

# Azeravtoyol OJSC



## STAKEHOLDER ENGAGEMENT PLAN (SEP)

### Azerbaijan: Dualisation of the Ganja- Gazakh-Georgian Border M-2 Road

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## Abbreviations & Acronyms:

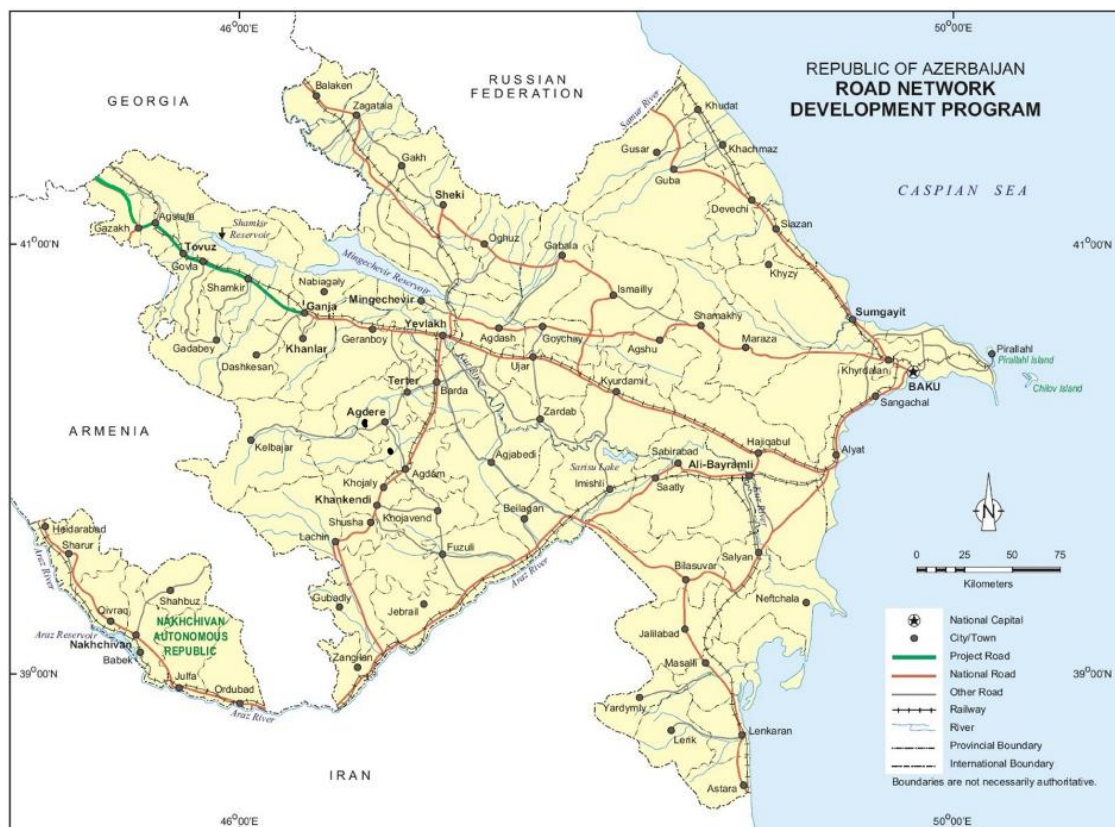
EBRD	European Bank for Reconstruction and Development
EHSS	Environmental, Health & Safety and Social
EIA	Environmental Impact Assessment
E&S	Environmental & Social
ESAP	Environmental and Social Action Plan
ESP	Environmental & Social Policy
km	kilometre, used to identify chainage (distance along road corridor) and length
LAR	Land Acquisition & Resettlement
MENR	Ministry of Ecology and Natural Resources
NGO	Non-Governmental Organisations
NTS	Non-Technical Summary
PAPs	Project Affected Persons
PR	Performance Requirement
RP	Resettlement Plan
RNDP	Road Network Development Program
SEP	Stakeholder Engagement Plan

## 1. INTRODUCTION

The European Bank for Reconstruction and Development (EBRD) is considering providing financing to the Azeri state owned road agency - Azeravtoyol - in support of a project to implement improvement works to a 130.15 km stretch of the M-2 road corridor between Ganja and the Azerbaijan border with Georgia. The proposed improvement works include widening and/or realignment of an existing two-lane single carriageway road, to form a dual two-lane carriageway (i.e. four lanes) with a central reservation.

The Project location is shown in **Figure 1**, extending from Ganja northwest to the border with Georgia:

**Figure 1 Project Location**



The Project has been developed by Azeravtoyol in line with the national legislative requirements and those of the European Bank for Reconstruction and Development (EBRD). The EBRD is considering providing finance for the Project. Previous project planning and documentation was developed in line with the International Financial Institutions (IFIs) requirements that were considering previously financing this Project, namely the Asian Development Bank (ADB) and the Islamic Development Bank (IDB).

This **Stakeholder Engagement Plan (SEP)** outlines the approach and actions Azeravtoyol will undertake for engagement with stakeholders and local communities in connection with the Project. The SEP includes a grievance redress mechanism for stakeholders and people to raise their concerns about the Project. The SEP shall be a live document and updated periodically by Azeravtoyol.

An **Environmental Impact Assessment (EIA)** was conducted on the Project, which received approval from the Ministry of Ecology and Natural Resources (MENR) in 2015. A **Non-Technical Summary (NTS)** has been prepared that summarises the Project, the findings of the environmental and social investigations conducted and the risks identified. The land acquisition process is currently underway, and a **Resettlement Plan (RP)** is being developed to guide and document this. An **Environmental and Social Action Plan (ESAP)** has been

prepared in relation to the proposed Project, in order to structure the future Project preparation activities to be in line with EBRD's Environmental and Social Policy (ESP 2014).

This Stakeholder Engagement Plan (SEP) and the other key environmental & social (E&S) project preparation documents – the EIA, NTS, RP and ESAP - will be uploaded to the Azeravtoyol website (<http://www.azeravtoyol.gov.az/az>) and the EBRD website (<http://www.ebrd.com/home>) when completed.

## 2. THE PROJECT

### Project Need & Benefits

The local economy is heavily dependent on agriculture and an improved road network is essential for this sector. The improved transport connections and reduced journey times will help stimulate economic growth in Azerbaijan and the neighbouring countries.

The existing road is the region's primary local traffic distributor road, connecting Ganja, Shamkir, Tovus, Agstafa and Gazakh with the other smaller towns, villages and communities in the area. Its upgrade is important, as the current road network suffers from poor safety standards and a higher than average accident rate, with head-on collisions noted as a key concern for this road section. The Project will provide a significant improvement in road safety conditions. Dualisation should reduce the risk of head-on collisions during overtaking. The separation of local agricultural traffic (e.g. tractors, etc.) from heavy vehicle and regional traffic will also improve road safety.

The provision of bypasses on some route sections will also reduce the levels of traffic emissions and noise in the communities where the road currently passes through the urban areas. This will improve both living conditions and community safety for the local population.

### Project Schedule & Construction Workforce

The Project schedule and current workforce estimates are indicated below – these are estimates at this time (April 2016) and may be subject to change depending on procurement and other ongoing activities, such as land acquisition:

- Azeravtoyol currently intends to commence construction in Quarter 3 2017. The anticipated construction period for the works is 3 years, meaning the full Project road should be in operation by Quarter 3 2020 assuming works commence in Quarter 3 2017.
- The EIA refers to a construction workforce of between 300-500 workers. This will depend upon the procurement strategy for the works. If the Project is split into 2 contracts the peak number of workers would potentially increase and could be closer to 800 at peak times. It is expected that the Contractor may establish one or two construction laydown camps along the route and that some worker accommodation may be located in these camps. However, Azeravtoyol anticipates that most workers will find accommodation in the local towns and villages along the route.

