



Stakeholder Engagement Plan

MOLDOVA BUILDINGS ENERGY EFFICIENCY PROJECT

July 2021

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Public

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1. INTRODUCTION

1.1. Background

This document is a Stakeholder Engagement Plan (SEP) for the Moldova Buildings Energy Efficiency Project. This document identifies relevant stakeholders and defines communication channels and plans regarding the energy efficiency measures to be introduced in Moldova.

The SEP provides an overview of national legislation, the European Bank for Reconstruction and Development (EBRD) Environment and Social Policy (ESP) 2019, the EBRD Performance Requirement 10: Information Disclosure and Stakeholder Engagement, European Union (EU) directives and international best practice related to information disclosure. It outlines the general approach to stakeholder engagement and public consultation.

The SEP is a live document for all project life cycle, being reviewed periodically during project implementation. It will be updated as necessary in line with new or changed activities, changes in Project design or newly identified stakeholders.

Specific objectives of the SEP are detailed below.

1.2. Objective of the Plan

This SEP is a public document, which sets out the implementing body's commitments relating to stakeholder engagement, consultation and disclosure activities in connection with the proposed EBRD investment for the energy efficiency measures.

The Project will be implemented through the Energy Efficiency Agency (the "Promoter"), an administrative body acting under the aegis of the MoIRD. The Promoter and the MEPIU (as defined below) will form the project implementation unit (the "PIU"), a non-institutionalised platform with the Promoter acting as a leading institution. The Promoter will be assisted in the fiduciary aspects of the implementation of the Project by the Moldova Energy Projects Implementation Unit (the "MEPIU"), a public institution created on the basis of Government Decision no. 1276 of 21 December 2000.

. The public will be able to access and review this SEP (in Romanian and English) at the PIU office¹ in Chisinau, as well as on both EEA and MEPIU websites².

The goal of this SEP is to set out how stakeholder engagement will be carried out for the Project and how long-term relationships between the Moldova Buildings Energy Efficiency Project and the local communities (including Project beneficiaries) will be maintained. This SEP also aims to inform, improve and facilitate decision-making that involves Project-affected people and other interested stakeholders in an inclusive and timely manner, and to ensure that these groups are provided with sufficient opportunity to voice their opinions about the Project.

The SEP briefly describes the public consultation carried out to date, and defines activities that will be implemented by the Project to inform stakeholders about the nature and the potential impacts associated with the energy efficiency measures.

¹ Chisinau,1, Alecu Russo St., office 163

² www.mepiu.md & <http://www.aee.gov.md/>

The SEP contains a stakeholder identification table where relevant stakeholders are identified with the most appropriate communication channels and strategies, information disclosure requirements and grievance processes that will be adopted. If there are stakeholders who are not included in the SEP they can get in touch with the contact provided above in Chisinau to receive information about the Project and be added to the stakeholder engagement programme in this SEP.

Specific objectives of the SEP are detailed below:

- Define the Project area;
- Identify, map and assess affected parties and other interested stakeholders, and how they may be affected by or interested in the Project;
- Set out stakeholder analysis undertaken to understand Project stakeholders, so that appropriate methods and tools to engage them can be developed;
- Provide an action plan for consultation that allows for meaningful stakeholder input into the Project;
- Ensure stakeholders have access to information on Project activities in a timely manner;
- Ensure information disclosed to stakeholders can be understood and locations for consultation are accessible to all who want to attend;
- Ensure that any vulnerable groups are identified and consulted;
- Establish clear mechanisms for answering stakeholders' questions, concerns and grievances; and
- Document formal consultation and information disclosure activities, define stakeholder tracking and records management system.

1.3. Scope of the Plan

This SEP covers the PIU's operations on the Moldova Building Energy Efficiency Project, including the contractor's activities. The Plan comprises the following sections:

- Chapter 2 – Project Background
- Chapter 3 – Consultation and Disclosure
- Chapter 4 – Stakeholder Identification
- Chapter 5 – Stakeholder Engagement Programme
- Chapter 6 – Reporting and Grievance Mechanism

2. PROJECT BACKGROUND

The EBRD is considering providing finance to the Republic of Moldova (the “Client”) for the installation of energy efficiency measures in buildings across Moldova. The Loan will be co-financed by a loan from the European Investment Bank (“EIB”) and an investment grant from an international donor.

Moldova has one of the most energy and carbon intensive economies in Eastern Europe, with a high dependence on imports of primary energy sources. Given the lack of local sources of primary energy, energy efficiency and renewable energy are the main routes to more sustainable energy use. The Ministry of Infrastructure and Regional Development (MoIRD) in Moldova reports that about 60% of final energy consumption in Moldova relates to the building sector and that Moldova’s building stock, both public and residential, is characterised by low energy performance. Outside of Chisinau, there are over 7,500 public sector buildings, many of which are under heated and under occupied.

The Project aims to improve energy efficiency at the building level, prioritising public buildings (both municipal and state owned) across the country. The proceeds of the loans and the investment grant will finance energy efficiency measures, focusing on improvements to the building envelope, heating, ventilation and air-conditioning systems. The programme will also include lighting, heat distribution systems and the integration of renewable energy sources.

The energy efficiency investments are expected to be recovered through the savings from the lower energy bills post-implementation, implying a neutral net effect on the national budget and, once the investments have been repaid, a positive one. In order to transfer some risks to the private sector, it is intended that the construction contracts will include energy performance provisions.

A dedicated Project Implementation Unit (PIU) for the Project implementation will be created by an administrative document issued by the Ministry of Infrastructure and Regional Development (previously the Ministry of Economy and Infrastructure). The PIU will be constituted of both public institutions: the Moldovan Energy Efficiency Agency (EEA) - administrative authority under the Ministry of Infrastructure and Regional Development, which has the mission to implement state policy in the field of energy efficiency, energy performance of buildings and the use of renewable energy sources, including managing financial resources to finance projects in the mentioned fields) and Moldova energy projects implementation unit (MEPIU) - an independent, non-profit legal entity established by the Government Decision no. 1276 in December 2000. The task of MEPIU is to ensure the efficient implementation of the projects in the energy sector through their administration, monitoring and coordination in accordance with the Donors’/international financial institutions’ requirements. MEPIU is also coordinated by Ministry of Infrastructure and Regional Development.

