

REPORT N° FINAL

CHISINAU SOLID WASTE PROJECT

STAKEHOLDER ENGAGEMENT PLAN

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1 INTRODUCTION

Regia Autosalubritate, a municipal solid waste management company (the “Company”) of the City of Chisinau (the “City”) is intending to implement the Chisinau Solid Waste Project, consisting of priority investments in the Chisinau solid waste disposal system (“the Project”). The Project will be financed by loans from the European Bank for Reconstruction and Development (EBRD) and the European Investment Bank (EIB), as well as grant funds from an international donor. The two key Project components include the upgrading of the City's landfill site in Tintareni to EU compliance and the rehabilitation of the closed dumpsite in Ciocana District, Chisinau.

A Project Environmental and Social (E&S) assessment process, including the development and 120-day disclosure of an Environmental and Social Impact Assessment (ESIA) and other supporting documents was completed at the end of 2017 but has since been extended to April 2018. One of the supporting documents is this Stakeholder Engagement Plan (SEP), which has been developed and will be implemented by the Company to meet EBRD requirements for stakeholder engagement and public consultation and disclosure for the Project.

The purpose of the SEP is to present how Regia Autosalubritate previously communicated with people who are affected by or are interested in the Project and how the Company plans to communicate with these stakeholders in the future. The plan also describes the grievance mechanism for people to raise any concerns about the Project. The SEP takes into account best international practice in relation to information disclosure. It also outlines the general engagement principles that the Company will use for their strategic investment plans.

After the ESIA documentation was finalised, but prior to receiving the potential loan, the temporary Ciocana dumpsite in Chisinau was closed and the Tintareni Landfill was re-opened and started to accept waste in July 2017. This new development now requires changes to be made to the original Project and presented to all relevant stakeholders. The SEP is therefore being brought up to date, taking into account these new Project developments.

2 PROJECT DESCRIPTION

The sanitary landfill in Tintareni (Anonii Noi District) has an area of approximately 25 ha, and is located 35 km from the south-east Chisinau and about 7 km from the villages Cretoia and Tintareni (see Figure 2-1). There is a landfill gas collection and utilisation system on a part of the landfill, installed and operated by JSK BioGasInter from 2008, which is currently not operational and the plans for its continued operation are not known at present.

The operation of the Tintareni landfill was put on hold by the City of Chisinau in 2010 due to the perception that the landfill was causing pollution in the local area. The City of Chisinau assessed the claims together with relevant environmental authorities and concluded that some of the more serious alleged impacts of the Tintareni landfill were not justified, while the minor impacts were considered to be manageable.

When the Tintareni landfill operations ceased in 2010, the Company stored waste on a temporary dumpsite in Ciocana District in the City of Chisinau (see Figure 2-2).

Fichtner Management Consulting completed a hydrogeological study at the Tintareni landfill, to determine the suitability of the site and form a decision of whether it should be re-opened. Further

to that, a Hydrogeological Risk Assessment (HRA) was undertaken by WSP I PB to assess the potential effects of Tintareni landfill on hydrogeology and hydraulically connected downgradient groundwater and surface water resources. According to the HRA, although the quality of the water in the abstraction wells in Tintareni village and the River Bic are below the adopted quality standard, this is the result of other potential sources of contamination such as local small scale local landfilling and agricultural fertilizers, rather than the Tintareni landfill. According to the study, the discharges from the landfill do not represent a significant risk to receptors located more than 500m from the site.

Before re-opening, the Tintareni landfill site was planned to be brought to EU compliance, by including the following:

- New Geotextile Membrane;
- Leachate Management plant;
- Improved Gas Management System;
- New vehicle fleet;
- Resurface access road;
- Improved operational procedures;
- Strict waste acceptance criteria; and
- Environmental monitoring.

The closure plan for the temporary dumpsite in Ciocana District, Chisinau, was prepared by Fichtner Management Consulting. In addition, to address the possible loss of livelihoods of waste pickers who were operational at the Ciocana wastedump, a Livelihood Restoration Plan was developed and was planned to be implemented by Regia Autosalubritate.

However, shortly after the development of the above plans, the Ciocana dumpsite reached its final physical disposal capacity and at the same time local residents protested against waste disposal in this location, which prompted Regia Autosalubritate to re-open the Tintareni landfill in July 2017, before the landfill was brought to EU compliance. The closure plan for the Ciocana dumpsite was not implemented, as Project funding has not been approved yet.

At present, collection of solid waste and transportation to Ciocana transfer station is carried out by the Company. The transfer of waste from Ciocana transfer station to Tintareni landfill is carried out by a sub-contractor. A total of 40% of waste is transferred directly to Tintareni landfill, while 60% is firstly treated at the sorting plant belonging to a private company ABS S.R.L. In addition to the municipal waste from Chisinau, the landfill site receives waste from other sources, including from private companies and industrial sources (up to 30% industrial waste is received).

