

Skopje Tram-Bus Project,North Macedonia

*STAKEHOLDER ENGAGEMENT PLAN*

April 2020

Skopje Tram Bus Project, North Macedonia

### Contact Details

Responsible for Stakeholder Engagement Activities:

Name: Mr. Lovren Markiкј
Address: City of Skopje I Head of International Relations Department
blvd.Ilinden 82, 1000 Skopje, Republic of North Macedonia
Contact Details: Tel.: +389 (0)2 32 97 235 I GSM: +38970363577

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1. Introduction
	1. Overview
		1. Purpose and scope

This document details the Stakeholder Engagement Plan (SEP) for theimplementation of the Bus Transit Project (BTP) inSkopje, Republic of North Macedonia. The Project consists of the design and implementation of theBus Rapid Transit (BRT) project lines 1 and 2, including a new tram-bus fleet, anda new depot.Stakeholder engagement refers to a process of sharing information and knowledge, seeking to understand and respond to the concerns of potentially affected individuals and building relationships based on trust. As such effective engagement is essential for creating positive relations with local communities and other stakeholders.

The SEP describes how stakeholders will be engaged during the Project lifecycle. This SEP outlines the consultation and disclosure plans for the Project (Section 1.1.3)to implement a robust, open and transparent engagement process with stakeholders. The SEP aims to achieve free, prior and informed consultation and broad community support for the Project, as well as improve decision-making processes in accordance with the Project impacts and benefits.

This SEP is a ‘live’ document which will be implemented and updated throughout the Project’s lifetime by the City of Skopje. A copy of the SEP will be made available to stakeholders at the City offices and will be also disclosed on their website.

Due to the existing emergency circumstances (COVID19), public meetings and information disclosure for the project will be undertaken in an electronic/online method. When the existing situation has been resolved, public meetings will be facilitated on this project as described in Section 5.

* + 1. Goals and Key Objectives

Stakeholder engagement and consultation aims to inform and improve the project decision-making and build understanding by actively involving individuals, groups and organizations with a stake in the Project. The key objectives of stakeholder engagement are to:

* Identify stakeholders and map them based on their interest and impacts;
* Identify key issues and concerns that stakeholders haveregarding the Project;
* Introduce the Project to stakeholders, explaining its nature and potential benefits and impacts;
* Advise stakeholders of the next steps in terms of the Project decision-making and the plan for mitigation and enhancement measures;
* Ensure mitigation measures are appropriate for the Project (implementable, effective and efficient);
* Demonstratethe Company’s commitment to follow national requirements and good international industry practice (GIIP);
* Build positive stakeholder relationships and lay the foundations for ongoing stakeholder participation.
	+ 1. Project Overview

The City of Skopje with a population of circa 0.7 million needs to improve the standards of the urban transport system, which is deemed no longer adequate to accommodate the capacity of people using it. The public transport system in Skopje comprises city buses and taxi service companies. The public transport is mainly run by JSP Skopje which will also operate the BRT bus.

The City has a history of collaboration with the European Bank for Reconstruction and Development (EBRD) and has requested a new loan to support its plans to further renew and improve its public transport system through the implementation of the BRT system with two lines.The Transport Department of the City will therefore develop a Project Implementation Unit (PIU) responsible for the development, design and construction of the new BRT system. This PIU will report directly to the Secretary General of the City of Skopje and the EBRD office in the City.

The loan from EBRD is intended to finance the implementation of a BRT project in two phases:

The first phase of the Project (ca. 40M€), will comprise the following elements:

* the development of BRT Line 1 (East-West) of 12.81 km and 21 bus stops;
* a BRT Depot at the east end of Line 1 (Novo Lisiche) in a 7-hectare plot owned by the City of Skopje; and
* Alow flow BRT vehicle.

Figure 1 – The 2 BRT lines

Bus Line 2



Bus Line 1

The new planned depot will be located in the eastern part of the city, in the Novo Lisice settlement, south of the Vardar River as per the figure below:

Figure 2 - New Depot Site



New Depot Site

The technology of the buses is yet to be confirmed, hydrogen, CNG hybrid and electric are the priority options to be assessed.

