

# CHISINAU SOLID WASTE PROJECT

NON-TECHNICAL SUMMARY

AUGUST 2017

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## NON-TECHNICAL SUMMARY

Date: August 2017

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# 1 THE WASTE MANAGEMENT PROJECT

## 1.1 THE NEED FOR INVESTMENT

Local government organise municipal waste management in Moldova and is responsible for the organisation of waste collection and disposal in urban areas. Currently only between 60 – 90% of municipal waste collection coverage is currently achieved in urban areas. In rural areas there is limited coverage at only 10-20% and there are also some areas with no waste management services. In such areas, there is a reliance on those that generate the waste to transport it to waste disposal locations. However rural settlements near to large urban areas such as Chisinau are serviced by special waste management entities.

In Chisinau, the daily rate of waste produced per person is 1.3 kg (source: National Waste Management Strategy for Moldova) higher than other parts of Moldova. However this figure is thought to be as a result of better collection and monitoring of waste rather than actual greater quantities of waste being generated. It is projected that solid municipal waste will increase by 5% annually in both rural and urban settlements despite an expected population decrease.

The General Housing Department of the City of Chisinau has overall responsibility for waste management services which is currently executed through Regia Autosalubritate, the “Company” that provides collection, transportation and disposal of municipal waste as well the operation of the landfills.

Approximately 1.5 million tons per year of waste (with up to 60 percent organic and 25 percent recyclable content) is collected using the company’s fleet of 58 specialised waste transportation vehicles. Waste is transported to the existing transfer station and then onto the temporary dump site in Ciocana district in Chisinau. Some plastic and glass is manually separated at the transfer station, although there is no sorting plant currently in place. The temporary dump site has been used as a short-term measure, following the closure in 2010 of the Tintareni landfill located 30 km from Chisinau.

## 1.2 THE PROPOSED INVESTMENTS

Therefore in order to address ongoing and future waste management issues, potential funding to, the municipal solid waste management company, Regia Autosalubritate is being proposed. The key issues that have been identified include, but are not limited to:

- Limited waste sorting operations, resulting low quality recyclables with high contamination;
- Increase in waste generation by approximately 2% each year from 2002;
- A lack of reliable data regarding hazardous waste and appropriate management of hazardous wastes;
- Required improvements in the Environmental, Health, Safety and Social (EHSS) management of waste disposal activities to align with European Union (EU) requirements.

Funding is being sought by Regia Autosalubritate to upgrade the Chisinau solid waste disposal system. Regia Autosalubritate are seeking financing from the European Bank for Reconstruction and Development (EBRD) and have identified the priority investment needs, these include:

- an upgrade of the City’s Tintareni landfill site to EU Standards including installation of monitoring wells, a leachate (effluent waste) treatment plant and landfill gas collection and utilisation;

- rehabilitation of the access road to the Tintareni landfill;
- closure of a temporary dump site in Ciocana district, Chisinau including landfill gas and leachate collection systems
- refurbishment of the existing waste transfer station and investment into a waste sorting plant; and
- Purchase of vehicles for waste collection in the city and waste transportation to the Tinterani landfill.

In the medium and long term, it is planned to build a waste digestion plant for energy and heat production.

These components constitute the project which will contribute to an improved level of solid waste management services and an improvement in the environmental situation in Chisinau.

### 1.3 THE PURPOSE OF THIS REPORT

This Non-Technical Summary (NTS) provides a summary in non-technical language of the Project and specifically the potential environmental and social benefits and impacts associated with the construction and operation of the project components. It also describes how potential impacts and risks will be mitigated and managed through all phases of the project and provides a summary of the public consultation activities and the approach to future stakeholder engagement. The NTS is an over-arching document that provides a summary of an Environmental, Health, Safety and Social (EHSS) review of project, the details of the studies are summarised below:

An Environmental and Social Due Diligence (ESDD) Report that includes an Environmental and Social Action Plan (ESAP) has been developed. The assessment has been against the EBRD Performance Requirements, EU Directives, host country regulations and best practice. Any deficiencies, improvements, gaps or further investigations identified are presented as actions in the ESAP.

