

ENVIRONMENTAL & SOCIAL ACTION PLAN (ESAP)

Overview :

The responsible party for implementation of this ESAP is 'The City of Skopje' (the City). Where applicable other parties (e.g. third party and project related contractors) have been listed in the ESAP to collaborate with the City in the implementation of this ESAP. As part of this ESAP, WSP has provided actions that include the development of key management plans for different stages of the project. As the project is at the early stage, these management plans will need to be developed by the City with assistance from PIU consultants and / or third-party contractors for the key activities that need to be performed including during the construction and operation phase. WSP have provided recommendations on key sections of these management plans in this ESAP. However, the list is not exhaustive, and the City will be able to adapt them once further information is made available on construction and operation stages of the project. The City needs to collaborate with the selected construction contractor and the public transport operator to implement these plans fully.

ESAP CONSTRUCTION STAGE

No.	Action	Environmental & Social Risks (Liability / Benefits)	Requirement (Legislative, EBRD PR, Best Practice)	Resources, Investment Needs, Responsibility	Timetable	Target and Evaluation Criteria for Successful Implementation	Status / Comments
PR1	Assessment and Management of Environmental and Social Impacts and Issues						
1.1	The City to conduct a meeting (or teleconference) with the Ministry of Environment and Physical Planning to identify if any local EIA required for the project (covering construction of the depot site) to ensure compliance with national requirements	Minimise Environmental and Social Impacts	EBRD PR1 and national planning / EIA requirements	The City / Third Party	Prior to construction	Compliance with planning requirements	
1.2	<p>The City in collaboration with a third-party consultant to organise and coordinate the existing EHSS management processes into a structured managementsystem (EHSMS) through the following activities:</p> <ul style="list-style-type: none"> ▪ Develop an Environmental and Social Policy as specified in detail in 1.3 ▪ Develop a register of EU and Macedonian legislation, including relevant international regulations and relevant elements of EBRD's Performance Requirements (PRs) ▪ Provide full details of the organisational structure in place to manage compliance with E&S commitments on the Project, covering all project parties including numbers, positions roles, responsibilities, and experience profiles of E&S staff. ▪ Identify Environmental and Social Risks associated with construction stage ▪ Develop environmental and social management plans such as Waste Management Plan, Emergency Response Plan ▪ Raise EHSS awareness of employees and bus drivers and formalise and record trainings ▪ Ensure documentation of all EHSMS procedures and implement across the project sites. ▪ Ensure the EHSMS procedures are communicated to construction contractors and suppliers <p>Develop overall E & S monitoring procedures covering:</p> <ul style="list-style-type: none"> ▪ Review and record progress against EHSMS performance targets ▪ Define a program and processes for monitoring and auditing, including third-party audits where appropriate ▪ Report the results of the monitoring process as part of the City's annual reporting 	Optimisation of EHSS management though a formalised system and obtaining a certification	EBRD PR1,	The City/Third Party Consultant	Within approximately 12 months	EHSMS implemented	
1.3	<p>The City in collaboration with a third-party consultant to develop key policies:</p> <ul style="list-style-type: none"> ▪ Occupational health and safety policy ▪ Procurement policy ▪ Corporate social responsibility policy ▪ Human resources policy covering harassment and discrimination <p>The City to ensure that the contractors follow the applicable environmental, health and safety and social requirements under the national regulations – this task needs to be done through including relevant requirements and legislations in the contractor's tender documents.</p>	Minimise EHSS impacts and improve the current situation	EBRD PR1,	The City/Third Party Consultant	Within 3 months of the receipt of loan and as soon as possible	Policies developed	
1.4	<p>The City in collaboration with a third-party consultant to develop the project specific Construction Environment & Social Management Plan (CESMP), covering controls for management of all environmental, community, labour, health and safety risks during construction.</p> <p>The Contractor then will be responsible to implement the CESMP and the City and construction supervisor will be responsible to monitor the implementation of this plan.</p> <p>It is recommended that the CESMP to include the following key activities (as a minimum)</p> <ul style="list-style-type: none"> ▪ Identification of project construction EH& S risks ▪ Development of project construction roles and responsibilities and schedule ▪ Construction stage implementation of E & S procedures ▪ Construction stakeholder engagement activities and information disclosure ▪ On-going monitoring and review of E & S progress 	Minimise E&S impacts of the BRT Construction	EBRD PR1	The City /Third Party Consultant/The Contractor and Construction Supervisor	The Plan to be developed prior to construction stage and to be implemented throughout the construction process.	Development of CESMP and on-going monitoring of E & S risks	

