

REPORT N° DRAFT VERSION 1

CHISINAU SOLID WASTE PROJECT

STAKEHOLDER ENGAGEMENT PLAN

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TABLE OF CONTENTS

1	INTRODUCTION.....	1
2	PROJECT DESCRIPTION.....	1
3	REGULATORY REQUIREMENTS	4
3.1	LEGISLATION OF THE REPUBLIC OF MOLDOVA	4
3.2	EBRD REQUIREMENTS.....	4
4	SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT	5
4.1	ESIA SCOPING PHASE	5
4.2	LIVELIHOOD RESTORATION CONSULTATIONS.....	7
5	IDENTIFICATION OF STAKEHOLDERS.....	7
6	STAKEHOLDER ENGAGEMENT PROGRAMME	8
6.1	ESIA PREPARATION.....	8
6.2	ESIA DISCLOSURE AND CONSULTATION.....	9
6.3	LIVELIHOOD RESTORATION PLANNING AND IMPLEMENTATION	9
6.4	NATIONAL EIA DISCLOSURE AND CONSULTATION.....	10
6.5	CONSTRUCTION AND OPERATION PHASE	10
7	PUBLIC GRIEVANCE MECHANISM	17
8	REPORTING.....	17
9	CONTACT INFORMATION	18

1 INTRODUCTION

This document is a Stakeholder Engagement Plan (SEP) for Regia Autosalubritate describing public relations and communication plans, regarding their operations and investment programme planned for the Chisinau Solid Waste project.

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. A feasibility study is being undertaken by Fichtner Management Consulting and this study is considering a broad range of options for financing. At present it has been determined that two key components which could be financed by the loan are the upgrading of the City’s landfill site in Tintareni to EU compliance and the closure of the temporary dumpsite in Ciocana District, Chisinau (the “Project”).

To meet EBRD requirements for stakeholder engagement and public consultation and disclosure, a SEP has been developed and will be implemented by Regia Autosalubritate. The purpose of the SEP is to present how Regia Autosalubritate plans to communicate with people who may be affected by or are interested in the project. The plan also describes the grievance mechanism for people to raise any concerns about the Project. This SEP will be periodically reviewed and updated, as important Project information becomes available.

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.

The SEP will be reviewed on a regular basis. If the activities change or new activities relating to stakeholder engagement commence, the SEP will be brought up to date.

2 PROJECT DESCRIPTION

The Company previously operated a sanitary landfill in Tintareni (Anonii Noi District), which has an area of approximately 22 ha, and is located 35 km from the south-east Chisinau and about 5 km from the villages Cretoia and Tintareni (see Figure 2-1). In 2004 permission was granted by the City of Chisinau for the construction of a biogas project at Tintareni Landfill to a private company JSK BioGasInter and their Italian partners (Unendo Energia” EpA), in order to reduce air emissions from the Tintareni Landfill.

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. The assessment also took into account other sources of pollution, such as an adjacent river (Bic) and illegal dumpsites located around the village. The City’s conclusion was that some of the more serious alleged impacts of the Tintareni landfill were not justified, while the minor impacts were considered to be manageable. The landfill operations remain on hold and the villagers of Tintareni continue to have severe concerns regarding the landfill, they strongly believe it is polluting their groundwater, with related health effects. They rely on groundwater for irrigation and drinking water.

The Company is currently storing the waste on a temporary dumpsite in Ciocana District in the City of Chisinau (see Figure 2-2). The Ciocana site, however, has the potential to be associated with more severe environmental impacts than operation of the Tintareni landfill.

There are currently informal waste pickers working on the temporary dumpsite. It is estimated that approx. 15 to 25 waste pickers operate regularly at the dump site (every day or several days per week), while another 20 to 30 waste pickers occasionally engage in this activity. There is currently no waste sorting plant to segregate the waste efficiently, although a private operator (ABS S.R.L.) is in the process of constructing a waste sorting plant in Chisinau.

The City of Chisinau is eager to re-open the Tintareni landfill and close the temporary dumpsite in Ciocana District. Fichtner Management Consulting has 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 is 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, has been prepared by Fichtner Management Consulting.