An Environmental and Social Impact Assessment (ESIA) has been developed that contains more detailed information on the Project and the associated environmental and social issues. It includes a description of the Project and why it is needed; details of the main alternatives considered; the assessment of the potential effects from the proposed development upon the environment and community; and details of any required procedures to mitigate significantly adverse environmental effects. It includes an Environmental and Social Management Plan (ESMP) which describes the monitoring and mitigation requirements for the duration of the Project, including responsibilities and any legal requirements. A Stakeholder Engagement Plan (SEP) has also been developed to ensure that stakeholders are informed in a timely manner of the potential impacts of the Project and consulted on mitigation measures. The plan also describes a formal grievance mechanism for dealing with complaints, concerns, queries etc. More information is provided in section 4.

To address the loss of livelihoods of persons collecting waste at the Ciociana waste dump which will be closed down as part of the Project, a Livelihood Restoration Framework (LRF) has been developed (see section 3.4).

A Hydrogeological Risk Assessment (HRA) has been carried out to establish the potential for any uncontrolled emissions to migrate to local receptors including surface and groundwater abstractions.

Regia Autosalubritate commits to the implementation of the ESMP, ESAP, SEP and LRF.

Contact details for this project are:

<b>Name of the person and title</b>	<b>Contact Information</b>
Mariana Nazarenco Head of Office of the General Director / Cancelaria	Regia Autosalubritate MD-2069, str. 27 Martie 1918, nr. 14, Chisinau

# 2 THE WASTE MANAGEMENT FACILITIES

## 2.1 LOCATION AND DETAILS OF THE FACILITIES

### TINTARENI LANDFILL

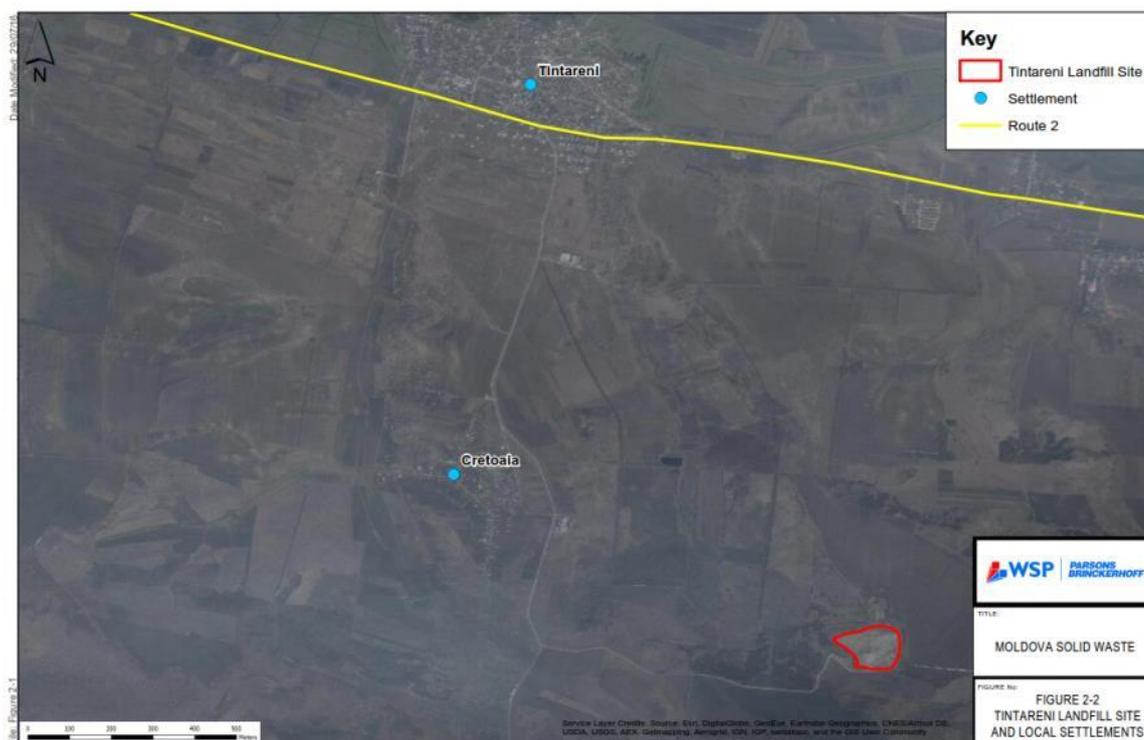
The landfill was designed and built to Soviet standards during the period of 1984-1991 and became operational in 1991. Construction started in 1987. The landfill ceased operation in 2010 due to complaints in the village regarding alleged pollution of groundwater. The area of the site is 24.7 hectare. The site is fenced with a single point of access which is a manned gate. An aerial photograph of the existing Tintareni landfill is provided in Figure 2-1 below.