No.	Action	Environmental & Social Risks (Liability / Benefits)	Requirement (Legislative, EBRD PR, Best Practice)	Resources, Investment Needs, Responsibility	Timetable	Target and Evaluation Criteria for Successful Implementation	Status / Comments
1.5	The City to assign a coordinator (to be assigned internally) to implement this ESAP and to oversee Environment and Social performance during construction, including contractor performance and ESAP implementation. The City to assign a Community Liaison Officer (CLO) to support the head of the international department in leading on activities with stakeholders.	Enhance E&S performance and stakeholder engagement activities	EBRD PR 1 and PR10	The /City	As soon as practicable and within 3 months	CVs of and presence of E&S manager and CLO	
PR2	Labour and Working Conditions						
2.1	The CESMP/ Construction, Environment and Social Management Plan for the Project construction phase should include employment actions and measures for management of employees and subcontractors in relation to the project construction stage: <ul style="list-style-type: none"> Provide job contracts and ensure that construction employees and subcontractors are aware of their rights Facilitate an induction programme for new workers and employees List trainings needed for new employees and workers on occupational health and safety related to construction 	Minimise issues associated with labour and working conditions for project employees and subcontractors	EBRD PR2	The City HR unit/ PIU consultants / Contractor	As soon as practicable/Prior to construction	Construction employment management plan	
2.2	The City HR unit to include a section on harassment in the Human Resources manual for the internal employees to be aware of national harassment regulations. The City then to collaborate with the construction contractor to ensure all the project construction employees are aware of harassment policy/aspects within the Law through posting the policy on an internal website. Develop an email address internally to ensure that in the case of any harassment internal employees can report it.	Avoid discrimination and harassment	EBRD PR2	The City HR unit in collaboration with the trade unions/Contractor	Within 3 months of the receipt of the loan	A formal employees' grievance mechanism Posting a harassment policy on an internal website Development of an email address for employees to report any harassment	
2.3	Develop and implement a written formal Grievance Mechanism for internal workers (with inclusion of an anonymous option for raising concerns) Workers must be made aware of the formal Grievance Mechanism as part of their induction and bulletins shall be posted with information on the GM process at appropriate locations, including the canteen, break room and offices.	Ensure minimising any risks associated with strike and workers' complaints	EBRD PR2	The City HR unit	Prior to construction	Evidence of formal GM	
2.4	<ul style="list-style-type: none"> The City in collaboration with PIU Consultants to include the EBRD labour requirements in the contractor's tender document: Prevention of child and forced labour (including minimum legal age for employment, number of working hours, labour rights), Stipulate monitoring requirements in tendering process against related national labour requirements. Inclusion of harassment policy in the tender and ensure that construction contractors will be aware of this. <p>The selected construction contractor will be responsible to implement the tender documents covering all related national and EBRD labour requirements.</p>	Remove any risks associated with child labour and forced labour within supply chain	EBRD PR2	The City/PIU Consultants	Prior to tendering process	Procurement Policy Tenders Contracts	
2.5	The City to ensure that all the construction contractor's employees will be fully trained on health and safety issues (such as first aid, zero alcohol and drug policy, driving rules, use of Personal Protective Equipment, work at heights etc)	Provision of training and capacity building for all employees	EBRD PR2	The City/Contractor	As soon as practicable/Prior to construction	Training records for all employees including drivers	
2.6	Provide study tour for female students ¹ to raise awareness about career opportunities such as for bus drivers, engineers, technicians etc. Collaborate with local universities to enhance	Ensure inclusion of gender aspects into the Project	EBRD PR2 and PR 1	The City	Within 6 months of the receipt of the loan and on-going	Improved gender balance in the Company and increased opportunities for	

¹ A study tour to be conducted for female students to visit the City and JSP (the public transport operator) offices to gain knowledge about the transport system and job opportunities in this sector. The female visitors can meet with the City and JSP engineers to obtain knowledge and increase their awareness about the transport related jobs.