The Project covers the dualisation of the existing road between Ganja bypass to the Georgian Border, this previously was split into 2 separate improvement projects - Ganja Bypass to Gazakh and Gazakh to the Georgian Border. Some of the Project documentation is therefore split into these 2 sections.

### Summary Project Description

**Figure 2** below is a schematic of the existing road, with the main towns and built up areas shown and the proposed Project. The red line indicates the current M-2 carriageway, which passes through several of the towns. The schematic is not to scale. The current road is a 2-lane single carriageway road, with one lane in each direction, and no central reservation. It is around 15 m wide.

The Project will convert the road between the Ganja bypass and the Georgian Border into a 130.15 km long dual carriageway, with two lanes in each direction, and a central reservation. The new dual-carriageway will

be 27.5 m wide, allowing room for two traffic lanes and a hard shoulder of 3.75 m in each direction, as well as a central reservation of 5 m. The dualisation Project will include the **widening of 58.65 km** of the existing carriageway, and construction of **71.5 km of new bypass road** that will bypass the main urban areas along the route. The bypass sections are needed where it would be too difficult to widen the existing road through the urban areas. The type of improvement works planned for each section of the road are indicated in **Figure 2**. In the Non-Technical Summary more detailed maps of the new road alignment are provided.

There are six new bypasses, which will take the M-2 road around the communities of: Shamkir, Asagi Ayubulu, Agstafa/Gazakh, Yukhari Salahli, and I Shikhli. Plus, a short bypass will be created beside the current road near Konulli, to allow for a new junction near Konulli. For the construction of these bypasses, a strip of land called the 'Right of Way' of 60 m wide will be required.

As well as the road carriageway itself, the Project includes other important infrastructure, including:

- *Crossings (e.g. interchanges, flyovers (bridges) and underpasses) with slip roads to access the new dual-carriageway Project road, including: 22 new interchanges, of which 18 are major grade-separated interchanges which have slip roads to provide junctions with existing roads. 4 flyovers created to carry local roads over the Project road with slip roads to allow access to the new dual-carriageway from the local roads. 10 underpasses will be formed to take local roads underneath the new carriageway, complete with slip roads to provide access to the Project road.*
- *Crossings (e.g. flyovers (bridges) and underpasses) with connections to local roads but no access to the new dual-carriageway Project road, including: 44 additional underpasses, approximately, will be created to allow local roads to pass under the new dual carriageway, but these will provide no connection to the Project road. 5 flyovers will carry local roads across the Project road without connection to it.*
- The Project road will be equipped with **3** rest areas, and approximately **28** bus stops.

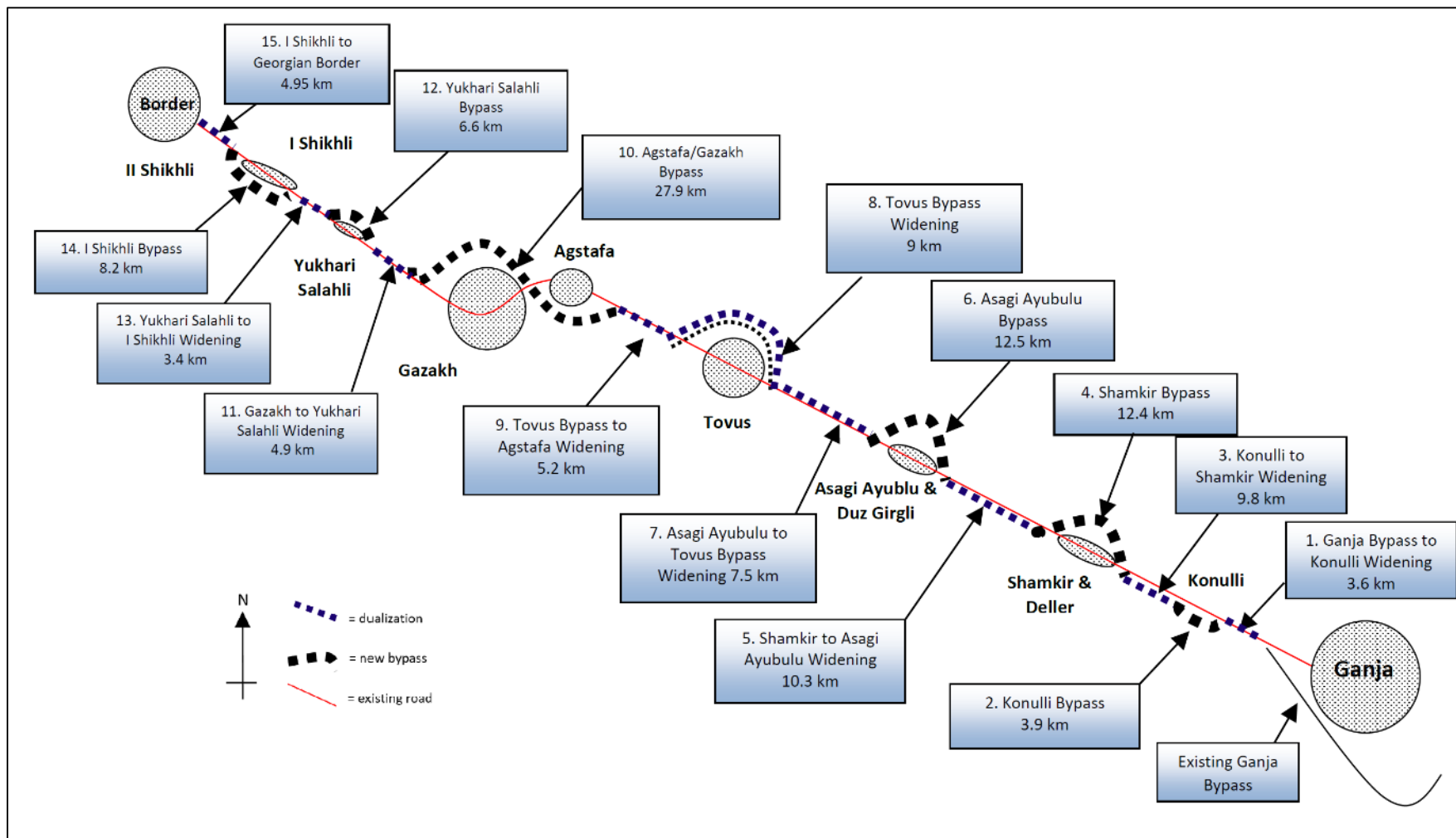
### Project Area

The existing M-2 road runs south-east-northwest along the southern side of the Kura River Valley, passing mainly through flat agricultural lands. A number of rivers and several smaller streams flow under the M-2 road. These rivers suffer from extensive extraction of aggregates from the river beds. The flow in these rivers varies from flash floods to almost zero and they are sparsely vegetated. The agriculture in the area is supported by surface water drawn from the local rivers and by pumping groundwater.

The road passes through a number of towns and villages, with the land between largely turned over to cultivation – including vines and animal feed crops. Some fields were cultivated in the past, but are currently fallow or used to support cattle or sheep interspersed by some pasturelands and unused fallow areas. There is significant use of greenhouses along the existing road in parts of the route. The routes of the proposed bypasses are mainly through cultivated agricultural lands. Land immediately adjacent to the existing road is often semi-developed, with assorted buildings, services, pavements, and/or open ground yet to be developed. The roadside is commonly planted with lines of trees.

