

**AZERBAIJAN REPUBLIC**



**STATE AGENCY OF AZERBAIJAN AUTOMOBILE ROADS**

## **Regional Connectivity and Development Project**

**Environmental and Social Framework (ESF)  
Documents Preparation  
STAKEHOLDER ENGAGEMENT PLAN (SEP)**



**March 2021**

# TABLE OF CONTENTS

<b>INTRODUCTION/PROJECT DESCRIPTION</b>	<b>1</b>
1.1 Introduction	1
1.2 Project Overview	2
1.3 Purpose and Objectives of SEP	5
<b>REGULATIONS AND REQUIREMENTS</b>	<b>6</b>
1.4 Relevant National Laws and Regulations of Azerbaijan	6
1.4.1 Main Legislation Concerning Employment Support	6
1.4.2 National Legal Requirements on Citizen Engagement and Disclosure	7
1.5 World Bank Environmental and Social Standard on Stakeholder Engagement	8
<b>BRIEF SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES</b>	<b>9</b>
<b>STAKEHOLDER IDENTIFICATION AND ANALYSIS</b>	<b>11</b>
1.6 Project-Affected Parties	11
1.7 Other Interested Parties	12
1.8 Disadvantaged/vulnerable individuals or groups	13
1.9 Summary of Stakeholder Interest in and Influence over the Project	13
<b>STAKEHOLDER ENGAGEMENT PROGRAM</b>	<b>15</b>
1.10 Planned Stakeholder Engagement Activities	15
1.11 Detail on Engagement Methods to be Used	21
1.11.1 Public/community meetings	21
1.11.2 Communication materials	21
1.11.3 Mass/social media communication	21
1.11.4 Information Desks	22
1.11.5 Implementation of Grievance Redress Mechanism	22
1.11.6 Capacity Building Trainings and Workshops	22
1.12 Proposed Strategy / Differentiated Measures to Include the Views of and Encourage Participation by Vulnerable Groups	22
1.13 Information Disclosure	23
<b>ROLES, RESPONSIBILITIES AND RESOURCES FOR STAKEHOLDER ENGAGEMENT</b>	<b>23</b>
1.14 Implementation Arrangements	23
1.15 Timeframe	23
1.16 Roles and Responsibilities	23
1.17 Budget for SEP Implementation	25
<b>GRIEVANCE REDRESS MECHANISM</b>	<b>25</b>
1.18 Establishing the RCDP GRM	26
1.19 Protocols and Procedures for Serious Grievances	27
1.20 Grievance Logs	27
1.21 Monitoring and Reporting on Grievances	28
1.22 Central point of contact – PIU	28
1.23 World Bank Grievance Redress System	28
<b>MONITORING AND REPORTING</b>	<b>28</b>
1.24 Monitoring Reports in the Course of the Project (By Component, As Relevant)	28
1.25 Involvement of Stakeholders in Monitoring Activities	29
1.26 Reporting Back to Stakeholder Groups	29

<b>ANNEXES .....</b>	<b>30</b>
<b>Annex 1: Guidelines for Fieldwork and Stakeholder Engagement during the COVID-19 Pandemic .....</b>	<b>31</b>
<b>Annex 2. Public Consultation Minutes .....</b>	<b>35</b>

## List of Figures

Figure 1: Map of RCDP .....	1
-----------------------------	---

## List of Tables

Table 1: RCD Project Components .....	3
Table 2: Project-Affected Parties for Components 1.1 & 1.2.....	11
Table 3: Project-Affected Parties for Component 3 .....	12
Table 4: Other Interested Parties for RCDP .....	13
Table 5: Stakeholders with Interest and Influence on the Project .....	14
Table 6: Planned stakeholder engagement activities .....	15
Table 7: Responsibilities of key actors/stakeholders in SEP Implementation .....	24
Table 8: Stakeholder Engagement Plan – Estimated Budget (For 2 years) .....	25

## Acronyms and Abbreviations

AHP	-	Azerbaijan Highway Project
AP	-	Affected Person
CA	-	Control Authority
CBOs	-	Community Based Organizations
EA	-	Expropriation Authority
EHS	-	Environment, Health and Safety
E&S		Environment and Social
ESCP	-	Environmental and Social Commitment Plan
ESF	-	Environmental and Social Framework
ESMF	-	Environmental and Social Management Framework
ESMP	-	Environmental and Social Management Plan
ESP	-	Environmental and Social Policy
ESS	-	Environmental and Social Standard
FGD	-	Focused Group Discussion
FPP	-	Focal Point Person
GBN	-	Gender Based Violence
GoA	-	Government of Azerbaijan
GRC	-	Grievance Redress Committees
GRM	-	Grievance Redress Mechanism
GRS	-	Grievance Redress Service
IBRD	-	International Bank for Reconstruction and Development
IDPs	-	Internally Displaced People
LAD	-	Land Acquisition Division
LALSN	-	Law on Acquisition of Lands for States Needs
LAR	-	Land Acquisition and Resettlement
LMP	-	Labor Management Procedures
M	-	Magistral
MDB	-	Multilateral Development Banks
MoF	-	Ministry of Finance
NGO	-	Non-Government Organization
OJSC	-	Open Joint-Stock Company
OP	-	Operational Policy
OIP	-	Other Interested Parties
P-AP	-	Project-Affected Party
PAP	-	Project Affected Person
PIU	-	Project Implementation Unit
RCDP	-	Regional Connectivity and Development Project
ROW	-	Right of Way
RPF	-	Resettlement Policy Framework
SAAAR	-	State Agency of Azerbaijan Automobile Roads
SAAAR-LAD	-	State Agency of Azerbaijan Automobile Roads -Land Acquisition
LAD	-	Department

SAAAR-PIU	-	State Agency of Azerbaijan Automobile Roads - Project Implementation Unit
SEP	-	Stakeholder Engagement Plan
SC	-	Supervision Consultant
SEA	-	Sexual Exploitation and Abuse
SEP	-	Stakeholder Engagement Plan
SIA	-	Social Impact Assessment
SMEDA	-	Small and Medium Entrepreneurship Development Agency
SSPI	-	State Service on Property Issues under the Ministry of Economy
ToR	-	Terms of Reference
WB	-	World Bank
WBGRS	-	World Bank's Grievance Redress Service

## INTRODUCTION/PROJECT DESCRIPTION

### 1.1 Introduction

It is recognized that in Azerbaijan, roads are the dominant transport mode and their role in the national economy is expected to become vital. It is for this reason that the Government of Azerbaijan (GoA) wishes to enhance its focus on the capacity and quality of the road network to ensure higher mobility, reliability, and safety. Through the assistance of Multilateral Development Banks, the road sector in Azerbaijan has progressed in the previous years starting with the reconstruction of major roads. In previous years with the World Bank, the Government of Azerbaijan had been implementing a road program aimed at improving the country's road network, starting with the major roads designated as Magistral (M) road. With the upgrading of the M highways near completion, next earmarked for reconstruction are secondary road networks, and tertiary or local roads (Y roads).

To sustain the important role of road transport in the economy, the rehabilitation of secondary and local roads is becoming an important agenda. In some regions, the secondary and local roads are the key road sector development gaps that need attention. These are among the primary infrastructure that the proposed Project will address. Accordingly, the Azerbaijan Government, through the State Agency of Azerbaijan Automobile Roads (SAAAR) has initiated the planning for the Regional Connectivity and Development Project (RCDP) with financing from the World Bank. This project entails the rehabilitation and reconstruction of Yenikend-Bilasuvur corridor road, development of ancillary agri-logistics infrastructure with Advisory and Training Initiatives, a technical assistance for financial sustainability and operational efficiency within the road sector, and institutional development support.

The project is located within the rayons of Salyan and Bilasuvar in the Aran economic region, a lagging region of the country with socioeconomic problems that the project can alleviate such as: (i) welfare and living standards of the population being below country averages; (ii) lack of well-paying jobs and business opportunities; (iii) insufficiency of infrastructure and services; (iv) nominal average monthly wages of about 40 percent lower than the country average; and (v) a significant part of the population in the region remaining socially vulnerable and at risk of falling into poverty. The map of the RCDP is shown below.



Figure 1: Map of RCDP

As outlined in the World Bank's Environmental and Social Policy (ESP) for investment project financing, the Environmental and Social Standards (ESSs) are presented to assist Borrowers to avoid, minimize, reduce or mitigate the adverse environmental and social risks and impacts of projects. Accordingly, **ESS10 - Stakeholder Engagement and Information Disclosure**<sup>1</sup> highlights the importance of open and transparent engagement between the Borrower and project stakeholders and that effective stakeholder engagement can improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation. Thus, the Bank requires the Borrower to develop and implement a Stakeholder Engagement Plan (SEP) proportionate to the nature and scale of the project and its potential risks and impacts.

This SEP has been designed for the RCDP components in compliance with ESS 10 for the purpose of engaging with stakeholders as an integral part of the project's environmental and social assessment and project design and implementation, as outlined in ESS1 - Assessment and Management of Environmental and Social Risks and Impacts; thus, ensuring that development and implementation of projects are environmentally and socially sustainable.

## 1.2 Project Overview

The development objective of the Regional Connectivity and Development Project is to provide safe, efficient and climate resilient transport connectivity and improve market accessibility along the Salyan-Bilasuvur road corridor. For Azerbaijan, this will be the one of the first of such initiatives to be undertaken that reflects the Government's and Bank's focus on poverty alleviation and the enabling role that transport networks have for local development and economic recovery in the post-COVID-19 pandemic period. Such approach demonstrates cross-sector dimensions, closely integrating road investments with economic and social policies and regional development.

The project will finance three streams of activities as follows:

- (i) The first stream of activities will comprise infrastructure investments in both roads and ancillary agri-logistics infrastructure. These investments will contribute to supporting connectivity and market accessibility to maximize the socio-economic development impact of upgraded road infrastructure. In the short to medium term, the combination of safe and resilient road infrastructure and improved logistics will create conditions for increasing productivity in beneficiary communities, new employment opportunities and household incomes.
- (ii) The second stream will support the design and arrangement of roadside facilities (marketplaces, logistics facilities, among others), and the provision of skills training to local entrepreneurs, in order to improve income-generating opportunities for local communities. The design of the former activities will be based on community mobilization to identify and prioritize the exact types and locations where project investments will take place. An important aspect of the design of roadside facilities will be to support development of a suitable model of management of these facilities, one that provides for equitable usage and addresses long-term maintenance and operation of the facility.
- (iii) The third stream will support financial sustainability and operational efficiency within the road sector, through TA to introduce options for road user charges, thereby enabling the development of new sources of revenue for road maintenance and operations. Under this stream, TA will also be provided to help address deterioration of the road network through prevention of overloaded heavy vehicles. Having additional sources of revenue and operational improvements that provide for adequate levels of road maintenance and costs,

---

<sup>1</sup> Source (pp 53-64): <http://documents1.worldbank.org/curated/en/383011492423734099/pdf/The-World-Bank-Environmental-and-Social-Framework.pdf>

will help guarantee the long-term sustainability of the road infrastructure provided under this project and other road investments

Consistent with the objectives of the RCDP, four (4) components are hereby envisioned to be implemented as follows:

**Table 1: RCD Project Components**

Component		Subcomponent
No.	Title	
1	Road Connectivity	1.1 Regional Road Rehabilitation
		1.2 Construction Supervision
		1.3 Design of Future Investments
2	Road Sector Sustainability	2.1 Development of Road Network Management System
		2.2 Development of Road User Charging Models
		2.3 Development of System to Prevent Axle Overloading
3	Local Development and Logistics	3.1 Development of Road Side Logistics and Market Facilities
		3.2 Advisory and Training Initiatives
4	Project Management and Impact Assessments	4.1 Support for Project Management
		4.2 Result Measurement and Impact Assessment

### **Component 1 - Road Connectivity**

**Subcomponent 1.1 – Regional Road Rehabilitation.** This subcomponent will finance rehabilitation of selected sections of the M3 road (original alignment) between km 31.9 and km 103.3. The cost of constructing the road-side markets and logistics facilities will also be financed under this component (although planned and designed under Component 3).

The road section will be rehabilitated along the existing alignment as a second category road according to the national road classification. Some sections of the road between km 54.4 and km 60.0 within the Salyan town boundaries are considered for lighter rehabilitation due to their existing technical characteristics. The design will ensure a resilient road to properly serve densely populated proximate residential areas and provide a safe alternative to the M3 motorway. Specifically, the road will be upgraded with climate resilience measures including improving the capacity of drainage systems and adaptation of bridges to the flooding risks and other resilience solutions. The enhanced safety considerations will include improved shoulders, guardrails in the high embankment and super-elevation sections, and improved signage among others. Consultations on the road rehabilitation design will be conducted to ensure that needs of local residents are taken into account into the final design and that local communities can provide feedback particularly on aspects such as locations of bus stops, crossing areas, and/or other points of access.

**Subcomponent 1.2 – Construction Supervision.** This subcomponent will finance costs of supervision activities as required for rehabilitation of the Component 1.1. road.

**Subcomponent 1.3 – Construction Supervision.** This sub-component will finance costs associated with implementation of technical design, environmental and social studies required for rehabilitation of the remaining sections of M3 highway (original alignment).

### **Component 2 – Road Sector Sustainability**

**Subcomponent 2.1 – Road Network Management Systems.** TA to improve network management and operation efficiencies through application of intelligent transport systems (ITS). The TA will explore needs and opportunities for establishment of an integrated network-wide management system incorporating electronic tolling and heavy vehicle monitoring, and other ITS modules, including systems for early warning of weather and

geohazards that will impact the road network. Component 2.1 will establish the context and architecture for Components 2.2 and 2.3.

**Subcomponent 2.2 – Development of Road User Charging Models.** TA will focus on development of systems for road user charging (RUC), through e-tolling, vignettes and other similar systems. Technology offers new options to differentiate toll tariffs, so that vehicles that damage the roads most, or make more emissions, pay more, and this will also be explored. The study will consider feasibility, RUC technology choice, back-office requirements, governance, toll collection and accounting, willingness to pay, regulatory issues, communications campaigns/awareness, technical specifications, and other aspects.

