124 Phone : +373 (22) 27-23-06, 27-73-49 E-mail: msilva@moldsilva.gov.md https://moldsilva.gov.md/pageview.php?l=en&idc=251&t=/Contacts/Staff	Roles & Responsibilities 1. Forestry Management 2. Protection of Forests and Wildlife 3. Biodiversity and Conservation 4. Implementation of State Forestry Policy 5. Coordination with Subordinate Entities 6. Sustainable Economic and Social Development	Ensure that forest, flora and fauna is not jeopardized by the construction site
66	The Forest Research and Management Institute (ICAS)	MD 2069 Mun. Chișinău, str. Calea Ieșilor, 69 Green Line: +373 22 59-33-51, E-mail: icas@moldsilva.gov.md https://icas.com.md/contacte/	ICAS in Moldova: - Conducts scientific research on forests and forest ecosystems, - Develops silvicultural standards and management norms, - Provides specialist consultancy and technical support, - Produces forest management plans to guide sustainable use, - Participates in international cooperation and innovation to strengthen forestry practices	Ensure that forest, flora and fauna is not jeopardized by the construction site and provide support in the implementation process
E	**FACILITIES HOLDER STAKEHOLDERS**			
67	ICS Premier Energy SRL	MD-2024 mun. Chișinău, str. A.Doga 4 Email: servicii_client@premierenergy.md https://premierenergy.md/	This company is an Enterprise with foreigner capital which is biggest supplier of electricity in the Republic of Moldova.	Provide technical condition for design and coordinate DD (if any)

No	Stakeholders	Contact details	Roles	Interested in
68	S.A. "Moldtelecom"	Chisinau, bld. Ştefan cel Mare 10, MD - 2001 Tel: 022 57 01 01, Email: office@moldtelecom.md, www.moldtelecom.md	The Company is in subordination of PPA and has the role of providing the mobile telephony, internet and other services.	Provide technical condition for design and coordinate DD
69	S.A. "Moldovagaz"	MD-2005, mun. Chişinău, str. Puşkin 64 Email: office@moldovagaz.md https://www.moldovagaz.md/rom	The activity of the company and its subsidiaries is focused on providing a quality service for the transmission, supply and distribution of natural gas.	Provide technical condition for design and coordinate DD
70	State Enterprise "Moldelectrica"	Chisinau, str. V.Alecsandri 78 Email: cancelar@moldelectrica.md, www.moldelectrica.md	The Company is in subordination of MoE and has the role of the transmission system operator (TSO) of the electricity	Provide technical condition for design and coordinate DD
71	State Enterprise "Radiocomunicatii"	MD-2001 mun. Chişinău, str. Drumul Viilor 28/2, Tel: 022 87 63 00, www.radiocom.md	The company is in the subordination of PPA and the activity of the company is the management of the radio communication process	Coordinate the technical design