A list of 10 prioritised buildings to be included in the Loan was provided by the MoIRD. Additionally, EEA provided a list of 240 buildings that were selected by the regional authorities, to be potentially financed within the project. A number of 20 objectives, of both local and governmental importance, which are listed in Appendix A, were visited during the environmental and social due diligence exercise. Whilst these buildings have been prioritised, it is still not confirmed that they will be included in the Loan.

A selection of environmental, social health and safety management plans have been developed for this Project, in order to mitigate against any impacts on the local environment

and communities. This includes an Environmental and Social Action Plan (ESAP), Environmental and Social Management Plan (ESMP) and this Stakeholder Engagement Plan (SEP) to be implemented by the PIU. The contractor will also develop and implement Construction Environmental Management Plans (CEMPs) based on these documents.

3. CONSULTATION AND DISCLOSURE

3.1. National Legislative Requirements

The specific requirements under national law for undertaking public consultations in Moldova exist only for projects which require an EIA and environmental permit application. This Project does not require an EIA. However, the following legislation still applies:

Republic of Moldova Constitution / 1994 - Republished. Amended and completed, in 2016

Article 32. Freedom of Opinion and Expression

1. Every citizen shall be guaranteed the freedom of thought and opinion, as well as the freedom of expression in public by means of word, image or any other means possible.
2. The freedom of expression may not harm the honour, dignity or the rights of other people to have and express their own opinions or judgments.

Article 34. Right of Access to Information

1. The right of a person to have access to any kind of information of public interest shall not be curtailed.
2. Public authorities, according to their as-signed competence, shall be committed to ensure that citizens are correctly informed.
3. The right of access to information shall not prejudice neither the measures taken to protect the citizens or the national security.
4. The State and private public media shall be bound to provide the correct information of the public opinion.
5. The public media shall not be submitted to censorship.

Law no.982 / 2000 on Access to Information, as amended in 2003-2011-2015-2018

The law regulates:

- a) The interaction between the providers of information and individuals and/or legal entities during the exercise of their constitutional right to access information
- b) The principles, conditions, ways and order of accessing official information held by the providers of the information
- c) The obligations of information providers to ensure access to official information;
- d) Methods of safeguarding the right to information.

This is relevant for ensuring disseminating information about implementation of the project and about potential environmental and social impacts.

Law no.64 / 2010 on Freedom of Expression, as amended in 2012-2013-2015

This law guarantees right to freedom of expression and regulates the balance between right to freedom of expression and defence of private and family life. This is relevant for ensuring disseminating information about implementation of the project and about potential environmental and social impacts.

Law no.239 / 2008 on Transparency in Decision Making

The law refers to the transparency of information linked with the decision-making process and to the consultation of stakeholders when drafting decisions. The consultation during the decision-making process aims at collecting, providing and exchanging information. The consultation with and involvement of citizens, civil society, and business environment in

certain major issues guarantees a higher value of documents drafted and approved by the authorities and their support at the implementation stage.

According to the present law, Citizens have the right:

- a) To participate, under the conditions of the present law, to any stage of the decision-making process;
- b) To request and obtain information regarding the decision-making process, including receiving the draft decisions accompanied by the related materials, according to the Law on access to information;
- c) To propose to the public authorities the initiation of the elaboration and the adoption of the decisions;
- d) To submit to the public authorities recommendations regarding the draft decisions under discussion.

According to this law, for the purpose of ensuring transparency in decision-making, the public authorities must go through the following stages:

1. Informing the public that the drafting of the decision has started;
2. Providing the draft decision with accompanying materials to the stakeholders;
3. Consulting the citizens, organizations and other stakeholders;
4. Examining the recommendations of citizens, organizations created pursuant to the law, and other stakeholders when drafting decisions;
5. Informing the public regarding the decisions adopted.

This is relevant for ensuring disseminating information about implementation of the project and about potential environmental and social impacts.

Administrative Code of Republic of Moldova, no.116/2018

The administrative code establishes procedure for consideration of petitions of the RM citizens addressed to the relevant authorities/bodies for the purpose of ensuring protection of petitioners' rights and legitimate interests.

In this code the petition is understood as any the statement, claim, suggestion, appeal submitted to competent authorities, including a preliminary application challenging an administrative act or a failure to consider an application within the statutory deadline.

The Petitioner/Applicant who is not satisfied with the answer received on the preliminary application or did not obtain an answer within the statutory deadline has the right to appeal to the competent administrative court.

Law on Social Inclusion of Persons with Disabilities #60 of Mar 30, 2012

The law regulates the rights of persons with disabilities for their social inclusion, guaranteeing the possibility of their participation in all areas of life without discrimination, at a level identical to the other members of the society, having as a basis the respect of fundamental human rights and freedoms. The law is relevant and requires measures for ensuring the participation of person from socially vulnerable groups in the project activities, to promote and defend their interests.

Law on ensuring equal opportunities between women and men #5-XVI from Feb 09, 2006

The purpose of the Law is to ensure the exercise of their equal rights by women and men in the political, economic, social, cultural, other spheres of life, rights guaranteed by the Constitution of the Republic of Moldova, in order to prevent and eliminate all forms of discrimination according to the criteria of sex. The provisions of the law are important for promoting women's interests in exercising their rights in labour relations.

Law on the Environmental Protection #1515-XII of June 16, 1993The law establishes the basic legal framework for drafting special normative acts and instructions issues of environmental protection. The Law provides basic rules regarding air quality conditions, rights and duties of each actor with activities with potential impact to environment, - to be used while conducting ESA for project activities

Law on Environmental Impact Assessment #86 of May 29, 2014

The Law establishes the goal of preparing documentation on the Environmental Impact Assessment (EIA), its procedure, coordination and approval, and includes the List of objects and types of activities for which an EIA is compulsory prior to their design.