**Subcomponent 2.3 – Development of Systems to Prevent Over-loaded Axles.** TA to specifically focus on systems to prevent premature road deterioration by controlling heavy vehicle overloading, through weigh-in-motion (WIM) technology, and other traffic management systems. The study will consider preparation of detailed documentation including feasibility, technology choice, back-office requirements, governance, enforcement and regulatory issues, technical specifications, among others.

### **Component 3 – Local Development and Logistics**

**Subcomponent 3.1 – Development of Road-side Logistics and Market Facilities.** This sub-component will provide financing for TA to guide the planning and development of road-side market and logistics facilities and their implementation. The investments will be identified and designed as a result of participatory planning with local communities and with the strong involvement of the local authorities. An important aspect will be to support development of a suitable model to manage the facilities, one that provides for equitable usage by beneficiary groups and addresses long-term maintenance and operation of the facility. The project will improve existing roadside market and logistics facilities and/or create new ones along the project road in selected areas. Facilities considered as part of the sub-component interventions will involve, but not be limited to small markets, selling points, warehouses, cold storage, packaging and distribution facilities.

**Component 3.2 – Advisory and Training Initiatives.** Financing for TA to develop a curriculum and then to deliver training and advisory services specific to small-scale agricultural producers and agri-logistics, operating in the project area; for example, businesses supplying organic food products from Salyan to Baku. Activities will include guidance on working safely and strategies to contain the spread of pandemics. There will be a particular focus on the needs of women growers and women entrepreneurs, but the training will be open to all in the project area communities. The sub-component will be tailored to the needs of local beneficiaries, such as farmers, cooperatives and entrepreneur groups, to be identified through participatory needs assessment and community mobilization work. Advisor and training initiatives will also align with Component 3.1. Advisory services and training will cover such areas as community and cooperative development, business development, branding, digital literacy (e.g., in the use of the e-commerce and e-services platforms and applications), and the like. Some training activities will be tailored to the needs of women entrepreneurs and at least 50 percent of the beneficiaries will be women.

### **Component 4: Project Management and Impacts**

Financing will support various project management functions including staff costs, incremental operating costs and costs of individual consultant services in support of project implementation and management capacity of the implementing agency, as well as financial audits. Financing for the associated incremental operating costs will be applied towards training of SAAAR and Project Implementing Unit (PIU) staff, office space and equipment, office consumables, transport as required to implement the project and for site visits, consultant assistance for management of technical, safeguards and fiduciary aspects,

interagency coordination; results monitoring; completion reviews, impact assessments and monitoring of results; and the like. The component will also finance preparation of a Project Operating Manual (POM) and support the development of a COVID-19 emergency response plan mainly aimed at project contractors and local communities.

As part of the climate co-benefits from the project, under Component 1.1 and 1.2, the road-works will incorporate climate resilient design and engineering, to improve resilience to the impacts of climate change, which is expected to be rising ambient summer temperatures, increase in the intensity and duration of precipitation with the potential for river and flash-flooding, and increased fire risk. The old M3, which is being rehabilitated, will provide better connectivity and access for local area traffic and in emergency situations, the project road may be used to divert traffic from the new M3.

The engineering design of the road rehabilitation will consider culverts and side-drains sized for the catchment and on rainfall and runoff records. Bridge infrastructure will be designed with adequate protection of the abutments and piers, against erosion, and with suitable water-way areas to accommodate peak flood flows. Similarly, erosion protection will be provided at culvert inlets and outlets. The invert level of side drains will be designed to be lower than the road formation, to prevent ponding water from infiltrating the road sub-base and base layers. The combination of earthquake and increased rainfall may increase susceptibility to landslides; however, engineering design standards and appropriate quality materials will be applied to provide improved resilience to low seismic hazard and landslide susceptibility. Fire hazard could impact short-term connectivity through smoke, dust and road closures. Road surfacing and road-side furniture may also be impacted by fire, but these can be repaired through re-surfacing, or replaced, without lasting consequence.

With these added considerations, the general public will benefit from better connectivity and more resilient roads, thus ensuring enhanced mobility, more options for transport of goods and improved transport safety. The existing dilapidated road network is no longer able to provide the intended service, and with the planned rehabilitation, the transport systems in these two rayons will improve, boost the economy and alleviate the standards of living,

### **1.3 Purpose and Objectives of SEP**

The overall objective of this Stakeholder Engagement Plan is to establish an organized program for stakeholder engagement, including public information disclosure and consultation, throughout the entire project cycle following the objectives outlined in *ESS10* as follows:

- To establish a systematic approach to stakeholder engagement that will help Borrowers identify stakeholders and build and maintain a constructive relationship with them, in particular project-affected parties;
- To assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be taken into account in project design and environmental and social performance;
- To promote and provide means for effective and inclusive engagement with project-affected parties throughout the project life cycle on issues that could potentially affect them;
- To ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format stakeholder engagement and Information Disclosure; and
- To provide project-affected parties with accessible and inclusive means to raise issues and grievances, and allow Borrowers to respond to and manage such grievance.

The SEP provides ways to identify potential different stakeholders, including disadvantaged and vulnerable groups, to develop an approach for reaching each of the subgroups, to create a

mechanism by which Project Affected Parties (PAPs) and Other Interested Parties (OIPs) can raise concerns, provide feedback, or make complaints, and to minimize and mitigate environmental and social risks related to the proposed project. Overall, SEP serves the following purposes (ESS10): Stakeholder identification and analysis;

- (i) Planning how the engagement with stakeholders will take place; (iii) disclosure of information;
- (ii) Consultation with stakeholders;
- (iii) Addressing and responding to grievances; and
- (iv) Reporting to stakeholders.

## REGULATIONS AND REQUIREMENTS

### 1.4 Relevant National Laws and Regulations of Azerbaijan

#### 1.4.1 Main Legislation Concerning Employment Support

Pertinent to the Stakeholder Engagements, the **Constitution of Azerbaijan** (November 12, 1995), as the fundamental law of the land, among others, establishes the legislative principle for the employment of the citizens of Azerbaijan; thus, provides for the following:

- The Right to civil participation is stipulated in *Article 54.1* - "right of citizens of the Republic of Azerbaijan to participate in the political and civic life without impediments".
- Freedom of Information – The Constitution guarantees the right to information in three aspects:
  - (i) *Article 39* (Right to live in a healthy environment) – "Everyone has the right to gain information about the true ecological situation and to get compensation for damage done to his/her health and property because of violations of ecological requirements";
  - (ii) *Article 50* (Freedom of Information) – provides that
    - Everyone is free to look for, acquire, transfer, prepare and distribute information;
    - Freedom of mass media is guaranteed. State censorship in mass media, including press is prohibited.
  - (iii) *Article 57 para 1* - which gives citizens the right to petition state bodies.

**The Labor Code** of the Republic of Azerbaijan (*dated February 1, 1999 № 618-IQ*) is the fundamental legislative act aimed at governing relations between employees and employers, as well as other legal relations derived from such relations between them and relevant national authorities and entities. The Code also stipulates health and safety related requirements and principles. In addition, the work conditions of women and under-aged are established.

**The Law of the Republic of Azerbaijan "On Employment" № 1196-VQ dated June 29, 2018** defines legal, economic and organizational basis of state policy in the employment field, as well as state guarantees to citizens in the field of labor and to unemployed persons in the field of social protection. This update and supersedes the previous law "On Employment", dated July 2, 2001.

**Law of the Republic of Azerbaijan No 768-IIQ dated October 5, 2004 "On Living Wage"** (as amended by Law No. 109-IIIQD dated May 12, 2006, and Law No. 260- IIIQD dated March 6, 2007) describes the principles and procedures of setting the living wage in the Azerbaijan Republic and its state support, as well as its increase in consistence with the social and economic development in the country.

Azerbaijan became a member of the ILO in 1992, and **so far, has ratified 60 Conventions, including 7 important Conventions** ("Forced Labour" No.29, "Discrimination (Employment and Occupation)" No.111, "Employment policy" No.122, "Employment service" No.88, "Vocational Rehabilitation and Employment (Disabled Persons)" No.159 Conventions) of this organization.

### 1.4.2 National Legal Requirements on Citizen Engagement and Disclosure

**Law of the Republic of Azerbaijan No 1308-IVQ dated September 30, 2015 “On the procedure for considering appeals of citizens”** According to the law, any citizen has a right to appeal to state and municipal bodies, and to legal entities owned by state or municipality, in written or oral form and these appeals have different procedure from appeals to Ombudsman or information requests, and may not be anonymous.

**Law of the Republic of Azerbaijan dated September 30, 2005 “On the right to obtain information”.** This Law establishes the legal framework for ensuring free, unrestricted and equal information access as prescribed by Article 50 of the Constitution, whereby any person is entitled to apply directly or via his /her representative to the information owner and to choose the type and form for obtaining the information.

**Law of the Republic of Azerbaijan № 816-IVQ (November 22, 2013) “On public participation”.** This law provides the framework and regulates the involvement of citizens in the implementation of state management in accordance with the *Article 49* (Freedom of assembly) of the Constitution. The law stipulates that public participation consists of:

- Participation in various areas of state and public life, the preparation and implementation of the state policy and the adoption of national and local decisions;
- Participation in public control over the activity of central and local executive authorities, local self-government bodies;
- Participation of civil society institutions in the process of consultations of state and local self-government bodies with the public and in the study of public opinion (through Public Councils).

The law considers the following forms of public participation:

- **Public Councils** under central and local executive authorities, local self-government bodies;
- **Public discussions** during the adoption of decisions of public important;
- **Public hearings** on draft legal acts and different issues of state and public life;
- **Study of public opinion**;
- **Public discussion** of draft legal acts;
- **Written consultations** on the study of opinions of civil society institutions on draft legal acts.

In addition to the described legislative acts, the environmental and social impact assessment process also should include disclosure and stakeholder engagement activities, as per Azerbaijan legislation.

The **Law on Environmental Impact Assessment (EIA Law, 2018)** covers scope, procedure and responsibilities for Environmental Impact Assessment, as well as public consultation and disclosure requirements during environmental assessment.

According to the Law the Client (Implementing Agency) has to inform the local population and society in the project area through the media and public hearings and inform them of the results of the EIA before committing the intended activity (Article 12.1.4).

The Client should conduct public hearings in accordance with the Law of the Republic of Azerbaijan “On Public Participation” and involve individuals, legal entities, as well as property owners (Article 4.10). Information on the results of the public hearings and discussions should be included in the EIA document (Article 5.3.12).

The law also specifies the responsibilities of municipalities for the public hearing activities (Article 11). Thus, the relevant municipality in the area, where the project (or intended activity) is implemented, must take part in the implementation of the EIA and provide the necessary information required for the preparation of the EIA document. In addition, the municipalities should assist people and legal entities, real estate owners, as well as other stakeholders (non-governmental organizations, citizens' initiative groups and neighborhood committees of municipalities, etc.) to participate in public consultations, if requested by them.

In addition, people and civil society institutions have the right to request the client and the planning organization to hold public hearings on the EIA (13.2.2).

Similarly, Article 15 of **the Law on Acquisition of Land for State Needs (2010)** requires public meetings on social impacts. Public meetings should be organized and documented by the Client. The objectives of these consultations are to listen and record any statements or objections made by local residents, interested person or representative of the organization on the issues related to the proposed project, and to discuss alternative proposals, as well as to inform the society on the grievance redress process and other related matters.

The law also stipulates a requirement for disclosure of the land acquisition and resettlement related information and documents through public consultation and official announcements. Specifically, article 14 demands the Client to disseminate an official announcement on the affected land/property in the area where the affected lands are located and shall take all measures to deliver this announcement to the affected persons. The above legislations are considered positive steps in ensuring engagements of the general citizenry on matters of public interest. However, a study<sup>2</sup> on Public Participation in Environmental Decision-Making in Azerbaijan stated the following observations:

- Notwithstanding reference to Public Environmental Review (PER), the Law on Environmental Protection does not provide any connection between public participation process and decision-making other than stating that "Findings of PER have recommendational and informational character.
- Legislative and regulatory frameworks also lack clear procedures for holding public hearings on environmental matters
- The study further recommends that these gaps require existing legislative and regulatory frameworks' further revision and development for conforming to the Århus Convention.

As a step forward, SAAAR shall take cognizance of the above relevant legislations and notations to ensure that legal requirements on citizen engagement and disclosure are complied with.

## **1.5 World Bank Environmental and Social Standard on Stakeholder Engagement**

The World Bank's Environmental and Social Framework (ESF) that came into effect on October 1, 2018 includes Environmental and Social Standard (ESS) 10, "Stakeholder Engagement and Information Disclosure". This ESS10 recognizes "the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice" that can improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation (*ESS10 par 1*).

ESS10 applies to all projects supported by the Bank through Investment Project Financing requiring the Borrower to engage with stakeholders as an inclusive process to be conducted throughout the

---

<sup>2</sup> Caspian Center for Energy and Environment (CCEE). August 26, 2020. Public Participation in Environmental Decision-Making: The Case of Azerbaijan –Analysis. Available at <<http://ccee.ada.edu.az/ccee-policy-brief-no-41-public-participation-in-environmental-decision-making-the-case-of-azerbaijan/>>

project life cycle (*ESS10 par 2*). In conformance to the World Bank's ESF, ESS10 prescribes the following (*ESS10 pars 6-9*):

- Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.
- Borrowers will engage in meaningful consultations with all stakeholders. Borrowers will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.
- The process of stakeholder engagement will involve the following, as set out in further detail in the ESS: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.
- The Borrower will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was taken into account, or the reasons why it was not.