The second phase is to be separately financed from Tranche 2 proceeds (ca. 30M€), and will comprise:

* Development of BRT Line 2 (North-South, shown as Blue line in Figure 1 of 10.4 km and 20 bus stops providing a comparable level of service with Line 1, shown by the blue line on the Figure above; and
* Additional BRT vehicles (ca. 15 units).
1. Key Regulations
	1. National Requirements

Public disclosure and consultation activities are mandatory according to the following Republic of North Macedonia National Laws.

* Law on Urban and Spatial Planning (OG, no. 51/05, 55/13, 163/13, 42/14 and 44/15);
* Law on the Environment (OG no. 53/05, 81/05, 24/07, 159/08, 83/09, 48/10, 124/10, 51/11, 123/12, 93/13 and 44/15);
* Law on Construction (OG no. 130/09, 124/10, 18/11, 36/11, 54/11, 13/12, 144/12, 25/13, 70/13, 79/13, 137/13, 150/13, 163/13, 27/14, 28/14, 42/14, 115/14, 149/14, 187/14, 44/15, 129/15, 217/15, 226/15, 30/16, 31/16, 39/16, 71/16, 132/16);
* Law on Expropriation (OG no. 95/12, 131/12, 24/13, 27/14, 104/15, 192/15, 23/16, 178/16);
* Law on Access to Public Information (OG no. 13/06, 86/08, 06/10, 42/14, 148/15, 55/16); and
* Law on Acting upon Complaints and Proposals (OG no. 82/08, 13/13, 156/15, 193/15).

These laws set out the requirements for the City of Skopje to disclose Project-related information.

* 1. EBRD Requirements

The Project needs to adhere to the EBRD Environmental and Social Policy 2019, and the EBRD Performance Requirements (PRs).

The main PR associated with Stakeholder Consultation and Information Disclosure is PR 10. The key relevant requirements of this PR are presented in Table 1.

**Table 1: Stakeholder Engagement Requirements of EBRD PR10**

| **Objective** | **Key Requirements** |
| --- | --- |
| Stakeholder Identification | * Identify Project affected stakeholders, including disadvantaged or vulnerable groups who are affected or likely affected by the Project; or may have an interest in the Project.
* Develop and implement a Stakeholder Engagement Plan and Grievance Mechanism.
 |
| Information Disclosure | * Provide stakeholders with access to timely, relevant, understandable, and accessible information in a culturally appropriate manner. Including access to:
	+ Purpose, nature, scale and duration of the Project
	+ Any risks, potential impacts and mitigation measures
	+ Proposed stakeholder engagement process
	+ Time and venue of public consultation meetings
	+ Grievance Mechanism
* Where applicable, differentiated measures will be implemented to allow the effective participation of those identified as disadvantaged or vulnerable groups.
 |
| Meaningful Consultation | * Consultation will be in line with the degree of potential project impacts and will:
	+ Begin early and continue throughout the Project lifecycle
	+ Be based on prior disclosure and dissemination of information
	+ Be free of manipulation, interference, coercion or intimidation
	+ Enable meaningful participation
* Be documented
 |
| Ongoing engagement and external reporting | * Provide stakeholders, on an ongoing basis, with appropriate information on the Project regarding risks, impacts and grievances raised.
* Communicate any updates to stakeholders on the Project, including disclosure of updated ESMP if adverse impacts, risks, concerns are identified or raised.
* Reportto the community with a frequency that is proportionate to the concerns of affected communities but not less than annually.
 |
| Grievance Mechanism  | * Establish a Grievance Mechanism to receive and facilitate resolution of stakeholders’ concerns and grievances about the Project.
* The Grievance Mechanism should:
	+ Resolve concerns promptly and effectively
	+ Use a transparent, culturally appropriate and readily accessible consultative process
* Allow for anonymous complaints to be raised and addressed
 |

1. Stakeholder Identification
	1. Overview

The purpose of stakeholder identification is to identify and prioritise Project stakeholders for consultation.Project stakeholders are identified as stakeholders that may be directly or indirectly affected by the Project, have an interest in the Project or have the potential to influence the development of the Project.