Law on State Ecological Expertise #851-XIII of May 29, 1996

The Law determines goals, objectives and principles of State Ecological Expertise (SEE), as well as basics of procedure

Law on occupational safety and health #186-XVI of July 10, 2008

The Law regulates the legal reports regarding the establishment of measures regarding the safety and health of the workers in the workplace; establishes the general principles regarding the prevention of occupational risks, the protection of workers at workplace, the elimination of risk and accident factors, the information, the consultation, the balanced participation, the training of the workers and their representatives.

Law on Wastes #209 of July 29, 2016

The law sees that waste management methods will not endanger the environment, peoples' health and other living organisms. Authorities in charge are authorizing waste collecting, transportation, exploitation and disposal activities, avoiding water, soil, flora, fauna, phonic and air pollution. New methods must not endanger landscapes or protected areas. This is relevant for ensuring the waste management at the level of each institution for the solid waste management, including hazardous ones (in particular, asbestos).

Law on authorization of the executing the construction works #163 of July 09, 2010

The purpose of this law is to legalize the way of authorizing, approving and verifying the design work, execution or demolition of the buildings and approximate area according to urbanism planning and spatial planning documentation, by applying the system of normative documents in construction and in order to ensure transparency and visibility when issuing administrative acts and creating favourable conditions for the business environment.

The provisions of the law are mandatory for authorizing the execution of constructions of any kind, category, destination and type of property, except for objects of a military or secret character, which are specifically authorized

Law on Air Protection #1422-XIII of Dec 17, 1997

The law has the objective to maintaining the air quality and improving the air quality - component of the environment, preventing and reducing the adverse effects of physical, chemical, biological, radioactive and other factors on the atmosphere, with adverse consequences for the population and/or the environment, and regulates the activity of individuals and legal entities, irrespective of type of ownership and legal form of organization, when he/she directly or indirectly affects or may affect the air quality.

Law on State Supervision of Public Health #10-XVI of February 03, 2009

This law regulates the organization of the state supervision of public health, establishing general requirements to public health, the rights and obligations of physical persons and legal entities, procedure for the organization of system of the state supervision of public health.

The Purpose of this law is providing optimum conditions for the maximum realization of potential of health of everyone throughout all life by means of organized efforts of society on the prevention of diseases, protection and promotion of health of the population, improvement of quality of life

Law on Quality in Construction #721 of February 02, 1996

The provisions of this law are applied to construction and related facilities, hereinafter referred to as the building industry, in the design, construction and building, as well as in the stages of exploitation and interventions to existing buildings and post-utilization them, regardless of their form of ownership, destination, category and class or source of funding, in order to protect people's lives their goods, society and the environment

3.2. EBRD Requirements

The Project will adhere to EBRD Environmental and Social Policy (ESP) 2019 and the EBRD Performance Requirements (PRs). The EBRD PR 7 (Indigenous Peoples) and PR 9 (Financial Intermediaries) are not applicable for this Project.

The main PR associated with Stakeholder Consultation and Information Disclosure is PR 10. The key pertinent requirements of this PR are:

Table 1: EBRD PR10 Requirements

- Identify the various individuals or groups i) who are affected or likely to be affected by the Project; or may have an interest in the Project.
- Identify individuals and groups that may be differentially or disproportionately affected by the Project because of their disadvantaged or vulnerable status. The Project may need to use different methods of engagement due to differing issues such as age, gender and ethnicity.
- Disclose relevant Project information to affected stakeholders; information needs to be accessible and culturally appropriate.
- Conduct a meaningful consultation with affected parties; ensure that the consultation is inclusive, culturally appropriate and conducted in the local language.
- Establish an effective grievance mechanism, process or procedure to receive and facilitate resolution of stakeholders' concerns and grievances.

3.3. Existing Stakeholder Engagement and Community Awareness Programmes

No public consultation or engagement has yet been carried out by the EEA or proposed PIU on this Project, apart from some discussions with some building managers conducted in June 2021 in the context of the environmental and social due diligence process. A contact page for EEA is provided on their website and EEA manages a number of active social media accounts (Facebook, Twitter and YouTube). Further, the website provides information on ongoing and completed public consultation. For example, recent public consultation (in May 2021) was announced on the website regarding the draft energy audit report templates and the minimum requirements for energy audits related to the Buildings, Industry and Transport sectors.

This SEP has been created for this Project to ensure the PIU will be effectively engaging with those affected by this Project.

4. STAKEHOLDER IDENTIFICATION

The purpose of stakeholder identification is to identify and prioritise Project stakeholders for consultation. Stakeholder identification is an ongoing process, and thus key stakeholders will continue to be identified during different stages of the Project. A systematic approach is used to map the stakeholders based on the Project zone of impacts. In this approach, by mapping the zone of impacts, stakeholders are identified by the impact area.

As a result of the stakeholder mapping, Project stakeholders are categorised into two main categories:

- a) Primary stakeholders - individuals and groups who are affected directly by the Project; and
- b) Secondary stakeholders - those parties which have influence on, but are not necessarily directly impacted by, the Project, and those indirectly impacted by the Project

The key stakeholders identified are presented in Table 2.

Table 2: Key Identified Stakeholders and Methods of Engagement

Stakeholder Category	Type	Name	Interest in Project
Primary	Project Shareholders / Internal Stakeholders	Project Implementation Unit (PIU)	Decision-making process and Project implementation.
	Building Owners/Managers	Central government, municipal authorities, rayon authorities	Provide representatives to ensure appropriate engagement between PIU and the building users.
	Permitting bodies, local governmental agencies	Local self-government bodies	Construction permits, enforcing new regulations and rules.
	Communities & Businesses	Individuals of the general public (such as students, pupils, hospital staff and patients) working at or visiting the buildings.	Nuisances caused during EE measure installations (e.g. noise and access restrictions).
	Vulnerable Groups	Hospital and health centre patients, students/pupils.	Nuisances caused as they may be more significantly affected than other users and communities of the buildings.
	Building representatives	Individuals (such as Facilities Managers) representing the maintenance and development of each building on behalf of the governing authority.	Disseminating information to the users of the buildings and decisions of users to PIU.