Regia Autosalubritate has started implementing community benefits which were agreed through a land use contract signed in July 2017, between the Mayor of Tintareni commune, the Mayor's office of Chisinau municipality and Regia Autosalubritate. The full list of agreed benefits is available as Appendix 1 of this SEP. The land use contract is due to expire in December 2019, however if all benefits are completed by then and if rental fees continue to be paid, it is expected that the contract will be extended.

The benefits that have been completed or are in progress, at the time of updating the SEP, are:

- The small waste dumpsites near Tintareni and Geamana have been cleaned and waste is collected every day in these villages;
- The kindergarten has been rehabilitated;
- Partial rehabilitation of the road to Tintareni has been carried out;

- Trees and green plantations have been trimmed;
- Street lights in Tintareni have been restored;
- Works on an artesian well are being conducted;
- Financial budget support has been allocated: 6m MDL has been paid to Tintareni and 4m MDL has been paid to Geamana.

At present, additional work is being carried out to update the Project Feasibility Study, considering the newly arisen circumstances. The Environmental and Social Action Plan listing environmental, health and safety and social mitigation measures which the Company must undertake as per EBRD requirements has also been updated to reflect the recent changes. A local Environmental Impact Assessment was submitted to the Ministry of Environment and is awaiting approval at the time of updating this SEP.

The following shows the location and setting of the Tintareni and Ciocana landfill sites:

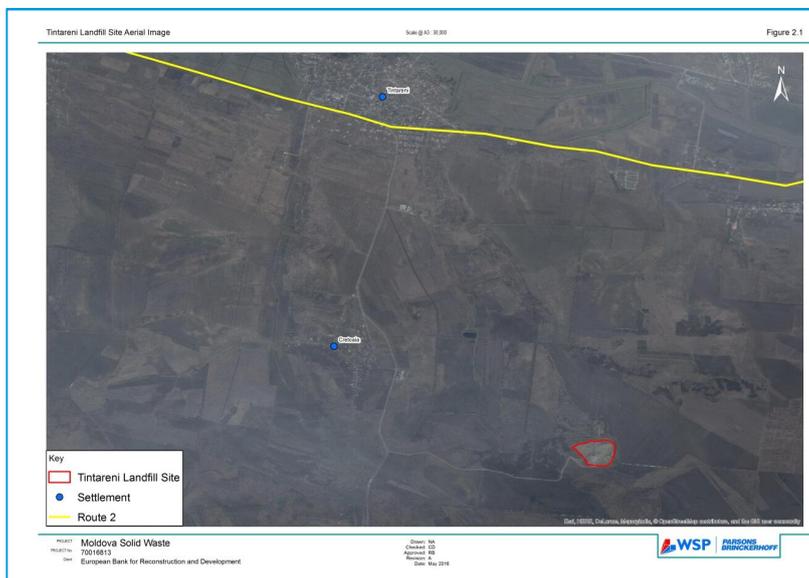


Figure 2-1 Aerial Photograph of the Location of the Tintareni Landfill

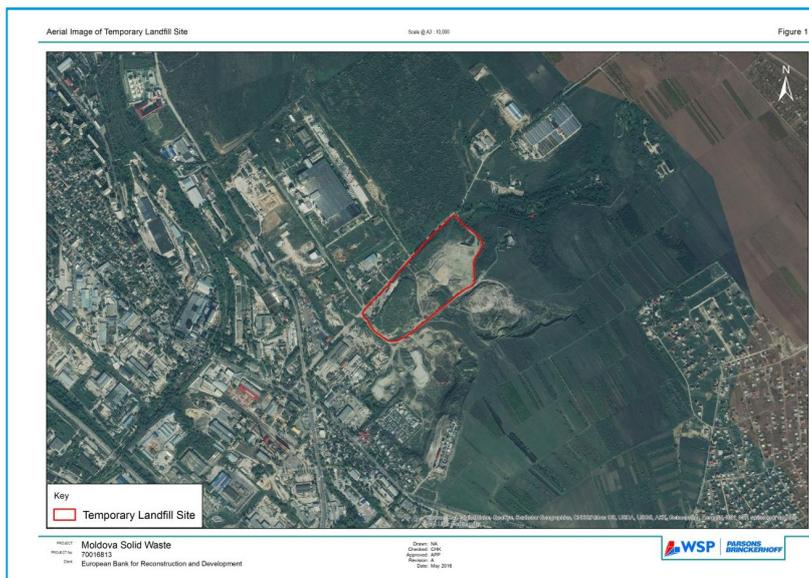


Figure 2-2 Aerial Photograph of the Temporary Landfill in Ciocana District, Chisinau

3

REGULATORY REQUIREMENTS

3.1 LEGISLATION OF THE REPUBLIC OF MOLDOVA

Moldovan legislation guarantees that everyone shall have the right to be informed accurately and timely about issues of public importance. These provisions are included in the Constitution of the Republic of Moldova (1994), as well as in the Law No. 982 of 11.05.2000 on Access to Information of the Republic of Moldova.