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

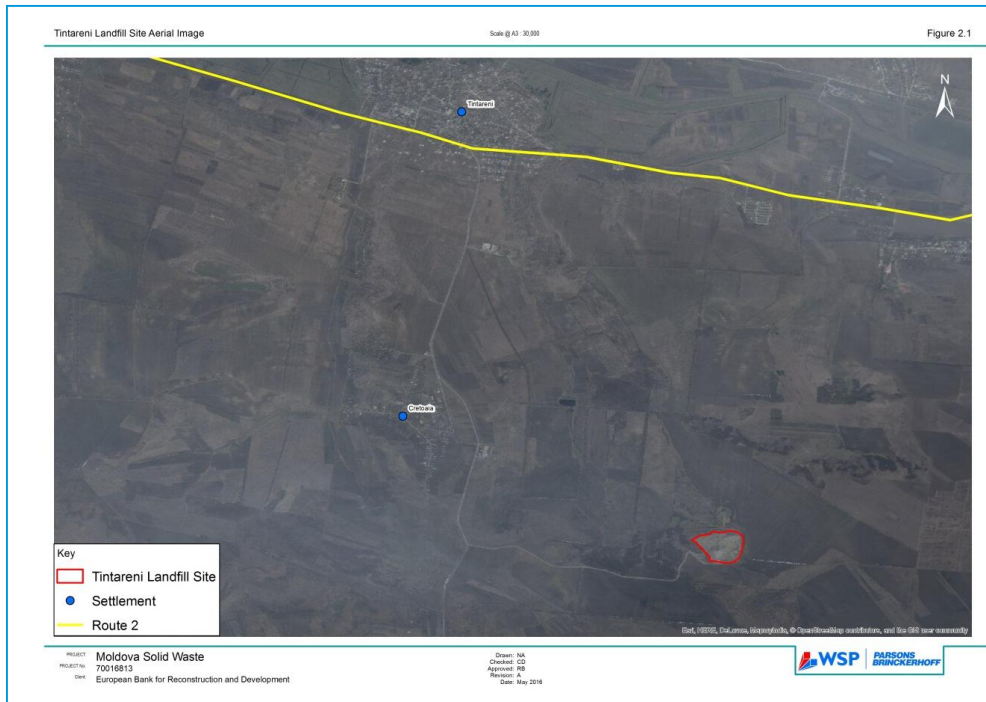


Figure 2-1 Aerial Photograph of the Location of the Tintareni Landfill

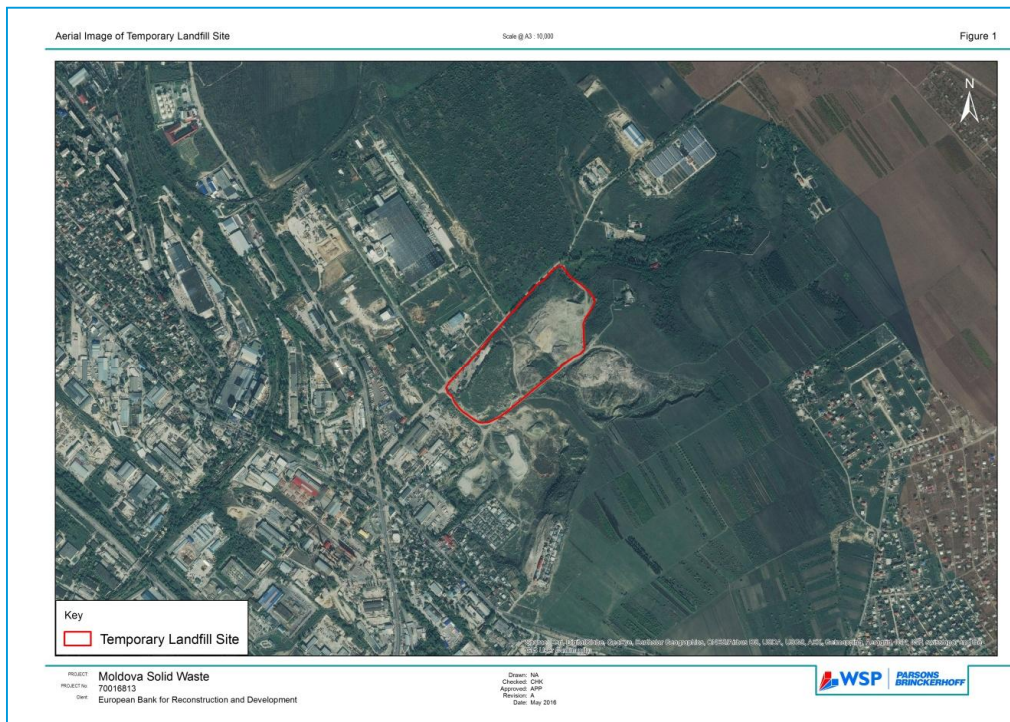


Figure 2-2 Aerial Photograph of the Temporary Landfill in Ciocana District, Chisinau

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.