*ESS10 par. 21* stress on the need for meaningful consultation “in a manner that provides stakeholders with opportunities to express their views on project risks, impacts, and mitigation measures, and allows the Borrower to consider and respond to them Meaningful consultation will be carried out.” *ESS10 par. 21* elucidates “meaningful consultation” as a two-way process, that:

- (a) Begins early in the project planning process to gather initial views on the project proposal and inform project design;
- (b) Encourages stakeholder feedback, particularly as a way of informing project design and engagement by stakeholders in the identification and mitigation of environmental and social risks and impacts; on an ongoing basis as the nature of issues, impacts and opportunities evolves
- (c) Continues on an ongoing basis, as risks and impacts arise;
- (d) Is based on the prior disclosure and dissemination of relevant, transparent, objective, meaningful and easily accessible information in a timeframe that enables meaningful consultations with stakeholders in a culturally appropriate format, in relevant local language(s) and is understandable to stakeholders;
- (e) Considers and responds to feedback;
- (f) Supports active and inclusive engagement with project-affected parties;
- (g) Is free of external manipulation, interference, coercion, discrimination, and intimidation; and
- (h) Is documented and disclosed by the Borrower

## **BRIEF SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES**

In October 2019, a socio-economic survey was undertaken for the project, primarily for the purpose of understanding relevant development needs in the project area and priorities of the local population with regard to project activities in order to inform the project design, complementary small infrastructure and services to improve market accessibility, as well as gender gap analysis. The survey consisted of a number of focus group discussions (FGD) and in-depth interviews (IDI) in villages/settlements along the Salyan - Bilasuvar road. With this activity, the RCDP was introduced to the people and served as initial stakeholder engagements of potential project-affected parties.

Due to COVID-19 pandemic necessitating safety concerns of everyone (the SAAAR personnel, Consultant and the general public) the usual stakeholder activities were put on hold contingent to government advice on the matter.

As part of the Environmental and Social Safeguards requirements for the processing of the ESF documents, Public Consultations (PC) were conducted within the Rayons of Salyan and Bilasuvar on February 18 and 19, 2021 with representatives of stakeholders from these respective Rayons. Initially, digital copies of Environmental and Social Framework (ESF) Documents have been posted on the official websites of SAAAR and Salyan and Bilasuvar Executive Power Offices on February 7, 16 & 18, 2021 respectively (see Appendix 1 for relevant weblinks). Due to the restrictions on public meetings related to the COVID-19 pandemic situation, it was decided to hold a limited number of meetings with stakeholders. One meeting was held with stakeholders living in Bilasuvar region over the “Zoom” application, and three (3) group meetings were held with stakeholders living in Salyan Rayon. The Minutes of the Public Consultations are found in the Annex 2.

## STAKEHOLDER IDENTIFICATION AND ANALYSIS

ESS10 provides the definition of “stakeholder” that refers to individuals or groups who: (a) are affected or likely to be affected by the project (project-affected parties); and (b) may have an interest in the project (other interested parties).

### 1.6 Project-Affected Parties

**Project-Affected Parties** (P-Aps) are those that are affected or likely to be affected by the project and because of their particular circumstances, may be disadvantaged or vulnerable. This group are likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project’s benefits (*ESS10 pars. 5&11*)

For RCDP Component 1, where secondary road will be reconstructed the Project-Affected Parties are shown below.

**Table 2: Project-Affected Parties for Component 1**

Stakeholder Major Group	Project Site Stakeholder
Property owners along the road sub-projects	Private land owners
	Owners of public and private lands whose land or properties may be impacted by road works (village, rayon, or national levels)
	Organizations owning lands (religious, socio-civic and other groups)
Groups of road users	Pedestrians
	Transport users
	Vehicle Users
	Long-distance travelers
	Local residents near the project road
	Individual transport users
	Near road traders
	Local residents of the road project
	Road project location
	Local transport (Microbus)
	Taxi drivers
	Private passenger carriers
	Local governments (Rayon)
Businesses located in the project area who may be positively or negatively affected by the project	Restaurants and public catering
	Shops
	Car wash
	Private Products
	Small private hotels for tourists
	(Farmers’) Markets (both formal and informal traders)
Businesses located in the target districts who may be positively or negatively affected by the project	Other services
	Residents and community members
	(Farmers’) Markets (both formal and informal traders)
	Restaurants
	Other services

For Component 3, which will entail development of ancillary agro-logistics infrastructure, Advisory and Training Initiatives, the tentative P-APs are grouped as shown below.

**Table 3: Project-Affected Parties for Component 3**

Stakeholder Major Group	Project Site Stakeholder
Local producers	Farmers owning land
	Tenant farmers
	Hired farm labors
	Long-distance travelers
	Local processors of farm produce
	Packagers for farm produce
	Near road traders
	Local residents of the road project
	Road project location
	Local transport (Microbus)
	Taxi drivers
	Private passenger carriers
	Local governments (Rayon)
Service providers	Traders and buyers of produce
	Truckers and haulers of produce
	Market vendors
	Sellers of farm produce
	Owners of processing facilities for farm produce
	Private hotels for tourists
	Markets (both formal and informal traders)
	Other services
Businesses with links to farms	Residents and community members
	Markets (both formal and informal traders)
	Hotels and Restaurants
	Other services

*Note: Due to Covid-19 pandemic, specific names for groups and organizations were not provided, but key associations and firms that will be relevant for stakeholder engagement will continue to be identified during the stakeholder engagement process under the SEP.*

Component 2 is a Technical Assistance on Road Sector Sustainability which will entail (i) Development of Road Network Management System; (ii) Development of Road User Charging Models; and (iii) Development of Systems to Prevent Axle Overloading. The output of the TA shall be a Study that will support financial sustainability and operational efficiency within the road sector and will help guarantee the long-term sustainability of the road infrastructure provided under this project and other road investments. The Project-Affected Parties will mainly be government agencies, road users (private and commercial who may be impacted by tolling / user charging models) and key informants who can provide relevant information for the purpose of the study. Impacts on these groups will be minimal and thus stakeholder engagement activities may not be necessary.

### 1.7 Other Interested Parties

**Other Interested Parties** (OIPs) are those who may have an interest in the project and would have different concerns and priorities about project impacts, mitigation mechanisms and benefits, and who may require different, or separate, forms of engagement (*ESS10 pars. 5&11*). Generally, these are people, social groups and organizations who may have a possibility to influence and make decisions on implementation of the project and/or may have an interest in the Project. This group includes governmental entities, NGOs and private businesses, who may benefit from the project. It is envisaged that all three components of RCDP share the same OIPs as shown below.

**Table 4: Other Interested Parties for RCDP**

<b>Stakeholder Major Group</b>	<b>Project Stakeholder</b>
Ministries and government agencies	Ministry of Transport, Communications and High Technologies
	State Agency of Azerbaijan Automobile Roads (SAAAR)
	Ministry of Finance
	Ministry of Economy
	Small and Medium Entrepreneurship Development Agency (SMEDA)
	Minister of Emergency Situations
	Minister of Agriculture
	Minister of Ecology and Natural Resources
	Minister of Labor and Social Protection of Population
	Chair of State Committee for Family, Women and Children Affairs
	Rayon Local Executive Powers
Civil society organizations	Local NGOs, Social Economy Organizations Trade Unions; Foundations; Social Enterprises; Cooperatives and Credit Unions.
Other project developers International NGOs, and implementation agencies	Other project developers, International NGOs, and implementation agencies (e.g., UNDP, GIZ, etc.)

*Note: Due to Covid-19 pandemic, specific names for groups and organizations were not provided, but key civil society organizations trade unions, cooperatives and credit unions and environmental groups that will be relevant for stakeholder engagement will continue to be identified during the stakeholder engagement process under the SEP.*

### **1.8 Disadvantaged/vulnerable individuals or groups**

Disadvantaged/vulnerable individuals and groups are those who may not have the voice and agency to express their concerns or understand the impacts of project, and can thus be excluded from stakeholder engagement or project benefits.

Vulnerable groups under this project may include persons with disabilities, large families with more than five dependent children below 15 years (legal employable age with some limitations), youth, women and women-headed households, households registered as poor, elderly households with no means of livelihood (or not earning) and households with disabled members, as well as internally displaced persons)

The project will incorporate differentiated measures to ensure that these groups receive project related information, are consulted with, and have the means to participate and express their views and concerns on the project.

After conducting public consultations with the residents in Salyan and Bilasuvar, issues and concerns expressed by vulnerable and disadvantaged groups have been included in the SEP.

### **1.9 Summary of Stakeholder Interest in and Influence over the Project**

Based on current information, the stakeholders' interest and project impacts were identified in order to better comprehend their situation and manage them appropriately. Consultations and discussions will be undertaken in project affected areas "commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful

consultations with stakeholders on project design” (*ESS10 par. 6*). In the public consultation, significant stakeholders will be consulted and discussed with to gain their views and notions about the RCDP and its objectives. The potential significant stakeholders with their interest and influence on the project are presented below.

**Table 5: Stakeholders with Interest and Influence on the Project**

		Ability or Likelihood to Influence or Impact the Project		
		High	Medium	Low
Level of Interest in the Project	High	SAAAR	Markets (both formal and informal traders) Restaurants and Event Halls Shops and other businesses Other services	Pedestrians Commuting public People using Private Transport People using parking People living near or along the project roads People living in villages along the project Disabled Elderly Children
	Medium	Civil Society Organizations, including ecological groups Press and Media	Police and traffic enforcers	General public Tourists

## STAKEHOLDER ENGAGEMENT PROGRAM

The Stakeholder Engagement Plan is an important component of the ESF Document for the RCDP which takes into account the main characteristics and interests of the stakeholders, and the different levels of engagement and consultation that will be appropriate for different stakeholders. This will lay out the steps to engage all types of stakeholders in the project for the purpose of improving the environmental and social sustainability of projects, enhancing project acceptance, and making a significant contribution to successful project design and implementation. The SEP activity types and their frequency are adapted to the three main project stages of project design; construction; post-construction and operation phase.

### 1.10 Planned Stakeholder Engagement Activities

The table below presents the stakeholder engagement activities envisaged under the project.

**Table 6: Planned stakeholder engagement activities**

<i>Project stage</i>	<b>Target stakeholders</b>	<b>Topic(s) of engagement</b>	<b>Method(s) used</b>	<b>Location/frequency</b>	<b>Responsibilities</b>
<b>1. Detailed Design</b>	Project-Affected Parties: People affected by land acquisition; People residing in project area; Disadvantaged/ Vulnerable households	Assistance in gathering official documents for early land registration; Compensation rates and methodology; Project scope and rationale; Project E&S Standards; Resettlement and livelihood restoration options; Grievance mechanism process	Public meetings, trainings/workshops, separate meetings specifically for women and vulnerable; Mass/Social Media Communication - phone calls Disclosure of written information - Brochures, posters, flyers, website Information board – at the beginning and at the end of project sites; Grievance mechanism P-AP survey	Project launch meetings in Rayons; Monthly meetings in affected municipalities and villages; Survey of P-APs in affected villages; Communication through mass/ social media (as needed); Information desks with brochures/ posters in affected municipalities (continuous)	SAAAR (Environment & Social [ES]Team, land acquisition department; Community Liaison Officer);

<b>Project stage</b>	<b>Target stakeholders</b>	<b>Topic(s) of engagement</b>	<b>Method(s) used</b>	<b>Location/frequency</b>	<b>Responsibilities</b>
<b>1. Detailed Design</b>	Other Interested Parties (External) National Agency of Public Registry; Rayon (including Village representatives)	Land acquisition process; Registration of land plots; Resettlement and livelihood restoration options; Project scope, rationale and WB's ESS; Grievance mechanism process	Face-to-face meetings; Joint public/community meetings with P-APs	Monthly (as needed)	SAAAR (E&S team); RP consultant; resettlement specialist
<b>1. Detailed Design</b>	Other Interested Parties (External) Press and media; NGOs; Businesses and business organizations; Workers' organizations; Academic institutions; National Government Ministries; Local Government Departments; General public, tourists, jobseekers	Land acquisition process; Environmental Impact Assessment Process; Grievance mechanism process; Project scope, rationale and WB's ESS	Public hearings/meetings, trainings/workshops; Mass/Social Media Communication Disclosure of written information – EIA, brochures, posters, flyers, public relations kits, SAAAR website; Information boards – at the beginning and at the end of project sites; Grievance mechanism; Project tours for media, local representatives	Project launch meetings; Monthly meetings in affected municipalities and villages; Communication through mass/social media (as needed); Information desks with brochures/posters in affected municipalities (continuous)	SAAAR (E&S team)

<b>Project stage</b>	<b>Target stakeholders</b>	<b>Topic(s) of engagement</b>	<b>Method(s) used</b>	<b>Location/frequency</b>	<b>Responsibilities</b>
<b>1. Detailed Design</b>	Other Interested Parties (External) Other Government Departments from which permissions/ clearances are required; Other project developers reliant on or in the vicinity of the Project and their financiers	Project information - scope and rationale and WB's ESS; Coordination activities; Land acquisition process; Environmental Impact Assessment Process; Grievance mechanism process	Face-to-face meetings and FGDs; Invitations to public/ community meetings	As needed	SAAAR (E&S team)
<b>1. Detailed Design</b>	Other Interested Parties (Internal) Other Staff; Supervision Consultants; Contractor, sub-contractors, service providers, suppliers and their workers	Project information - scope and rationale and WB's ESS; Training on ESIA and other sub-management plans; Grievance mechanism process	Face-to-face meetings and FGDs; Trainings/workshops; Invitations to public/community meetings	As needed	SAAAR (E&S team)

<b>Project stage</b>	<b>Target stakeholders</b>	<b>Topic(s) of engagement</b>	<b>Method(s) used</b>	<b>Location/frequency</b>	<b>Responsibilities</b>
<b>2. Construction (mobilization, construction, demobilization)</b>	Project Affected Parties - People affected by land acquisition; People residing in project area; Disadvantaged /Vulnerable households Surrounding communities and district authorities where the new bridge will be constructed	Land acquisition process (land registration; compensation rates and methodology; livelihood restoration) Grievance mechanism process; Health and safety impacts (Construction-related safety measures); Employment opportunities; Environmental concerns; Awareness-raising Blasting works (risks, timing, mitigations to be taken etc.)	Public meetings, trainings/workshops, separate meetings, specifically for women and vulnerable groups; Individual outreach to P-APs Mass/Social Media Communication Platform (e.g., Facebook, WhatsApp, etc.); Disclosure of written information -Brochures, posters, flyers, website Information board – at the beginning and at the end of project; Grievance mechanism Citizen/P-AP survey – Upon completion of resettlement and/or construction Notification/communication to the community and general public on the Hazardous Works	Monthly/quarterly meetings in all affected municipalities and villages with ongoing construction; Communication through mass/social media (as needed); Information desks with brochures/posters in affected municipalities (continuous) Information on Hazardous Works shared with Community leaders Warning notices/signs on upcoming Hazardous Works	SAAAR (E&S team); Supervision and RP consultants; Contractor/subcontractors; NGOs/trainers; Municipal grievance Committee Contractor