**Figure 2-1 Aerial Photograph of the existing Tintareni Landfill**



The Tintareni landfill is located approximately 30km (travelling distance) to the south-east of Chisinau. Access to the landfill is via an asphalt road in a state of disrepair in places. The landfill is in a rural setting with agricultural land surrounding the site. Subsistence farming and grazing were observed. The landfill site is dominated by rough grassland, interspersed with pockets of scrub and trees. No houses were observed to be adjacent to the landfill. The nearest settlements are approximately 2.7km to the west and the south of the site (Cretoaia Village and Geamana respectively). The location of Tintareni landfill site is shown in Figure 2-2 below.

Figure 2-2 Tintareni Landfill Location



When the site was operational, the daily volume of waste disposed at the landfill was approximately 3,000 m<sup>3</sup>, five days per week. It is estimated that on average around 1 million m<sup>3</sup> of Municipal Solid Waste (MSW) will be delivered yearly if the landfill is upgraded and reopened. Currently, approximately 20 million m<sup>3</sup> of waste has been disposed on in a single large waste cell with an area of 16.13 hectares.

There is a large embankment (dam) to border waste and create a stable barrier constructed of clayey soil. Embankment stability analysis has been conducted that concluded that the project will need to include remediation measures to strengthen the dam and dam slope to achieve the required stability levels.

There is a leachate collection and storage system in place at the landfill site, with a capacity of 330m<sup>3</sup> comprising 6 underground tanks. Leachate continues to be continually recirculated by collection from the underground tanks into road tankers with the contents emptied at the top of the landfill.

There is a gas collection and utilisation system which is used to generate electrical energy, which is fed into the grid. There is also a flare.

## CIOCANA DUMP SITE

The Ciocana dump site is located approximately 10 km (travelling distance) in the southeast direction to Chisinau, close to Bubuieci village.

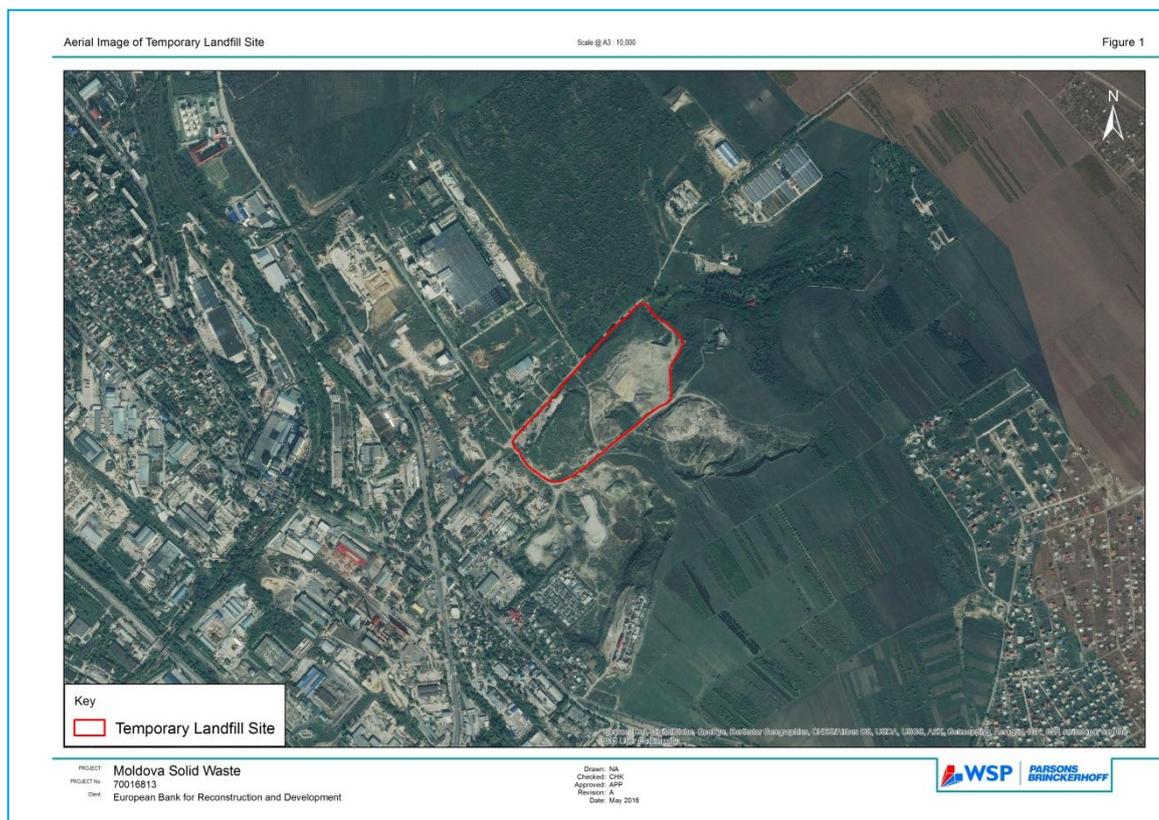
The site has been used as a temporary municipal solid waste dump since 2011. All the municipal solid waste from Chisinau is collected and transported to this dump site. It is estimated that 7.5million m<sup>3</sup> of waste has been disposed of at the dump site since 2011 and it is expected that the site will reach full capacity around the end of 2016.