It is important to note that stakeholder identification is an ongoing process, and key stakeholders will continue to be identified and consulted with throughout the life of the Project. A systematic approach is used to map stakeholders based on their level of impact. As a result ofstakeholder identification, the Project stakeholders have been categorised into two main categories:

* primary stakeholders: individuals and groups that may be directly/ indirectly impacted by the Project; and
* secondary stakeholders: stakeholders that may have a direct/ indirect influence on, but are not necessarily directly impacted by, the Project.

Table 2: Key Identified Stakeholders and Methods of Engagement

| **Type** | **Stakeholder Category** | **Name** | **Impact/influence** | **Preferred Method of Engagement** |
| --- | --- | --- | --- | --- |
| **Project Shareholders / Internal Stakeholders** | Primary | * PIU employees
 | This group will directly impact/ influence the project through making decisions at each stage of the process.  | The City will communicate with employees and contractors through the HR department and a grievance form is available for use. |
| * EBRD
 | The Bank will impact the project through decision-making and influencing the project. | The City will consult with the EBRD through telecon, emails and face to face meetings. |
| **National Government Authorities** | Primary | * Ministry of Environment and Physical Planning;
* Ministry of Labour, and Social Policy;
* Ministry of Transport and Connection;
* Ministry of Agriculture, Forestry and Water
* Ministry of Economy
 | This group has direct influence/ impact on the project through enforcing regulations and approving relevant permits. | The PIU will be required to submit official letters and e-mails to the relevant authorities as required. The PIU will facilitate permitting meetings with ministries to discuss any issues or concerns regarding permitting, new regulations and project implications.  |
| **Local Government Department** | Primary  | * The City of Skopje includes 10 municipalities
 | This group has direct influence/ impact on the project through enforcing regulations, monitoring environmental parameters and response plans and approving relevant permits. | The PIU will be required to submit official letters and e-mails to the relevant authorities as required. The PIU will facilitate permitting meetings with ministries to discuss any issues or concerns regarding permitting, new regulations and project implications.  |
| **Local Communities**  | Primary | Skopje City and related districts:Karpos, Rektorat, Centar, LisisceGazi baba | Communities will benefit from the Project in terms of access to new buses, improved comfortability and reduced emissions  | The City to undertake public consultations with the public via the local municipality on the Project schedule, Project risks and impacts and opportunities |
| **Local Businesses** | Primary | * Local businesses surrounding the bus ‘routes, including restaurants, shops etc
 |
| **Universities and Educational Organisations**  | Secondary  | * University of Skopje
* Driving schools
 | Universities and educational institutions could benefit from the Project through internship and apprenticeship programmes  |  |
| **Non-Governmental Organisations (NGOs)** | Secondary | * Macedonian Ecological Society (MES)
* Eko-svest

Centre for environmental research and information* Macedonian Green Center
* Centre of Climate ChangeCentre
 | Local NGOs could influence the Project both directly and indirectly.  | The City to facilitate public consultation meetings during the Project lifecycle |
| **Media** | Secondary | * Radio / newspaper
* Skopje City website
* Skopje Facebook
 | The media will have a direct or indirect influence over the Project through publications. | Press releases to disclose project information  |
| **Contractors** | Primary | * Engineering, Procurement and Construction (EPC) Contractor, and other sub-contractors
 | This group will have direct influence/ impact on the project through incorporation of stakeholders’ input/comments into contracts and procedures | Legal binding agreement with the future assigned contractor, to include all the Environmental and Social terms of reference in the contract |
| **Others** | Secondary  | * Other Transportation Companies in Skopje
 | They may have an impact on the Project due to potential overlap with their routes | The City to maintain an ongoing communication with them |

1. Existing Stakeholder / Community Engagementand Awareness Programmes

There is no overarching Stakeholder Engagement Policy or document in place outlining the approach for external stakeholder activities. To date, the City has not had any public consultation activities with regard to the BRT lines and the new depot site.

Public activities are currently under the responsibility of the head of the Department for International Cooperation, Support, and Cooperation with NGOs and Foundations. The PIU has allocated the head of the Department for International Cooperation as responsible for stakeholder engagement activities. The City is planning to improve and enhance its’ stakeholder engagement activities.