No.	Action	Environmental & Social Risks (Liability / Benefits)	Requirement (Legislative, EBRD PR, Best Practice)	Resources, Investment Needs, Responsibility	Timetable	Target and Evaluation Criteria for Successful Implementation	Status / Comments
	internship and graduate opportunities for women. Ensure female employees have access to an email address to report any cases of harassment and concerns to the City HR unit.					women	
PR3	Resource Efficiency and Pollution Prevention and Control						
3.1	It is recommended that the CESMP for the Project construction phase to include detailed procedures and activities for: <ul style="list-style-type: none"> minimisation of water usage, and sustainable water supply. prevention of nuisance dust and bitumen emissions at construction locations prevention of water pollution, including management of sewerage, fuels, oils and other chemicals at construction locations, and prevention of contamination from sediments and concrete wastes appropriate investigation and clean-up of contaminated soils where identified during construction. management of all wastes from construction (and where appropriate, demolition) activities, including storage and disposal. identification and appropriate disposal of asbestos containing materials where demolition of existing structures is required. Explicit prohibition of asbestos containing materials in construction of the new depot and other BRT facilities Monitoring of emissions to air (dust, bitumen fume, etc.), emissions to water () and noise emissions during construction. A formal risk-based monitoring program should be developed, and relevant local standards should be applied. Monitoring of energy usage, materials usage and waste generation during construction. 	Improve resource efficiency	EBRD PR3	The City/Third Party Consultant/Contractor	Prior to construction and on-going monitoring	CESMP Performance results and monitoring emissions	
3.2	Any new boilers, or other combustion plant, should be specified and installed in accordance with applicable EU standards relating to design&emissions.	Minimisation of emissions	EBRD PR 3	The City/ Contractor	Prior to construction of the new depot	Boilerspecification	
3.3	Low VOC paints and low emissions paint processes should be used at the new depot where feasible. If solvent based painting operations are necessary, these should be specified and installed in accordance with the EU Industrial Emissions Directive. The need for an environmental permit should also be assessed, and any relevant permits obtained.	Minimisation of pollution	EBRD PR 3	The City/ Contractor	Prior to construction of the new depot	Painting plant specification Obtaining all the related permits	
3.4	Drainage networks and water treatment facilities at the new depot should be designed and installed, to ensure that the potential for water pollution is minimised.	Minimisation of pollution	EBRD PR 3	The City/ Contractor	Prior to construction of the new depot	Drainage design specification	
3.5	Update the existing GHG (Green House Gas) emissions assessment conducted as part of the technical due diligence (undertaken by WSP) to include all the related emissions from all the project components.	Minimisation of GHG emissions	EBRD PR3	City / PIU and third-party consultants	Prior to operation	Updated GHG emissions assessment report	
3.6	Obtain Water Permits required by the Law on Waters for any groundwater wells at the new depot, and for the existing groundwater well at George Petrov depot.	Minimisation of pollution and liability	EBRD PR3, national legislation	The City/Contractor	As soon as practicable and prior to construction	Water permit	
3.7	Air conditioning equipment and cooling plant for the new depot and in vehicles should be specified and installed in accordance with the EU Directive on Fluorinated Greenhouse Gases: Restricted refrigerants should not be used in the new plant and vehicles.	Minimisation of pollution	EBRD PR3	The City / Contractor	Prior to purchase of new buses and air conditioning equipment	Air conditioning plant specification / Inventory of ozone depleting substances	
PR4	Health and Safety						
4.1	The Construction Environment & Social Management Plan (CESMP) Project construction phase should include detailed controls for management of all health and safety risks during construction.	Ensure contractor adoption of corporate policies and procedures	EBRD PR1, 2 & 4	The City/PIU or third party Consultants/ Contractor	Prior to construction Contractor inspections ongoing	On-going monitoring and implementation of CESMP	