Law No. 86 of 29.05.2014 on Environmental Impact Assessment of the Republic of Moldova is harmonised with the DIRECTIVE 2011/92/EU on the assessment of the effects of certain public and private projects on the environment, as well as the Convention on Access to Information, Public Participation in Decision-Making and Access to Justice in Environmental Matters (Aarhus convention). This includes obligations to disclose information on environmental impact assessments and to organise public consultations. In short, this process includes the following steps:

- Publication (in at least one national and one local newspaper) of the intent to prepare an environmental impact assessment for a proposed Project. The location of where the full Project application is provided (website or other location) is also published, along with an invitation to send comments and suggestions on the application within a specified time period.
- Disclosure of the draft EIA and organisation of public hearings. Public hearings are to be announced on the web pages of the project developer, as well as those of relevant local authorities and in other public places, at least 10 days before they are held.
- Provision of responses to all comments received during the disclosure and consultation period, to all persons/organisations who indicated their contact details.
- Revision of the EIA based on comments and suggestions received during the disclosure period and at public hearings. A report on the process and how comments have been addressed is added to the EIA.

3.2 EBRD REQUIREMENTS

The Project is required to meet the requirements for stakeholder engagement and public consultations, described in PR 10 of the EBRD Environmental and Social Policy (2014).

The EBRD policy considers stakeholder engagement an ongoing process which involves:

- the client's public disclosure of appropriate information, so as to enable meaningful consultation with stakeholders
- meaningful consultation with stakeholders including potentially affected parties, and
- an effective procedure or mechanism by which people can make comments or raise grievances.

4

SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT

4.1 ESIA SCOPING PHASE

During the Project ESIA scoping phase meetings were held with various stakeholders, to understand their views of the Project, collect baseline data and define the scope of the environmental and social impact assessment. A list of stakeholders met by Regia Autosalubritate and the consultant team during the scoping stage is provided in Table 1.

Table 1 Stakeholders met during the ESIA scoping phase¹

National and local authorities	City of Chisinau Villages Tintareni and Bubuieci Anenii Noi District (Departments of culture, agriculture and land relations and the Cadastre) Ministry of Environment
Service providers	National Employment Service of the Ministry of Labour, Social Protection and Family Social workers from the Bubuieci village
Affected people	Waste pickers at the Ciocana dumpsite, see Section 4.2
Feasibility study and project design consultants	Fichtner Management Consulting
Other	EBRD representatives Representatives of the private company ABS S.R.L.

Two community meetings were held during the scoping stage, which were open to all interested stakeholders. The first was in Tintareni village (Tintareni town hall) on 15th May 2016, and the second in Bubuieci village (Bubuieci Mayor's office) on 16th May 2016. Meetings were held in the late afternoon, so that men and women otherwise engaged during the day could attend.

A third meeting for authorities and national level stakeholders was held in Chisinau town hall on 17th May 2016.

The notifications for the meetings were as follows:

- The Tintareni notice was placed in the villages of Tintareni and Cretoia;
- The Bubuieci notice was placed at the Ciocana temporary dumpsite and the village of Bubuieci;

¹ An NGO from Tintareni (Betania) was also approached for a meeting with the ESIA consultants in November 2015, however the NGO declined this offer.

- The notifications were presented in Russian and Romanian.
- Invitations were sent to the key stakeholders and regulators, for the regulator event in Chisinau.

The approach to the public consultation was as follows:

- The ESIA team gave a presentation on the scope of ESIA;
- The participants were then given an opportunity to ask questions, make suggestions and share their views on the ESIA and wider Project;
- Participants were invited to complete a questionnaire with contact details of where they could send their comments, questions and suggestions;
- Participants were given a scoping leaflet - which presented the Project, the alternatives, the potential impacts, the ESIA process and where and when they will be able to obtain further information on the ESIA.

In Tintareni approximately 99 individuals attended (45 women (45%) and 54 men), while in Bubuieci approximately 51 individuals participated (31 women (61%) and 20 men).

At the public meeting in Tintareni, the participants expressed their dissatisfaction with the re-opening of the landfill, as they perceive it as a source of pollution of underground water that they use for irrigation and household consumption. The residents were also unhappy with previous landfill operations resulting in waste falling off trucks during transport through the village and they had suspicions that hazardous waste was being disposed there. Although the presenters attempted to explain that the new proposed Project would be structured in a way to address these concerns and that the Tintareni landfill would be a new, improved, modern facility up to EU standards, the villagers remained unconvinced.

Contrary to Tintareni, residents of the Bubuieci village, closest to the Ciocana waste dump were extremely positive about the closure of this waste dump and have expressed their support to the Project. They also believe that the health of the residents has deteriorated as a result of pollution from the waste dump and that the surrounding agricultural land is also polluted. At the meeting it was determined that the residents of Bubuieci need more information on how closure will be carried out and how all the negative impacts of the waste dump will be mitigated in this process.

On July 12th 2016, a meeting was held between representatives of the City of Chisinau, Regia Autosalubritate, EBRD and Fichtner to discuss further dialogue with Tintareni village and community benefits which could be provided to foster acceptance of the Project by village residents, including a gate fee tax that Regia Autosalubritate would pay to Tintareni village.