* 1. WSP Visit and Meetings

As part of the WSP visit to the project area including the location of the new depot site, local park staff were met, and questions were askedwith regard to the community awareness about the project. The results of this meeting with local Novo Lisiche park established that the local park has an important value for public recreation and provides locals with a children’s playground. The community does not have any awareness about the project.

**Photo 1 and 2: Novo Lisiche Park**



* 1. Community social programmes and benefits

The City will collaborate with universities and educational institutionson promotion of green transport and raise awareness about further use of public transport.

The City also has developed ‘The Innovation Centre of the City of Skopje’. This lab is an experimental space and a place for cooperation. At the Centre, citizens, the business community, civic, public and educational institutions together with the City of Skopje administration will join forces to design and develop innovative solutions to help Skopje improve its sustainability and urban resilience. An interview was conducted by WSP with Skopje Lab lead representative, and it was stated that the Lab provides a great platform for initiatives with regard to Sustainable City Development, Public Services, Air Pollution and Waste Management.

1. Stakeholder Engagement Programme
	1. Overview

As presented in Section 3(Stakeholder Identification) key stakeholders have been identified that will be directly or indirectly affected by, or have an interest/ influence in, the Project. Engagement activities provide an opportunity for affected and interested stakeholders to express their concerns and opinions regarding the development of the Project, including any proposed environmental and social management measures.

The SEP takes into consideration stakeholders’ concerns and views relating to key environmental and social risks and benefits by facilitating meaningful consultation. Table 4 describes key stakeholder engagement activities which shall be undertaken for the Project. The programme also draws on the PIU’s understanding and relationship with key stakeholders and the surrounding environment.

The key objectives of the planned stakeholder engagement programme include the disclosure of:

* Project description anda schedule for Construction in English and Macedonian language to the key stakeholders.
* Potential Environmental and Social benefits and impacts associated with the Project.
* A grievance mechanism to ensure that the affected stakeholders’ concerns and issues are addressed.
	1. Summary of Environmental and Social Risks AND BENEFITS

The potential environmental and social risks and benefits associated with the development of theProject are:

* The provision of good frequency, safe, reliable and timetabled fast transport services which can consequently result in an increase in the number of people using public transportation;
* Increased comfort for passengers - services to be operated by the new BRT with greater quality in terms of appearance, accessibility, capacity and attractiveness to passengers;
* Provision of facilities in bus trams for people with disabilities, as new buses will be provided with a flat floor, step-less entry and wheelchair ramp;
* Reduction in air pollution and improvement inthe health of citizens;
* Encouragement of citizens to use the public transport system rather than the use of private vehicles;
* Increase in fuel efficiency leading to a reduction in greenhouse gas emissions, particulate emissions and noise levels through the operation of the BRT lines.

The Project is anticipated to cause environmental and social impacts during the Construction Phase and Operation Phase as outlined in Table 3.