Stakeholder Category	Type	Name	Interest in Project
Secondary	NGOs	NGOs in the energy sector in Moldova.	Understanding the proposed measures and benefits that the Project will bring. Dissemination of project achievements
	Contractors/Suppliers	Contractors and equipment suppliers on the Moldova Buildings Energy Efficiency Project.	Tenders and participation in the implementation of the Project.
	Construction workers	Local individuals, based in Moldova.	Contractors engaged to carry out the construction works.
	Design Engineer/Energy efficiency specialist	Design and Energy efficiency specialist	Detailed designs and specifications of the proposed EE measures.
	Supervising Engineer	Works Supervision Consultant Engineer.	Monitoring and providing guidance on the implementation of the environmental management plans developed by the PIU and the Contractors.
Lender	Lending Organisation	EBRD EIB	Loan provision and environmental, social and technical requirements.

5. STAKEHOLDER ENGAGEMENT PROGRAMME

5.1. Disclosure of Information

The types of information disclosed and the specific methods of communication to be undertaken for this project are summarised in the Stakeholder Engagement Programme in Table 3 below. The objectives of external communications are to provide continuous engagement with affected people and other relevant stakeholders and to inform them about the existing activities, performance, development and implementation of the Project. The information to be disclosed publicly is governed by EBRD's Public Information Policy, EBRD PR 10 and Moldovan national legislation.

The SEP is a live document that will be revised and updated, if necessary, on at least an annual basis (or when changes are made) to reflect the changes in stakeholder engagement due to project developments and new stakeholders. The information that is required to be disclosed may change if there are changes in the Project design, schedule or area of influence. The external and internal communication methods and information for disclosure identified in Table 3 are not exclusive and the PIU may choose to disclose more information upon request by stakeholders.

The PIU is responsible for internal and external communications regarding the existing and future projects and will be the main contact point for affected people. All related Project documents and communication related to the Project will be available and undertaken in English and/or Romanian languages.

5.2. Stakeholder Engagement Programme

The Stakeholder Engagement Programme envisages that consultation meetings will take place with relevant interested parties prior to the commencement of the Project as well as during the project implementation, if necessary. Consultation and engagement activities are required to address current stakeholder suggestions, ideas or concerns. In order to receive their full engagement, stakeholders will be able to use several channels (phone, e-mail, and website) for receiving more details about the project or state their comments, ideas throughout the project life cycle.

Stakeholders will be able to attend consultation meetings and be informed of project activities, contact persons and the established Grievance Mechanism in detail, including channels for receiving information. Minutes will be taken at all stakeholder meetings and will include a signed attendance register.

Any concern or grievance raised prior or during the project implementation will be collated and logged by PIU as well as by contractor. Stakeholders can use the grievance boxes to be situated on every construction site, as well as through the PIU office to submit their grievances. These grievances can be submitted anonymously.

Contractors will be hired by the PIU to carry out the installation of the EE measures. The contractors will assist in the Grievance Mechanism process by escalating of any grievances received to the PIU. Stakeholders have the opportunity to use the channels the most convenient for them for submitting grievances or receiving information. All contractors (big and small) across all sites are able to escalate grievances back to the PIU.

All comments received will be reviewed in accordance with the commitments made under best international practise presented within the 'EBRD Requirements' section provided in Section 3. All communications will be reviewed for the feasibility to make changes to satisfy the request and interest and the communicator will be informed of the outcome.

The Stakeholder Engagement Programme is detailed in Table 3 below:

Table 3: Future Stakeholder Engagement Programme

Stakeholders	Communication Method	Information to be Disclosed	Timeframe
<ul style="list-style-type: none"> ■ PIU 	<ul style="list-style-type: none"> ■ Internal PIU meetings with all involved specialists from PIU; also Project Designer and contractors, as needed ■ At least one E&S kick-off meeting with the Supervising Engineer to outline E&S requirements. Then the Supervising Engineer can develop an E&S reporting schedule to PIU ■ At least two meetings should be held with the Design Engineer to explain E&S requirements and then review the designs ■ At least one meeting with each contractor to outline the E&S requirements 	<ul style="list-style-type: none"> ■ Updates on the ESAP, SEP and ESMP implementation if necessary. 	<ul style="list-style-type: none"> ■ Meetings (in person and/or online, depending on the Covid19 pandemic context) held before construction upon contract signing, during construction
<ul style="list-style-type: none"> ■ Representatives of the selected buildings (representing the Ministry or Municipality owning/managing the building) 	<ul style="list-style-type: none"> ■ Meetings with Building Owners/Managers and representatives organised by PIU / Design Engineer /Supervising Engineer 	<ul style="list-style-type: none"> ■ Illustrating images of new energy efficiency measures to be introduced and energy savings statistics. ■ Schedule of works for each specific building. ■ Temporary access limitations and measures being undertaken by contractor to limit disturbances. 	<ul style="list-style-type: none"> ■ Group meetings (number or meetings held on a need bases, with a minimum of 1 meeting) with all representatives and Building Owners/Managers before construction. ■ At least 1 one-to-one meeting for each representative with PIU before construction. ■ Notification to representatives of selected buildings of

Stakeholders	Communication Method	Information to be Disclosed	Timeframe
		<ul style="list-style-type: none"> ■ Specific measures put in place to ensure that school children and hospital patients are not negatively affected. ■ Grievance Mechanism 	<ul style="list-style-type: none"> start of works at least one month prior to start of work. ■ Meetings during the construction between the Contractor and the building representatives, as needed (minimum once a week) ■ Meeting with Building Owners/Managers and representatives during construction on a need basis. All representatives will be provided with the Grievance Mechanism contact persons' details and site manager details and able to visit PIU office
<ul style="list-style-type: none"> ■ Users of the affected buildings 	<ul style="list-style-type: none"> ■ Meetings with building representatives to disclose Project information organized by PIU / Design Engineer / Supervising Engineer 	<ul style="list-style-type: none"> ■ Images showing examples of new energy efficiency measures to be introduced and energy savings statistics. ■ Schedule of works for each specific building. ■ Temporary access limitations and control measures being undertaken by contractor to limit disturbances. ■ Specific control measures put in place to ensure that school children and hospital patients are not negatively affected. ■ Grievance Mechanism 	<ul style="list-style-type: none"> ■ Representatives to host 1 open sessions to all building users before construction begins. ■ Meeting with building representatives during construction on a needs basis
<ul style="list-style-type: none"> ■ Vulnerable groups 	<ul style="list-style-type: none"> ■ Women-only and disabled persons focus groups, 	<ul style="list-style-type: none"> ■ Images of new energy efficiency measures to be 	<ul style="list-style-type: none"> ■ Number of women-only focus groups and disabled persons