The dump site is not designed to be a landfill and therefore is not lined (a low permeable barrier between the waste and the ground). Waste is also not compacted and nor is there a landfill gas collection system in place.

It is estimated that there are up to 50 informal waste pickers, collecting waste at the Ciocana waste dump as part of their livelihoods. Of these, 15-20 people regularly pick and collect waste, while the rest only occasionally engage in this activity.

An aerial photograph of the existing Ciocana dump site is provided in Figure 2-3 below.

**Figure 2-3 Aerial Photograph of the Temporary dumpsite in Ciocana District, Chisinau**



## WASTE TRANSFER STATION

There is waste transfer station located adjacent to the existing Ciocana dump site. The transfer station and Tintareni landfill were designed and built at the same time. It has been in operation since 1990 without major refurbishment. The area of the site is approximately 1.69 ha.

Incoming waste is weighed on a weighbridge limited to 50 tonnes. There are 3 loading bunkers that were previously used when the Tintareni landfill was operational, however currently only one bunker is in use. After manual sorting and recyclables (glass, paper, cardboard and plastic) are removed, the waste is then pushed into the bunker by a bulldozer.

## 2.2 PROPOSED INVESTMENT DETAILS

The EBRD is considering extending a senior loan to Regia Autosalubritate, which is 100% owned by the City of Chisinau to upgrade the solid waste disposal system in Chisinau.

## UPGRADE PLANS FOR THE TINTARENI LANDFILL

Alternative sites were considered for the project. However it was reported that there are no alternative sites which would be suitable for the construction of a landfill that is comparable to the Tintareni landfill site within a 60km radius of Chisinau.

Prior to the reopening, the landfill required upgrades to ensure the facility is aligned with the EU Landfill Directive. Elements of this upgrade include:

- A new leachate treatment plant;
- Installation of interim lining;
- Stabilising the embankment;
- Re-profiling of slopes
- Water collection systems;
- A new gas collection and utilisation system;
- Installation of monitoring wells; and
- Reconstruction of the access road.

## CLOSURE OF THE CIOCANA DUMP SITE

A topographical survey and geotechnical investigation have been undertaken, that have been used to inform a closure plan for the dump site. The closure plan includes the following measures:

- Surface sealing;
- Leachate drainage system;
- Landfill gas management system and flare station;
- Surface water management system;
- Monitoring wells;
- Access road and perimeter fence;
- Topsoil and landscaping; and
- Aftercare monitoring.

## UPGRADE OF ANCILLARY COMPONENTS

The transfer station will be upgraded with refurbished bunkers, site fencing, new weighbridges, operational buildings, vehicles and containers.

A mechanical sorting line is proposed to help sort recyclable material, which will then be sent for further processing, therefore diverting waste from landfill.