The road runs through the 4 Rayons of Shamkir, Tovus, Agstafa and Gazakh. Ganja, where the route starts, is Azerbaijan's second largest city and houses significant industry, including an aluminium processing works. Aside from Ganja, the main towns in the Project area are shown in the schematic in **Figure 2**, and include: Shamkir, Asagi/Ayubulu, Tovus, Gazakh, Agstafa, Yukhari Salihli, and I Shikhli. Many other smaller towns and villages exist along the road, testifying to the historic availability of the Kura River water system. The livelihood base of the Project area also varies, with industries, Government service, and service sector employment available in the larger towns. Outside of the towns, the area has a predominantly rural focus, with farming as the key main livelihood. There is some roadside service provision – cafes, restaurants, petrol stations, etc. – to the users of the highway.

Figure 2 Schematic of Ganja to Gazakh to Georgian Border Dualisation Project





### 3. LEGAL AND POLICY FRAMEWORK FOR STAKEHOLDER ENGAGEMENT

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Stakeholder engagement for the Project will follow the national legislative requirements in Azerbaijan as well as applicable EBRD requirements. These are summarised below:

#### Azerbaijan Legal Framework

Requirements for public consultation and information disclosure activities during the preparation of project documentation (e.g. Environmental Impact Assessments (EIAs), Spatial Planning documents etc.) are mainly covered under the following laws:

- The *Law on Environmental Protection (1999)* cites the principle of having the general public and civic organisations participating in environmental protection, but Chapter VIII that deals with the 'environmental review' has no specific stipulations on public engagement.
- The *Law on the Right to Obtain Information (2002)* sets the framework for ensuring free, unrestricted and equal information access, and establishes the obligation of State authorities and Municipalities to disclose information. Among the provisions of Article 29, an information owner is required to disclose information on environmental conditions, environmental damages and dangerous impacts on the environment. However, the law does not specifically address public engagement related to the planning or EIA process.

This UNDP produced the *EIA Handbook for Azerbaijan (1996)* which acts as the de-facto guide to EIA, and EIAs produced with its guidance are accepted by MENR. It sets out the standard EIA requirements including scoping, public participation, consultations and disclosure, and environmental review. The *EIA Handbook for Azerbaijan (1996)* requires 'meaningful public engagement in the EIA process', but this appears to refer largely to disclosure and the ability to comment on the EIA document. It does not require the scoping to be public, although it does suggest that representatives of community groups may attend, if they have been invited.

Under the EIA process in Azerbaijan public disclosure of draft EIAs and public meetings are held, but this varies on a project by project basis.

Azerbaijan acceded in 2000 to the *Aarhus Convention on Access to Information, Public Participation in Decision-making and Access to Justice in Environmental Matters, 1998* ('Aarhus Convention'). The Aarhus Convention grants the public rights regarding access to information, public participation and access to justice, in governmental decision-making processes on matters concerning the local, national and transboundary environment. It focuses on interactions between the public and public authorities.

#### *Consultation during Land Acquisition/Expropriation*

The *Azerbaijan 'Expropriation Law' (Law on the Expropriation of Lands for State Needs No. 987 III-Q 2010)* governs the acquisition and expropriation of land and assets for projects. The Expropriation Law was developed to meet the requirements of International Financial Institutions, which aim to compensate affected parties for lost land and assets, and restore or (where possible) improve livelihoods and the standards of living of people affected by land acquisition. Both affected people (and businesses) with legal and no legal rights and documentation for the land they live on and other assets they own are considered under the provisions in the Expropriation Law.

Consultation with affected parties, including public meetings and direct engagement, is required during the land acquisition process under the law. Land Acquisition & Resettlement Commissions are established through which the process is managed (Art.22) and for this Project these have been established at a Rayon level, namely within Shamkir, Tovus, Agstafa and Gazakh Rayons. From this level consultation is undertaken with the Municipality structures and project affected persons. Censuses of affected persons and land is undertaken

during the process which includes direct engagement with all affected stakeholders. A Resettlement Commission which includes project affected persons needs to be established under Art.40 of the Expropriation Law. The function of this Resettlement Commission includes:

- To participate in the preparation and implementation of the Resettlement Plan.
- To inform the Expropriation Authority and LAR Commission etc about issues of interest to Project Affected Persons (PAPs). To take other measures envisaged for the protection of these interests.

There is also a process to enable affected people to raise grievances and issues during the process. The law allows first for acquisition of land through negotiated agreements and then if this fails, expropriation. Cases, in which an amicable settlement on compensation cannot be reached can use the grievance process and can be referred to the Courts to decide.

### **EBRD Policy Framework**

The Project has been screened as a Category A project under EBRD's Environmental & Social Policy 2014.

The Project needs to meet the requirements for stakeholder engagement and public consultation as specified in the EBRD Environmental and Social Policy (2014)<sup>1</sup>, its Public Information Policy (2014)<sup>2</sup> and Performance Requirements (PRs). This Stakeholder Engagement Plan (SEP) has been developed, in accordance with PR 10 (Information Disclosure and Stakeholder Engagement) of the Policy.

Under PR 10, EBRD requires that stakeholder engagement is an ongoing process which involves:

- public disclosure of appropriate information so as to enable meaningful consultation with stakeholders;
- meaningful consultation with potentially affected parties; and
- a procedure or policy by which people can make comments or complaints (grievance mechanism).

There are gaps between the legal provisions on public participation and engagement in the environmental assessment process in Azerbaijan, and the requirements of EBRD. The project planning documentation and proposed consultation set out within this SEP have been prepared in order to address these gaps.

## **4. PREVIOUS STAKEHOLDER ENGAGEMENT**

The engagement activities with the public undertaken to-date are limited to engagement activities as part of the M-2 Road Dualisation Project Ganja to Gazakh EIA (i.e. 'Ganja to Gazakh EIA') and with respect to the on-going land acquisition process. These are summarised below:

### **Previous EIA Related Engagement Activities**

Preliminary consultation meetings took place in February 2011, in the four Rayons in the Project area, as part of the Ganja-Gazakh EIA. Preliminary designs were presented as well as the preferred routes of the bypass sections and a summary of the E&S assessment for the bypass alignment options. Comments from local residents included concerns related to the number of underpasses/overpasses and interchanges. The draft EIA for Ganja-Gazakh Road was then disclosed in public meetings in August 2012 in the same four locations. The project design – updated to take account of previous concerns – and the final conclusions of the EIA were presented. These meetings are recorded in the Ganja-Gazakh Road EIA.

Similar engagements have not occurred to date on the draft M-2 Road Dualisation Project Gazakh to Georgian Border EIA.

<sup>1</sup> <http://www.ebrd.com/news/publications/policies/environmental-and-social-policy-esp.html>

<sup>2</sup> <http://www.ebrd.com/what-we-do/strategies-and-policies/public-information-policy.html>



Following a request from the Ministry of Ecology & Natural Resources (MENR) a combined **Environmental Impact Assessment (EIA)** was collated for this Project for the dualisation of the M-2 road between Ganja and the Georgian Border. This 'combined EIA' received approval from the MENR in 2015. However, there have been no public consultations held as part of the combined EIA. This SEP sets out the plan now to consult on this combined EIA and to publically disclosed this by both Azeravtoyol and EBRD.