No.	Action	Environmental & Social Risks (Liability / Benefits)	Requirement (Legislative, EBRD PR, Best Practice)	Resources, Investment Needs, Responsibility	Timetable	Target and Evaluation Criteria for Successful Implementation	Status / Comments
	<p>The selected construction contractor will be responsible to implement all the health and safety procedures in the CESMP.</p> <p>It is recommended that the CESMP should include procedures for managing these risks and set out requirements for monitoring and allocation of responsibilities. Sub plans for management of specific issues may also be required. This should include the following aspects as a minimum:</p> <ul style="list-style-type: none"> ▪ Emergency response ▪ Management of sub-contractors ▪ Worker welfare facilities ▪ Management of temporary facilities (storage areas, concrete batching plants, bitumen / asphalt plants, etc) ▪ Site security and access controls ▪ Excavation safety ▪ Plant and equipment - including maintenance & inspection, and safety devices ▪ High risk works (work at height, confined spaces, electrical works, lifting operations) ▪ Hazardous chemicals ▪ Heat / cold exposure ▪ PPE ▪ Site illumination ▪ Specific controls for works on the bridge at the western end of the E-W BRT route, including procedures for management of works in or over water, and location specific spill response procedures. 						
4.2	<p>The City in collaboration with a third party or PIU consultants to develop a Community Health and Safety Management Plan with an assessment of health and safety for local communities during the construction stage.</p> <p>The Contractor then will be responsible to implement this plan during the construction stage.</p> <ul style="list-style-type: none"> ▪ It is recommended that the plan to cover the following health and safety aspects as a minimum: ▪ Ensure health and safety of local community (e.g. provision of public access rights, lighting, pedestrian crossing) have been taken into account in the design of the BRT lines and the new depot site. ▪ Ensure consultation with local businesses and residents located near the lines and the new depot site is carried out. ▪ Ensure cumulative impacts associated with construction other developments (e.g. the shopping mall, water treatment plant, etc.) are considered in the design process prior to construction. ▪ Communication of H&S risks, including display of health and safety signs for public who could be affected by the construction and raise public awareness about H&S ▪ Ensure provision of hotline number for community grievances to address concerns – post the hotline number on the City website ▪ Provide an anonymous option for raising concerns to reduce any gender-based violence 	<p>Minimisation of accidents and incidents</p> <p>Ensuring the safety of workers, contractors, community and equipment, and minimising gender-based violence</p>	EBRD PR4; and national H&S regulations.	The City / PIU or Third-party consultants / contractor	Prior to construction and then implementation of the plan during the construction stage	Development of related management plans	
4.3	<ul style="list-style-type: none"> ▪ If CNG vehicles are proposed, conduct a detailed fire and explosion risk assessment for all CNG storage, dispensing and maintenance activities (if CNG buses to be proposed). 	Ensuring the safety of workers and communities nearby	EBRD PR4; and national H&S regulations.	The City/Contractor	Prior to Construction	CNG risk assessment	
4.4	The design of the new depot should aim to minimise the potential for vehicle collisions, including layouts suitable for operation of one-way systems where possible and minimisation of any need for complex manoeuvring.	Ensuring the safety of workers	EBRD PR4; and national H&S regulations.	The City//Contractor	Prior to Construction	Depot design information	
4.5	Ensure that the road safety assessment for the project to be undertaken during the design of bus lines in accordance with national regulations and EU safety road standards.	Minimisation of accidents and incidents	EBRD PR 4	City HSE team/contractors (plus external consultants if required)	Prior to construction and on-going monitoring	Road safety assessment report	
4.6	The Project design should consider relevant national design standards for construction in seismic zones.	Minimisation of accidents and incidents in relation to natural hazards	EBRD PR4	The City/Contractor	As soon as practicable/prior to construction	Project design in accordance with seismic codes	