It is proposed that the current vehicle fleet will be upgraded and that 45 vehicles older than 10 years will be replaced. The renovated fleet will provide the required capacity and flexibility for operation with regard to different container types that are used in Chisinau thereby improving collection efficiency and reducing impacts associated with older vehicles i.e. air pollution, noise and fuel efficiency. For the transfer of waste from the transfer station to Tintareni Landfill it is proposed that 22 vehicles with trailers and containers will be required

# 3 ENVIRONMENTAL, HEALTH, SAFETY AND SOCIAL REVIEW

## 3.1 OVERVIEW OF EHSS REVIEW

The EHSS review of the project has been undertaken that has involved ESDD and ESIA of the project. The assessments have identified the potential significant effects of the investment proposals on the environment and the community. The assessment has been aligned with the EBRD's Environmental and Social policy that includes their Performance Requirements (PRs) and also requires compliance with EU standards and Moldovan legislation.

Where the review has identified the need for mitigation measures to address impacts or risks or improvements in corporate EHSS performance, actions have been proposed and incorporated into an ESMP and ESAP. These will ensure full compliance with the EBRD PR's and relevant corporate, national and EU standards.

## 3.2 KEY BENEFITS OF THE PROJECT

There will be a number of environmental and social benefits associated with the project. Furthermore additional recommendations have been proposed to enhance the environmental and social benefits of the project, the benefits include, but are not limited to:

- Improved residential waste collection services and increased recycling of waste;
- EU aligned landfill, which will operate with strict environmental, health, safety and social management controls;
- The reinstatement of the Tintareni landfill should result in the closure of local illegal dumpsites closer to the River Bic, this should result in a decrease in leachate and therefore an improvement in water quality;
- The creation of job opportunities that will be available to residents of Tintareni, Crețoaia and Geamana;
- Other benefits which have been discussed with the residents of Tintareni and are yet to be agreed with them, include free of charge waste collection in the locality of the Tinterani village, a gate fee tax for the operation of the landfill paid to Tintareni Mayor's Office, regular cleaning of wastewater facilities at Tintareni public institutions, payment for lease of land used for the landfill, rehabilitation and management of the local water supply system and the construction of a new health centre;
- Closure of the Ciocana dump site and the implementation of aftercare measures that will reduce and minimise pollution to the environment;
- Improved access road and road maintenance that will also aid villagers e.g. accessing their agricultural fields and properties;
- Resumption of local waste collection and consideration of gender specific views in the organisation of local waste management; and
- Enhancement of livelihoods through the development and implementation of the LRF that outlines the principles to be adopted including restoring or improving the livelihoods of those affected.

### 3.3 HYDROGEOLOGICAL RISK ASSESSMENT

A Hydrogeological Risk Assessment (HRA) has been carried out in line with EU Guidance to establish the potential for any uncontrolled emissions from the Tinterani landfill to migrate to local receptors including surface and groundwater abstractions.

This study was undertaken to provide a further complimentary assessment to the ESIA Chapter on “Social, Population and Human Health Impacts”. The HRA assesses the potential effects of Tintareni landfill upon hydrogeology and hydraulically connected downgradient groundwater and surface water resources.

The qualitative assessment conducted as part of the ESIA identified the impacts and effects of the landfill on the receiving environment to be moderate. This HRA was conducted to quantitatively assess the potential impacts associated with the generation of leachate at the landfill.

Based on the surrounding environment and land uses, the potential receptors include hydraulically connected downgradient abstraction wells in Tintareni village (4km to the northwest) and River Bic, located 5km to the north of the site.

The qualitative assessment of the location of landfilled wastes over an engineered clay barrier and mixed clays and sands is that vertical migration of leachate to the underlying aquifer is likely to be significantly impeded. Groundwater quality measured under the site indicated some impact of leachate but at relatively low concentrations. Therefore, the hydraulic connectivity between the alluvial-talus deposits and the productive underlying mid-Sarmatian limestones is considered to be limited.

The quantitative assessment of the potential impacts on the identified receptors was undertaken by using software LandSim V2.5. The modelling was undertaken for the current landfill. The model simulates the migration of leachate through the liner and subsequent transport through the unsaturated zone and migration to the wider environment for a specific time scale (20,000 years). The results of model indicate the risk of the current landfill to the identified receptors is considered to be low, although some impact was identified in the underlying groundwater and the immediate vicinity of the landfill. Theoretical discharges have been assessed and they do not represent a significant risk to receptors located more than 500m from the site.

The landfill is to be subject to additional engineering works and management controls which have the potential to improve the current site and reduce leakages from the current waste body. Following the HRA, a number of recommendations were proposed that were included in the ESAP.