<b>Project stage</b>	<b>Target stakeholders</b>	<b>Topic(s) of engagement</b>	<b>Method(s) used</b>	<b>Location/frequency</b>	<b>Responsibilities</b>
<b>2. Construction (mobilization, construction, demobilization)</b>	Other Interested Parties (External) National Agency of Public Registry; Municipalities (including Local Executive Power's representatives in villages)	Land acquisition process; Registration of land plots; Resettlement and livelihood restoration options; Project scope, rationale and WB's ESS; Grievance mechanism process	Face-to-face meetings and FGD's; Joint public/community meetings with P-APs; Phone consultations	Weekly (as needed)	SAAAR (E&S team, land acquisition department if relevant); Supervision and RP consultants; Contractor/subcontractors;
<b>2. Construction (mobilization, construction, demobilization)</b>	Other Interested Parties (External) Press and media; NGOs; Businesses and business organizations; Workers' organizations; Academic institutions; National Government Ministries; Local Government Departments; General public, tourists, jobseekers	Project information - scope and rationale and WB's ESS; Coordination activities; Land acquisition process if applicable; Health and safety impacts; Employment opportunities; Environmental concerns; Grievance mechanism process	Public meetings, trainings/workshops; Disclosure of written information - Brochures, posters, flyers, public relations kits, website; Information board – On the beginning and at the end of project site; Grievance mechanism; Project tours for media, local representatives	Monthly/quarterly meetings in all affected municipalities with ongoing construction and headquarters; Communication through mass/social media (as needed); Information desks with brochures/posters in affected municipalities (continuous)	SAAAR (E&S team, land acquisition department if relevant)
<b>2. Construction (mobilization, construction, demobilization)</b>	Other Interested Parties (Internal) Other Staff; Supervision Consultants; Contractor, sub-contractors, service providers, suppliers and their workers	Project information - scope, rationale and WB's ESS; Training on ESIA and other sub-management plans; Grievance mechanism process	Face-to-face meetings and FGD's Trainings/workshops; Invitations to public/community meetings	As needed	SAAAR (E&S team, land acquisition department); Supervision and RP consultants; Contractor/subcontractors;

<b>Project stage</b>	<b>Target stakeholders</b>	<b>Topic(s) of engagement</b>	<b>Method(s) used</b>	<b>Location/frequency</b>	<b>Responsibilities</b>
<b>3. Post-construction and Operation phase (within life of the Project and defect liability Period)</b>	Project Affected Parties - People affected by land acquisition; People residing in project area; Disadvantaged/ Vulnerable groups (including school children, elderly, persons with disabilities) Road users and roadside residents	Satisfaction with engagement activities; Grievance mechanism process; Community health and safety measures during operation; Accessing resettlement compensation and completing land transfer (for P-APs who have not yet received it, if any) Information traffic safety measures (traffic signs, lights, traffic calming measures, etc.)	Public meetings, trainings/workshops, individual outreach to Disadvantaged and Vulnerable Persons Disclosure of written information -Brochures, posters, flyers, official website Information board – at the beginning and at the end of project; Grievance mechanism PA-P survey - Upon completion of resettlement and compensation payment Awareness raising activities on traffic safety	Meetings in affected municipalities and villages (semi-annual); Survey of citizens/P-APs in affected villages; Communication through mass/social media (as needed); Information desks with brochures/posters in affected municipalities (continuous) Community meetings, traffic safety leaflets disseminated at schools, communities	SAAAR (E&S team, land acquisition department if relevant) Spearheaded by SAAAR-PIU ES staff, resettlement specialist, etc.
<b>3. Post-construction and Operation phase (within life of the Project and defect liability Period)</b>	Other Interested Parties (External) Press and media; NGOs; Businesses and business organizations; Workers' organizations; National Government Ministries; Local Government Departments; General public, tourists, jobseekers	Grievance mechanism process; Community health and safety measures during operation;	Disclosure of information – Project summary reports, briefing materials, Grievance summary report (printed or via Website);	Meetings in affected municipalities (six-monthly); Communication through mass/social media (as needed); Information desks with brochures/posters in affected municipalities (continuous)	SAAAR (E&S team, land acquisition department if relevant) Spearheaded by SAAAR-PIU ES staff, resettlement specialist, etc.

## **1.11 Detail on Engagement Methods to be Used**

In conformance to *ESS10 B - Engagement during project implementation and external reporting (pars. 23-27)*, stakeholder engagement will be in place throughout the entire project implementation through a number of possible methods discussed herein,

### **1.11.1 Public/community meetings**

Prior to other RCDP related activities, at the time of disclosure of relevant project documentations and this SEP, SAAAR will arrange for a project briefing meeting on a national level, involving the stakeholder agencies. As the need arises, the briefing meeting can be done once at the start and another can be arranged if the need arises or if there will be major changes in the project.

Rayon, District/city authorities (Executive Powers) of Salyan and Bilasuvar shall facilitate with SAAAR-PIU meetings with community leaders, P-APs, and OIP. These meetings will be unrestricted but may prioritize on those vulnerable groups and in which the general public can raise concerns and provide comments. Depending on the level of interest on the RCDP, especially on Component 3, separate meeting for farmers, entrepreneurs, and stakeholders in key sectors for a more focused discussion, including with potentially vulnerable groups such as women, youth, elderly, landless farmers, among others. These meetings can be scheduled on a semiannual basis.

With the current Covid-19 pandemic, the general population has been advised by government to be extra careful to avoid contraction of the virus and be aware of all the necessary preventive measures. This consists of social distancing, avoidance of mass gathering or crowded areas, wearing of protective clothing (e.g., masks and face shields, etc.), frequent hand washing or sanitizing, isolation or self-quarantine in case of observed symptoms, getting tested and/or seeking medical help to ensure better chances of health recovery. Meetings for the purpose of Stakeholder Engagement Activities should be planned properly ensuring safety, sufficient social distancing, usage of protective clothing and disinfectant; adequate information of risk to those attending, and providing advise/reminders of frequent self-sanitation during and after the event. Additional and more detailed guidelines against COVID-19 for project workers and participating stakeholders are presented in the Annex of this SEP.

### **1.11.2 Communication materials**

RCDP information will be disclosed to the public via a variety of means of conveying project information and updates via printed materials consisting of brochures, flyers, posters, etc. The communication materials will be produced by the SAAAR-PIU and to be made available at the Executer Power office in Salyan and Bilasuvar. A "Public Relations Kit" will be designed specifically and be made available both in print and online form. SAAAR/PIU will also update its website (<http://www.aayda.gov.az/az>) regularly (at least on a quarterly basis) with key project updates and reports on the project's performance both in Azerbaijani and English. The website can also utilize to provide information regarding the grievance mechanism for the project.

### **1.11.3 Mass/social media communication**

During the project implementation of RCDP, a designated specialist (from SAAAR-PIU staff) will be responsible in maintaining close communication with stakeholders, including P-APs, community leaders. The specialist, as the main Focal Point Person (FPP), will also be tasked for posting relevant information on the dedicated RCDP website, social media channels (Facebook, etc.) and on information boards throughout the project's lifecycle. In addition, if necessary, the project may arrange for production of video materials (for video-sharing platform, e.g., YouTube) or documentary broadcast on TV/cable TV and which will entail description of the project, advance announcement of the forthcoming public events or commencement of specific Project activities.

#### **1.11.4 Information Desks**

During the initiation of the RCDP, an “Information Desks” in each Rayon (Salyan & Bilasuvar) will be arranged with Executive Powers to provide local residents with information on stakeholder engagement activities, project interventions, contact details of the Focal Point Person, etc. The FPP will set up these information desks in Rayon offices where they can meet and share information about the project with PAPs and other stakeholders. RCDP brochures and fliers on various project related social and environmental issues will be made available at these information desks.

#### **1.11.5 Implementation of Grievance Redress Mechanism**

In compliance with the World Bank’s ESS10, a project-specific grievance mechanism will be set up for the RCDP to handle complaints and issues. Specific for the RCDP, a GRM brochure or pamphlet will be developed to help local residents become familiar with the grievance redress channels and procedures. Locked suggestion/complaint boxes will be installed in each Executive Power offices, and SAAAR-PIU will maintain a grievance register in order to capture and track grievances from submission to resolution and communication with complainants. In addition, other channels will be set-up by the PIU for people to log in project related grievances such as the SAAAR/PIU website, e-mails, Facebook account, and mobile phones of relevant offices. Information on these channels will be displayed broadly, and also on the locked suggestion/complaint boxes as alternatives.

Grievances will be addressed as follows:

- (i) Contractor’s and SE’s safeguards staff to initially record the grievance
- (ii) provision contact data of SAAAR -PIU hot-line for grievances
- (iii) The grievance redress book will contain records of all grievances and updated
- (iv) Provision of summary in a semiannual or quarterly report.

#### **1.11.6 Capacity Building Trainings and Workshops**

Capacity Building Trainings and Workshops on a variety of topics and issues may be provided to SAAAR-PIU and possibly relevant government or non-government service providers. Issues covered will include sensitization to inclusion/exclusion, labor issues, gender, etc.

Beneficiaries of Component 3 may be scheduled for some capacity building activities which can also serve as part of SEP activities. Technical skills training courses can be designed and offered to Component 3 participants, in line with the activities they intend to carry out as part of the program, to improve the use of small infrastructure and services to be provided by the project. Other supplementary topics may be determined in the course of the RCDP implementation.

### **1.12 Proposed Strategy / Differentiated Measures to Include the Views of and Encourage Participation by Vulnerable Groups**

Considering the extra burden and difficulty of Disadvantage and Vulnerable Groups, ESS10 par. 16 specifies that the “SEP will include differentiated measures to allow the effective participation of those identified as disadvantaged or vulnerable. Dedicated approaches and an increased level of resources may be needed for communication with such differently affected groups so that they can obtain the information they need regarding the issues that will potentially affect them.”

To this end, the project will take special measures to ensure that disadvantaged and vulnerable groups have equal opportunity to access information, provide feedback, or submit grievances. Project workers, especially those working as safeguards consultants at the SAAAR-PIU or at the Consultant side shall find ways to reach out to these groups and provide the necessary awareness briefings about the impacts of the project. To this end, the RCDP Focal Point Person (or the Communications and Community Coordinator) shall be tasked to directly interact with the Disadvantage and Vulnerable

Groups. Series of FGD's shall be undertaken to ensure that the needs of these groups are properly addressed.

Focus group discussions (FGD) tailored to the groups' circumstances may also be envisaged as appropriate and information will be provided in the language that can be understood by them. Accordingly, people with restrictions on physical mobility (persons with disabilities, or limited mobilities), who may be affected even indirectly should be provided facilitation to voice out their opinions and their views appropriately considered., Targeted measures to ensure participation in stakeholder engagement will be used, such as organizing consultations at different times convenient for different groups, providing transportation arrangements if needed and reaching out to spatially isolated communities such as IDP communities.

### 1.13 Information Disclosure

The current SAAAR website (<http://www.aayda.gov.az/az>) is being used to disclose project documents, including those on social performance in Azerbaijani and English.

All future project-related social and environmental monitoring reports listed in the above sections may be disclosed on the same SAAAR webpage, including Project updates, an easy-to-understand guide to the terminology used in the social and environmental reports or documents, and all relevant information as also found in printed materials. The details about the Project Grievance Resolution Mechanism will have a special with an electronic grievance submission form will also be made available on the website. Contact details of the Social Safeguard Specialist (the Focal Point Person in this case) and contact office particulars shall be made available on the website. The project website will be updated for P-APs and other stakeholders.

## ROLES, RESPONSIBILITIES AND RESOURCES FOR STAKEHOLDER ENGAGEMENT

### 1.14 Implementation Arrangements

The project will be implemented by the SAAAR. The already established Project Implementation Unit (PIU) will be responsible for the day-to-day project management, including environmental and social management and addressing potential environmental and social risks. The PIU will be responsible for engaging with the stakeholders. Once the project is operating, an M&E specialist and safeguard specialists (including social specialist) will also join the PIU to ensure the regular monitoring of the project result framework and adherence with WB's ESS, including management of the SEP.

### 1.15 Timeframe

This RCDP SEP will be regarded as a living document and needs to be updated and refined throughout the lifecycle of the Project to incorporate and reflect any changes in the project. Any changes in the focus and scope of the SEP will be communicated SAAAR-PIU to stakeholders. The crucial project-cycle phases to be considered when implementing SEP are.

- **Design/Plan:** the process of assuring that systems and components of the Project are designed, provided, and maintained to prescribed / agreed requirements in technical terms as well as WB ESSs;
- **Implementation:** the process and activities are realized as intended with all the requirements as per WB's ESSs.

### 1.16 Roles and Responsibilities

For the implementation of the SEP, a RCDP-SEP Team will be comprised of SAAAR-PIU social safeguard specialist as an overall safeguard manager and actively supported by SE staff. The Social

Safeguard Specialist shall take responsibility for and lead all aspects of the stakeholder engagement. However, to implement the various activities envisaged in the SEP, the Communications and Community Coordinator/s (possibly two (2) staff) will need to closely coordinate with other key stakeholders – other national and local government departments/agencies and P-APs in Salyan and Bilasuvar. The roles and responsibilities of these actors/stakeholders are summarized in the Table below.