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.

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;
- 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. It was determined that a meeting with the Mayor and village representatives is needed for the feasibility study consultants (Fichtner) to explain the proposed project in more detail, so that they can help residents make a more informed decision. It was also decided that benefits for the village have to be defined and provided, including the cleaning of current informal waste dumps throughout the village, so that residents can benefit from the development.

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.

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.

Table 2 Identification of Stakeholder and Communication Methods

Stakeholder group	Population	Description of stakeholders
People directly affected by the Project	- 15 to 25 regularly picking waste and 20 to 30 occasionally	- Waste pickers at the Ciocana dump site who will lose their source of livelihood when the waste dump closes
	- 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
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

		<ul style="list-style-type: none"> - State Hydro-Meteorological Service - State Geological Agency - State Agency "Apele Moldovei" (Waters of Moldova) - Ministry of Healthcare
Service providers	NA	<ul style="list-style-type: none"> - Social workers from the Bubuieci social department - National Employment Agency for the Ciocana sector of in Chisinau
Project developer and contractors	NA	<ul style="list-style-type: none"> - Regia Autosalubritate Management - Regia Autosalubritate Employees - Temporary construction workers, subcontractors
Project designer	NA	<ul style="list-style-type: none"> - Fichtner Management Consulting
Other	NA	<ul style="list-style-type: none"> - ABS S.R.L. as the company who will be launching a waste sorting facility in the vicinity of the Ciocana dumpsite - JSK BioGasInter and their Italian partners (Unendo Energia" EpA), operating a biogas project at the Tintareni landfill - 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 ESIA PREPARATION

During the ESIA scoping stage a number of stakeholder meetings and consultation events have already taken place, as described in Section 4 of the SEP.

Two meetings are expected to take place in the forthcoming period, as follows:

- Meeting between representatives of the City of Chisinau, Regia Autosalubritate, the Ministry of Environment, EBRD and the Village Tintareni, to present the results of the Hydrogeological Risk Assessment and to discuss and agree conditions of use of land for the Tintareni landfill, including potential investments / benefits for the village.
- Meeting between Fichtner Management Consulting and representatives of the Tintareni village (Mayor and Village Council), for a detailed presentation of potential Project components, including the construction of a leachate treatment plant and reinforcement of the landfill embankment, as well as the potential for landfill mining.

6.2 ESIA DISCLOSURE AND CONSULTATION

From the second week of August 2017, the following documents will be available in Romanian and English for review and comments:

- The Project Environmental and Social Impact Assessment (ESIA) and Non Technical Summary (NTS)
- The Project Environmental and Social Management Plan (ESMP)
- The Stakeholder Engagement Plan (SEP)
- Livelihood Restoration Framework (LRF)
- Hydrogeological Risk Assessment (HRA)
- Environmental and Social Action Plan (ESAP)

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

The exact details of these events, including the dates and timings will be presented in the updated version of this SEP and will be made public via announcements on the relevant websites mentioned above, on village notice boards and at the Ciocana dumpsite. Direct invitations will be sent to key stakeholders and regulators.

6.3 LIVELIHOOD RESTORATION PLANNING AND IMPLEMENTATION

After the disclosure of the Livelihood Restoration Framework, as described in the previous section, the document will be revised based on received comments and suggestions. A meeting will also be held with the affected waste pickers during the disclosure period, to present the LRF and receive feedback from this directly affected population.

Regia Autosalubritate will keep ongoing communication with the private company ABS SRL which is planning to launch a sorting facility in the nearby future. When this company begins hiring employees for the sorting facility, Regia Autosalubritate will organise a meeting with the waste pickers at the Ciocana waste dump and will present them with this information. ABS representatives will be invited to the meeting to present the hiring and working conditions at the sorting facility, as well as to record any waste pickers who express an interest for working at the sorting facility. Interested waste pickers will be invited to submit the necessary documents to enter

into the hiring process and Regia Autosalubritate will assist them in preparing those documents, either directly or with assistance from the Bubuieci social workers or other representatives of the Bubuieci village.