### 3.4 LIVELIHOOD RESTORATION FRAMEWORK

It has been determined that certain individuals are collecting waste at the Ciocana temporary waste dump for livelihood generation. When the temporary dumpsite closes down, these individuals will no longer be able to collect waste and will lose their source of livelihoods.

To address the loss of livelihoods of the waste pickers, a Livelihood Restoration Framework (LRF) has been developed. The LRF was developed in compliance with Moldovan legislation and the EBRD's Environmental and Social Policy from 2014, particularly Performance Requirement 5 (Land Acquisition, Involuntary Resettlement and Economic Displacement).

The key difference between Moldovan law and EBRD requirements which is being addressed through the development of the LRF concerns recognition and addressing of informal income activities, i.e. waste picking at the existing waste dump. Although these activities are not recognised as legitimate sources of livelihood by national law, under the EBRD policy, all people

whose livelihoods, including informal ones, are affected by the project must be assisted to improve or at least restore these livelihoods to pre-project levels.

Based on numerous site visits to the Ciocana dumpsite, it is estimated that approximately 50 waste pickers and their households will no longer be able to engage in this activity after the waste dump closes. However, of the estimated 50 waste pickers, only 15 to 20 regularly engage in waste picking, while others are there occasionally.

The exact date for closure of the Ciocana dumpsite is not known at present, which is why determining exactly who will be impacted and setting a cut-off date for eligibility is not feasible. Therefore Regia Autosalubritate will continually monitor and periodically (once a week) record presence of waste pickers at the dumpsite. A cut-off date for final eligibility will be set at six months in advance of the closure of the dumpsite.

In the period until the establishment of the cut-off date, assistance will be offered to all waste pickers who are present on the waste dump and are willing to participate in livelihood restoration activities. The key person for recording waste pickers and organising livelihood restoration activities to be provided to them will be the Regia Autosalubritate's LR Officer.

Possible livelihood restoration activities include:

- Access to formal employment (e.g. in the new waste sorting facility to be launched by ABS S.R.L., in Regia Autosalubritate, in Chisinau City Public Communal Enterprises, etc.)
- Access to vocational and other training available through the National Employment Service
- Assistance to access social welfare
- Other forms of assistance, as determined by the LR Officer based on the individual needs of the waste pickers

Recognising that a number of waste pickers are women, there is strong commitment of Regia Autosalubritate to secure equal access to all these opportunities for both women and men, including access to Project related employment.

The LRF also presents other activities which will be undertaken by Regia Autosalubritate, such as consultations with affected people, the establishment and implementation of a project grievance mechanism, carrying out a census and establishing a cut-off date for eligibility, as well as monitoring the implementation of livelihood restoration measures and reporting on progress and outcomes to EBRD.

### 3.5 ENVIRONMENTAL AND SOCIAL ACTION PLAN (ESAP)

Following the EHSS review, the ESAP was prepared to align the proposed waste operations with EU standards and the EBRD PRs and relevant corporate, national and EU standards. The proposed action areas will result in improved EHSS performance and risk management. A summary of the key themes that are incorporated into the ESAP from the findings of the review are provided in Table 3-1 below.

**Table 3-1 Summary of Findings and Action Areas**

Review Areas	Action Areas
<b>Institutional EHS Capacity and Management</b>	<p><b>General</b></p> <ul style="list-style-type: none"> <li>→ Develop and implement an Environmental and health and safety management system, aligned with internationally recognised ISO14001 and OHSAS18001. Implement an audit program.</li> </ul>