No.	Action	Environmental & Social Risks (Liability / Benefits)	Requirement (Legislative, EBRD PR, Best Practice)	Resources, Investment Needs, Responsibility	Timetable	Target and Evaluation Criteria for Successful Implementation	Status / Comments
4.7	The new depot and BRT facilities should be designed to ensure that adequate welfare facilities are present for drivers and other staff. This should include provision of toilets, changing facilities, drinking water supplies, washing facilities, clean eating areas, etc.	Ensuring the safety of workers contractors	EBRD PR4	HSE team and contractors	Prior to construction	Depot design information	
PR5	Land Acquisition and Livelihood Restoration						
5.1	Develop and implement a private operators' engagement programme (to be agreed with the City), providing awareness that private bus operators cannot function in certain areas and thus providing access to alternative routes.	Minimise any livelihood impact on private bus operators	PR5 and PR10	The City	Prior to Construction	Development of an engagement plan with private bus operators	
5.2	In case of temporary loss of jobs for the workers at the local recreational ground due to the transition period, compensate for loss of income	Minimise any temporary livelihood impact on the local recreational ground workers	PR5	The City	Prior to Construction	Alternative jobs and compensation for loss of temporary income	
PR6	Biodiversity and Living Natural Resources						
6.1	Engage a professional biologist/ecologist to briefly inspect the area designated for construction activities of the depot. The specialist should provide biodiversity protection measures for the contractor (to be included in the CESMP) and the City to follow during the construction phase. If flood protections are included in the design of the new depot, the biodiversity specialist should inspect this riparian area between the local recreational ground and the Vardar River in terms of animals or nests in order to prevent any fatalities to animals that may be hidden in riparian vegetation. Ideally, the design of the new depot site should ensure that the cycle way and bank between the depot and Vardar River is maintained to ensure this protection and the maintenance of habitats.	Minimise any impact on local biodiversity	PR6	The City/ Contractor/Third Party Consultant	Prior to Construction	Expert inspection of the Project area (inspection report) Depot design information	
6.2	Ensure that the trees which can be removed are logged and moved to replacement areas. If they are not able to be moved to replacement areas, the City should ensure that replacement trees are planted.	Minimise any impacts on trees	PR6	The City	Prior to Construction	Protection of trees	
6.3	Ensure that an assessment on impacts regarding reduction of local recreational value of the recreational ground to be undertaken through consultation with the Public Provide a brief report confirming that alternative locations for the proposed depot have been considered as part of the Master Plan 2012-2022. Provide an alternative replacement green area for locals in the same neighbourhood. Residents should be able to access this local recreational ground on foot, providing replacement green space for the community to use. The City should ensure that a buffer area of at least 50 m around the local recreational area is foreseen in the Main Design.	Minimise impacts on local recreational value of the recreational ground for local community and maintaining local wellbeing	PR6	The City/Third Party Consultant	Prior to Construction	Consultation records Summary of alternative depot location considerations. Replacement green area design plans	
PR7	Indigenous People						
	NA						
PR8	Cultural Heritage						
8.1	Develop a Chance Find Procedure for managing chance finds during construction.	Minimise any impact on local cultural heritage if any	PR8	The City and Contractor	Prior to Construction	Chance find procedure	
PR9	Financial Intermediaries						
	NA						
PR10	Information Disclosure and Stakeholder Engagement						
10.1	Implement the developed Stakeholder Engagement Plan (SEP) which has listed the adapted consultation actions in relation to restrictions associated with the current COVID19 pandemic. The SEP should be disclosed and communicated to stakeholders: <ul style="list-style-type: none">▪ Disclose the SEP to the public via the city website▪ Obtain the public feedback and concerns on the SEP and the Project through the City website, hotline number for concerns and grievance	Stakeholders are informed and consulted (when relevant) about the project	EBRD PR10	The City Public Relation office/Assigned Community Liaison Officer as mentioned in section 10.3	Prior to construction (public meetings to be undertaken once any face to face meeting is possible considering the current situation)	Documentation of stakeholder engagement activities Grievance and suggestions log and resolution records	

No.	Action	Environmental & Social Risks (Liability / Benefits)	Requirement (Legislative, EBRD PR, Best Practice)	Resources, Investment Needs, Responsibility	Timetable	Target and Evaluation Criteria for Successful Implementation	Status / Comments
	<p>mechanism</p> <ul style="list-style-type: none"> ▪ Undertake a consultation meeting with local neighbourhood surrounding the new depot site (once any face to face meeting is possible considering the current pandemic related restrictions) ▪ Undertake a wider public consultation on the Project (once possible) <p>In line with PR 10 the Company should provide a transparent and easily accessible way for communities to raise and address grievances. The mechanism should include a procedure for the following</p> <ul style="list-style-type: none"> ▪ Registering the grievances ▪ Screening and assessing the complaint ▪ Formulating a response and settling the issue ▪ Evaluate and monitor the results 						
10.2	<p>Disclose through the City website and social media timely information to stakeholders regarding</p> <ul style="list-style-type: none"> ▪ Potential change in the traffic plan ▪ Date and timeline for construction of the BRT ▪ Development and construction of the new depot site (including timeline, duration, replacement green park area) ▪ Potential access benefits and impacts of the Project ▪ Grievance mechanism <p>Ensure the vulnerable groups will be made aware of the project construction timeline and activities through the city website, letters, social media and face to face meetings (once possible), Ensure that concerns and views of the vulnerable groups will be considered in the Project design.</p>	Stakeholders are informed and consulted (when relevant) about the project	EBRD PR10	The City Public Relation office/Assigned Community Liaison Officer (CLO) as mentioned in Action 10.3	Prior to Construction	Documentation of disclosed information	
10.3	Assign a Community Liaison Officer (CLO) to engage with communities and carry out consultations and to address public concerns and grievances	To initiate communications with the public and addressing public concerns associated with usage of buses	EBRD PR1	The City	Within 3 months of loan receipt/Prior to construction	CV of and presence of a CLO	