Waste pickers who continue to work at the dumpsite until its closure will be periodically recorded by Regia Autosalubritate and informed of any assistance measures and/or potential employment opportunities directly with Regia Autosalubritate or contractors in relation to the Project, as described in the LRF.

6.4 NATIONAL EIA DISCLOSURE AND CONSULTATION

The ESIA will be restructured based on the format required by the national authorities and submitted to seek approval of the national authorities to fulfil local legislative requirements. The authorities may decide that the public has been adequately consulted through the ESIA process described in Section 6.2, or may request additional public hearings and consultations to be held as per national legislation. All these events will be announced in accordance with legislative requirements and will be presented in the revised SEP.

6.5 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 and Cretoia 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>ESIA consultation meeting</p> <p>Disclosure of the ESIA, NTS, ESMP, HRA, SEP and ESAP</p> <p>National EIA disclosure and consultations</p> <p>Grievance mechanism</p> <p>Information in the media, including websites listed in Section 6.2</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>September/October 2017 in the Tintareni town hall / Mayor's office in Bubuieci.</p> <p>From commencement of the disclosure period.as listed in Section 6.2</p> <p>TBD², if applicable</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 Construction contractors</p> <p>Regia Autosalubritate City of Chisinau</p> <p>Regia Autosalubritate Construction contractors</p> <p>Regia Autosalubritate City of Chisinau</p>	<p>ESIA disclosure and consultations:</p> <ul style="list-style-type: none"> • Description of the Project, expected positive and negative impacts, as well as planned mitigation measures. • Planned stakeholder engagement activities • Project implementation timelines • Opportunities for direct and indirect Project employment, local procurement • 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

² TBD – To be determined

Stakeholders	Type and method of communication	Timing and venue	Responsibility	Main topics of interest and for discussion
Waste pickers at the Ciocana dump site who will lose their source of livelihood when the waste dump closes	<p>Consultation meeting during the disclosure period Disclosure of the LRF</p> <p>Meeting regarding employment opportunities at the ABS sorting facility</p> <p>Recording of waste pickers and information about other employment opportunities and assistance measures as they become available</p>	<p>September/October 2017</p> <p>From commencement of the disclosure period.as listed in Section 6.2</p> <p>Date to be confirmed.</p> <p>Prior to construction activities associated with the closure of the Ciocana waste dump</p>	<p>Regia Autosalubritate City of Chisinau Involvement of social workers from Bubuieci or other local representatives</p> <p>Regia Autosalubritate ABS company</p> <p>Regia Autosalubritate Involvement of social workers from Bubuieci or other local representatives</p>	<p>Mitigation measures for economic displacement presented in the LRF, including: employment opportunities with ABS, with Regia Autosalubritate and contractors, the National Employment Agency and other assistance measures (trainings, access to social welfare, personal documents) Grievance mechanism</p> <p>Hiring and working conditions at the ABS sorting facility Assistance to prepare the required documents for employment</p> <p>Ongoing information about employment opportunities and assistance measures as they become available</p>
City of Chisinau general population	<p>Disclosure of the ESIA, NTS, ESMP, HRA, SEP and ESAP</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>From commencement of the disclosure period.as listed in Section 6.2</p> <p>Prior to and throughout Project implementation</p> <p>During operations</p> <p>Throughout Project implementation</p>	<p>Regia Autosalubritate City of Chisinau</p>	<p>ESIA disclosure and consultations:</p> <ul style="list-style-type: none"> • Description of the Project, expected positive and negative impacts, as well as planned mitigation measures. • Planned stakeholder engagement activities • Project implementation timelines • Opportunities for direct and indirect Project employment, local procurement • Project grievance mechanism • Other issues of interest <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