#### **Land Acquisition Related Consultation & Engagement**

Consultations have been ongoing with respect to the land acquisition process at Rayon and Municipality level. Engagement directly with Project Affected Persons has also occurred during the ongoing census of households for the land acquisition and resettlement planning process. This process is more progressed currently in the 3 Rayons of Shamkir, Tovus and Agstafa than in the Gazakh Rayon. For these 3 Rayons it is understood some public meetings have been and are in the process of being held.

## **5. IDENTIFICATION OF STAKEHOLDERS, COMMUNICATION METHODS & ENGAGEMENT PLAN**

Stakeholder engagement will be ongoing throughout the course of the Project's future planning, construction and operation. Table 1 below identifies the key 'external' and 'internal' stakeholder groups for the Project and provides an overview of the individual stakeholders identified to-date as well as the purpose and methods of communication which will be used with each group. The current timeframes for engagements are indicated in the table.

Full contact details of the stakeholders listed (and other identified) will be compiled during the next phase of SEP development by Azeravtoyol. Additional stakeholders may also be identified and this SEP will be updated by Azeravtoyol prior to construction commencing. Confirmation of Project Affected Persons (PAPs) and stakeholders from the land acquisition for the Project will be available once all relevant data has been collected and the census completed.

**Table 1 Stakeholder Engagement Action Plan (Stakeholder Groups<sup>3</sup>, Communication Methods & Activities and Timeline)**

No	Stakeholder Group	Stakeholders	Purpose of the communication	Communication Methods & Activities	Indicative Timing of Engagements/Consultations
<b>External Stakeholders</b>					
<b>LOCAL STAKEHOLDERS:</b>					
1	Project Affected Persons (PAPs): Local Communities / Residents of the towns and villages <sup>4</sup> along the highway:	<p>Leaders/representatives of the Municipalities (see list under 'Local Authorities') of the local project affected communities (majority listed below per Rayon).</p> <p><b>Shamkir Rayon:</b> including Konulli, Seyfali, Chinarli, Kechili, Shamkir city, Deller, Deller Jayir, Deller Jirdarkhan, Chaparli, Tazakend, Dashbulag, Zeyem, Duyarli, Bayramli, Sabirkland.</p> <p><b>Tovus Rayon:</b> including Asagi/Ayyublu, Alakol, Duz Kirigli, Donuk Kirigli Qovlar, Qushchi, Bozalqanli, Tovuz city, Duz Kirdakhan, Asagi Mulkulu, Xatinli</p> <p><b>Agstafa Rayon:</b> including Kochasgar, Vurgun, Agstafa city, Hasansu, Kirili</p> <p><b>Gazakh Rayon:</b> including Dagh Kasaman, Gazakh city, Chayli, Gazakhbeyli, Kosalar, Dash Salahli, Orta Salahli, Yukhari Salahli, I Shikhli, II Shikhli, Siniq Korpu (Border Checkpoint)</p>	<ul style="list-style-type: none"> <li>Information on the nature of the Project, duration of the Project, potential impacts on the environment, social and economy, including on local access arrangements during construction and with the completed Project improvements.</li> <li>Opportunities for the community to be actively involved in the preparation or implementation of the Project.</li> <li>Mechanisms for grievances and complaints.</li> <li>Discussing potential severance impacts (e.g. increased journey times due to Project cutting off existing roads and diversions etc.) and any community safety issues.</li> <li>Road safety awareness raising with local villages in the use of the improved dual-carriageway Project road.</li> </ul>	<p><b>Pre-Construction Meetings:</b> Meetings with PAPs and all Stakeholder groups (<i>listed in this table</i>) and will be held throughout the Project Implementation, specifically <b>prior to construction public consultation meetings</b> are planned in the offices of the 4 Project affected Rayon Executive Powers – Shamkir, Tovus, Agstafa and Gazakh – locations and details for these public consultation meetings will be confirmed in discussions with the Rayon Executive Powers. These meetings will be also set-up in co-operation with the affected Municipalities in each Rayon and businesses owners along the existing road will also be invited to attend. A meeting will also be held in Ganja Rayon Executive Power offices.</p> <p>During these meetings the Non-Technical Summary (NTS) will be available and a presentation given which shall cover the following topics: The Project design, schedule for construction and workforce arrangements; The route options considered and the final route chosen; Locations of underpasses, overpasses, junctions and local service roads proposed for local access; Summary of the environmental and social impacts and proposed mitigation, as summarised in the NTS; Grievance redress mechanism for the Project and for Land Acquisition &amp; Resettlement issues; Summary of the Land Acquisition &amp; Resettlement process.</p> <p>Announcements for public meetings will be made in the local media (i.e. newspapers and radio) to inform the public on the time, date and locations of public meetings. Public meeting announcements will also be sent to the local representatives in the affected Municipalities along the</p>	<ul style="list-style-type: none"> <li>Throughout Project implementation.</li> <li><b>Engagements Pre-Construction:</b> with Non-Technical Summary (NTS) and design information on local access arrangements etc.: <i>Planned to start 3<sup>rd</sup> Quarter 2016 and finish 2<sup>nd</sup> Quarter 2017.</i></li> <li><b>Engagements During Construction:</b> <i>Planned to commence during 3<sup>rd</sup> Quarter 2017 and continue during construction (i.e. for 3 years).</i></li> <li><b>During Operation of Project Road:</b> engagement will continue from end of construction.</li> </ul>

<sup>3</sup> As the Project progresses the list of stakeholders will be developed and updated.

<sup>4</sup> Main towns and villages along route indicated in table, however smaller hamlets (and other communities) are to be included in the consultation plan even if not listed in table. Spelling of town and village names may vary in project documentation and maps, partially due to translation.

No	Stakeholder Group	Stakeholders	Purpose of the communication	Communication Methods & Activities	Indicative Timing of Engagements/Consultations
				<p>Project road.</p> <p><b>Communication Methods &amp; Activities:</b></p> <ul style="list-style-type: none"> <li>Informing through the media (announcements) (i.e. local newspaper and radio) as well as Azeravtoyol's website.</li> <li>Direct information through the Rayons of Shamkir, Tovus, Agstafa and Gazakh, also using Municipalities.</li> <li>Public meetings in Rayon Executive Power centres (i.e. Shamkir, Tovus, Agstafa and Gazakh).</li> <li>Existing community structures (e.g. Municipality representatives) will be used as a method of engagement.</li> <li>Individual meetings/engagements with directly affected households during census and land acquisition process.</li> <li>Communication through information boards (placed in appropriate places in communities) and posting project information/notices there. Information about the Project (e.g. NTS, SEP &amp; RP) published on Azeravtoyol website (<a href="http://www.azeravtoyol.gov.az/az">http://www.azeravtoyol.gov.az/az</a>) and the EBRD website (<a href="http://www.ebrd.com/home">http://www.ebrd.com/home</a>).</li> <li>Specific targeted information for communities along the route and children on road construction activities and dangers associated with these activities. Azeravtoyol and Contractor will prepare simple information materials on construction dangers and road safety for the Project will be prepared containing simple text and drawings, as far as possible. These shall be distributed in Municipality/community meetings and via schools (if possible). Support from the Rayon Executive Powers and the Municipalities shall be requested in relation to road safety and construction safety awareness raising with local communities etc.</li> <li>Consultation is to be undertaken in Azerbaijani and</li> </ul>	