ESAP OPERATION STAGE

No.	Action	Environmental & Social Risks (Liability / Benefits)	Requirement (Legislative, EBRD PR, Best Practice)	Resources, Investment Needs, Responsibility	Timetable	Target and Evaluation Criteria for Successful Implementation	Status / Comments
PR1							
Assessment and Management of Environmental and Social Impacts and Issues							
1.2	<p>The City in collaboration with PIU or third-party consultants to develop the project specific Operational Environment & Social Management Plan (OESMP), covering controls for management of all environmental, community, labour, health and safety risks during operations.</p> <p>The public transport operator will be responsible for implementation of the OESMP.</p> <p>It is recommended that the OESMP to include the following key activities:</p> <ul style="list-style-type: none"> ▪ Identification of project operational E & S risks ▪ Definition of project operational roles and responsibilities and schedule, including delegating operational responsibilities to partner organisations such as JSP ▪ Development of operational related plans and procedures such updated traffic plan ▪ Disclosure of information to the public on new ticketing system, BRT lines and timetable etc ▪ Ongoing monitoring and review of operational H&S issues (accidents, public safety, etc) 	Minimise E&S impacts of the BRT and new depot site Operations	EBRD PR1	The City / PIU or third-party consultants/Public transport operator	Prior to operation and on-going monitoring of E & S risks	Development and implementation of OESMP	
1.3	Assign a coordinator to supervise and manage E & S during the operation stage, including contractor performance and ESAP implementation.	Enhance E&S performance and stakeholder engagement activities	EBRD PR 1 and PR10	The City/Public transport operator	Operation Stage	Presence of E&S manager covering the operational responsibilities	
PR2							
Labour and Working Conditions							
2.2	The City in collaboration with the public transport operator to ensure monitoring any actions associated with harassment and discrimination among employees in the operation stage through effective implementation of the policy and grievance mechanism	Minimise gender-based violence and harassment	EBRD PR2	The City HR unit/public transport operator	On-going	Effective implementation and disclosure of harassment policy	
2.3	<p>The City in collaboration with the public transport operator to ensure that any tender process for procurement of operational services and contract work will include the following:</p> <ul style="list-style-type: none"> ▪ Outline E&S requirements that the Contractor should comply with during contract implementation, including the Company's E&S Policy; ▪ Prevention of child and forced labour, including in the supply chain ▪ Incorporate requirements of EBRD PR 2 in contractual agreements. ▪ Stipulate monitoring requirements in tendering process against E&S requirements. ▪ Develop and implement a contractor control system to monitor environmental and social performance of non-employees and third parties during operation stage. 	Remove and mitigate any risks associated with child labour and forced labour within supply chain	EBRD PR2	The City Procurement unit/Public transport operator	Prior to tendering process for operation	Procurement Policy Tenders Contracts	
2.4	Ensure that all the employees (including bus drivers) involved in the operation stage will be trained on health and safety issues covering first aid, zero alcohol and drug policy, driving rules, interaction with the public	Provision of training and capacity building for all employees	EBRD PR2	The City /The public transport operator / supplier of buses	As soon as practicable/Prior to operation	Training records for all employees including drivers	
2.5	Continue with organising a study tour for female students, collaboration with local universities and all the other actions as specified in 2.6.	Ensure inclusion of gender aspects into the Project	EBRD PR2 and PR 1	The City	Within 6 months of the receipt of the loan and on-going	Improved gender balance in the Company and increased opportunities for women	
PR3							
Resource Efficiency and Pollution Prevention and Control							
3.1	<p>It is recommended that the OESMP should include detailed procedures and activities for:</p> <ul style="list-style-type: none"> ▪ minimisation of water usage, and sustainable water supply. ▪ prevention of water and groundwater pollution, including gas leakages ▪ management of any potential operational wastes in relation to storage, garbage etc ▪ monitoring of energy usage, materials usage and waste generation during construction. 						
3.2	Any new boilers, or other combustion plant, should be operated and monitored in accordance with applicable EU standards relating to emissions,	Minimisation of emissions	EBRD PR 3	The City	Ongoing	Performance results (e.g. air emissions)	