After the completion of the Hydrogeological Study by Fichtner, two further stakeholder meetings were held to present the results. The first meeting was organised in EBRD offices in Chisinau on September 20th 2016 and was attended by the Mayor of Chisinau and representatives of the Mayor's Office, as well as Regia Autosalubritate. The second meeting was organised on September 22nd in the Chisinau Town Hall and apart from representatives of Chisinau, it was attended by representatives of the Ministry of Environment. Representatives of Tintareni village, including the Mayor of Tintareni village, were invited to both meetings however was not in attendance at either of them.

4.2 LIVELIHOOD RESTORATION CONSULTATIONS

During the preparation of the Livelihood Restoration Framework, waste pickers operating at the Ciocana dumpsite were met with on several occasions. They were also invited to participate in the public consultation event held in Bubuieci village on 16th May 2016 and/or to meet with consultants developing the LRF after the public meeting, however they did not attend.

A socio economic survey was carried out on 13th July 2016 by two surveyors, who were accompanied by one employee of Regia Autosalubritate. On that day, the surveyors announced that an additional survey would take place on 16th July (Saturday) and asked those present to share this information with other waste pickers to encourage them to participate. On the first day of the survey, 20 waste pickers were observed at the site and 14 agreed to be interviewed. On the second survey day, 15 waste pickers were observed at the waste dump, five of whom were not present at the site during the first survey visit. However, none of the new waste pickers agreed to be interviewed.

With the closure of the Ciocana dumpsite, waste pickers who were to be assisted as per the Project Livelihood Restoration Plan (LRP), are no longer at the site. According to the owner of the private company ABS S.R.L. met during the visit for the public consultation meetings in September 2017, almost 30 informal waste pickers applied to work in that company's waste sorting facility (as planned by the LRP) and started to work there, however only 8 remain employed.

4.3 ESIA DISCLOSURE PHASE

Following the scoping phase, the following E&S documents were drafted for the Project and made publicly available for review and comments, in English and Romanian, for a period of 120 days (scheduled to end in December 2017 but has since been extended to April 2018):

- Environmental and Social Impact Assessment
- Non Technical Summary
- Stakeholder Engagement Plan
- Livelihood Restoration Framework
- Hydrogeological Risk Assessment
- Environmental and Social Action Plan

The above documents are available on the websites of the City of Chisinau, Bubuieci Mayor's office and the EBRD, as well as in hard copy at the village of Tintareni, the village of Bubuieci and the EBRD office in Chisinau.

The national EIA was drafted based on the international ESIA and submitted to seek approval of the national authorities, i.e. the Ministry of Environment. The status of approval of the national EIA is still unknown.

During the disclosure period, public meetings were held in Chisinau and locally affected communities, as follows:

- Chisinau (26/09/17), 4 participants; three from Regia Autosalubritate and 1 from the municipality
- Geamana (27/09/17) – approx. 40 participants; 8 of which were men
- Aneni Noi (28/09/17) – approx. 12 participants, mainly from the regional administration
- Bubuieci (29/09/17) – approx. 20 participants; 7 of which were women

The meetings were announced in 3 newspapers; TIMPUL, Adevarul de Anenii Noi and Moldova Suverana. Regia Autosalubritate also informed all mayors and asked them to invite community members to participate.

Most participants at the first three meetings were positive about the planned Project. Negative comments were in relation to the fact that Moldova does not have international standards in waste management. Questions were raised about how odour will be prevented from the new landfill.

However, in Bubuieci, the participants were very unhappy because the Ciocana dumpsite was not closed in accordance with the planned measures. Participants were not aware of the fact that the Project funding was not yet approved, for the closure plan to be implemented. The matter was clarified, however participants re-iterated that they will organise protests unless the dumpsite is adequately closed and all impacts are mitigated.

A public meeting was planned to be held in Tintareni however an agreement could not be reached with the Mayor of the village. EBRD and WSP also attempted to meet with the Tintareni village Mayor during the week when consultation meetings were held, however without success.

A separate report on the previously described public consultation process was submitted to the Ministry of Environment, as part of the EIA approval process.

Upon completion of all meetings, a rapid public opinion survey was undertaken to determine population views towards the proposed Tintareni Landfill Project. The survey was carried out in the three closest villages to the landfill – Tintareni, Cretoia² and Geamana in the period November 2nd to November 7th 2017. A total of 600 individuals (equal number of men and women) over 18 years of age participated through random interviews carried out in the street. Based on the results of the survey, the following main conclusions were drawn:

- Not enough people are aware of the planned Project for upgrading the Tintareni landfill to EU standards (overall only 30% of interviewed individuals have heard about the Project).
- Most people heard about the Project from a secondary source, other people, i.e. friends and neighbours (approx. 60%), which could mean that they may not have all the right information or not enough information to be able to make an informed decision about the Project.
- None of the interviewed individuals heard about the availability of the Project ESIA and supporting documents, and consequently, no one has read them.

Overall, it is clear that the Project and all its benefits are not well known to local residents. More engagement with communities is needed to clarify exactly what the Project consists of, the expected impacts and how they will be managed by Regia Autosalubritate.