Stakeholders	Communication Method	Information to be Disclosed	Timeframe
	conducted separately by the PIU;	<p>introduced and energy savings statistics.</p> <ul style="list-style-type: none"> ▪ Schedule of works for each specific building. ▪ Temporary access limitations and measures being undertaken by contractor to limit disturbances. ▪ Designs and revised designs ensuring appropriate access for disabled persons. improved safety measures for women and girls. ▪ Grievance Mechanism 	<p>focus groups will be dependent on the locations of the selected buildings.</p> <ul style="list-style-type: none"> ▪ Women-only focus groups will be conducted when works are carried out gender sensitive sites (e.g. maternity wards). ▪ All buildings will be represented by affected women (if needed) and disabled persons, with focus groups pooled for schools in the same or neighbouring areas. ▪ Focus groups will be completed during the design phase – during drafting, before design completion.
<ul style="list-style-type: none"> ▪ Affected business owners 	<ul style="list-style-type: none"> ▪ Affected business owner meetings with PIU / Design Engineer / Supervising Engineer ▪ Meetings with building representative to disclose Project information. 	<ul style="list-style-type: none"> ▪ Images of new energy efficiency measures to be introduced and energy savings statistics. ▪ Schedule of works for each specific building. ▪ Temporary access limitations and measures being undertaken by contractor to limit disturbances to businesses during operating hours. ▪ Grievance Mechanism 	<ul style="list-style-type: none"> ▪ Before construction / during construction. ▪ Representatives to host open sessions to all potentially affected business owners before construction begins. ▪ At least 1 one-to-one meeting for each potentially affected business owner with PIU before construction, after the open session ▪ Meeting with potentially affected business owners during construction on a needs basis
<ul style="list-style-type: none"> ▪ Interested NGOs 	<ul style="list-style-type: none"> ▪ Dissemination of information through digital media. 	<ul style="list-style-type: none"> ▪ Images showing examples of new energy efficiency measures to be introduced and energy savings statistics. 	<ul style="list-style-type: none"> ▪ Throughout construction period.
<ul style="list-style-type: none"> ▪ Contractor 	<ul style="list-style-type: none"> ▪ Meetings attended by the PIU 	<ul style="list-style-type: none"> ▪ Updates on the ESAP, SEP and 	<ul style="list-style-type: none"> ▪ PIU meetings held before construction

Stakeholders	Communication Method	Information to be Disclosed	Timeframe
	<ul style="list-style-type: none"> representatives periodically on a need basis. ■ Meetings with Supervising Engineer to report and discuss E&S measures and processes during construction. 	<ul style="list-style-type: none"> ESMP implementation on a need basis ■ E&S issues and data shared with Supervising Engineer, and resolutions to issues found. 	<ul style="list-style-type: none"> upon contract signing, during construction ■ Contractor E&S Lead to meet with Supervising Engineer weekly during construction.
<ul style="list-style-type: none"> ■ Construction workers 	<ul style="list-style-type: none"> ■ Contractor E&S Leads instruct and direct contractor workers in E&S measures and processes on-the-job. 	<ul style="list-style-type: none"> ■ E&S (particularly Health & Safety) measures and process to follow. 	<ul style="list-style-type: none"> ■ Throughout construction.
<ul style="list-style-type: none"> ■ Supervising Engineer 	<ul style="list-style-type: none"> ■ Meetings attended by the PIU representatives. ■ Meetings with contractor to discuss E&S measures and processes during construction. 	<ul style="list-style-type: none"> ■ Updates on the ESAP, SEP and ESMP implementation on a need basis. ■ E&S issues and data shared with Supervising Engineer, and resolutions to issues found. 	<ul style="list-style-type: none"> ■ PIU meetings held before construction upon contract signing, during construction ■ Contractor E&S Lead to meet with Supervising Engineer weekly during construction.
<ul style="list-style-type: none"> ■ Hired Design Engineer 	<ul style="list-style-type: none"> ■ Meetings with the PIU during the design phase of the buildings. ■ Participates in women-only and disabled persons focus groups. 	<ul style="list-style-type: none"> ■ Current designs shared with PIU and feedback given. ■ Designs and revised designs shared with vulnerable groups ensuring appropriate access for disabled persons, and improved safety measures for women and girls. 	<ul style="list-style-type: none"> ■ At least 2 meetings between PIU and Design Engineer during design phase. ■ Focus groups will be completed during the design phase – during drafting, before design completion (see above).
<ul style="list-style-type: none"> ■ EBRD & EIB 	<ul style="list-style-type: none"> ■ Annually and on-a-needs basis environmental, social and health & safety updates. ■ Annual Environmental and Social Reports. ■ Provided through meetings and/or 	<ul style="list-style-type: none"> ■ Updates on the ESAP, SEP and ESMP implementation and overall E&S performance. 	<ul style="list-style-type: none"> ■ Annually and on-a-needs basis meetings before construction, during construction, and during the duration of the project.

Stakeholders	Communication Method	Information to be Disclosed	Timeframe
	email by the Project Director.		