No.	Action	Environmental & Social Risks (Liability / Benefits)	Requirement (Legislative, EBRD PR, Best Practice)	Resources, Investment Needs, Responsibility	Timetable	Target and Evaluation Criteria for Successful Implementation	Status / Comments
	operation and monitoring.					data)	
3.3	A programme of regular sampling of wastewater discharges from the vehicle wash facility at GP Depot and the final discharges to sewer from the depot should be implemented, with results compared to relevant national discharge standards. If exceedances of applicable limits are identified, the cause should be investigated, and appropriate corrective actions / upgrades undertaken.	Minimisation of pollution	EBRD PR3, best practice	The City / Contractor	As soon as practicable and on-going	Monitoring Programme Monitoring results	
3.4	Drainage networks and water treatment facilities at the new depot should be operated and monitored to ensure that the potential for water pollution is minimised.	Minimisation of pollution	EBRD PR 3	The City/Contractor	Ongoing	Monitoring Programme Monitoring results	
3.5	If any diesel tanks are to be decommissioned at GP depot, specialists should be engaged to plan and conduct the works, including testing of soil and groundwater and, where required, remediation of any contamination identified.	Minimisation of pollution	EBRD PR3 and national legislation	Contractors	Prior to decommissioning	Appropriate decommissioning of diesel tanks in compliance with the legislation	
3.6	Air conditioning equipment and cooling plant for the new depot and in vehicles should be operated and monitored in accordance with the EU Directive on Fluorinated Greenhouse Gases.	Minimisation of pollution	EBRD PR3	The City/ Contractor	Prior to commencement of relevant activities	Mntnce records	
PR4	Health and Safety						
4.1	Review and modify H&S management processes, including risk assessments, training provision, management procedures and monitoring covering activities at a new depot site.	Minimisation of accidents and incidents Continual improvement of health and safety performance	EBRD PR4; and national H&S regulations.	The public transport operator's HSE team	Prior to commencement of relevant activities	Checklist and inspection results	
4.2	<p>The City in collaboration with PIU (or any third-party Consultants) to develop a community health and safety plan for the operation stage.</p> <p>The public transport operator will be responsible to implement this plan.</p> <p>It is recommended that the plan to cover the following:</p> <p>Traffic management procedures related to road safety, and including controls for such issues as speed limits, traffic lights, pedestrian pathways, new BRT stops, safety signs, public awareness programs on traffic safety, etc.</p> <ul style="list-style-type: none"> ▪ Consultation with the public and vulnerable groups, including the disabled, and disclosure of information to them on new bus stops, new H & S signs, pedestrian pathways, BRT designated routes etc ▪ Provision of a hotline number and display of the number on buses for the public including women to report issues associated with gender-based violence and harassment ▪ Ensure that community health and safety impacts as a result of the operation of the new depot built on the local recreational area are minimised through: <ul style="list-style-type: none"> ▪ Provision of adequate access routes for people to move in and out of the recreational area ▪ Provision of H & S signs at the local recreational area ▪ Monitoring of local concerns and grievances and address them through the developed grievance mechanism 	Minimisation of accidents and incidents Ensuring the safety of workers, contractors, community and minimising gender-based violence	EBRD PR4; and national H&S regulations.	The City/PIU or third-party Consultants/Public Transport Operator	Prior to operation and on-going monitoring of public concerns	Implementation of related operational activities	
4.3	<ul style="list-style-type: none"> ▪ If CNG vehicles are used, introduce robust controls to reduce the potential for ignition in hazardous areas at the new depot. 	Ensuring the safety of workers and communities nearby	EBRD PR4; and national H&S regulations.	The City /Contractor	Prior to operation	Monitoring reporting	
4.4	Risk assessment should be conducted during selection of machines such as lathes, saws and drills for the new depot should be done to ensure that they are equipped with appropriate guarding and other safety features such as emergency stops.	Ensuring the safety of workers	EBRD PR4; and national H&S regulations.	The City/Contractor	Prior to operation	Monitoring reporting	
4.5	Develop an emergency response plan for the Project to include the new depot, and BRT operations. This should include measures for prevention, mitigation and response to emergency	Minimisation of accidents and incidents Ensuring the safety of workers contractors,	EBRD PR4; and national H&S regulations.	The City	Prior to operation	Updated ERP covering all the new facilities	