No	Stakeholder Group	Stakeholders	Purpose of the communication	Communication Methods & Activities	Indicative Timing of Engagements/Consultations
				information generally prepared in Azerbaijani.	
2	Vulnerable & Marginalised Groups in Project affected local communities/villages:	<p>Vulnerable and marginalised groups will be identified during ongoing Project census and consultations, including:</p> <ul style="list-style-type: none"> <li>Elderly and very low income households in the communities along the route whose access and/or land may be affected by the Project.</li> <li>Women and children.</li> </ul> <p>Other vulnerable and marginalised affected persons will be added as identified through the review of information from the ongoing census and Resettlement Plan development process.</p>	<ul style="list-style-type: none"> <li>As stated for Group No. 1 above - plus to apply targeted engagement methods for <i>potentially</i> vulnerable and marginalised groups so they have access to Project information and can participate in the engagement process. Purpose is to ensure such groups are not disproportionately affected by the Project and specific assistance measures can be identified and applied if needed.</li> </ul>	<p><i>Pre-Construction Meetings as noted in Group 1 above.</i></p> <p><b>Communication Methods &amp; Activities:</b></p> <p>Azeravtoyol (&amp; Contractor during Construction) will adopt targeted measures to engage with <i>potentially</i> vulnerable and marginalised groups. The census and ongoing consultation at the Rayon and Municipality level will be a good method to communicate with vulnerable groups in their communities.</p> <p>Methods will be refined for this group during the consultation meetings on the NTS pre-construction at each Rayon but may include:</p> <ul style="list-style-type: none"> <li>Specific focus group meetings with vulnerable groups in affected communities – i.e. Azeravtoyol's Project Staff responsible for the SEP implementation will undertake in the communities' direct engagements with vulnerable households, and especially with regard to effects on their land and access arrangements in order to identify any additional assistance. This information will also be used to inform the Resettlement Plan.</li> <li>Culturally appropriate mechanisms and approaches to engage with women who may not wish to attend public meetings or travel to other communities – Azeravtoyol (&amp; the Contractor) will seek support and advice of the local Municipalities who engage with these communities and (as far as possible) utilise existing engagements methods and channels with these groups.</li> </ul>	<p><i>As indicated for Group 1.</i></p> <ul style="list-style-type: none"> <li>During the preparation of the Resettlement Plan there will be direct engagement with vulnerable affected households to inform any additional resettlement assistance required. The Resettlement Plan has to be prepared and implemented prior to construction commencing. Therefore, it is anticipated these consultations would occur from 2<sup>nd</sup> Quarter 2016 to 2<sup>nd</sup> Quarter 2017.</li> </ul>
3	Owners and users of land and assets (including those with legal & no legal rights)	<p>Local residents and local Businesses/companies.</p> <p><i>(Currently being confirmed per Rayon as part of the ongoing land acquisition and resettlement planning process).</i></p>	<ul style="list-style-type: none"> <li>Planning and implementation of the requirements of the Resettlement Plan (RP) for expropriation of the and assets – including buildings.</li> <li>Hold direct consultations with affected parties (including land owners and</li> </ul>	<ul style="list-style-type: none"> <li>The ongoing census and valuation of properties will require engagement and communication with this group.</li> <li>A Resettlement Commission with representatives of this group will be established (as required under Art.40 of the Expropriation Law). Its role will be as directed</li> </ul>	<ul style="list-style-type: none"> <li>Access to land can only occur once compensation has been paid, therefore RP needs to be prepared and implemented prior to construction which is</li> </ul>

No	Stakeholder Group	Stakeholders	Purpose of the communication	Communication Methods & Activities	Indicative Timing of Engagements/Consultations
	which will be acquired for the Project, who may be physically and/or economically displaced.		<p>users affected by the Project with and without legal rights &amp; documentation) regarding compensation for land expropriation, loss of access and restoration of livelihoods, in accordance with the SEP and the Azerbaijan Expropriation Law, and to inform the RP.</p> <ul style="list-style-type: none"> <li>Mechanisms for grievances and complaints.</li> </ul>	<p>under law and include:</p> <ul style="list-style-type: none"> <li>To participate in the preparation and implementation of the Resettlement Plan.</li> <li>To inform the Expropriation Authority and LAR Commission etc. about issues of interest to project affected persons. To take other measures envisaged for the protection of these interests.</li> <li>Consultation meetings for the development of the Resettlement Plan, to present the detailed project footprint and affected land and assets, findings of the census and valuations of properties, present the Resettlement Plan Entitlements Matrix and type and method of compensation. Consultation will be carried out on certain specific issues including: effects on access to land (e.g. agricultural land during construction &amp; operation), etc.</li> <li>Individual meetings as required under the Azerbaijan law as part of the expropriation process.</li> </ul>	<p>indicated to start in the 3<sup>rd</sup> Quarter of 2017.</p> <ul style="list-style-type: none"> <li>Consultation meetings with affected land (and asset) owners and users is already occurring and anticipated to continue to the end of the 2<sup>nd</sup> Quarter 2017.</li> </ul>
4	Businesses/ Companies	<p><i>Group 3 contains businesses/companies directly affected by land acquisition.</i></p> <p>Local businesses &amp; companies, including:</p> <ul style="list-style-type: none"> <li>Businesses and companies within the local communities (i.e. Group 1) who use the existing M-2 road. This will include roadside businesses (e.g. restaurants, cafés and shops) and traders and agricultural land users who rely on road for access to their land.</li> <li>Local businesses/companies who may provide services, equipment and materials (e.g. sand, cement, asphalt etc.) for the construction of the Project.</li> <li>Local utilities (e.g. water and sanitation, electricity and gas, etc.) whose assets may be affected by the Project. The national</li> </ul>	<ul style="list-style-type: none"> <li>Information on the use of the road in order to adapt to the new conditions arising as a result of the preparation and implementation of the Project.</li> <li>Discussion of the potential impacts on business trade, including affects on access during construction and operation.</li> <li>Mechanisms for grievances and complaints.</li> </ul>	<p><i>Pre-Construction Meetings as noted in Group 1 above.</i></p> <p><b>Communication Methods &amp; Activities:</b></p> <ul style="list-style-type: none"> <li>A list of affected and interested businesses/companies per Rayon will be prepared by Azeravtoyol in discussion with the Rayon Executive Power.</li> <li>Meeting with the business owners before beginning the construction of the road.</li> <li>Announcements in local and national media at least two weeks prior to the start of the construction works.</li> <li>Information about the Project (e.g. NTS, SEP &amp; RP (when available) published on Azeravtoyol website (<a href="http://www.azeravtoyol.gov.az/az">http://www.azeravtoyol.gov.az/az</a>) and the EBRD website (<a href="http://www.ebrd.com/home">http://www.ebrd.com/home</a>).</li> </ul>	<ul style="list-style-type: none"> <li>Throughout Project implementation.</li> <li><b>Engagements Pre-Construction:</b> with Non-Technical Summary (NTS) and design information of access arrangements etc.: <i>Planned to start 3<sup>rd</sup> Quarter 2016 and finish 2<sup>nd</sup> Quarter 2017.</i></li> <li><b>Engagements During Construction:</b> <i>Planned to commence during 3<sup>rd</sup> Quarter 2017 and continue during construction (i.e. for 3</i></li> </ul>