Review Areas	Action Areas
	<ul style="list-style-type: none"> <li>→ Develop a Project Implementation Unit (PIU) with appointments that include a social manager. Assign staff with Environmental, Health and Safety (EHS) management responsibilities including at site level. Provide training where needed.</li> </ul>
<b>Environmental Performance</b>	<p><b>All Sites</b></p> <ul style="list-style-type: none"> <li>→ Ensure all environmental permits are in place at the appropriate stage of development of the Tinterani landfill and the other investment sites and for the closure of the Ciocana dump site.</li> <li>→ Develop measures to effectively contain waste and waste leachate in vehicles during transportation to Tinterani landfill, the transfer station and sorting station.</li> <li>→ Tendering documents should require contractors to develop procedures/method statements to manage the EHSS issues and mitigation measures identified. EHS management policies, procedures and management capacities and previous performance should be taken into account in the selection process.</li> </ul> <p><b>Tinterani Landfill</b></p> <ul style="list-style-type: none"> <li>→ Submit and obtain national approval of a revised and separate ESIA to fulfil local legislative requirements. Implement mitigation measures as detailed in the ESMP.</li> <li>→ Ensure design and operating procedures are in compliance with the EU Landfill Directive including on-going monitoring of leachate, groundwater, surface water and landfill gas to be defined in monitoring plans. These should include a design control process and an Operational Environmental Management Plan (OEMP). Noise and odour monitoring should be assessed on a risk based approach. In line with the HRA install additional boreholes and review conceptual site model.</li> <li>→ Design should evaluate the requirements for lining, drainage and strengthening of dam and dam slope. Prior to capping, remediate if evidence of uncontrolled release of leachate or landfill gas.</li> <li>→ Investigate stability of previously deposited waste/clay to ensure the integrity of any new lining system will be maintained.</li> <li>→ Review waste slopes and the degree of re-profiling required to achieve stable landfill slopes and a suitable landform on which to place capping materials.</li> <li>→ Provide more design information of leachate and landfill gas collection system and how they will be maintained.</li> </ul> <p><b>Ciocana Dump Site</b></p> <ul style="list-style-type: none"> <li>→ Develop and implement Ciocana Dump site closure plan that should also include on-going monitoring, investigation of base of waste mass to ensure leachate is being properly intercepted for collection to be sent to leachate treatment plant, a stability risk assessment, review of final sealing cap to create impermeable layer, implementation of Construction Quality Assurance and design spacing of waste gas wells for optimal collection efficiency.</li> <li>→ Review waste slopes and the degree of re-profiling required to achieve a stable landfill slopes and a suitable landform on which to place capping materials.</li> </ul>
<b>Health and Safety Performance</b>	<p><b>All Sites</b></p> <ul style="list-style-type: none"> <li>→ Develop approved supplier list, Incorporate EHS assessment into tendering and selection process of contractors and ensure contractors implement a Construction, Environmental Management Plan (CEMP). Undertake periodic inspections</li> <li>→ Undertake Health and Safety (H&amp;S) risk assessment to include personal protective equipment (PPE), clear demarcation of walkways and vehicle access, safe use of portable electrical equipment, provision of first aid kits, fire extinguishers, use of sun protection and availability of drinking water, confined space procedures etc.</li> <li>→ Implement regular contractor inspections / audits and meetings with contractors at</li> </ul>

Review Areas	Action Areas
	least annually to review compliance and advise on corrective actions
<b>Social and Employment</b>	<p><b>General</b></p> <ul style="list-style-type: none"> <li>→ Develop formal employment policies</li> <li>→ Implement the SEP and grievance mechanism if there are complaints</li> <li>→ Disclosure project documentation and undertake further stakeholder consultation.</li> <li>→ Implement the LRF. Compensate any damages to land surrounding the Ciociana waste dump site during construction works for the closure of the waste dump site and fully reinstate land.</li> <li>→ Ensure waste tariff structure is set at the appropriate recommended level. Develop monitoring protocol for affordability and procedure for setting and adjusting tariffs, billing and payment collection. Introduce incentivisation schemes, enforcement actions and public awareness / education activities.</li> <li>→ Implement action plan for the clean-up and closure of existing local dump sites in Tintareni area. Introduce measures as secured sites, information boards, programmes to raise awareness, fines and penalties and installation of appropriate local waste collection infrastructure.</li> <li>→ Implement a wider program for raising public awareness and changing behaviour covering the new regional waste management system, waste tariffs for households and other customers, protection of water bodies and irrigation systems from waste dumping and littering, collection of recyclable waste fractions, management of construction and demolition waste, chemicals and, asbestos containing materials.</li> <li>→ Ensure that all community benefits for residents of Tintareni village are implemented, as agreed with the community.</li> </ul>

# 4 STAKEHOLDER ENGAGEMENT

## 4.1 OVERVIEW OF THE SEP

A Stakeholder Engagement Plan (SEP) has been developed for the Project with the objective of identifying key stakeholders and ensuring that, where relevant, they are informed in a timely manner of the potential impacts of the Project. The plan also presents a formal grievance mechanism to be used by stakeholders for dealing with complaints, concerns, queries etc. It will be reviewed and updated on a regular basis. If activities change or new activities relating to stakeholder engagement commence, the SEP will be brought up to date. The SEP will also be reviewed periodically during project implementation and updated as necessary.