No.	Action	Environmental & Social Risks (Liability / Benefits)	Requirement (Legislative, EBRD PR, Best Practice)	Resources, Investment Needs, Responsibility	Timetable	Target and Evaluation Criteria for Successful Implementation	Status / Comments
	scenarios such as road and traffic accidents, other accidents and injuries, spills of hazardous substances, fire and natural disasters (flood, extreme weather events, etc.). The plan should describe roles and responsibilities, resources, procedures for different scenarios, competence / training requirements, and communications and co-operation with emergency services. If CNG vehicles are selected for the BRT, particular attention should be given to any risks associated with CNG storage and handling.	community and equipment					
PR5	Land Acquisition and Livelihood Restoration						
	This section is not applicable to the operation stage as no land acquisition and no impact on livelihood is expected.						
PR6	Biodiversity and Living Natural Resources						
	It is not expected that the local biodiversity to be affected as a result of the project operation. See section in PR3 related to pollution prevention.						
PR7	Indigenous People						
	NA						
PR8	Cultural Heritage						
	NA						
PR9	Financial Intermediaries						
	NA						
PR10	Information Disclosure and Stakeholder Engagement						
10.1	Implement the stakeholder engagement activities in relation to the operation stage as specified in the SEP. Continue with implementation of the developed grievance mechanism and address community concerns during the project operation. Monthly consultation with the local community in the City hall (once the face to face meeting is possible)	Stakeholders are informed and consulted (when relevant) about the project	EBRD PR10	The City Public Relation office/Assigned Community Liaison Officer	Prior to operation	Documentation of stakeholder engagement activities Grievance and suggestions log and resolution records	
10.2	Disclose through the City's website and leaflets timely information to local community regarding: <ul style="list-style-type: none"> ▪ New timetable ▪ Location of new bus stops ▪ New H & S signs ▪ Project impacts and benefits Skopje Lab to engage with Citizens regarding initiatives that can be implemented to assist with Sustainable Transport and raising community health and safety. Ensure the vulnerable groups will be made aware of new timetables, traffic information through radio, newspaper and social media.	Stakeholders are informed and consulted (when relevant) about the project	EBRD PR10	The City Public Relation office/Assigned Community Liaison Officer	Prior to operation and then on-going	Documentation of disclosed information	
10.3	The assigned CLO to continue engagement with local communities and carry out virtual presentations and demonstrations of the project progress through social media Once face to face meeting is possible, the CLO to carry out on-going meetings with residents at local schools and community halls	To initiate communications with the public and addressing public concerns associated with usage of buses	EBRD PR10	CLO	On-going	Meetings and addressing local concerns	

ABBREVIATIONS AND ACRONYMS:

BRT	Bus Rapid Transit
CV	Curriculum Vitae
CNG	Compressed Natural Gas
CESMP	Construction Environmental and Social Management Plan
CLO	Community Liaison Officer
EIA	Environmental Impact Assessment
EBRD	European Bank for Reconstruction and Development
EHSS	Environment, Health, Safety and Social
EHSMS	Environment, Health and Safety Management System
ESAP	Environmental and Social Action Plan
E & S	Environment and Social
EC	European Commission
EU	European Union
ERP	Emergency Response Plan
GHG	Green House Gas Emissions
H & S	Health and Safety
HR	Human Resources
PR	Performance Requirements
PPE	Personal Protective Equipment
SEP	Stakeholder Engagement Plan
OESMP	Operational Environment & Social Management Plan
VOC	Volatile Organic Compounds