Stakeholders	Type and method of communication	Timing and venue	Responsibility	Main topics of interest and for discussion
Representatives of the local villages (Tintareni and Bubuieci) – Mayor and Village Council	<p>Meeting between representatives of the City of Chisinau, Regia Autosalubritate, the Ministry of Environment, EBRD and the Village Tintareni</p> <p>Meeting between Fichtner Management Consulting and representatives of the Tintareni village (Mayor and Village Council)</p> <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>Prior to and during the disclosure period as listed in Section 6.2</p> <p>Prior to and during the disclosure period as listed in Section 6.2</p> <p><i>See section for village residents above.</i></p> <p>Prior to and throughout Project implementation</p>	<p>Regia Autosalubritate City of Chisinau</p> <p>Regia Autosalubritate City of Chisinau Fichtner Management Consulting</p> <p><i>See section for village residents above.</i></p> <p>Regia Autosalubritate City of Chisinau</p>	<p>Results of the Hydrogeological Risk Assessment (HRA)</p> <p>Conditions of use of land for the Tintareni landfill, including potential investments / benefits for the village.</p> <p>Detailed presentation of potential Project components, including the construction of a leachate treatment plant and reinforcement of the landfill embankment, as well as the potential for landfill mining.</p> <p><i>See section for village residents above.</i></p>
City of Chisinau (Mayor, City Council, General Housing Department)	<p>Official correspondence and regular meetings</p> <p>Published project progress and monitoring reports</p>	Prior to and throughout Project implementation	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>ESIA consultation meeting</p> <p>Disclosure of the ESIA, NTS, ESMP, HRA, SEP and ESAP</p> <p>National EIA disclosure and consultations</p> <p>Official correspondence and regular meetings</p> <p>Published project progress and monitoring reports</p>	<p>September/October 2017 in the Chisinau Town Hall</p> <p>From commencement of the disclosure period.as listed in Section 6.2</p> <p>TBD, if applicable</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: <ul style="list-style-type: none"> - Ministry of Environment - State Ecological Inspectorate - State Hydro-Meteorological Service - State Geological Agency - State Agency "Apele Moldovei" (Waters of Moldova) - Ministry of Healthcare 	ESIA consultation meeting Disclosure of the ESIA, NTS, ESMP, HRA, SEP and ESAP National EIA disclosure and consultations Official correspondence and regular meetings Project progress reports	September/October 2017 in the Chisinau Town Hall From commencement of the disclosure period.as listed in Section 6.2 TBD, if applicable Prior to and throughout Project implementation	Regia Autosalubritate City of Chisinau	Participation in disclosure and consultation activities National EIA process – adequacy of ESIA, including required stakeholder engagement and identification of any gaps Project progress Monitoring reports including monitoring of water quality and grievances
Service providers: <ul style="list-style-type: none"> - Social workers from the Bubuieci social department - National Employment Agency for the Ciocana sector in Chisinau 	Consultation meeting with waste pickers during the disclosure period and ESIA public consultation meeting Disclosure of the LRF Official correspondence and regular meetings	September/October 2017 September/October 2017 in the Mayor's office in Bubuieci. From commencement of the disclosure period.as listed in Section 6.2 Prior to and throughout Project implementation	Regia Autosalubritate City of Chisinau	Feedback on measures proposed in the LRF to assist waste pickers Provision of support to waste pickers, including particularly vulnerable individuals (women waste pickers) Participation in consultation activities with waste pickers Progress in providing assistance to waste pickers Monitoring of grievances received from waste pickers
Fichtner Management Consulting	Official correspondence and regular meetings	Prior to Project implementation	Regia Autosalubritate City of Chisinau	Results of the Hydrogeological Study Finalisation of the Feasibility study and Project Proposal
ABS S.R.L. (waste sorting facility)	Official correspondence and regular meetings	Prior to closure of the Ciocana waste dump		Employment opportunities for affected waste pickers Joint meeting to present the hiring and working conditions and to record interested waste pickers
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
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 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 	ESIA consultation meetings Disclosure of the ESIA, NTS, ESMP, HRA, SEP and ESAP National EIA disclosure and consultations Grievance mechanism Information in the media, including websites listed in Section 6.2 Published project and monitoring reports Correspondence and meetings	September/October 2017 in the Tintareni town hall/Mayor's office in Bubuieci From commencement of the disclosure period.as listed in Section 6.2 TBD, if applicable 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	ESIA disclosure and consultations: <ul style="list-style-type: none"> • Description of the Project, expected positive and negative impacts, as well as planned mitigation measures. • Planned stakeholder engagement activities • Project implementation timelines • Opportunities for direct and indirect Project employment, local procurement • 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			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 Regular monitoring of performance of contractors in the implementation of the above.

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 (see Section 6.2). 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