**Table 7: Responsibilities of key actors/stakeholders in SEP Implementation**

<b>Actor</b>	<b>Stakeholder Responsibilities</b>
SAAAR-PIU <u>Lead:</u> Social <u>Safeguard Specialist</u> <u>Assist (as needed):</u> Resettlement Specialist (when needed)	<u><b>Project Level:</b></u> <ul style="list-style-type: none"> <li>• Planning and implementation of the SEP;</li> <li>• Leading stakeholder engagement activities;</li> <li>• Management and resolution of grievances;</li> <li>• Ensure proper recording and tracking of logged grievances;</li> <li>• Coordination/supervision of contractors on ESCP and SEP activities;</li> <li>• Monitoring of and reporting on social performance to GoA and the World Bank.</li> </ul>
(Under SAAAR-PIU) <u>Lead:</u> Social Safeguard Specialist  <u>Assist (as needed):</u> Communications and Community Coordinator/s (complement tasks to Social Safeguard Specialist)	<ul style="list-style-type: none"> <li>• Inform PIU of any issues related to their engagement with stakeholders;</li> <li>• Provide report on all complaints to the PIU GRM Focal Point (Social Safeguard Specialist);</li> <li>• Transmit and resolve complaints caused by the project interventions in close collaboration with and as directed by PIU and by participating in the local Grievance Resolution Committee;</li> <li>• Under the direction of the Social Safeguard Specialist - Disclose and implement various plans (e.g., SEP, Labor Management Plan, etc.).</li> <li>• Communicate and coordinate with Disadvantaged and Vulnerable Groups in the Project Area</li> <li>• Be in close communication with Rayon Executive Powers for any raised grievances by the P-APs</li> </ul>
<u>Lead:</u> Social Safeguard Specialist  <u>Assist (as needed):</u> Locally Designated FPP in Executive Powers, to be designated with assistance of CS Consultants (Salyan and Bilasuvar: Rayon level)	<ul style="list-style-type: none"> <li>• As necessary, to assist in facilitation of raised grievances from P-APs.</li> </ul>
Project-affected parties (P-APs)	<ul style="list-style-type: none"> <li>• Invited to engage and ask questions about the Project at Project Meetings and through discussions with rayon/ local RCDP/ focal point persons/ Communications &amp; Community Coordinator where it is of interest or of relevance to them;</li> <li>• Lodge their grievances using the Grievance Resolution Mechanism defined in the SEP;</li> <li>• Help the Project to define mitigation measures;</li> </ul>
Other project stakeholders	<ul style="list-style-type: none"> <li>• Engage with SAAAR-PIU regarding project design;</li> <li>• Raise concerns to help the project to be inclusive.</li> </ul>

### 1.17 Budget for SEP Implementation

The stakeholder engagement activities discussed above cover a variety of social issues, which may be part of other project documents (such as RPF, ESMF/ESMP, etc.), so it is possible that they have also been budgeted in other plans. The SAAAR-PIU will be responsible for designing/planning and implementation of stakeholder engagement activities for the RCDP, as well as other relevant communications, outreach and information disclosure activities. In order to ensure successful RCDP SEP implementation, the SE staff of the PIU and the Design Engineering Consultant shall assist the PIU. An estimated budget for SEP implementation is shown below.

**Table 8: Stakeholder Engagement Plan – Estimated Budget (For 2 years)**

Stakeholder Engagement Activities	No.	Person Months/yr.	Unit Cost, USD	No of years	Total cost (USD)
National Social Specialist (per month)	1	12	1,900	2	45,600
National Communications & Community Coordinator	2	2	1,500	2	12,000
Local Travel expenses of staff (cost per year)			2,000	2	4,000
Communication materials (leaflets, posters, PR kits including design)	50		10	2	1,000
Public / community meetings	2		400	2	1,600
Suggestions / GRM boxes (in each Rayon)	3		10		30
RCDP management information system (MIS) / GRM data base (including web/mobile application with online and offline links)	1		2,000	2	4,000
<b>Subtotal</b>					<b>68,230</b>
Contingency (10%)					6,823
<b>Total</b>					<b>75,053</b>

## GRIEVANCE REDRESS MECHANISM

As per ESS10 C – Grievance Mechanism, the Borrower is expected to respond to concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner (*ESS10 par. 26*). Further, “Where feasible and suitable for the project, the grievance mechanism<sup>3</sup> will utilize existing formal or informal grievance mechanisms, supplemented as needed with project-specific arrangements (*ESS10 par. 27*). The major considerations are as follows:

- (i) The grievance mechanism is expected to address concerns promptly and effectively, in a transparent manner that is culturally appropriate and readily accessible to all project-affected parties, at no cost and without retribution. The mechanism, process or procedure will not prevent access to judicial or administrative remedies. The Borrower will inform the project-affected parties about the grievance process in the course of its community engagement activities, and will make publicly available a record documenting the responses to all grievances received; and
- (j) Handling of grievances will be done in a culturally appropriate manner and be discreet, objective, sensitive and responsive to the needs and concerns of the project-affected parties. The mechanism will also allow for anonymous complaints to be raised and addressed.

*ESS10 Annex 1 par 2* provides some detailed GRM requirements which need to be incorporated in RCDP as follows:

<sup>3</sup> WB ESF (2018) 100, note 9

- (a) Different ways in which users can submit their grievances, which may include submissions in person, by phone, text message, mail, e-mail or in a website;
- (b) A log where grievances are registered in writing and maintained as a database;
- (c) Publicly advertised procedures, setting out the length of time users can expect to wait for acknowledgement, response and resolution of their grievances;
- (d) Transparency about the grievance procedure, governing structure and decision makers; and
- (e) An appeals process (including the national judiciary) to which unsatisfied grievances may be referred when resolution of grievance has not been achieved

### 1.18 Establishing the RCDP GRM

The Grievance Redress Mechanism (GRM) in Stakeholder Engagement process is similar to what is presented in RCDP RPF, and in some instances both GRM's can work in parallel to resolve issues. Personnel and experts can be assigned to any or both GRM's for practicality and even consistency. The Steps to be followed to address grievance within the SEP framework as per ESS10 requirements:

**Step 1 Grievance Redress Commission (GRC):** A GRC will be formed by SAAAR-PIU at the local level which shall consist, as a minimum, of representatives from: (i) the people, through recognized local leaders (e.g., officials of local executive power); (ii) the Contractor; (iii) Construction Supervision Consultant (CSC), to represent SAAAR-PIU). The GRC will act as the mediator between aggrieved parties and will make efforts to resolve conflicts through mutual consent. The uptake channels can be delegated to a staff of the CSC who can log in grievances received verbally (personal appearance, or phone), on-paper (documentary or traditional mail), or electronically (e-mail, website, WhatsApp, etc.). Resolution steps will entail inspection, review, assessment of grievance, internal GRC deliberations, discussions with complainant, compromise and arriving at decisions. The contact details of uptake channels shall be made known to the local people. This step will have a time frame of 7-10 days.

**Step 2 SAAAR-PIU:** Recommendations of GRC are sent to the SAAAR-PIU. The SAAAR-PIU is responsible for addressing the grievances of the PAPs and if necessary, will forward these grievances to appropriate agencies/ offices for taking action. P-APs will be able to contact the SAAAR-PIU through phone, email, direct meetings and letters. The contact details of SAAAR-PIU (Point of Contact) will be distributed to the P-APs and posted on the main locations in the communities before the commencement of RCDP implementation. In addition, in case of unresolved issues with the P-AP, the SAAAR-PIU may resort to "mediation" as an option (*ESS10 Annex 1 par 3*). This step will have a time frame of 15 days.

**Step 3 (Court of law):** The court of the law will be the last resort. In principle, the Project-Affected Parties can **appeal** to a relevant court anytime they disagree with the activity or inaction of the Project Implementors. However, the Project-specific GRM will be implemented fully and transparently in order to avoid complaints escalate to the judicial level. Having said that, PAPs can apply to court if they disagree with the final decision of GRM. This step will have a time frame of 30 days.

In conformance to *ESS10 Annex 1 par 2 (a)*, the GRM will be accessible to the full range of project stakeholders, including project-affected parties, community members, civil society, media, and other interested parties. Stakeholders can use the GRM to submit complaints, feedback, queries, suggestions, or even compliments related to the overall management and implementation of the project. The GRM is intended to address issues and complaints from external stakeholders in an efficient, timely, and cost-effective manner. A separate mechanism will be used for worker grievances. The SAAAR-PIU will be responsible for managing the stakeholder GRM following the roles and responsibilities outlined in the previous section.

### 1.19 Protocols and Procedures for Serious Grievances

In order to be comprehensive in covering every possible aspects of grievances in the WB funded project, certain protocols and procedures for sensitive cases will have to be recognized and readily set up as the need arises. Among the sensitive cases that is brought to light would be those pertaining to Sexual Exploitation and Abuse (SEA) and Sexual Harassment (SH). By definition<sup>4</sup>, Sexual Exploitation pertains to “Any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another.” Sexual Abuse is “The actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.” While Sexual Harassment “occurs between personnel and involves any unwelcome sexual advance or unwanted verbal or physical conduct of a sexual nature.

In the context of a conservative society, social norms may form some barriers for complaints falling under these categories would go unreported. It is essential that emphasis is given on promoting an environment wherein the community, project workers and various stakeholders feel safe to report violations and trust that immediate and decisive action will be taken against perpetrators.

The complaint mechanisms should be safe, gender-sensitive, and appropriate to the context, maintaining neutrality and confidentiality before and during deliberation of matters. GRM functions will be strengthened to ensure timely, impartial, independent and fair investigations for SEA and SH. SAAAR will take all measures to build trust for its investigation function, including, where appropriate, engaging independent third-parties with experience in handling such cases through channels appropriate for the project. SAAR will designate and train two staff on handling such cases.

The protocols and procedures for serious grievances should be based on the following principles:

- All complaints received will be filed and kept confidential. For statistical purposes, cases will be anonymized and bundled to avoid identification of persons involved.
- After reaching a solution to a case, the Grievance Counsellor as the case may be, will follow-up to ensure that the solutions are effective.
- Criminal cases will be referred to the public prosecutor.

### 1.20 Grievance Logs

As part of *ESS10 Annex 1 par 2* requirement for maintenance of “Grievance Logs and Data Base”, the SAAAR-PIU will maintain a grievance log as part of the SEP implementation, which will contain, at the minimum, the following information:

- Individual reference number;
- Name of the person submitting the complaint, question, or other feedback, address and/or contact information (unless the complaint has been submitted anonymously);
- Details of the complaint, feedback, or question/her location and details of his / her complaint;
- Date of the complaint;
- Name of person assigned to deal with the complaint (acknowledge to the complainant, investigate, propose resolutions, etc.);
- Details of proposed resolution, including person(s) who will be responsible for authorizing and implementing any corrective actions that are part of the proposed resolution;
- Date when proposed resolution was communicated to the complainant (unless anonymous);
- Date when the complainant acknowledged, in writing if possible, being informed of the proposed resolution;
- Details of whether the complainant was satisfied with the resolution, and whether the complaint can be closed out; and
- Date when the resolution is implemented (if any).

---

<sup>4</sup> Regional Toolkit for PSEA/SH and Community-Based Complaint and Referral Mechanisms in the Americas.

### 1.21 Monitoring and Reporting on Grievances

Details of monitoring and reporting are described above. Day-to-day implementation of the GRM and reporting to the World Bank will be the responsibility of the SAAAR-PIU. To ensure management oversight of grievance handling, an internal audit review will be done spearheaded by PIU management for monitoring the overall process, including verification that agreed resolutions are actually implemented.

### 1.22 Central point of contact – PIU

The point of contact regarding the stakeholder engagement program (*to be provided and updated by SAAAR-PIU*):

Description	Contact details
Name	
Address	
Email	
Telephone	

As part of *ESS10 Annex 1 par 2*, requirement for publicly advertising procedures, any information on the Project and future stakeholder engagement programs will be available on the RCDP website and will be posted on information boards in the rayon's Executive Power Building. Information can also be obtained from SAAAR in Baku City. Recent monthly E&S reports that document the implementation of the Stakeholder Engagement Plan may be disclosed on the Project website.

### 1.23 World Bank Grievance Redress System

Communities and individuals who believe that they are adversely affected by a World Bank supported project may submit complaints to existing project-level grievance redress mechanisms of the WB's Grievance Redress Service (WBGRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the WBGRS, aggrieved persons or with people with complaints may visit:

<https://projects.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>.

For information on how to submit complaints to the World Bank Inspection Panel may be obtained at [www.inspectionpanel.org](http://www.inspectionpanel.org).

## MONITORING AND REPORTING

### 1.24 Monitoring Reports in the Course of the Project (By Component, As Relevant)

Monitoring and evaluation of the stakeholder process is considered vital to ensure SAAAR is able to respond to identified issues and alter the schedule and nature of engagement activities to make them more effective. Specialist in charge of monitoring and reporting of SEP from SAAAR-PIU will be the Safeguards Specialist. Monitoring of the stakeholder engagement process allows the efficacy of the process to be evaluated. Two distinct but related monitoring activities in terms of timing will be implemented:

- **During the engagement activities:** short-term monitoring to allow adjustments/improvements to be made during engagement; and
- **Following completion of all engagement Stakeholder Engagement activities:** review of outputs at the end of engagement to evaluate the effectiveness of the SEP as implemented.

Information on the status of implementation of SEP activities, including functioning of the GRM, will be included in all project progress reports. A series of key performance indicators for each stakeholder engagement stage will be developed by SAAAR-PIU Environment & Social Team. The indicators, and performance against the indicators will show successful completion of engagement tasks.

Since RCDP will have three (3) activity streams, the monitoring reports for Stakeholder Engagements will be in accordance with the work program of the respective project components as follows:

- **First Stream** (Secondary Road Corridor Reconstruction): Monitoring reports on this activity will start at the design stage, to continue a number of times (as needed) during the comparatively longer period of construction, then several times during the operations. Stakeholders should be properly appraised of the progress, thus allowing sufficient participation and engagements to protect from risks, impacts and ensure that mitigation measures are effective
- **Second Stream** (Small Infrastructure and Services): Since the provision of such planned or earmarked small infrastructure may entail less disruption, risk and impacts to P-Aps or OIPs, then one reporting may be sufficient to present the issues, implemented response or resolutions, and final outcome.
- **Third Stream** (Financial Sustainability and Operational Efficiency): Monitoring reports for this activity can be prepared as the initial phase and another can be done near the completion stage.