5

IDENTIFICATION OF STAKEHOLDERS

Stakeholder groups that may be affected by and/or are interested in the implementation of the Project, are presented in Table 2 below.

Stakeholders have been identified based on proximity to Project components, potential degree of impact (positive and negative) on them and interest in and concerns about the Project, their potential involvement in the implementation of mitigation measures, as well as the level of influence they may have on the Project.

² Cretoia village administratively belongs to the Tintareni commune, although it is physically separate.

New stakeholder groups were identified during the ESIA disclosure phase and have been added to appropriate sections of the SEP.

Table 2 Identification of Stakeholder and Communication Methods

Stakeholder group	Population	Description of stakeholders
People directly affected by the Project	- Approx. 3,300	- Residents of the villages Tintareni and Cretoia who will be impacted by the re-opening of the Tintareni landfill
	- Approx. 11,700	- Residents of the Bubuieci village, who will be impacted by the closure of the Ciocana dumpsite - Residents of the village Geamana, also in the vicinity of the Tintareni landfill.
General population	Approx. 810,000	- City of Chisinau general population
Local and National authorities	NA	- City of Chisinau (Mayor, City Council, General Housing Department) - Representatives of the local villages (Tintareni and Bubuieci) - Representatives of the Anenii Noi District, on whose territory the Tintareni landfill is located - Ministry of Environment - State Ecological Inspectorate - State Hydro-Meteorological Service - State Geological Agency - State Agency "Apele Moldovei" (Waters of Moldova) - Ministry of Healthcare
Project developer and contractors	NA	- Regia Autosalubritate Management - Regia Autosalubritate Employees - Temporary construction workers, subcontractors - Subcontractor delivering waste from Ciocana sorting station to Tintareni
Project designer	NA	- Fichtner Management Consulting
Other	NA	- ABS S.R.L. as the company which launched a waste sorting facility in the vicinity of the Ciocana dumpsite and is treating approx. 40% of the waste from Chisinau before it is delivered to the Tintareni landfill (pilot programme) - JSK BioGasInter and their Italian partners (Unendo Energia" EpA), formally operating a biogas project at the Tintareni landfill - Private companies and industrial sources delivering waste directly to the landfill in Tintareni - Emergency services, fire brigades, utility owners and operators, local police (in connection to traffic management) - Interested NGOs and other organisations - EBRD representatives

6

STAKEHOLDER ENGAGEMENT PROGRAMME

The planned stakeholder engagement programme consists of various meetings and other engagement activities with different stakeholders as presented in the following sections of the SEP. An overview of all stakeholders, methods of communication, timing, responsibility and main topics of interest is provided in Table 3.

6.1 PRE-CONSTRUCTION PHASE

Due to recent developments and particularly the re-opening of the Tintareni landfill before it has been upgraded to EU standards, Regia Autosalubritate will engage with relevant stakeholders to provide information on Project changes, as well as expected impacts and how these will be managed.

The following activities are expected to take place in March 2018:

- Disclosure of a supplementary Environmental and Social (E&S) Assessment report that includes an updated Environmental and Social Action Plan (ESAP) and this Stakeholder Engagement Plan (SEP).
- Meeting with Tintareni and Cretoia residents to ensure greater understanding of the Project and its positive and negative impacts.
- Dissemination of Project leaflets, particularly to residents of Tintareni and Cretoia, to ensure greater outreach in provision of information about the planned Project, including the agreed community benefits being implemented by Regia Autosalubritate.

6.2 CONSTRUCTION AND OPERATION PHASE

This SEP will be updated to provide more detailed information for stakeholder engagement during the construction phase, with the aim of:

- Providing contact details of contractor(s) and presenting their planned engagement activities with stakeholders;
- Notifying affected communities in advance of any activities which may result in short term disruptions;
- Providing individuals and communities with information on the progress of construction and its implications;
- Monitoring the implementation of mitigation measures and assessing the impacts of construction on affected stakeholders and communities;
- Monitoring community attitudes and grievances during the construction phase.

At present it is unknown whether waste management tariffs will need to be increased by Regia Autosalubritate. If this happens, Regia Autosalubritate will organise a wide consultative process on the increase of tariffs and will include clients of waste management services in these discussions, during the construction phase.

As the Project transitions into the operations phase, the SEP will again be updated to present activities which will be implemented in this phase, with the aim of:

- Organising customer satisfaction surveys;

- Reporting on the implementation of the SEP and grievance management;
- Communicating the results of environmental and social monitoring and auditing carried out during the operations phase to stakeholders;
- Managing and monitoring the effectiveness of any corrective actions implemented as a result of stakeholder concerns or complaints during operations.