Table 3 – Project’s Environmental and Social Impacts

| **Environmental Impact** | **Impact Overview** |
| --- | --- |
| Air quality and GHG emissions | The Project is anticipated to improve air quality through reductions in greenhouse gas and other vehicle emissions |
| Noise and vibration | There will be benefits associated with the introduction of the BRT lines and as a result traffic noise pollution will be potentially reduced. No significant impacts are expected.  |
| Water resources | No significant impacts on groundwater resources or surface water resources are anticipated due to the Project. Water use will not be extensive during these works, and water supply is not a significant issue in Skopje. |
| Waste management | The proposed location of the new depot is adjacent to the river, a sensitive receptor for any discharges.Risk of impacts from sources along the BRT routes is unlikely to increase from current levels following development of the BRT Project. |
| Geology and land/soil | Potential for soil or groundwater pollution resulting from current or proposed operations along the BRT routes is limited. Risk of impacts from these sources is unlikely to increase following development of the BRT Project. As the location of the new depot is currently a park, the potential for contamination to be present is considered to be low. |
| Biodiversity, Ecosystems and flora and fauna | There is no protected conservation area along the bus line 1 and bus line 2. The only significant environmental impact regarding the development of the lines is anticipated to be the felling of trees and bushes currently standing in central reservation areas (which will be used for bus stops). The new depot site may reduce the recreational value of the Park and cause some restriction for public usage of the Park.  |
| Cultural heritage and archaeology | No significant adverse impacts on cultural heritage are anticipated due to the development of the Project, although a chance find process will be undertaken during the construction of the BRT.  |
| Landscape and visual  | Minor visual impact is anticipated for the local community once the new depot site has been developed on part of the local park.  |
| Social | No significant adverse social impacts are anticipated due to the development of the Project. However, the construction of the BRT lines may limit public access rights and cause some disruption to the road users and pedestrians.  |
| Health and Safety  | No significant adverse safety impacts are anticipated due to the development of the Project.Introduction of new buses is anticipated to provide improved reliability and comfort for drivers and passengers and reduced pollution. |
| Women and Vulnerable Groups  | The construction of the BRT lines may potentially cause disturbance to the movement of the disabled pedestrians and could cause limited access rights for women.  |

* 1. Information Disclosure activities
		1. Overview

The Project will assign a Community Liaison Officer (CLO) who will be responsible for ensuring the timely disclosure of information to stakeholders in a culturally appropriate and meaningful way.The information will be provided in Macedonian and will cover all the key aspects of the Project, risks and benefits associated with it. The following documents will be disclosed for effective stakeholder communication:

* Non-Technical Summary;
* A brochure and leaflet containing information about the Project design and the schedule for construction and operation;
* This SEP.

The information above will be accessible to the public, including the beneficiaries. Hard copies of the related documents will be made available at the City officesas well asat the Town Hall.The Project information will also be distributed through local newspapers, social media and the JSP and the City’s website.

* + 1. consultation methods and activities

The Company will use a number of methods in order to consult with different key stakeholders. Due to the existing global pandemic emergency and restrictions with regard to lock-down, consultation meetings will be undertaken when the situation recovers and face to face meetings are possible.

The main communication methods and mechanisms that will be used to consult with key stakeholders are:

* Information disclosure through the City website, Facebook and Twitter;
* Virtual presentations of the Project progress, schedule for construction and operation;
* Face to face meetings at the City town hall and local district neighbourhood surrounding the new depot site (once lock-down restrictions are lifted);
* Focus groups for potentially affected women, the elderly and the disabled people.

Additional information on these approaches and methods are provided in the sub‑sections below:

Construction Stage

**Governmental meetings**

The Company will engage national government authorities and relevant local government departments on a regular basis to provide:

* Project updates;
* Any issues or concerns regarding permitting and monitoring requirements (e.g. if any facilities require permitting); and
* Status updates regarding environmental and social monitoring.

The Company will engage with both national and local government authorities if there is any requirement for environmental permitting, monitoring and labour inspections.

**Project/PIU Meetings**

Meetings will be held between selected members of thePIU, who have ultimate responsibility for overseeing the implementation of the Project. The frequency of the meetings isto be agreed among the PIU members. Key team members to undertake meetings will include: Site/depot Manager, EHS manager, the appointed Community Liaison Officer, Human Resources Manager and Company director.

Meetings will be undertaken at the City office to cover:

* Overall supervision of the Project (new buses and facilities to be provided);
* Implementation of Environmental and Social Actions;
* Monitoring results and any corrective actions to improve the E & S performance;
* Project monitoring and evaluation, financial management, progress and annual reporting;
* Drafting of Terms of Reference for procurement, and management of local and international suppliers;
* Escalation of unresolved issues and grievances to relevant stakeholder;
* Identification of training requirements for employees (such as driving new buses, smart card use, management of the public expectations in using buses, management of safety and security in case of harassment).

Public Information Disclosure and Meetings

The following specific informationis to be disclosed to the public prior to construction stage:

* BRT corridor and areas of construction adjacent to residential households;
* Timescale for construction;
* Measures to reduce Health and Safety impacts on the public e.g. provision of temporary access rights; and
* Traffic restrictionsfor affected road users (if any).