## 1.25 Involvement of Stakeholders in Monitoring Activities

The RCDP provides several opportunities to stakeholders, especially Project-Affected Parties, to monitor certain aspects of Project performance and provide feedback. Grievance Resolution Commission in each of the five affected Rayons will allow P-APs to submit grievances and other types of feedback. Citizen/P-AP surveys at the project start and end stages will also allow P-APs to provide feedback on project performance. Furthermore, frequent and regular community meetings and interactions with SAAAR-PIU staff, especially the Safeguards Specialist, will allow P-APs and other local stakeholders to be heard and engaged.

## 1.26 Reporting Back to Stakeholder Groups

Reporting to stakeholder groups and evaluating the stakeholder process is considered vital to ensure that SAAAR-PIU can respond to identified issues and change the schedule and nature of engagement activities to make them more effective. It is desirable that all issues must be resolved at all levels and professionally. For a clear and understandable review, everything should be used as informational and in the form of presentation. All interested parties should be informed of all stages and the solution of all problems.

RCDP Safeguards Specialist with assistance of Design Consultant and Supervision Consultant (accordingly) will report back to PAPs and other stakeholder groups, primarily through public meetings in project affected areas and/or Villages. Minutes of meetings will be shared during subsequent public meetings. Feedback received through the GRM will be responded to in writing and verbally, to the extent possible. SMS' and phone calls will be used to respond to stakeholders whose telephone numbers are available. Key Project updates will be posted on RCDP's website. Social media (primarily through the Project website (or social media platform) for PAPs and other stakeholders) will also be used to report back to different stakeholders.

## ANNEXES

### Annex 1. Example Grievance Form

Grievance Form			
Grievance reference number (to be completed by GRM Focal Point):			
Contact details (may be submitted anonymously)	Name (s):		
	Address:		
	Telephone:		
	Email:		
How would you prefer to be contacted (check one)	By mail/post: <input type="checkbox"/>	By phone: <input type="checkbox"/>	By email: <input type="checkbox"/>
Preferred language	<input type="checkbox"/> Azerbaijani	<input type="checkbox"/> Russian	<input type="checkbox"/> other _____
Provide details of your grievance. Please describe the problem, who it happened to, when and where it happened, how many times, etc. Describe in as much detail as possible.			
What is your suggested resolution for the grievance, if you have one? Is there something you would like Employment services Center or another party/person to do to solve the problem?			
How have you submitted this form to the project?	Website <input type="checkbox"/>	email <input type="checkbox"/>	By hand <input type="checkbox"/>
	In person <input type="checkbox"/>	By telephone <input type="checkbox"/>	Other (specify) <input type="checkbox"/>
Who filled out this form (If not the person named above)?	Name and contact details:		
Signature			
Name of Focal Point person assigned responsibility			
Resolved or referred to GRC1?	<input type="checkbox"/> Resolved	<input type="checkbox"/> Referred	If referred, date:
Resolved or referred to GRC2?	<input type="checkbox"/> Resolved	<input type="checkbox"/> Referred	If referred, date:
Completion			
Final resolution (briefly describe)			
	Short description	Accepted? (Y/N)	Acknowledgement signature
1 <sup>st</sup> proposed solution			
2 <sup>nd</sup> proposed solution			
3 <sup>rd</sup> proposed solution			

## Annex 1: Guidelines for Fieldwork and Stakeholder Engagement during the COVID-19 Pandemic

### Guidelines for Fieldwork and Stakeholder Engagement during the COVID-19 Pandemic

The guidelines outlined in this document will assist in the development of Standard Operating Procedures (SOPs) related to Fieldwork and will help to ensure the appropriate COVID-19 health and safety considerations for the protection of all members of the team.

#### 1) Standard Guidelines for Fieldwork

- Participation must be entirely voluntary.
- All fieldworkers must conduct daily self-monitoring for symptoms and should be encouraged to use the Azerbaijan Ministry of Health COVID-19 self-assessment tool, whenever available. Other effective self-assessment tools may be utilized at the discretion of the concerned fieldworker. If individuals are feeling unwell in any way or are advised to initiate further medical follow up on completion of the self-assessment tool, they should immediately refrain from fieldwork, return home and self-isolate as soon as possible. Other team members should be able to continue field work as long as they have always strictly adhered to distancing and cleaning requirements and are not working alone.
- All research team members must also know how to access the nearest hospitals and emergency medical services.
- The research team must be able to monitor, on a daily basis, any new directives from public health officials, or local authorities (including security forces) for the area they are in.
- You must have a contingency plan for any team member to return home in the event they cannot continue their work for any reason.

#### 2) Physical Distancing while Working and Traveling

##### **Screening and Tracking**

- All researchers must self-monitor for symptoms daily. If a researcher is feeling unwell in any way, they are to stop work, inform their team and supervisor immediately.
- Keep detailed records of where and when you have traveled, who you have travelled with, and the locations of the fieldwork such that tracking can be provided to the local public health unit should a researcher become ill with COVID-19.

##### **Vehicles**

###### *Travel Guidelines*

- Review restrictions by the national government and local Executive Power regarding travel within the Rayon project sites.
- Do not travel with more than two persons in a vehicle where physical distancing cannot be maintained. If restricted to a single vehicle in specific situations, a detailed plan for exposure prevention must be outlined in the fieldwork risk assessment as to why only one vehicle can be used. Consideration in your assessment must also include transportation availability should any individual need to leave for any reason and specifically if becoming ill.
- Up to two people may travel in a large van with 3 or more rows of seats where the two individuals can sit at least 2 m apart. The car ventilation should be set to fresh air only (no recirculation of air) and if possible, windows should be open to maximize air flow.

- Eliminate clutter in the vehicles and organize gear to limit the contact between belongings and to make cleaning easier. Have a garbage bag in the cab of the vehicle.
- Research teams must have access to essential services, including grocery stores, gas stations, etc. Only one team member should be tasked with accessing these services and should do so with limited frequency. If physical distancing is not achievable and hand hygiene is not available, then a surgical mask and gloves must be used while accessing these services.

### *Hygiene*

- Handwashing with soap and water for at least 20 seconds or use of alcohol-based hand sanitizer should be performed immediately before and after each vehicle ride.
- Team members must have appropriate supplies to thoroughly and regularly clean vehicle surfaces and equipment, including before any use by other team members.
- Before each trip, clean or disinfect the frequently touched surfaces including door handles, seatbelt buckles, steering wheels, and so on in the vehicle.
- Follow the manufacturer's guidelines on the use of the cleaning/disinfecting products and wear disposable gloves if necessary.
- Proper training on donning and doffing gloves is necessary if gloves are required. After removal of gloves appropriate hand hygiene must be conducted.
- Avoid unnecessary contact with frequently touched surfaces such as door frames/handles, seatbelt buckles, steering wheel, etc.
- Rest stops present a possible exposure risk - washrooms, countertops, keypads, etc. are areas/items of possible exposure. Hand wash or sanitize after touching these surfaces. Avoid the use of cash whenever possible.
- Everyone should handle their own personal bags and belongings during loading and unloading.

### *Site Access and Procedures*

- Do not engage in any field research where you cannot maintain appropriate physical distancing (2m). This must be followed both within and outside the project sites.
- Physical distance (2m) must be maintained between any individual, including other team members. At the same time, field workers should not work alone.
- Access to restricted areas must be adhered to. If access to restricted areas is essential, authorization and documents must be obtained from the appropriate bodies. Keep these documents on you at all times during the fieldwork.
- Do not engage in any field research requiring face to face discussions with members of the public, unless physical distancing can be maintained.

### ***In the Field***

#### *Accommodations*

- All research team members must have individual accommodations during overnight stays.
- Bedding (unless using hotel accommodations), clothing, and other personal supplies must be bagged and kept separate from that of others
- Launder clothes and shower as soon as possible upon arriving home.
- Meals must allow for appropriate distancing and avoid sharing of any utensils including large spoons, tongs, etc.

### *Handling documentation, reports, and paperwork*

- Use technology for communication as much as possible (e.g., text messaging and mobile phones) rather than having in-person conversations.
- Where possible, use technology to send and receive paperwork (e.g., scanning equipment).
- Do not share pens, notebooks, computers, etc. but provide each researcher with their own supplies where possible.
- Clean and disinfect all equipment used each day using soap and water, if possible, or disinfectant wipes. Remove gloves and wash hands once the cleaning of equipment is complete.

### **3) Stakeholder Engagement Activities**

- Meetings should be previously assessed to identify any additional controls that might be needed.  
Promote meetings, preferably in an open space environment, i.e., terrace, garden, open common areas.
- In preparation and during meetings, be sure to wash your hands frequently and thoroughly. Follow sneezing/coughing etiquette and the recommendations for hand sanitizing when touching elevators buttons, doorknobs, handrails, keyboard and mouse, printers/scanners, meeting rooms chairs, tables, screens, projectors, telephones, boards, and markers. Please refer to the "Personal Hygiene" protocol for further instructions.
- People attending the meeting need to guarantee physical distancing of 2 meters, preventing face to face positioning and avoiding handshaking, hugs, and general skin-to-skin contact. Where physical distancing of 2 meters cannot be maintained, face masks and/or eye protection (face shields, goggles, or glasses) must be worn.
- Verbal information will be given, respecting physical distance requirements. It would be beneficial to provide advanced information to the visitor (i.e., an email or phone call) with relevant information such as Personal Protective Equipment (PPE) requirements, bring their own hand sanitizer
- Advise visitors of COVID-19-related PPE requirements, which could include facemasks, gloves, goggles, or a face shield.
- Advise visitors to cancel their visit/meeting or not to enter premises if they have or suspect having pandemic-related symptoms.

### *Meeting Rooms*

- If the meeting is held in a room, ensure proper cleaning and disinfecting of the area, mainly where people have direct and constant contact (chairs, desks, doors, doorknobs, or any other surface) prior and especially after completing a session with visitors.
- Make sure ventilation is available by keeping doors and windows open and avoid handling doorknobs
- Meeting should be held with a group of people that allows for proper physical distancing, depending on the size and characteristics of the room and seating arrangements with a preference for ventilated environments. The lower the density, the better. A sign should be placed on the meeting room entrance that clearly states the maximum number of people allowed. Please consider local authorities' requirements.
- Avoid any skin-to-skin contact like handshakes, or physical contact like touching or exchanging supplies or equipment.
- Display information about the proper personal hygiene measures, i.e., that encourages participants to cover their faces with the bend of their elbow or a disposable tissue if they cough or sneeze. Supply disposable tissues and closed bins for proper disposal, better if it is a foot-operated waste bin.

- It is recommended to have enough hand sanitizer and disinfecting wipes available for all the participants in the meeting.
- Exchange of stationary (i.e., pens, paper) and electronic devices should be prohibited. To document the group's assistance, use photographs and/or previous printed list of expected assistants that will be only managed by the responsible of the meeting.
- Avoid foodservice and catering.
- Leave a gap between each ending and starting meeting (i.e., staggered meetings).

Attendees should be responsible for sanitizing the area they occupied after completing each meeting, especially if no cleaning crew is available.

## Annex 2. Public Consultation Minutes

### Regional Connectivity and Development Project Rehabilitation Project of Selected Sections of Salyan-Bilasuvär Road Public Consultations on Environmental and Social Framework (ESF) Documents

*(Conducted on February 18 and 19, 2021 with representatives of stakeholders from Salyan and Bilasuvär Rayons)*

#### Background:

As part of the Environmental and Social Safeguards requirements for the processing of the ESF documents, Public Consultations (PC) were conducted within the Rayons of Salyan and Bilasuvär.

#### The Objectives and Purposes of the Public Consultations:

- Providing information on the Project scope (general details, objectives, components, etc.);
- Presenting RCDP Environmental and Social Framework (ESF) Documents (**ESMF, RPF, SEP, LMP and PreESMP specific for the Yenikend-Bilasuvär Road Section**) that describe potential socio-environmental impacts of the Project activities and corresponding mitigations;
- For responding questions related to the above-mentioned documentations; and
- Receiving comments and feedback to be incorporated into the final versions of environmental and social framework (ESF) documents.

#### Methodology:

Digital copies of Environmental and Social Framework (ESF) Documents have been posted on the official websites of SAAAR and Salyan and Bilasuvär Executive Power Offices on February 7, 16 & 18, 2021 respectively (see Appendix 1 for relevant weblinks). In addition, SAAAR official website also contains supplementary note indicating that any interested party may use the organization's official contact details (phoneline, email and postal addresses) for sending further feedback and suggestions.

Due to the restrictions on public meetings related to the COVID-19 pandemic situation, it was decided to hold a limited number of meetings with stakeholders. One meeting was held with stakeholders living in Bilasuvär region over the "Zoom" application, and three (3) group meetings were held with stakeholders living in Salyan Rayon.

The RCDP Public Consultations were organized with the assistance of the Local Executive Powers of the Rayons, who informed to their local citizens regarding the event, as part of the outreach activities. In addition to the Project information presented during the PC's, contact details of the PIU were provided for any future grievances, suggestions and communications. The Grievance Mechanism shall also be shared in the aforementioned websites for guidance of the stakeholders and the general public prior to the commencement of the actual work.

**Location:** Salyan Rayon, Yenikend village<sup>5</sup>

**Date and time:** February 19, 2021, 10:00 AM

**Participants:** 14 people (representatives of interested parties from Yenikend, Hasanli and Chukhanli villages)

- Executive Power local representative;
- Members of Municipalities;
- Village residents; and
- A representative of the service organization.

### Minutes of the meeting

Elnur Abbaszade (representative of PIU2) informed that with financial support provided by the World Bank, the Government of Azerbaijan is in the process of preparation of the Regional Connectivity and Development Project aimed at rehabilitation of selected sections of Salyan-Bilasuvar road.

The drafts of Environmental and Social Framework (ESF) Documents describing potential socio-environmental impacts and the corresponding relevant mitigation activities have been produced as a part of the Project and in accordance with the World Bank Environmental and Social Standards, as well as relevant legislative acts of the Republic of Azerbaijan. These documents are being disclosed to the public for questions and comments. E. Abbaszade gave a PowerPoint presentation describing general information on the Project, potential socio-economic impacts and mitigation activities. It was also been mentioned that the full electronic versions of documents are available on the official websites SAAAR and Salyan Executive Power Office.

The meeting continued with a question-and-answer session.