Table 3 Stakeholders, communication methods and timing, responsibility and main topics of interest

Stakeholders	Type and method of communication	Timing and venue	Responsibility	Main topics of interest and for discussion
<p>Residents of the villages Tintareni, Cretoia and Geamana who will be impacted by the re-opening of the Tintareni landfill</p> <p>Residents of the Bubuieci village, who will be impacted by the closure of the Ciocana dumpsite</p>	<p>Consultation meeting on updated Project information and E&S impacts and mitigation measures (Tintareni and Cretoia)</p> <p>Disclosure of the updated SEP and ESAP within the supplementary E&S Assessment Report</p> <p>Dissemination of Project leaflets (Tintareni, Cretoia and Geamana)</p> <p>Grievance mechanism</p> <p>Information in the media, including websites listed in Section 4.3</p> <p>Information through the Project construction boards in construction locations; construction signs and warnings</p> <p>Published Project progress and monitoring reports</p>	<p>April 2018</p> <p>April 2018</p> <p>April 2018</p> <p>Throughout Project implementation</p> <p>Throughout Project implementation</p> <p>Throughout construction</p> <p>Throughout Project implementation</p>	<p>Regia Autosalubritate City of Chisinau</p> <p>Regia Autosalubritate City of Chisinau</p> <p>Regia Autosalubritate Construction contractors</p> <p>Regia Autosalubritate City of Chisinau</p> <p>Regia Autosalubritate Construction contractors</p> <p>Regia Autosalubritate City of Chisinau</p>	<p>Pre-construction phase:</p> <ul style="list-style-type: none"> • Description of the updated Project, expected positive and negative impacts, as well as planned mitigation measures. • Planned stakeholder engagement activities • Project implementation timelines • Project grievance mechanism • Other issues of interest <p>During construction:</p> <ul style="list-style-type: none"> • Contact details of contractor(s) and presenting their planned engagement activities with stakeholders; • Notifications of any activities which may result in short term disruptions; • Information on the progress of construction and its implications; <p>During operation:</p> <ul style="list-style-type: none"> • Project progress • Monitoring reports including monitoring of water quality and grievances • Improvement of waste management services and associated changes in tariffs

Stakeholders	Type and method of communication	Timing and venue	Responsibility	Main topics of interest and for discussion
City of Chisinau general population	<p>Disclosure of the updated SEP and ESAP within the supplementary E&S Assessment Report</p> <p>Information in the media, including on City of Chisinau website: http://www.chisinau.md</p> <p>Customer satisfaction surveys</p> <p>Published Project progress reports</p>	<p>April 2018</p> <p>Prior to and throughout Project implementation</p> <p>During operations</p> <p>Throughout Project implementation</p>	Regia Autosalubritate City of Chisinau	<p>Pre-construction period:</p> <ul style="list-style-type: none"> Regular Project updates <p>During construction and operation:</p> <ul style="list-style-type: none"> Project progress and results of monitoring Improvement of waste management services and associated changes in tariffs
Representatives of the local villages (Tintareni, Bubuieci, Geamana) – Mayor and Village Council	<p><i>Same type and method of communication as for residents of local villages above.</i></p> <p>Official correspondence and regular meetings</p>	<p><i>See section for village residents above.</i></p> <p>Prior to and throughout Project implementation</p>	<p><i>See section for village residents above.</i></p> <p>Regia Autosalubritate City of Chisinau</p>	<p><i>See section for village residents above.</i></p> <p>Organisation of and participation in disclosure and consultation activities</p> <p>Project progress</p> <p>Monitoring reports including monitoring of water quality and grievances</p> <p>Progress in the implementation of community benefits</p> <p>Renewal of land use contract (December 2019).</p>
City of Chisinau (Mayor, City Council, General Housing Department)	<p>Disclosure of the updated SEP and ESAP within the supplementary E&S Assessment Report</p> <p>Official correspondence and regular meetings</p> <p>Published Project progress and monitoring reports</p>	<p>April 2018</p> <p>Prior to and throughout Project implementation</p>	Regia Autosalubritate	<p>Organisation of and participation in disclosure and consultation activities</p> <p>Project progress</p> <p>Monitoring reports including monitoring of water quality and grievances</p> <p>Improvement of waste management services and associated changes in tariffs</p>
Anenii Noi District	<p>Disclosure of the updated SEP and ESAP within the supplementary E&S Assessment Report</p> <p>Official correspondence and regular meetings</p> <p>Published Project progress and monitoring reports</p>	<p>April 2018</p> <p>Prior to and throughout Project implementation</p>	Regia Autosalubritate City of Chisinau	<p>Project progress</p> <p>Monitoring reports including monitoring of water quality and grievances</p> <p>Improvement of waste management services and associated changes in tariffs</p>