All the information above will be disclosed via the City website, Facebook account, radio and TV.

***New depot Site***

A meeting will be held by the assigned CLO at a local school or community hall to consult with the local neighbourhood in proximity to the new depot site. At this meeting, locals will be informed about the mitigation measures to be implemented by the City to reduce the impacts associated with restrictions on use of the local park. The CLO will also provide opportunities for affected individuals to raise their concerns and grievances.

***BRT Lines***

A meeting will be held by the CLO to inform communities about the Construction of the BRT lines. This meeting will involve districts, schools, businesses that are along the route and that will be more exposed to the impacts associated with the construction of the BRT lines. This meeting will be undertaken at the City meeting hall.

The CLO will also ensure that vulnerable groups including disabled people and the elderly will be reached through distribution of project leaflets and focus groups where necessary. The focus groups could be arranged at local district public centres.

Operation Stage

Prior to the operation of the BRT, and as part of the Mayor’s monthly meeting with the public, an announcement will be made about the launch of the BRT operation. In addition, the following information will be disclosed via the City’s website and leaflets to local community:

* New timetable;
* Location of new bus stops;
* New H & S signs;
* Project impacts and benefits.

The assigned CLO will continue engagement with local communities to ensure that BRT operations and new depot site operates well, and local community concerns will be addressed through the developed grievance mechanism.

* 1. **Programme**

Table 4 details all the stakeholder engagement activities that will be undertaken by the City with regards to the development of the Project during Construction and Operation.

Table 4:The Project Stakeholder Engagement Actions

| **Stakeholders** | **Activity** | **Information Materials** | **Timeframe / Frequency** | **Responsibility** | **Location** |
| --- | --- | --- | --- | --- | --- |
| **Information Disclosure**  |
| Communities and local businesses | Assign a Community Liaison Officer and provide training to him/ her as necessary on dealing with stakeholders, managing grievances relating to project impacts and general concerns  | Non-technical Summary (NTS) and SEP  | Prior to construction  | The City  |  |
| Affected communities surrounding the BRT lines and the new depot site and the wider communities  | Disclose information on construction timetable, activities, public access rights, grievance mechanism process using the City website, virtual presentations on social media, TV Information pack and project leaflets: * BRT corridor and areas of construction adjacent to residential households
* Timescale for construction
* Measures to reduce Health and Safety impacts on the public e.g. provision of temporary access rights
* Traffic restriction to affected road users (if any)
 | NTS and SEP | Prior to construction  | The City CLO  | The City website, social media including Facebook and project leaflets  |
| Public  | Disclose through the City’s website and leaflets timely information to local community regarding the launch of the BRT: * New timetable
* Location of new bus stops
* New H & S signs
* Project impacts and benefits
 | NTS and SEP | Prior to operation  | The City CLO | The City website, social media including Facebook, project leaflets  |
| University and Technical Colleges  | Collaborate with universities to advertise internship and apprenticeship opportunities for female students and graduates and promote jobs in the transport sector Post jobs and employment opportunities on the City and Company’s website, the Governorate office and public centres bulletin board to increase local employment | NTS | Ongoing during Construction  | The City  | Universities and technical colleges |
| **Permitting Meetings** |
| National stakeholders | Consult with Ministry of Environment and Physical Planningto follow planning requirements including EIA  | NTS | Immediate and ongoing, as necessary (frequency to be agreed with authorities) | The City HSE manager  | Ministry offices or through emails and letters  |
| **Project/PIU Meetings** |
| Project members  | Meetings will be held with key internal stakeholders to discuss the project construction timeline, progress, tendering process, status and any issues which may arise. | Internal agenda and actions  | Monthly (preferred) during Construction | The PIU members  |  The City office |
| **Public Consultation Meetings**Due to the pandemic COVID19 situation, face to face meetings to be undertaken once possible. |
| Local neighbourhood surrounding the new depot site – Aerodrome district  | Undertake meetings with local community at a local school in the district to obtain views and concerns of the affected neighbourhood  | NTS Leaflets to provide the following: ES impacts and opportunities associated with the project and mitigation measures proposed | First meeting shall be held before Construction Follow-up meetings shall be held within three months from the start of Construction to review progress and implementation of mitigation measures. CLOshall maintain contact with communities throughout construction A formal consultation meeting prior to operation  | The City -The CLO | Local school or a community centre  |
| Wider public  | Undertake a meeting with the public at the City hall to inform them about the construction of the BRT Carry out on-going City monthly meetings  | NTS and SEP | Prior to construction On-going throughout the operation  | The City  | City Hall |