For more information and comments stakeholders will be able to use the contact information below:

PIU Moldova Energy Efficiency Project

Energy Efficiency Agency

Chisinau,1, Alecu Russo St., office 1001

Phone: (+373) 22.49.94.44

Fax: (+373) 22.31.10.01

Email: office@aee.md

Website : www.aee.gov.md

Moldova Energy Projects Implementation Unit

Chisinau,1, Alecu Russo St., office 163

Phone: (+373) 22.49.67.90 / (+373) 68.79.74.78

Fax: (+373) 22.49.67.90 / (+373) 22.49.50.97

Email: mepiu@mepiu.md

Website : www.mepiu.md

In summary of the table above, four key communication methods for this assignment are described below:

PIU – Ministry of Infrastructure and Regional Development– Beneficiary Government Departments / Municipalities / Councils

During the selection of buildings, meetings will be carried out between the PIU, MoIRD and the proposed beneficiary government ministries, municipalities and councils. These meetings will be used to discuss buildings that could be included in the Project.

PIU Environmental and Social (E&S) Meetings

These meetings will provide time for PIU to organise the implementation of environmental and social (E&S) actions, as well as an opportunity for the Supervising Engineer and contractors to provide updates on their implementation of E&S actions during construction to the PIU. The interaction between the PIU and the contractors and Supervising Engineer will be stipulated in their scope of works and included in their individual contracts. This will involve regular, daily communication between all three parties.

Building Representative Meetings

A list of the representatives for all selected buildings must be finalised before the beginning of construction, and included in this SEP. These individuals will be the main communication between the users and employees of these buildings and Design Engineer / PIU. These individuals should be nominated by the governing ministry/municipality of each building.

The Project measures and activities will be explained through these representatives. Representatives should meet with building owners/managers and Design Engineer / PIU, and separately with the users, before construction commences and periodically during construction to inform on Project progress and consult on on-going issues. Formal minutes

and attendance registers must be taken during these meetings. When selected, the lead Site Engineer of the contractor should also attend these meetings during construction.

Building Owners/Managers will discuss suitable temporary replacement buildings provided for schools and hospitals if works include significant structural improvement and require the temporary relocation of these buildings. Building Owners/Managers, with support of the PIU and the Design Engineer / Supervising Engineer, should also provide assistance during this move, as well as the transition from the temporary location to the rehabilitated building.

As part of these meetings, users should be made aware that disability access to the buildings will be maintained throughout the course of the construction period. Further, if any issues are identified from vulnerable groups, these must be passed on to the PIU for discussion and resolution.

The PIU will specifically consider the measures to be put in place by the contractor for the protection of students and hospital patients with the building representatives of selected hospitals, schools and kindergartens. These measures will include:

- Timing of construction works to avoid active school periods (i.e. holidays);
- All workers on site to be tested for COVID-19 prior to entering the site (or to be vaccinated). Only those testing negative will be allowed on-site;
- Works carried out in sections for hospitals (e.g. floor-by-floor) to ensure patient privacy and avoid noise disturbances;
- Suitable temporary replacement buildings provided for schools and hospitals if works include significant structural improvement and require the temporary relocation of these buildings. PIU should also provide assistance during this move, as well as the transition from the temporary location to the rehabilitated building;
- Separate entries to buildings provided for workers to ensure separation from students and patients; and
- Access passes issued to contracted workers and checked on entry.

Women only (where necessary) & Disabled Persons Focus Groups

These focus groups aim to ensure that the requirements and opinions of women and disabled persons are understood and mainstreamed within the design, development and execution of the Project. Small in size, these focus groups will provide a setting for women and disabled persons affected by this Project to voice their opinions and concerns in a safe environment.

These focus groups will be carried out before the construction stage of the Project by the PIU. Design Engineers will also participate in these focus groups during the design stage in order to ensure that designs consider and include the specific needs of these individuals (e.g. improving disability access where structural improvements to buildings is planned).

Business Owner Consultation

Owners of the businesses within and adjacent to the buildings will be consulted separately to ensure that the planned construction and scaffolding does not hinder their specific business activities (e.g. sewing social enterprise, cinemas, and markets/shops).

Digital Media Engagement

The PIU website together with other methods will be used for information sharing purposes. Beneficiaries, as well as NGOs, will have possibility to submit questions/comments. The PIU consultation specialist will be responsible for monitoring and responding to reactions, comments, questions and pictures submitted, as necessary.

EBRD and EIB E&S Meetings

The PIU will provide annually (and on-a-needs basis) environmental, social, health and safety updates to the European Bank of Reconstruction and Development during the construction phase and to the European Investment Bank. These updates will demonstrate the implementation of E&S actions agreed before the loan ratification. This includes actions to be carried out by the contractors and the Supervising Engineer.

For those individuals that cannot attend the meetings above, letters and printed materials will be provided to help inform affected people on the Project. These materials will be developed by the PIU.

6. REPORTING AND GRIEVANCE MECHANISM

6.1. Monitoring, Reporting and Feedback Mechanisms

The PIU will monitor the communication channels and will provide feedback as appropriate. A complaint box at project sites and the PIU head office will be available for stakeholders. Stakeholders can submit their complaints by phone and e-mail.

Any complaints will be registered in the log for complaints by the PIU contact person. A contact person responsible for the Grievance Mechanism will be designated from the PIU side, contact details will be shared through stakeholders during public and consultation meetings.

In order to monitor the implementation of this SEP and the functioning of the grievance mechanism, the PIU will confirm to EBRD and EIB that the arrangements are in place and operating before installation of the energy efficiency measures begins. This will include the sharing of documentation on the consultation activities undertaken and information disclosure carried out. As part of the PIU's submission of the Annual E&S Report, it will also annually assess the SEP implementation.

6.2. Grievance Mechanism

The PIU operate a Grievance Mechanism, established for a previous Project in-line with international best practice.

Any comments or concerns can be brought to the attention of the PIU verbally or in writing or by filling in a grievance form. The grievance form and information on the procedure (including contact persons) will be made available on the PIU website, during consultations and other engagement activities, and at the buildings once construction has commenced. Information banners will also be placed on designated noticeboards at each construction site.

Grievance Mechanism contact person will be designated from the PIU. All individual contractors will be informed about the SEP and grievance procedures and they will be responsible for recording grievances or directing stakeholders to the appropriate contact persons within the PIU. All grievances, including anonymous submissions, will be recorded in the grievance log. The Supervising Engineer and PIU will cooperate closely, sharing all information regarding any complaints or dissatisfaction.