Stakeholders	Type and method of communication	Timing and venue	Responsibility	Main topics of interest and for discussion
National ministries and agencies: - Ministry of Environment - State Ecological Inspectorate - State Hydro-Meteorological Service - State Geological Agency - State Agency "Apele Moldovei" (Waters of Moldova) - Ministry of Healthcare	Disclosure of the updated SEP and ESAP within the supplementary E&S Assessment Report Official correspondence and regular meetings Project progress reports	April 2018 Prior to and throughout Project implementation	Regia Autosalubritate City of Chisinau	Participation in disclosure and consultation activities National EIA approval Project progress Monitoring reports including monitoring of water quality and grievances
Fichtner Management Consulting	Official correspondence and regular meetings	Prior to Project implementation	Regia Autosalubritate City of Chisinau	Finalisation of the Feasibility study and Project Proposal
ABS S.R.L. (waste sorting facility) Private companies and industrial sources delivering waste directly to the landfill in Tintareni	Official correspondence and regular meetings	Prior to and throughout Project implementation	Regia Autosalubritate City of Chisinau	Implementation of the pilot programme for waste sorting Future cooperation with Regia Autosalubritate
JSK BioGasInter and their Italian partners (Unendo Energia" EpA)	Official correspondence and regular meetings	Prior to and throughout the implementation of the Project	Regia Autosalubritate City of Chisinau	Impacts on the operation of the company during construction activities and agreement on mitigation measures Possible impacts during operations and agreement on mitigation measures Plans for the landfill gas collection and utilisation system
Emergency services, fire brigades, utility owners and operators, local police	Official correspondence and regular meetings	Prior to and throughout the implementation of the Project	Regia Autosalubritate City of Chisinau	Management of impacts on local residents and workers Traffic management

Stakeholders	Type and method of communication	Timing and venue	Responsibility	Main topics of interest and for discussion
Interested NGOs and other organisations ³ : <ul style="list-style-type: none"> • NGO Betania • Moldovan Ecological Movement 	Disclosure of the updated SEP and ESAP within the supplementary E&S Assessment Report Grievance mechanism Information in the media, including websites listed in Section 4.3 Published Project and monitoring reports Correspondence and meetings	April 2018 Throughout Project implementation Throughout Project implementation Throughout Project implementation Throughout Project implementation	Regia Autosalubritate City of Chisinau Regia Autosalubritate Construction contractors Regia Autosalubritate City of Chisinau Regia Autosalubritate City of Chisinau Regia Autosalubritate	Pre-construction phase: <ul style="list-style-type: none"> • Description of the updated Project, expected positive and negative impacts, as well as planned mitigation measures. • Planned stakeholder engagement activities • Project implementation timelines • Project grievance mechanism • Other issues of interest During construction: <ul style="list-style-type: none"> • Contact details of contractor(s) and presenting their planned engagement activities with stakeholders; • Notifications of any activities which may result in short term disruptions; • Information on the progress of construction and its implications; During operation: <ul style="list-style-type: none"> • Project progress • Monitoring reports including monitoring of water quality and grievances • Improvement of waste management services and associated changes in tariffs
Regia Autosalubritate Management	Internal meetings and correspondence Project progress and monitoring reports	Throughout Project implementation	Regia Autosalubritate team in charge of Project implementation	Organisation of disclosure and consultation activities Project progress Monitoring reports Improvement of waste management services and associated changes in tariffs
Regia Autosalubritate Employees	Individual meetings Internal workers' meetings Announcement boards Employee grievance/feedback mechanism	Prior to and throughout Project implementation	Regia Autosalubritate	Human resources policy Internal employee grievance mechanism Health and safety procedures Codes of conduct ESMP measures

³ There are currently two NGOs which have been involved in previous discussions about the Project – NGO Betania from Tintareni village and the Moldovan Ecological Movement. Additional interested NGOs may be added to the list of stakeholders if they show an interest in the Project at a later stage.

Stakeholders	Type and method of communication	Timing and venue	Responsibility	Main topics of interest and for discussion
Temporary construction workers, subcontractors	Official correspondence Meetings Code of conduct Information in contract Trainings Employee grievance mechanism	Prior to and throughout Project implementation	Regia Autosalubritate Contractors' management	Information in contract on standards and expectations with respect to: <ul style="list-style-type: none"> - Environmental protection and social impacts - Occupational health and safety at work - Code of conduct including disciplinary measures - Security measures - Access to sites - Interaction with the community - Employee grievance mechanism <p>Regular monitoring of performance of contractors in the implementation of the above.</p>

7 PUBLIC GRIEVANCE MECHANISM

Regia Autosalubritate and the contractors will accept all comments and complaints associated with the Project. All grievances will be registered and responded to within 15 days, either verbally or in writing, in accordance with the preferred method of communication specified by the complainant, if contact details of the complainant are provided. Individuals who submit their comments or grievances have the right to request that their name be kept confidential.

A sample of a Public Grievance Form is provided at the end of this document. Any person or organisation may send comments, complaints and/or requests for information in person or via post, telephone or email using the contact information provided in Section 9. At all times, complainants are also able to seek legal remedies in accordance with the laws and regulations of the Republic of Moldova.

Contact details for submitting comments and concerns regarding the Project are available in Section 9 of the SEP.

Grievances in relation to construction activities will be addressed by construction contractor(s) and their management will be monitored by Regia Autosalubritate. Contact details for the contractors will be provided in Section 9 as soon as they become available.

Regia Autosalubritate Grievance Manager will keep a unique grievance log of all received grievances for this Project, including the ones received and addressed by the contractors and will report on grievance management to Regia Autosalubritate management and the EBRD.

A separate grievance mechanism is available for Regia Autosalubritate employees.