The SEP includes the following:

- Project description, location of the sites and the key environmental and social issues;
- Regulatory context of Moldovan legislative requirements and the EBRD requirements;
- Overview of previous stakeholder engagement activities;
- Identification of stakeholders and other affected parties;
- Public consultations and information disclosure requirements;
- Stakeholder engagement programme including the relevant stakeholders, communication methods and timing, responsibility and main topics of interest; and
- Grievance mechanism.

Stakeholders could be individuals and organisations that may be directly or indirectly affected by the project either in a positive or negative way, who wish to express their views. The definition applied to identify key stakeholders is:

***‘any stakeholders with significant influence on or significantly impacted by, the work and where these interests and influence must be recognised if the work is to be successful’.***

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.

The SEP outlines the methods that will be adopted to ensure effective stakeholder engagement is undertaken, providing details of the programme of future public consultation and information disclosure that will be recorded for this project. Information will be recorded as detailed in the SEP.

## 4.2 INFORMATION DISCLOSURE AND CONSULTATION

This NTS, the SEP, the ESIA, the ESMP, the ESAP, the LRF and the HRA will be available in Romanian and English for review and comments, starting from the second week in August 2017, as part of the ESIA disclosure package. Electronic versions of these documents will be available for a minimum of 120 days at the following websites:

- Bubuieci Mayor’s office website: <http://www.bubuieci.md/>
- City of Chisinau website: <http://www.chisinau.md>

- EBRD website: <http://www.ebrd.com>

Hard copies will also be available at the Mayors' offices in Tintareni and Bubuieci:

- Village of Tintareni, Rayon Anenii Noi, Primaria; 0-265-33348.
- Village of Bubuieci, Ciocana district, municipality of Chisinau, Primaria: 0-22-414969

Community consultation events in relation to the draft ESIA will be held during the 120 day disclosure period, at:

- Tintareni, Tintareni Town Hall
- Bubuieci, Mayor's office in Bubuieci
- Chisinau, Chisinau Town Hall

For more details refer to the SEP, where the exact details of these events, including the dates and timings will be presented once they have been defined. Public announcements will also be made on the relevant websites, on village notice boards and at the Ciocana dumpsite. Direct invitations will be sent to key stakeholders and regulators.

### 4.3 THE PROCEDURE FOR GRIEVANCES

Any questions, queries, complaints or grievances regarding the Project can be submitted to Regia Autosalubritate by post, email, telephone or in person, using the following contact details:

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](mailto:regia-auto@mail.ru)

Contact details of the contractor(s) for submission of grievances in relation to construction activities will be presented in the updated SEP when the contractor(s) have been selected.

All grievances will be registered and responded to within 15 days, either verbally or in writing, as requested by the complainant, if he/she provides contact details for the response. The complainant also has the right to request that his/her name be kept confidential.

A sample grievance form which can be used by complainants is provided below.

The submission of grievances to Regia Autosalubritate through this procedure does not prevent anyone from seeking legal remedies in accordance with the laws and regulations of the Republic of Moldova.

## Public Grievance Form

<b>Reference No:</b>	
<b>Full Name</b>	
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
<b>Contact Information</b>  Please mark how you wish to be contacted (mail, telephone, e-mail).	<input type="checkbox"/> <b>By Post: Please provide mailing address:</b> _____ _____ _____ <input type="checkbox"/> <b>By Telephone:</b> _____ <input type="checkbox"/> <b>By E-mail:</b> _____
<b>Language</b> Please mark your preferred language for communication	<input type="checkbox"/> <b>Romanian</b> <input type="checkbox"/> <b>Russian</b>
<b>Description of Incident or Grievance:</b> What happened? Where did it happen? Who did it happen to? What is the result of the problem?	
<b>Date of Incident/Grievance</b>	
	<input type="checkbox"/> <b>One time incident/grievance (date _____)</b> <input type="checkbox"/> <b>Happened more than once (how many times? _____)</b> <input type="checkbox"/> <b>On-going (currently experiencing problem)</b>
<b>What would you like to see happen to resolve the problem?</b>	

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

**End of Document**