No	Stakeholder Group	Stakeholders	Purpose of the communication	Communication Methods & Activities	Indicative Timing of Engagements/Consultations
		company responsible for the BTC pipeline etc. will also be engaged with.			years). • <b>During Operation of Project Road:</b> engagement will continue from end of construction.
<b>Local Authorities:</b>					
5	Rayons <sup>5</sup>	<ul style="list-style-type: none"> <li>Shamkir Rayon Executive Power</li> <li>Tovus Rayon Executive Power</li> <li>Agstafa Rayon Executive Power</li> <li>Gazakh Rayon Executive Power</li> <li>Ganja Rayon Executive Power</li> </ul>	<ul style="list-style-type: none"> <li>Planning and implementation of the Project.</li> <li>Public consultations with Municipalities, communities and businesses along the route.</li> <li>Request support from Rayon Executive Powers and the Municipalities with land acquisition and resettlement planning and engagements with local communities, including vulnerable and marginalised groups (see Group 2 above).</li> <li>Mechanisms for grievances and complaints.</li> </ul>	<p><i>Pre-Construction Meetings as noted in Group 1 above.</i></p> <p><b>Communication Methods &amp; Activities:</b></p> <ul style="list-style-type: none"> <li>Land Acquisition &amp; Resettlement Commission.</li> <li>Official correspondence &amp; regular update meetings.</li> <li>In cooperation with Rayon Executive Powers invite Municipality representatives to public meetings and keep them updated on meetings with community members, land owners; companies, vulnerable groups etc.</li> <li>Communication through the information boards (placed in the Municipality centres and certain communities).</li> <li>Information about the Project (e.g. NTS, SEP &amp; RP (when available) published on Azeravtoyol website (<a href="http://www.azeravtoyol.gov.az/az">http://www.azeravtoyol.gov.az/az</a>) and the EBRD website (<a href="http://www.ebrd.com/home">http://www.ebrd.com/home</a>).</li> </ul>	Throughout Project implementation – has commenced already and will continue.
6	Municipalities (of 4 Affected Rayons)	<ul style="list-style-type: none"> <li><b>Shamkir Rayon</b> - Municipalities of: Abbasli; Ashagi Seyfali;</li> <li>Chinarli; Tazakend, Fuzuli (Azizbayov); Yeni Hayat; Mukhtariyya ; Shamkir city (Ashiq Teymur); Aliyaqublu; Chaparli; Jirdaxan; Deller-Jayir; Shamkir city (Narimanov); Sabirkend; Zeyem; &amp; Duyarli.</li> <li><b>Tovus Rayon</b> - Municipalities of: Ayyublu; Duz Kirigli; Qaribli; Donuk Kirigli; Qovlar; Ashagi Kushchu; Donalar Kushchu; Bozalqanli; Karakhanli; Xatinli; Abulbeyli; Duz Kirdakhan; Jalilli; &amp; Esrik Kirdakhan.</li> <li><b>Agstafa Rayon</b> - Municipalities of: Kochasger; Eynalli; Kirli; Hasansu; Samad Vurgun; Dag Kesemenli; &amp; Karahasanli.</li> <li><b>Gazakh Rayon</b> - Municipalities of: Agkoynek; Huseynbeyli-Janali; Kosalar; Gazakhbeyli;</li> </ul>			

<sup>5</sup> Contact details provided in Section 6.



No	Stakeholder Group	Stakeholders	Purpose of the communication	Communication Methods & Activities	Indicative Timing of Engagements/Consultations
		Orta Salahli; Dash Salahli; Yuxari Salahli; Aslanbeyli; I Shikhli; & II Shikhli.			
7	Local Community Services	<ul style="list-style-type: none"> <li>Ganja Regional Centre of Ministry of Emergency Situations.</li> <li>Services for all 4 affected Rayons (Shamkir, Tovus, Agstafa and Gazakh): <ul style="list-style-type: none"> <li>Emergency Services: Fire Brigade &amp; Police (e.g. Shamkir Rayon Fire Department; Tovus Rayon Fire Department; Agstafa Rayon Fire Department; &amp; Gazakh Rayon Fire Department).</li> <li>Health &amp; Social Assistance Services.</li> <li>Utility Owners &amp; Operators.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Raising awareness of the stakeholder group regarding the Project.</li> <li>Identifying issues during construction and operation of the Project road which may affect their service provision and need coordination.</li> </ul>	<p><i>Pre-Construction Meetings as noted in Group 1 above.</i></p> <p><b>Communication Methods &amp; Activities:</b></p> <ul style="list-style-type: none"> <li>Announcements in local and national media prior to the start of the construction works.</li> <li>Informing through the media (announcements) (i.e. local newspaper and radio).</li> <li>Direct information through the Rayons and distributed to the Municipalities.</li> <li>Official correspondence &amp; meetings (as/if required) on specific issues. Information about the Project (e.g. NTS, SEP &amp; RP) published on Azeravtoyol website (<a href="http://www.azeravtoyol.gov.az/az">http://www.azeravtoyol.gov.az/az</a>) and the EBRD website (<a href="http://www.ebrd.com/home">http://www.ebrd.com/home</a>).</li> </ul>	
<b>Local Non-Governmental Organisations (NGOs) and other local organisations</b>					
8	Local Non-Governmental Organisations (NGOs) and other local organisations	<p><i>List will be compiled as stakeholders identified by Azeravtoyol, will include organisations/types of organisations listed below:</i></p> <ul style="list-style-type: none"> <li>Agricultural Development Agencies/Agribusiness Associations.</li> <li>Water Users Associations.</li> <li>Bridge to Ganja.</li> <li>Land of Fire, Ganja.</li> <li>Ganja Regional Office of Education.</li> <li>Ecoses.</li> <li>Social Development Public Union.</li> <li>Healthy Life &amp; Development Society.</li> <li>Gazakh Regional Development Resources Public Union.</li> <li>West – Resource Public Union Development Support Centre (<i>Operate in Gazakh area</i>).</li> <li>Ganja Automobile Transport Services – (<i>also</i></li> </ul>	<ul style="list-style-type: none"> <li>These organisations can potentially help to identify key issues pertaining to the local community (vulnerable groups) and the local environment.</li> <li>Informing local NGOs &amp; other organisations of project activities.</li> <li>These organisations can potentially help to identify possible assistance measures for the local community affected by Project - e.g. agricultural development agencies &amp; agribusiness associations etc.</li> </ul>	<p><i>Pre-Construction Meetings as noted in Group 1 above.</i></p> <p><b>Communication Methods &amp; Activities:</b></p> <ul style="list-style-type: none"> <li>Informing through the media (announcements) (i.e. local newspaper and radio).</li> <li>Information about the Project (e.g. NTS, SEP &amp; RP) published on Azeravtoyol website (<a href="http://www.azeravtoyol.gov.az/az">http://www.azeravtoyol.gov.az/az</a>) and the EBRD website (<a href="http://www.ebrd.com/home">http://www.ebrd.com/home</a>).</li> <li>Pubic meetings in the Rayon and Municipal centres.</li> </ul>	Throughout Project implementation – commencing 3 <sup>rd</sup> Quarter of 2016.