The grievance is first registered by the PIU in the grievance log, allocated a reference number and appropriately tracked with recorded actions. The documentation on grievances will include:

- Name and contact details of the complainant;
- Date and nature of the complaint;
- Name of the PIU specialist / staff charged with addressing the complaint;
- Follow up actions taken;
- Proposed resolution of the complaint; and
- How and when relevant Project decisions were communicated to the complainants.

Complaints can be submitted in written and verbal form, by email (mepiu@mepiu.md) or by phone call (+373 22 496790).

6.3. Grievance Resolution

The assigned PIU specialist will reply within 5 days for complaints from external stakeholders, and within 1 day if from a governmental department, stating their acknowledgment of the grievance and proposed resolution.

Any complaints made verbally or submitted to the Contractor will be noted by the receiver and the Contractor and/or Supervising Engineer will submit the complaint to the PIU as soon as possible. If grievances are submitted anonymously, the PIU will develop an Informative Note stating that the response cannot be returned directly to the complainant. Two stages of grievance resolution will then be carried out:

- **Stage I:** The grievances will be recorded, examined by the PIU specialist and solved no later than 2 weeks (10 working days) from their receipt.
- **Stage II:** If the response is not satisfactory, then complainants and feedback providers have the option to contact the PIU directly to follow up on the issue. In these cases, a Project Grievance Committee, to be established by the PIU, will meet and seek to resolve complaints.

The specific composition of the Project Grievance Committee may vary depending on the nature and details of a grievance.

A grievance will be “closed” when a resolution satisfactory to all parties has been reached. In certain situations, however, it is possible to “close” a grievance even if the complainant is not satisfied with the outcome. This could be the case, for example, if the complainant is unable to substantiate a grievance. In such situations, the efforts to investigate the complaint and to arrive at a conclusion will be well documented and the complainant will be advised of the situation. If the complainant is not satisfied by the response or the proposed solution, he/she may appeal to court.

Information about the Grievance Mechanism, including its functions, procedures, contact persons and rules of making complaints, will be shared with stakeholders during the different engagement methods shown in this document.

6.4. Roles and Responsibilities

The PIU has overall responsibility for project implementation and safeguard compliance. For ensuring all project related activities are carried out in accordance with Moldovan legislation as well as International Financial Institution’s policy. Contact details:

PIU Moldova Energy Efficiency Project

Energy Efficiency Agency

Chisinau, 1, Alecu Russo St., office 1001

Phone: (+373) 22.49.94.44

Fax: (+373) 22.31.10.01

Email: office@aee.md

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Moldova Energy Projects Implementation Unit