Questions	Responses (PIU)
<b>P.Jafarov (Yenikend village excom)</b> – We were looking forward to this project. After the construction of the new road, the existing road was put aside, and left out of attention. My question is related to the dust that will be generated during the construction of the road. What specific actions are planned to prevent this?	<b>E.Abbaszade</b> – As it was mentioned during the presentation water regularly will be sprayed along the routes, as well as all unpaved access roads to stop dust emission.
<b>Z.Vahidov (Head of Chukhanli municipality)</b> – In order to prevent the entry of strangers and domestic animals into the construction site mounting lights and barriers are necessary.	<b>E.Abbaszade</b> - Security barriers will be widely applied during construction. In addition, public awareness campaigns will be organized to draw their attention to security issues.
<b>T.Rahmanov (Hasanli village excom)</b> – Sometimes we observe that during the	<b>E.Abbaszade</b> - Firstly, I would like to inform you that according to the prepared ESF

<sup>5</sup> Given the current pandemic situation, representatives of various communities were invited to a meeting located nearby.

Questions	Responses (PIU)
construction process the top layer of existing asphalt roads is removed and thrown to the side of the road. This is a serious threat to the soil.	documents, areas for large-scale waste disposal will be identified at the pre-construction stage. A waste management plan with all details for waste disposal will be prepared by the contractors and approved by the construction technical supervision consultant. The Contractor will not dump any constructional materials on individual land plots without the permission of the landowner and the consent of the Engineer.
<b>P.Gozalov (teacher)</b> – Will the Grievance Redress Mechanism be approached as a tool to share our feedback and suggestion with you?	<b>E.Abbaszade</b> – During the preparation phase of the project, as well as during the active construction period the regular interactions can be established and maintained to express your feedback and suggestions to us.
<b>A.Huseynov (school principal)</b> – As I understood from the presentation the project envisages the development of roadside markets and, indirectly, the creation of new jobs. This is a very important direction. These markets are a very good opportunity for the people of our village to earn money by selling their products.	<b>E.Abbaszade</b> - You are absolutely right. The third component of the project envisages the development of such markets. However, before starting on these activities, there is a need for serious research. A decision will be made upon the results of relevant investigations, including consultations with the local population.
<b>M.Abasov (Member of Hasanli municipality)</b> – Is the land acquisition expected as part of the construction?	<b>E.Abbaszade</b> – No new areas are expected to be acquired as the rehabilitation of this road is planned to be carried out along the existing road axis. Nevertheless, in accordance with international standards, a Resettlement Policy Framework (RPF) has been developed, which regulates the mentioned issue.

**Azərbaycan Avtomobil Yolları Dövlət Agentliyi**  
**Regional Yollar və İnkişaf Layihəsi**  
**Salyan-Biləsuvar yolunun seçilmiş hissələrinin bərpası**  
**Sosial və ətraf mühitə təsirlər barədə sənədlərin ictimai müzakirəsi**

Salyan R-NU, Yenikənd k.  
yaşayış məntəqəsi (rayon, kənd)

19.02.21 10<sup>00</sup>

tarix və vaxt

**İştirakçıların siyahısı**

S.s.	Adı və soyadı	İş yeri və tutduğu vəzifə	İmza	Əlaqə nömrəsi
1.	Bərdəli Cəfər	Yenikənd i.ə.İ. nümayəndəsi	[İmza]	050-221-14-78
2.	Əbasov Əsəb	Tərtər kənd bələdiyyə sədri	[İmza]	050-350-45-70
3.	Rəhimov Tofiq	Həsəni i.ə.İ. N. dəs.	[İmza]	050-632-23-22
4.	Çobanov Faiq	Qardali i.ə.İ. dəs.	[İmza]	050-646-60-77
5.	Əbasov Əliqasım	Həsəni bələdiyyə sədri	[İmza]	050-429-44-13
6.	Səlimov Rəşad	Müəllim	[İmza]	055-749-49-20
7.	Gözləli Fəxr	Müəllim	[İmza]	050 361-14-84
8.	Əfəndi Həsən	İkhtisab Dövlətçisi	[İmza]	050-632-22-96
9.	Hüseynov Həsən	Direktor müavini	[İmza]	050-324-27-38
10.	Dünnəliyev Sədrəddin	Su agentli	[İmza]	050-574-87-38
11.	Kərimov Fəxr	Çoxməhlə bələdiyyə sədri	[İmza]	050-325-53-75
12.	Səfərov Əliqasım	Tərtər i.ə.İ. müəvini	[İmza]	050-380-60-89
13.	Nəzirova Səhər	Mühasib	[İmza]	050-362-03-07
14.	Səfərova Zəmin	İctimai xidmət	[İmza]	070 340-57-56
15.				
16.				
17.				
18.				
19.				
20.				



Yenikend village, Salyan Rayon, February 19, 2021



Yenikend village, Salyan Rayon, February 19, 2021

**Location:** Arbatan village, Salyan Rayon

**Date and time:** February 19, 2021, 11:30 AM

**Participants:** 11 people (representatives of interested parties from Arbatan, Marishli, Seyidsadigli and Sarvan villages)

- Executive Power local Representatives;
- Municipality members;
- Local people.

### Minutes of the meeting

Elnur Abbaszade (representative of PIU2) informed that with financial support provided by the World Bank, the Government of Azerbaijan is in the process of preparation of the Regional Connectivity and Development Project aimed at rehabilitation of selected sections of Salyan-Bilasuvay road.

The drafts of Environmental and Social Framework (ESF) Documents describing potential socio-environmental impacts and the corresponding relevant mitigation activities have been produced as a part of the Project and in accordance with the World Bank Environmental and Social Standards, as well as relevant legislative acts of the Republic of Azerbaijan. These documents are being disclosed to the public for questions and comments. E. Abbaszade gave a PowerPoint presentation describing general information on the Project, potential socio-economic impacts and mitigation activities. It was also been mentioned that the full electronic versions of documents are available on the official websites SAAAR and Salyan Executive Power Office.

The meeting continued with a question-and-answer session.

Questions	Responses (PIU)
<b>F.Gafarov (Arbatan village excom)</b> – Using internal roads during the construction may create a threat for our village residents. What measures are planned in this regard?	<b>E.Abbaszade</b> – A Transport Management Plan will be produced to prevent the mentioned negative situations. In addition, some measures will be taken such as informing the local population about the planned work in advance, placing flagmen and mounting temporary traffic lights in perilous areas, establishing pedestrian crossings and reducing the movement of large trucks, especially during rush hours.
<b>A.Huseynov (Head of Marishli municipality)</b> – Construction materials or waste spilled from trucks during construction are a source of danger on the roads. Please impose strict control on this issue.	<b>E.Abbaszade</b> - Trucks carrying soil, gravel, and stones will be covered with a tent or any material that can effectively prevent spillage. Drivers and contractors bear responsibility for loading materials and transporting them safely, especially when passing through residential areas.

Questions	Responses (PIU)
<b>I.Mammadov (Resident of Sarvan village)</b> – Will local people be employed or people from other areas be invited here to get a job in construction?	<b>E.Abbaszade</b> - Job competitions will be organized to attract employees. Of course, local labor will be preferred, if they have the necessary qualifications and skills.
<b>A.Farajov (Head of Arbatan municipality)</b> – Are there any other works planned to be done for our village within the project?	<b>E.Abbaszade</b> - The third component of the project involves the implementation of certain social and economic activities. This includes providing support for the planning and development of the roadside market and logistics facilities. On the other hand, it is also planned to develop a curriculum and then provide special training and consulting services for small agricultural producers and agro-logistics operating in the project area. Trainings will be open to everyone in the communities living in the project area.

**Azərbaycan Avtomobil Yolları Dövlət Agentliyi**  
**Regional Yollar və İnkişaf Layihəsi**  
**Salyan-Biləsuvar yolunun seçilmiş hissələrinin bərpası**  
**Sosial və ətraf mühitə təsirlər barədə sənədlərin ictimai müzakirəsi**

Salyan r-nu, Arbatan k. 19.02.21 11 30  
yaşayış məntəqəsi (rayon, kənd) tarix və vaxt

**İştirakçıların siyahısı**

S.s.	Adı və soyadı	İş yeri və tutduğu vəzifə	İmza	Əlaqə nömrəsi
1.	Dəfəzov Fiqurət	Arbatan r-nu	[İmza]	051413001
2.	Fəxrəddin Ələkar	Arbatan r-nu	[İmza]	05175315-00
3.	Küseyinov Məhəmməd	Arbatan r-nu	[İmza]	050451-05-67
4.	Usulov Vüqar	Arbatan r-nu	[İmza]	050-391-22-89
5.	Səfərov Ərif	Arbatan r-nu	[İmza]	059-390-84-0.
6.	Məmmədov İntiqam	Sarıvan 13812	[İmza]	0503635799
7.	Səfərov Elmiz	Sarıvan 13812	[İmza]	0507803536
8.	Nəbiyev Fərid	Sarıvan 13812	[İmza]	0513265064
9.	Əsədov Cəmal	Sarıvan 13812	[İmza]	0513497301
10.	Səmədov Arar	Sarıvan 13812	[İmza]	0515534808
11.	Məhəmmədov Əhməd	Sarıvan 13812	[İmza]	0514262987
12.				
13.				
14.				
15.				
16.				
17.				
18.				
19.				
20.				



Arbatan village, Salyan Rayon, February 19, 2021



Arbatan village, Salyan Rayon, February 19, 2021



Arbatan village, Salyan Rayon, February 19, 2021



Marishli village, Salyan Rayon, February 19, 2021

**Location:** Salyan Rayon, Sarvan village

**Date and time:** Feb 19, 2021, at 01:30 pm

**Participants:** 10 people (representatives of interested parties from Shorsulu, Sarvan and Gizilaghadj villages)

- Executive Power local Representatives;
- Members of Municipalities;
- Local people.

### Minutes of the meeting

Elnur Abbaszade (representative of PIU2) informed that with financial support provided by the World Bank, the Government of Azerbaijan is in the process of preparation of the Regional Connectivity and Development Project aimed at rehabilitation of selected sections of Salyan-Bilasuvay road.

The drafts of Environmental and Social Framework (ESF) Documents describing potential socio-environmental impacts and the corresponding relevant mitigation activities have been produced as a part of the Project and in accordance with the World Bank Environmental and Social Standards, as well as relevant legislative acts of the Republic of Azerbaijan. These documents are being disclosed to the public for questions and comments. E. Abbaszade gave a PowerPoint presentation describing general information on the Project, potential socio-economic impacts and mitigation activities. It was also been mentioned that the full electronic versions of documents are available on the official websites SAAAR and Salyan Executive Power Office.

The meeting continued with a question-and-answer session.

Questions	Responses (PIU)
<b>G.Hasanov (Gizilaghaj village excom)</b> – There are several secondary school buildings along the road. How will the safety of the population, especially schoolchildren, be ensured during construction?	<b>E.Abbaszade</b> – A Traffic Management Plan will be developed to regulate increasing traffic in the area. In addition, some measures will be implemented too. For example, additional advocacy work may be carried out in schools so that children can be introduced to safety rules during construction. On the other hand, additional measures may be undertaken in areas some areas, such as placing flag persons and mounting temporary traffic lights, establishing pedestrian crossings, and reducing the movement time of large trucks, especially during rush hours. In addition, safety signs will be installed in prominent places.
<b>S.Javadov (Shorsulu village excom)</b> – I think there will not be such a serious problem. I urge you to minimize the impact	<b>E.Abbaszade</b> - Efforts will be made to ensure that all activities carried out under

Questions	Responses (PIU)
on the soil and the environment as much as possible, simply because our area is an agricultural zone.	the project do not have a negative socio-environmental impact. As you can see from the presentation, preventive measures will be proposed to be taken for all types of impacts.
<b>F.Mammadov (Head of Shorsulu municipality)</b> – We have some suggestions on the technical aspects of the project. How can we present them?	<b>E.Abbaszade</b> - the World Bank's 10 <sup>th</sup> Environmental and Social Standard (ESS) includes stakeholder engagement and disclosure. Public hearings should also be held in accordance with the requirements of the Law on Environmental Impact Assessment and the Law on Public Participation. At the same time, the existence of an open and transparent relationship between the stakeholders in the project is considered an essential element of international practice. Effective stakeholder participation can improve the environmental and social sustainability of projects and make a significant contribution to the more successful design and implementation of the project. For this purpose, additional consultations will be held with you during the preparation of the project. In addition, a continuous information exchange mechanism will be established and operated throughout the project between the stakeholders involved in the project.
<b>B.Sadigov (Member of Gizilaghadj municipality)</b> – Land plots of some villagers are situated in close vicinity of the road. We would like to minimize the impact on those lands during construction.	<b>E.Abbaszade</b> - As you saw in the presentation, a number of preventive measures have been taken to minimize the environmental impact of the construction work. During the construction period, contractors will not be allowed to dump excess materials on individual plots of land without the permission of the landowner. All temporarily affected areas should be rehabilitated at the end of the project.

Questions	Responses (PIU)
<b>I.Hasanov (teacher)</b> – If there is a plan to rehabilitate the affected areas as you mentioned earlier, is it possible that the vegetation, for example, cut trees, will be replaced with new ones?	<b>E.Abbaszade</b> - If there will be an inevitable impact on trees, then mature trees will be removed for replanting or three new trees will be planted instead of every single cut tree.

**Azərbaycan Avtomobil Yolları Dövlət Agentliyi**  
**Regional Yollar və İnkişaf Layihəsi**  
**Salyan-Biləsuvar yolunun seçilmiş hissələrinin bərpası**  
**Sosial və ətraf mühitə təsirlər barədə sənədlərin ictimai müzakirəsi**

Salyan R-nu, Sarvan R. 19.02.2021 13<sup>30</sup>  
yaşayış məntəqəsi (rayon, kənd) tarix və vaxt

**İştirakçıların siyahısı**

S.s.	Adı və soyadı	İş yeri və tutduğu vəzifə	İmza	Əlaqə nömrəsi
1.	Məmmədov Fəxrul	Sorsulu kəndi Bələdiyyə sədri		050-055 393-33-23
2.	Həliyev Binyad	Qızılqac kəndi Bələdiyyə sədri		051-421-41-00
3.	Cavadov Şahmən	Sorsulu kəndi Nəməyəndənin müdirləri		0509936757
4.	Həsənov Əmir Əhməd oğlu	Qızılqac kəndi 1.2.8.21. N-5		0503743941
5.	İsmayılov Fəxrul Rəis	Sarvan kəndi 1300 Müəssisəsi		0506407004
6.	Bəqir Rəis Hidayət	Sarvan kəndi 1300 Müəssisəsi		0505030960
7.	Sadıqov Bəqir Məmməd oğlu	Qızılqac kəndi Müəssisəsi		050-552-17-37
8.	Həsənov İmamiyev M.	Müəllim		05058249-12
9.	Dadaşov Şamxat oğlu	Müəllim		0503404571
10.	Həsənov Əmir Əhməd oğlu	Mərguzar		0505030960
11.				
12.				
13.				
14.				
15.				
16.				
17.				
18.				
19.				
20.				