No	Stakeholder Group	Stakeholders	Purpose of the communication	Communication Methods & Activities	Indicative Timing of Engagements/Consultations
		<i>local bus operators etc.)</i> . <ul style="list-style-type: none"> <li>Agrarian University of Ganja.</li> <li>Ganja State University.</li> </ul>			
<b>NATIONAL STAKEHOLDERS:</b>					
9	Azerbaijan Government Authorities	Ministry of Transport. <ul style="list-style-type: none"> <li>Official correspondence, meetings and approvals.</li> <li>Planning, preparation and approval of Project documentation and implementation of the Project.</li> <li>Regular Project progress reports.</li> </ul>	<ul style="list-style-type: none"> <li>Official correspondence and regular meetings.</li> </ul>	<ul style="list-style-type: none"> <li>Throughout Project implementation – has commenced already and will continue.</li> </ul>	
		Ministry of Ecology & Natural Resources. <ul style="list-style-type: none"> <li>Planning and preparation of technical documentation related to environmental aspects/ EIA etc.</li> <li>Approval of EIA, environmental permits etc. and other necessary approvals/opinions.</li> <li>State environmental inspections.</li> </ul>	<ul style="list-style-type: none"> <li>Official correspondence.</li> <li>Direct meetings &amp; site visits (if requested).</li> <li>Public meetings.</li> </ul>		
		Other ministries, as relevant (including): <ul style="list-style-type: none"> <li>Ministry of Agriculture.</li> <li>Ministry of Labour &amp; Social Protection.</li> <li>Ministry of Culture &amp; Tourism.</li> <li>Ministry of Emergency Situations.</li> <li>Ministry of Economic Development.</li> <li>Ministry of Finance.</li> <li>Ministry of Industry &amp; Energy.</li> <li>Ministry of Education.</li> </ul>	<ul style="list-style-type: none"> <li>Inform Government Authority about Project and undertake official correspondence.</li> <li>Specific engagement with certain Ministries on land related matters (e.g. Ministry of Agriculture).</li> <li>Specific engagement with certain Ministries on specific topics – (e.g. engagement with Ministry of Culture &amp; Tourism on Chance Finds Procedures etc.).</li> </ul>	<ul style="list-style-type: none"> <li>Official correspondence and meetings.</li> </ul>	

No	Stakeholder Group	Stakeholders	Purpose of the communication	Communication Methods & Activities	Indicative Timing of Engagements/Consultations
		<ul style="list-style-type: none"> <li>State Committee on Urban Planning &amp; Architecture.</li> <li>State companies responsible for BTC Pipeline etc.</li> <li>Ministry of Health.</li> </ul>			
10	National NGOs and associations for activities in the field of environment:	<i>List will be compiled as stakeholders identified by Azeravtoyol, will include organisations/types of organisations listed below: ECORES; IHPA; RIZGAR; ECOIL; etc.</i>	<ul style="list-style-type: none"> <li>Informing national NGOs of Project activities.</li> </ul>	<ul style="list-style-type: none"> <li>Informing through the media (announcements) (i.e. local newspaper and radio).</li> <li>Information about the Project (e.g. NTS, SEP &amp; RP) published on Azeravtoyol website (<a href="http://www.azeravtoyol.gov.az/az">http://www.azeravtoyol.gov.az/az</a>) and the EBRD website (<a href="http://www.ebrd.com/home">http://www.ebrd.com/home</a>).</li> </ul>	<ul style="list-style-type: none"> <li>Throughout Project implementation – commencing 3<sup>rd</sup> Quarter of 2016.</li> </ul>
<b>Internal Stakeholders</b>					
11	Azeravtoyol Employees/Project representatives – e.g. Project Implementation Unit/Various Departments within Azeravtoyol/Supervising Engineer.		Inform group on: <ul style="list-style-type: none"> <li>Human resources policy, Grievance mechanism, health and safety procedures, codes of conduct.</li> </ul>	<ul style="list-style-type: none"> <li>Individual meetings or internal workers' meetings.</li> <li>Monthly newsletters, information boards, etc.</li> <li>Information from representatives in the field/on site regarding the following: human resources policy; internal grievance mechanism; health and safety procedures; codes of conduct; Implementation of ESIA, ESAP, RP and SEP measures; SEP grievance redress mechanism.</li> </ul>	<ul style="list-style-type: none"> <li>Throughout Project implementation.</li> </ul>
12	Trade Union representatives		Inform group on: <ul style="list-style-type: none"> <li>Human resources policy, Grievance mechanism, health and safety procedures, codes of conduct.</li> </ul>	<ul style="list-style-type: none"> <li>Official correspondence.</li> <li>Meetings.</li> <li>Information on request to union representatives.</li> </ul>	<ul style="list-style-type: none"> <li>Throughout Project implementation.</li> </ul>
13	Contractors	Construction company (companies). Subcontractors. Transportation contractors.	<ul style="list-style-type: none"> <li>Inform group regarding protocols and requirements for interaction with the local community.</li> <li>Inform group on the the standards and expectations with respect to environment protection, health and safety at work and code of conduct in local communities etc.</li> </ul>	<ul style="list-style-type: none"> <li>Official correspondence, meetings, code of conduct, information in contract on standards and expectations with respect to: environmental protection; health and safety at work; security; access to sites; and interaction with the community.</li> <li>Regular monitoring performance of Contractors in the implementation of the above.</li> <li>Provision of relevant documents in tender: e.g. ESAP, SEP, NTS, EIA, RP etc.</li> </ul>	<ul style="list-style-type: none"> <li>During tendering and contract signature</li> <li>Throughout project implementation</li> </ul>

## 6. INFORMATION DISCLOSURE & STAKEHOLDER ENGAGEMENT PROGRAMME

### Project Documentation Disclosure & Consultation Activities

Azeravtoyol intends to provide all relevant information to the public. As of May 2016, all interested and affected stakeholders will be able to find the following documents of the Azeravtoyol website (<http://www.azeravtoyol.gov.az/az>) and the EBRD website (<http://www.ebrd.com/home>). These will be made available in the Azerbaijani and English languages:

- Non-Technical Summary (NTS).
- Stakeholder Engagement Plan (SEP) including Grievance Redress Mechanism.
- Environmental & Social Action Plan (ESAP).
- Project of Dualization of Ganja-Gazakh-Georgian Border Road: Environmental Impact Assessment (EIA) Report (2014).

The Resettlement Plan (RP) will also be disclosed when it is completed, this will be prior to land acquisition commencing and the implementation of the RP will be completed prior to construction and access being taken to land.

In addition, hard copies of these documents will be available at the following locations:

- Azeravtoyol OJSC (Baku Head Office) [Binaqai dstr., Bilajari settlement, R.Ismayilov str. 2025, Baku, Azerbaijan, AZ1117]
- Shamkir Rayon Executive Power [AZ5700, Shamkir, Mirza Alakbar Sabir,15]
- Tovus Rayon Executive Power [AZ6000, Tovuz, Mashadi Azizbayov,2]
- Agstafa Rayon Executive Power [AZ0500, Agstafa City, Harif str.3]
- Gazakh Rayon Executive Power [AZ3500, Gazakh, Azadlig, 78]
- Ganja Rayon Executive Power [AZ2000, Ganja, Ataturk,255]

### *Public Meetings Prior to Construction Starting*

Prior to construction public consultation meetings are planned in the offices of the 4 Project affected Rayon Executive Powers – Shamkir, Tovus, Agstafa and Gazakh – locations and details for these public consultation meetings will be confirmed in discussions with the Rayon Executive Powers. These meetings will also be set-up in co-operation with the affected Municipalities in each Rayon and businesses owners along the existing road will also be invited to attend. A meeting will also be held in Ganja Rayon Executive Power offices.

Announcements for public meetings will be made in the local media (i.e. newspapers and radio) to inform the public on the time, date and locations of public meetings. Public meeting announcements will also be sent to the local representatives in the affected Municipalities along the Project road.

During these meetings the Non-Technical Summary (NTS) will be available and a presentation given which shall cover the following topics:

- The Project design, schedule for construction and workforce arrangements.
- The route options considered and the final route chosen.
- Locations of underpasses, overpasses, junctions and local service roads proposed for local access.

- Summary of the environmental and social impacts and proposed mitigation, as summarised in the NTS.
- Grievance redress mechanism for the Project and for Land Acquisition & Resettlement issues.
- Summary of the Land Acquisition & Resettlement process.

A pamphlet and poster will be available on the Grievance Mechanism. All materials supplied to the public and to support the consultation will be in the Azerbaijani language.