1. Grievance Mechanism

The City will be responsible for developing and implementing a formal grievance (complaint) procedure to receive the affected communities’ concerns and views through a transparent and impartial process. The complaint procedure will be used as a tool to assist the timely and successful resolution of stakeholder concerns, as well as to monitor the Project’s relationship with the affected communities on the use and access to new buses and implementation of associated facilities. A summary of complaints and the measures taken to resolve them will be made public on a regular basis, in accordance with EBRD PR 10.

Stakeholders will be informed about the complaint’s procedure during consultation activities, such as public meetings, letters/ leaflets, and via the City and the Company’s website.

The appointed CLO will be responsible for coordination and handling of all grievances received from the community. Any verbal or written complaints will be raised through the complaints landline and email address as provided below:

* Name: Mr. Lovren Markiкј
* Address: City of Skopje I Head of International Relations Department
blvd.Ilinden 82, 1000 Skopje, Republic of North Macedonia
* Contact Details: Tel: +389 (0)2 32 97 235

A grievance form (Appendix A) is available in this SEP for use by the public, and hard copies will be made available at the City Hall and BRT terminals. It will be a requirement to record all complaints in alogbook within 5 working days of the complaint being received and to respond within a maximum period of 30 working days (with a shorter time period if the complaint is straightforward). Both signed and anonymous grievances will be accepted. Each complaint will initially be screened, and the facts of the case verified by the CLO.

In addition to the grievance forms, a Hotline number will be made available and displayed on buses so any potential issues associated with public harassment and violence can be reported.

The agreed solution or response will be signed off by the CLO and management. The corrective action and status of a complaint (closed, open) will be recorded in the grievance/complaint’slogbook. Any gender specific complaints will be addressed confidentially and will be handled by a relevant person.

1. Monitoring, Reporting and Responsibilities

Successful stakeholder engagement depends on performance monitoring, analysis and adapting to changed circumstances and stakeholder information needs. Transparent documentation of engagement activities will be necessary in order to meet EBRD PR 10 and ensure the successful implementation of the engagement activities outlined in this SEP.

It will be the responsibility of theCLO to implement the SEP and it will be updated regularly throughout implementation of the Project and associated facilities. The CLO will also review the SEP regularly to ensure that all the consultation activities are implemented and are in accordance with the planned schedule.

The appointed CLO will be responsible for monitoring social performance of the Company and its on-going engagement with key stakeholders including bus users. The CLO will regularly visit Project stakeholders to ensure that any concerns and grievances will be identified and addressed accordingly.

Appendix A: Complaint Procedure & Grievance Form

**Public Grievance Form**

|  |  |
| --- | --- |
| Reference No: |  |
| Full Name  |  | Date Received |  |
| Note: *you can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent* |  I wish to raise my grievance anonymously I request not to disclose my identity without my consent |
| Contact InformationPlease mark how you wish to be contacted (mail, telephone, e-mail). | * By Post: Please provide mailing address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* By Telephone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* By E-mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
 |
| LanguagePlease mark your preferred language for communication | * Macedonian
* Other
 |
|  |  |
| 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 |  |
|  | * One-time incident/grievance (date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)
* Happened more than once (how many times? \_\_\_\_\_)
* On-going (currently experiencing problem)
 |
|  |  |
| What would you like to see happen to resolve the problem?  |  |
|  |

Please return this form to:

**The City Head Office:**

* Name: Mr. Lovren Markiкј
* Address: City of Skopje I Head of International Relations Department
blvd.Ilinden 82, 1000 Skopje, Republic of North Macedonia
* Contact Details: Tel.: +389 (0)2 32 97 235