8 REPORTING

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

Before and during construction Regia Autosalubritate will produce quarterly Environmental Health Safety and Social (EHSS) reports, which will include a summary of the Project's performance on management of health, safety, environment and social issues, as well as grievances. These reports will be submitted to relevant authorities and EBRD and will be posted on the websites of City of Chisinau, Bubuieci and Tintareni. Upon the completion of construction, i.e. during operation, these reports will be prepared and issued annually.

9

CONTACT INFORMATION

Attention: Mariana Nazarenco
Head of Office of the General Director / Cancelaria
Regia Autosalubritate
Postal Address: MD-2069, str. 27 Martie 1918, nr. 14, Chisinau
Telephone:022-740919; 022-746842
E-mail address: regia-auto@mail.ru

Contact details of the contractor(s) could not be added at the time when this version of the SEP was being developed and will be added subsequently, when the contractor(s) have been identified.

Public Grievance Form

Reference No:	
Full Name	
Note: <i>you can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent</i>	<input type="checkbox"/> I wish to raise my grievance anonymously <input type="checkbox"/> I request not to disclose my identity without my consent
Contact Information Please mark how you wish to be contacted (mail, telephone, e-mail).	<input type="checkbox"/> By Post: Please provide mailing address: _____ _____ _____ <input type="checkbox"/> By Telephone: _____ <input type="checkbox"/> By E-mail: _____
Language Please mark your preferred language for communication	<input type="checkbox"/> Romanian <input type="checkbox"/> Russian
Description of Incident or Grievance: What happened? Where did it happen? Who did it happen to? What is the result of the problem?	
Date of Incident/Grievance	
	<input type="checkbox"/> One time incident/grievance (date _____) <input type="checkbox"/> Happened more than once (how many times? _____) <input type="checkbox"/> On-going (currently experiencing problem)
What would you like to see happen to resolve the problem?	

Signature: _____

Date: _____

Please return this form to:

Attention: Mariana Nazarenco

Head of Office of the General Director / Cancelaria

Regia Autosalubritate

Postal Address: MD-2069, str. 27 Martie 1918, nr. 14, Chisinau

Telephone: 022-740919; 022-746842

E-mail address: regia-auto@mail.ru

APPENDIX 1 – List of Agreed Community Benefits

*Annex to the Contract
No. 375, dated July the 10th 2017*

ACTIONS

derived from the Contract which will be carried out by the Chisinau City Hall on the territory of Țîntăreni village, Anenii Noi district

1. Annual transfer to the legal account of Țîntăreni City Hall village, Anenii Noi district, of the amount of six million lei until March 1 of the current year. For the year 2017, the indicated amount will be paid until August 15, 2017.
2. Restoration of the layer for the protection of soil underground substrates at waste storage locations, consolidation and maintenance of the dam – permanently
3. Necessary reshaping for the location of the geotextile membrane to avoid odour spread – permanently
4. Permanent execution of waste coating works in insulating layers, for avoiding the spread of light fractions and for fire prevention – permanently
5. Compliance with environmental protection measures, provision of technical networks protection area, servicing and operating them in the established manner, in coordination with specialized services – permanently
6. Avoiding biogas emissions into the atmosphere, and ensuring the functionality of their collection system by granting 20% of the amount of the biomass service Contract.
7. Design works for Filtering and Wastewater Treatment Plant, December 31, 2017.
8. Purchase, installation and assurance of functionality of Leachate Filtering and Wastewater Treatment Plant until March 31, 2018.
9. Carrying out measures for the liquidation of unauthorized dumpsites, and free disposal of household waste from the locality throughout the validity of the Contract.
10. Rehabilitation of aqueducts and artesian wells in the locality, repair and reinstatement of Drinking Water Treatment Plant and ensuring their permanent functionality by March 1, 2018.
11. Free design of the general urban plan for the locality until December 31, 2018.
12. Installation of lighting in the village until December 31, 2017.
13. Ensuring plumbing and repair of all the streets in the locality until December 31, 2017.
14. Planting forests on the perimeter of the landfill for the protection of the locality and installation of a protective fence around the polygon to exclude environmental pollution with light fractions until December 31, 2017.
15. Exclusion of liquid spills of trucks for transporting waste, with road washing, sanitation of the road where waste trucks circulate. – Permanently
16. Providing local public institutions (gymnasium, kindergarten) with heating (installation of photovoltaic panels, wind panels, etc.) until May 31, 2018.
17. First actions related to the extension of the sewerage network and the completion of the construction of a sewage treatment plant in the locality. – August 2017
18. Repair of the road leading to the landfill and construction of a road bypassing the locality, until October 2017.
19. Construction and commissioning of a Health Center in the locality until December 31, 2017.
20. Restauration of the stadium until December 31, 2017.
21. Establishment of three playgrounds for children until December 31, 2017.
22. Water treatment plant maintenance and paying the cost difference of a cube of water.
23. Construction of the fence near kindergarten and school by the month of October, 2017.
24. Annual allocation of 200 rest sheets for children of Țîntăreni village, Anenii Noi, until May 15.
25. Installation of 6 pavilions for kindergarten children, 6 awnings, arranging and paving the territory of the kindergarten. – September 2017
26. Rehabilitation of the aquatic basin in the sector 1050210... 2018.