#### **Land Acquisition & Resettlement Consultations**

Public meetings in relation to the ongoing land acquisition and resettlement process will continue at a Rayon and Municipality level as required under the Expropriation Law. Direct engagement during the census of Project Affected Persons and land will continue to gather the necessary information for the acquisition process. In addition, as provided for under the Expropriation Law engagement with Project Affected Persons shall be undertaken in relation to compensation entitlements for eligible Project Affected Persons. Appropriate methods of consultation will be used to ensure vulnerable and any marginalised affected persons and households participate in the land acquisition and resettlement process, especially to ensure sufficient resettlement assistance is provided to these groups.

Consultation meetings and engagement will continue in relation to the preparation of the Resettlement Plan, this will include the participation of a Resettlement Commission, which shall include representatives of Project Affected Persons. The Resettlement Plan when prepared shall be disclosed and shall contain more details on stakeholder engagement in relation to the land acquisition and resettlement process specifically.

Consultation materials will be available on the land acquisition and compensation process, including: pamphlets and posters on the Land Acquisition & Resettlement (LAR) process, the LAR Grievance Mechanism and a Guide to Land Acquisition & Compensation etc. These will be available in Azerbaijani.

#### **Stakeholder Engagement during the Construction**

Azeravtoyol and the Contractor(s) engaged to construct the Project will continue to engage with stakeholders and this Stakeholder Engagement Plan will be continually updated to reflect Project progress. Particular attention will be made to ensuring traffic management arrangements during construction are communicated to affected persons and communities. The Contractor will have a continuous programme of informing communities along the route of the planned construction and traffic diversions in their area.

The Contractor will install information boards at relevant locations and communities along the Project route which will serve as a media tool and channel of communication to local residents and businesses. Information in relation to access and traffic management during construction will be provided on these boards. The Grievance Redress Mechanism and contacts for Azeravtoyol, the Supervising Engineer and the Contractor will also be provided on these information boards. The Contractor will secure work sites prior to any construction activities taking place and will ensure at all times appropriate construction, traffic management and warning signs are in place.

## **7. GRIEVANCE REDRESS MECHANISM**

Azeravtoyol and its Contractor(s) will accept all comments and complaints associated with the Project, submitted either verbally or in writing. Azeravtoyol recognises that consultation is an ongoing process, and different concerns may arise as the Project moves forward from the design through the land acquisition and construction phases.

A sample of the Project's Public Grievance Form is provided in Annex 1. Any person or organisation may send comments and complaints in person, by phone or via post or email using the contact information provided below.

All types of stakeholder grievance (apart from those raised by employees and Contractors) relating to this Project should be channelled to Azeravtoyol through the following person:

Mr Jeyhun Yusifov, PIU Director: Azeravtoyol OJSC, Binaqai dstr., Bilajari settlement, R.Ismayilov str. 2025, Baku, Azerbaijan, AZ1117 Tel.: +994 12 499 79 04 Fax.: +994 12 499 79 06 Email: [jeyhun.yusifov@ays.gov.az](mailto:jeyhun.yusifov@ays.gov.az)

For reference, the contact details of EBRD's office in Baku are provided in Section 9 below. Contact details of the construction Contractor(s) will also be publically available in the local area and included in a revised SEP, once a Contractor(s) is appointed.

The Grievance Form (in Azerbaijani and English) will be made available on Azeravtoyol's website (<http://www.azeravtoyol.gov.az/az>) and all concerned Rayons (i.e. Ganja, Shamkir, Tovus, Agstafa and Gazakh) will receive pre-printed forms to be readily-available for the public. Azeravtoyol will prepare pamphlets and posters on the Grievance Redress Mechanism, which will be available at public meetings and distributed to locations where local communities in the Project area meet. A Grievance Redress Mechanism will also be established for the Project workforce by the Contractor(s) as a separate process.

Azeravtoyol will monitor the process of Project comments and complaints, a summary of this information will be presented in an Annual Environmental, Health & Safety and Social (EHSS) report. These reports will be prepared and posted on the Azeravtoyol website. Azeravtoyol will endeavour to acknowledge receipt of a grievance within 5 working days, and to respond within 15 days of receiving the grievance. At all times, complainants are also able to seek legal remedies in accordance with the laws of the Republic of Azerbaijan.

## 8. REPORTING

Azeravtoyol will publish details of issues raised during the consultation process and provide appropriate feedback both on its website and place hard copies in the Rayon Executive Power offices listed in Section 7 above. Reports on public meetings will also be prepared as required within the Expropriation Law (i.e. Art.17). Throughout the Project, Azeravtoyol will communicate with stakeholders and inform them of any significant issues, for example, changes in the Project schedule. Azeravtoyol will provide Project updates on its website and also provide pamphlets to the local communities along the route, as necessary. Azeravtoyol will produce Annual EHSS reports, which will include a summary of the Project's performance on management of health, safety, environment and social issues. This will be posted on the Azeravtoyol website.

## 9. CONTACT DETAILS & RESPONSIBILITY FOR SEP IMPLEMENTATION

Project preparation documents are available on the Azeravtoyol website (<http://www.azeravtoyol.gov.az/az>) and the EBRD website when completed (<http://www.ebrd.com/home>). Azeravtoyol and the Contractor(s) will be responsible for implementation of the SEP.

### Contact details for the Project are:

#### Azeravtoyol OJSC

Mr Jeyhun Yusifov, PIU Director  
Binaqai dstr., Bilajari settlement,  
R.Ismayilov str. 2025, Baku, Azerbaijan, AZ1117  
Tel.: +994 12 499 79 04, Fax.: +994 12 499 79 06  
Email: [jeyhun.yusifov@ays.gov.az](mailto:jeyhun.yusifov@ays.gov.az)

### Contact details for the EBRD Regional Office in Baku are:

#### European Bank for Reconstruction & Development

Baku Resident Office  
90A Nizami Street, Landmark III, 3rd Floor  
Baku AZ1010  
Azerbaijan  
Tel: +994 12 497 1014



**Annex 1 Public Grievance Form**

**Public Grievance Form**

<b>Reference No:</b>	
<b>Name and Surname</b>	First Name: _____
	Last Name: _____
	<input type="checkbox"/> I wish to raise my grievance anonymously <input type="checkbox"/> I request not to disclose my identity without my consent
<b>Contact Information:</b>  Please note how you like to be contacted (mail, phone, e-mail)	<input type="checkbox"/> By Post: Please provide mailing address: _____ _____
	<input type="checkbox"/> By Phone: _____
	<input type="checkbox"/> By E-mail _____
<b>Preferred language for communication</b>	<input type="checkbox"/> [Azerbaijani] <input type="checkbox"/> [Other: _____]
<b>Description of Incident or Grievance:</b> What did happen? Where did it happen? Who did it happen to? What is the result of the problem?  _____  _____	
<b>Date of Incident/Grievance</b>	<input type="checkbox"/> One time incident/grievance (date _____) <input type="checkbox"/> Happened more than once (how many times? _____) <input type="checkbox"/> On-going (currently experiencing problem)
<b>What would you like to see happen to resolve the problem?</b>  _____  _____	
Signature: _____ Date: _____	

**Please return this form to:**

Mr Jeyhun Yusifov, PIU Director  
Tel.: +994 12 499 79 04  
Fax.: +994 12 499 79 06  
Email: jeyhun.yusifov@ays.gov.az

**Azeravtoyol OJSC**

Binaqai dstr.  
Bilajari settlement,  
R.Ismayilov str. 2025, Baku, Azerbaijan, AZ1117