In addition to the group meetings listed above two more individual meetings were held with Mr. Etibar Huseynov, Deputy head of Salyan Executive Power Office and Mr. Sarvaddin Jafarov, head of Salyan Municipality.



Sarvan village, Salyan Rayon, February 19, 2021



Sarvan village, Salyan Rayon, February 19, 2021



Sarvan village, Salyan Rayon, February 19, 2021



Sarvan village, Salyan Rayon, February 19, 2021

**Location:** Administrative office of SAAAR (a distance meeting over the Zoom application)

**Date and time:** February 18, 2021, 3:00 PM

**Participants:** 23 people (representatives of interested parties from Khirmandali, Beydili and Ashaghi Jurali villages of Bilasuvar Rayon)

- Executive Power local Representatives;
- Municipality members
- Local people.

### Minutes of the meeting









Elnur Abbaszade (representative of PIU2,) informed that with financial support provided by the World Bank, the Government of Azerbaijan is in the process of preparation of the Regional Connectivity and Development Project aimed at rehabilitation of selected sections of Salyan-Bilasuvar road.

The drafts of Environmental and Social Framework (ESF) Documents describing potential socio-environmental impacts and the corresponding relevant mitigation activities have been produced as a part of the Project and in accordance with the World Bank Environmental and Social Standards, as well as relevant legislative acts of the Republic of Azerbaijan. These documents are being disclosed to the public for questions and comments. E. Abbaszade gave a PowerPoint presentation describing general information on the Project, potential socio-economic impacts and mitigation activities. It was also been mentioned that the full electronic versions of documents are available on the official websites SAAAR and Salyan Executive Power Office.

The meeting continued with a question-and-answer session.

Questions	Responses (PIU)
<b>A.Imanov (resident of Khirmandali village)</b> – We are facing certain challenges while our domestic animals cross the newly built road. I hope there will be no such ban on this road. It is important to have special temporary crossings for this purpose during the construction of the road.	<b>E.Abbaszade</b> – In accordance with the initial technical documentation, I can say that this road will have the 2 <sup>nd</sup> category and there will be no restrictions on the crossing of domestic animals through designated locations. Temporary safety barriers and road signs to be installed during construction will help to organize movements.
<b>A.Jafarov (Baydili village excom)</b> – As a result of the project, the mobility of people living in the area will increase. For this reason, we are ready to support the project within our authorities. My concern is about the use of local labor. Please, increase the involvement of the rural population in construction as much as possible.	<b>E.Abbaszade</b> – Preference will be given to local labor if they have the necessary qualifications and skills.
<b>I.Azizov (Head of Khirmandali municipality)</b> – The existing road is	<b>E.Abbaszade</b> - Some measures will be taken to reduce noise and not cause

Questions	Responses (PIU)
situated at a very close distance to our village. Noise during construction will disturb the villagers. Therefore, I ask you to monitor this case.	inconvenience to residents. For example, restricting working hours during certain hours of the day or not allowing noise to exceed a certain norm. In addition, if necessary, the local population will be notified in advance about activities that could cause a loud noise.
<b>G.Baghirov (Ashaghi Jurali excom)</b> – Where will construction waste be transported?	<b>E.Abbaszade</b> - An area for large-scale waste collection will be identified prior to construction. Garbage bins will be provided for each work area and waste and non-hazardous waste will be collected at designated disposal sites. Waste disposal sites will be agreed with local municipalities and relevant authorities.

 <p>Elnur Abbaszade, PIU2</p>	 <p>Galib Baghirov, Ashaghi Jurali Executive Power local Representative, Bilasuvar Rayon</p>
 <p>Azad Imanov, resident of Khirmandali village, Bilasuvar Rayon</p>	 <p>Rahib Hajiye, Khirmandali village Executive Power local Representative, Bilasuvar Rayon</p>
 <p>İlqar Karimov, Head of Beydili municipality, Bilasuvar Rayon</p>	 <p>Adil Jafarov, Beydlil village Executive Power local Representative, Bilasuvar Rayon</p>
 <p>Salamat Rahimov, resident of Ashaghi Jurali village, Bilasuvar Rayon</p>	 <p>Gabil Baghirov, resident of Ashaghi Jurali village, Bilasuvar Rayon</p>

**Azərbaycan Avtomobil Yolları Dövlət Agentliyi**  
**Regional Yollar və İnkişaf Layihəsi**  
**Salyan-Biləsuvar yolunun seçilmiş hissələrinin bərpası**  
**Sosial və ətraf mühitə təsirlər barədə sənədlərin ictimai müzakirəsi**

Biləsuvar rayonu, Aşağı Cürelə kəndi  
yaşayış məntəqəsi (rayon, kənd)

18 fevral 2021-ci il saat 15:00  
tarix və vaxt

**İştirakçıların siyahısı**

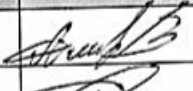
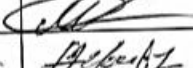
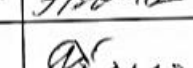

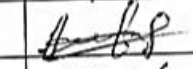
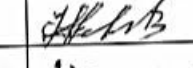
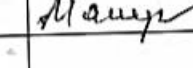

S.s.	Adı və soyadı	İş yeri və tutduğu vəzifə	İmza	Əlaqə nömrəsi
1.	Bağirov Qalib Nədir	Əlaqə Cürelə kəndi		050 344 9884
2.	Sirurov Əmr Əlişə	Əlaqə Cürelə kəndi		051 308 7801
3.	Bağirov Qabil Nədir	kənd sarkisi		050 546 7616
4.	Rəhimov Səlamət Əlişə	kənd sarkisi		050 743 8585
5.	Rəyev Əlyar Hüseyn	kənd sarkisi		050 614 9137
6.	Hüseynov Əbdullə Əlişə	kənd sarkisi		051 854 8847
7.	Əliyev Ələz Əlişə	kənd sarkisi		050 370 0481
8.	Rəzəzadə Büsəli Nəzər	kənd sarkisi		051 768 4346
9.	Məmmədov Məhədi Əlişə	kənd sarkisi		070 215 1284
10.	Əliyev Təpdiş Nədir	kənd sarkisi		050 580 5395
11.				
12.				
13.				
14.				
15.				

**Azərbaycan Avtomobil Yolları Dövlət Agentliyi**  
**Regional Yollar və İnkişaf Layihəsi**  
**Salyan-Biləsuvar yolunun seçilmiş hissələrinin bərpası**  
**Sosial və ətraf mühitə təsirlər barədə sənədlərin ictimai müzakirəsi**

Biləsuvar rayonu, Xırmandalı kəndi  
yaşayış məntəqəsi (rayon, kənd)

18 fevral 2021-ci il saat 15:00  
tarix və vaxt

**İştirakçıların siyahısı**

S.s.	Adı və soyadı	İş yeri və tutduğu vəzifə	İmza	Əlaqə nömrəsi
1.	İmranov Azad	Mülkiyyətçi		070-900-94-30
2.	Muradov Əlim	Mülkiyyətçi		057-845-39-85
3.	Əzizov İlqar	Bələdiyyə Sədri		070-677-18-84
4.	Bəşirə Tofiq	KİT-də Məmur		010-258-45-38
5.	Məmmədov Elxan	Mülkiyyətçi		051-772-11-46
6.	Əbdulayev Bəqir	Mülkiyyətçi		051-592-48-49
7.	Əbdulayev Bəqir	Mülkiyyətçi		050-583-25-02
8.	Məmmədov Tehran	Mülkiyyətçi		050-578-44-64
9.				
10.				
11.				
12.				
13.				
14.				
15.				

**Azərbaycan Avtomobil Yolları Dövlət Agentliyi**  
**Regional Yollar və İnkişaf Layihəsi**  
**Salyan-Bilasuvar yolunun seçilmiş hissələrinin bərpası**  
**Sosial və ətraf mühitə təsirlər barədə sənədlərin ictimai müzakirəsi**

Bilasuvar rayonu, Bəydili kəndi 18 fevral 2021-ci il saat 15:00  
yaşayış məntəqəsi (rayon, kənd) tarix və vaxt

**İştirakçıların siyahısı**

S.ə	Adı və soyadı	İş yeri və tutduğu vəzifə	İmza	Əlaqə nömrəsi
1.	Cəfərov Adil Vəkil	İcra nümayəndəsi	[İmza]	0708927132
2.	Kərimov İsmayil Səlim	Bələdiyyə sədri	[İmza]	0509735057
3.	Baqirəli Kərim Kərim	Bələdiyyə nümayəndəsi	[İmza]	0513560955
4.	Məmmədov Adil Kərim	Bələdiyyə operatoru	[İmza]	0514271235
5.	Baqirəli Rəşad Qurbanlı	İN-yə nümayəndəsi	[İmza]	0558165050
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
15.				

Bilasuvar r/n Bəydili kənd İcra nümayəndəsi  
 S.V. Cəfərov [İmza]

In addition to the group meetings listed above an individual consultation was held with Mr. Rovshan Badalov, a representative of the architectural department of the Executive Power Office of Bilasuvar Rayon.

## Appendix #1.

ESF Documents issued on the official website of SAAAR on February 7, 2021

<http://www.aayda.gov.az/az/pages/287/>



The screenshot shows the official website of AAYDA (Azərbaycan Yolları Dövlət Agentliyi). The header includes the AAYDA logo and a quote by Heydar Əliyev: "Yol - iqtisadiyyat, mədəniyyət, bir sözlə həyat deməkdir!" (The road - economy, culture, in one word, life). Below the header is a navigation menu with links: Baş sahifə, Azərbaycan, Haqqımızda, Sənədlər, Yollar, Xəbərlər, Galereya, Fəaliyyət, Əlaqə, and Zəfər yolu.

The main content area is titled "Regional Yollar və İnkişaf Layihəsi". On the left, there is a sidebar with a "Təsnifat" (Classification) section containing links: Layihələr, Respublika əhəmiyyətli, Yerli əhəmiyyətli, and Avtomobil yollarının xəritəsi. Below these is a link "Layihələr barədə təqdimat" with a dropdown arrow.

The main list of documents includes:

- 1. Ətraf Mühit və Sosial İdarəetmə Üzrə Çərçivə Sənədi (ƏMSİÇS)
- 2. Köçürülmə Siyasəti Üzrə Çərçivə Sənədi (KSÇS)
- 3. Maraqlı Tərəflərin Cəlb Olunması Planı (MTCOP)
- 4. Əməyin İdarəedilməsi Prosedurları (ƏİP)
- 5. İlkin Ətraf Mühit və Sosial İdarəetmə Planı (ƏMSİP)
- 1. Preliminary Environmental and Social Management Plan (PreESMP)
- 2. Stakeholder Engagement Plan (SEP)
- 3. Resettlement Policy Framework (RPF)
- 4. Labor Management Procedures (LMP)
- 5. Environmental and Social Management Framework (ESMF)

At the bottom of the list, it states: "Sənədlərlə bağlı sual və təkliflərinizi AAYDA-nın rəsmi elektron ünvanlarına göndərə bilərsiniz."

ESF Documents issued on the official website of the Executive Power Office of Salyan Rayon on February 16, 2021

<http://salyan-ih.gov.az/news/997.html>

**AZƏRBAYCAN RESPUBLİKASI**  
**SALYAN RAYON**  
**İCRA HAKİMİYYƏTİ**

Ana sahifə İcra Hakimiyyəti Qanunvericilik Xəbərlər Elektron xidmətlər Əlaqə Foto qalereya

Rayon haqqında  
İcra Hakimiyyəti  
İnfrastruktur  
Qanunvericilik  
Azərbaycan  
İnternet linkləri  
Etik davranış  
Qələbə qəzeti  
Apellyasiya şurası  
Ölkə Başçısı Salyanda  
Yaşilliq xəritəsi  
Könüllülük fəaliyyəti  
Yenidənqurma işləri

Unvan: AZ-5200, Salyan şəhəri,  
T.Xəlilbəyli küçəsi, 136  
Faks: 021-255-50-31  
E-mail: mail@salyan-ih.gov.az

**Xəbərlər**  
Regional Yollar və İnkişaf Layihəsi  
2021-02-16

**AZƏRBAYCAN RESPUBLİKASI**

**AZƏRBAYCAN AVTOMOBİL YOLLARI DÖVLƏT AGENTLİYİ**

**Regional Yollar və İnkişaf Layihəsi**

**KÖÇÜRÜLMƏ SIYASƏTİ ÜZRƏ ÇƏRÇİVƏ SƏNƏDİ (KSÇS)**

**Fevral 2021**

Ətraflı sənədlər

[Köçürülmə Siyasəti üzrə Çərçivə Sənədi \(KSÇS\)](#)

[Ətraf Mühit və Sosial İdarəetmə üzrə Çərçivə Sənədi \(ƏMSİÇS\)](#)

[İlkin Ətraf Mühit və Sosial İdarəetmə Planı \(ƏMSİP\)](#)

[Marşrut Tərəflərin Cəlb Olunması Planı \(MTCOP\)](#)

[Əməyin İdarəedilməsi Prosedurları \(ƏİP\)](#)

← əvvəlki

© 2021 All right reserved www.salyan-ih.gov.az

ESF Documents issued on the official website of the Executive Power Office of Bilasuvar Rayon on February 16, 2021

<http://www.bilesuvar-ih.gov.az/news/940.html>