Chisinau,1, Alecu Russo St., office 163

Phone: (+373) 22.49.67.90 / (+373) 68.79.74.78

Fax: (+373) 22.49.67.90 / (+373) 22.49.50.97

Email: mepiu@mepiu.md

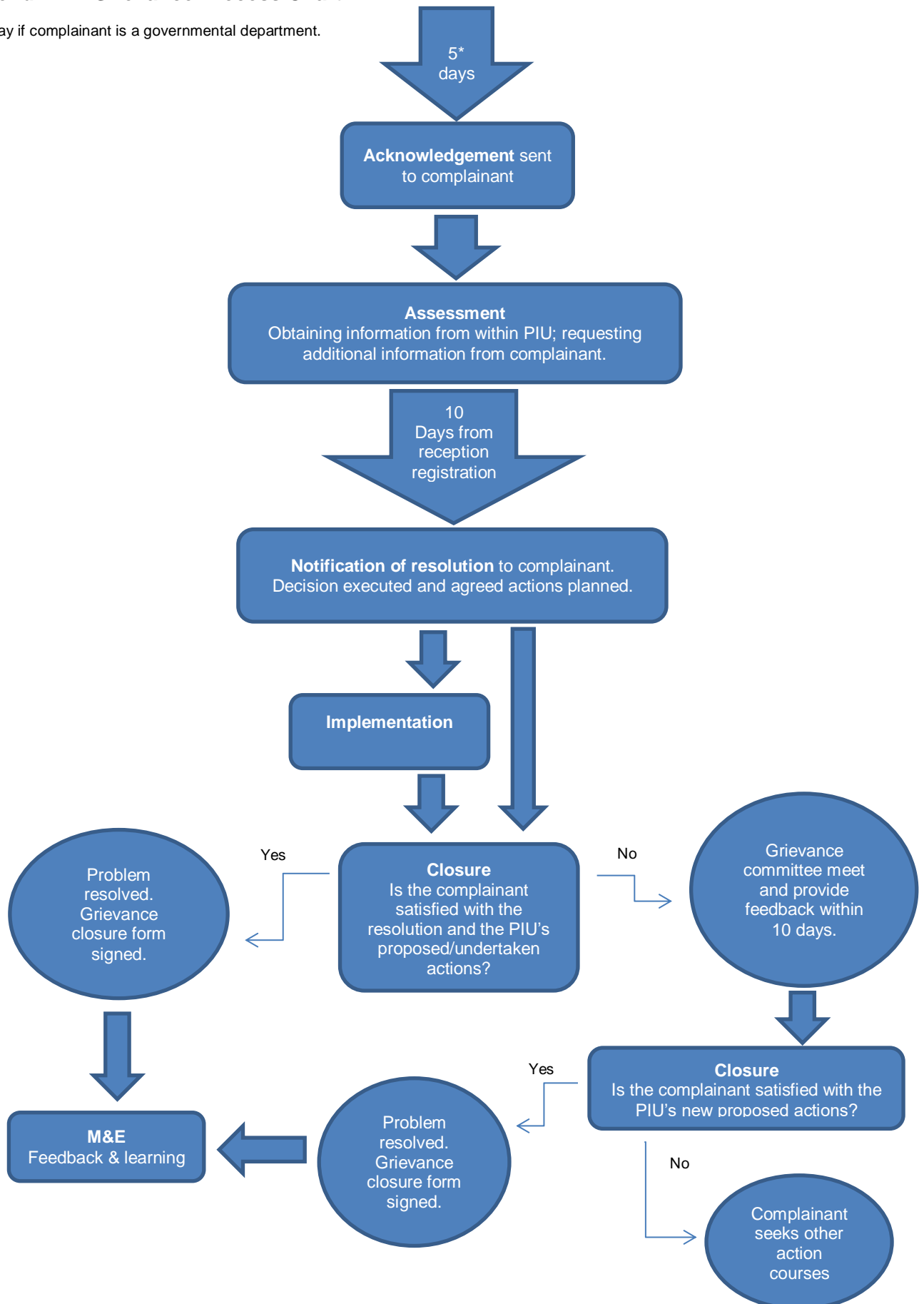
Website : www.mepiu.md

The Supervising Engineer and contractors engaged will assist with this SEP process by recording or directing complaints to the PIU. Any complaints received by the Supervising Engineer or contractor will be noted on site and passed on to the PIU for registration and solution. This will be stipulated via the tender documentation and the Code of Conduct for the Supervising Engineer and contractors.

APPENDIX I – Complaint procedure and Grievance form

Appendix I.1. Grievance Process Chart

*1 day if complainant is a governmental department.



Appendix I.2. Grievance Form

Reference No: _____

Note: you can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent.

First name _____

Last name _____

- I wish to raise my grievance anonymously
- I request not to disclose my identity without my consent
- Contact Information

Please mark how you wish to be contacted (telephone, e-mail).

By Telephone: _____

By E-mail _____

I will follow up the resolution at the website as I want to remain anonymous

Preferred Language for communication: Romanian Other (*indicate*)

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? _____)

Signature: _____ Date: _____

Please return this form to:

PIU, Moldova Energy Efficiency Project

Moldova Energy Projects Implementation Unit

Address: Chisinau, 1, Alecu Russo St., office 163

Phone: (+373) 22 496790 / (+373) 68 797478

Fax: (+373) 22-49-67-90 / (+373) 22 49-50-97

Email: mepiu@mepiu.md

Website : www.mepiu.md

APPENDIX II – List of Buildings

(to be potentially financed within the MEEP)

No.	Name of Building	EE measures to be introduced	Energy consumption (kWh/year)	Period of implementation	Value of investment (euro)	Energy savings (kWh/year)	GHG reduction CO2e/year	emission (kg)
Strășeni District								
1	Straseni District Council	Thermal insulation works	n/a	2019	1,944,922.00	174,483	48,332	
2	Leisure and Recreation Centre for Children and Youth “Divertis” – Administrative Block and Block no. 1	Thermal insulation works	n/a	2019	4,415,888.00	317,709	88,006	
Șoldănești District								
3	“Stefan cel Mare” School	Thermal insulation works	n/a	2019-2020	3,279,180.00	290,414	58,001	
4	“Mățișor” Kindergarten	Thermal insulation works	n/a	2019-2020	2,761,335.00	288,555	404,557	
Basarabeasca District								
5	“Constantin Stere” School, Abaclia Commune	Thermal insulation works	50,015	2019-2021	8,366,471.00	397	64	
6	“Andrieș” Kindergarten	Thermal insulation works	n/a	2019-2021	3,922,255.00	173	35	
Ungheni District								
7	IMSP Ungheni District Hospital, Neurology Department	Thermal insulation works	n/a	2019	1,835,075.00	148,125	41,030	

8	IMSP Ungheni District Hospital, Pulmonology Department	Thermal insulation works	n/a	2019	830,252	80,804	22,383	
Bălți Municipality								
9	IMSP SCM Bălți Central Block, Sections A, D, E	Thermal insulation works, heating system renovation	n/a	2019-2021	29,141,485.00	5,265,148	425,591	
10	Olympic Sports School	Thermal insulation works, heating system renovation	n/a	2019-2021	3,000,571.00	1,297,007	116,003	
Dubăsari District								
11	Ustia Gymnasium	Thermal insulation works	n/a	2019-2020	3,572,753.00	221,464	69,000	
UTA Găgăuzia								
12	Kindergarten No. 2 Cazaclia Commune	Thermal insulation of the building	n/a	2019-2030	5,5 mil. EURO	Reducere consum cu 30% din consumul actual	n/a	
13	Cotovscoe Gymnasium	Replacement of windows and wall insulation		2019-2030		Reducere consum cu 30% din consumul actual		
Telenești Region								
14	House of Culture, Verejeni Village	Building renovation	n/a	2017-2020	1,027,000.00	n/a	n/a	
Taraclia District								
15	Gymnasium No.3, Taraclia.	Thermal insulation of the roof, thermal insulation of the exterior walls, cable replacement	n/a	2020-2021	2,900,000.00	n/a	n/a	

Nisporeni District							
16	Cristești Gymnasium	Thermal insulation of exterior walls, thermal insulation of the ceiling, replacement of carpentry	n/a	2021-2023	2,719,800.00	352794	28,028
17	Sports School, Nisporeni	Thermal insulation of exterior walls, roof repair, renovation of interior heating installation	n/a	2021-2023	3,200,000.00	239,086	23,236
Governmental buildings (suggested by MoEI)							
18	Institute of Emergency Medicine, Chisinau	n/a	n/a	n/a	n/a	n/a	n/a
19	Republican Clinical Hospital, Chisinau	n/a	n/a	n/a	n/a	n/a	n/a
20	"SPERANȚA" Centre for the Recovery of the Elderly and Disabled, Vadul lui Vodă	n/a	n/a	n/a	n/a	n/a	n/a

APPENDIX III – Acronyms

CEMPs	Construction Environmental Management Plans
E&S	Environmental and Social
EBRD	European Bank for Reconstruction and Development
EEA	Moldovan Energy Efficiency Agency
EIB	European Investment Bank
ESAP	Environmental and Social Action Plan
ESMP	Environmental and Social Management Plan
ESP	Environment and Social Policy
NGO	Non-Governmental Agency
MEPIU	Moldovan Energy Project Implementation Unit
MoIRD	Ministry of Infrastructure and Regional Development
PIU	Project Implementation Unit
SEP	Stakeholder Engagement Plan