

U-Tapao International Airport Expansion Project

Ban Chang District, Rayong Province

Stakeholder Engagement Framework

Royal Thai Navy

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1 Background

The U-Tapao Airport Runway 2 and Taxiway Development (or “the Project”) is financed by the Asian Infrastructure Investment Bank (AIIB). Thus, the Environmental and Social Policy (ESP) of AIIB¹, including the Environment and Social Standards (ESSs) and the Environmental and Social Exclusion List applies to the Project, alongside relevant Thai regulations.

According to the ESP, meaningful consultations with stakeholders are required during the Project's preparation and implementation. They are intended to present Project design, environmental and social mitigation and monitoring measures, development benefits and opportunities, and implementation issues.

The Project involves large-scale construction activities and is expected to cause significant adverse noise-related environmental and social impacts. Based on these significant adverse environmental and social impacts, the Project is assigned Category A. Environmental and Health Impact Assessment (EHIA), Noise Compensation Management Framework (NCMF) and this Stakeholder Engagement Framework (SEF) are prepared to mitigate these impacts and disclosed.

The draft EHIA was subjected to three rounds of public consultations, as required by the Thai regulations, duly following prevailing COVID-19 guidance. The extensive process included public hearings, focus group discussions (FGD), interviews, surveys, online, traditional and social media outreach, communication materials in soft and hard copies. The first public consultation to inform PAPs of EHIA's scope and guidelines took place in July 2019 and included 333 participants. The second public consultation was undertaken during the EHIA preparation between November 2019 and July 2020. It included ongoing disclosure of project details, surveys (covering 86 households out of the 93 in NEF \geq 40), 76 interviews (with 144 interviewees) and FGDs (including 1,536 participants). The third round of public consultations was intended to present the finding of the draft EHIA, which was disclosed on 3rd July 2020. Two public hearings were organized in August 2020 with a total of 791 participants. The stakeholder engagement conducted, consultations and participants' feedback are documented in the EHIA. Recommendations, requests, and suggestions were considered in the drafting of the EHIA where practical.

The EHIA, NCMF and SEF are available in Thai and English on site and on following websites:

- <https://www.eeco.or.th/en/filedownload/3205/file-stakeholder-engagement-framework-of-the-construction-of-the-2nd-runway-and-taxiway>
- <https://www.aiib.org/en/projects/details/2022/proposed/Thailand-U-Tapao-International-Airport-Expansion-Project.html>

This SEF lays out the approach that will be taken during the implementation of the Runway 2 and Taxiways at the U-Tapao airport (“RWY2”) in accordance with the ESP and EHIA of the Project. The EHIA study forecasts buildings and structures likely to be affected by aircraft noise in 2048.

¹ <https://www.aiib.org/en/policies-strategies/download/environment-framework/AIIB-Revised-Environmental-and-Social-Framework-ESF-May-2021-final.pdf>

2 Public Participation and Public Relations Action Plan²

2.1 Principles and reasons

Based on outcome of the implementation of public participation in the project at the environmental impact assessment stage, it was found that certain groups of people in the project area still had concerns about the project. Providing people with information along with opportunity to participate in the development of the project can greatly increase confidence about the project as well as provide a channel of communication for exchange of ideas, suggestions on the project, public information for better understanding, reassurance, and mutual trust. Public participation and public relations are considered vitally important for the project.

2.2 Objectives

- 1) To disseminate accurate information about the project to the public throughout the construction and operation phases of the project, clearly and continuously, especially project implementation plans, environmental impacts, outcomes of the implementation of measures to prevent and mitigate environmental impacts during both the construction and operation phases as well as results of continuous monitoring of environmental and social impacts on residents and members of the public.
- 2) To monitor, coordinate and address the impacts on the community throughout the operation phase, which will result in good relationships between the project and the community.
- 3) To serve as a channel for communication and for members of the public to make contact with the project.
- 4) To build confidence in the project's strict compliance with environmental and social measures.
- 5) To help and support the activities of the community, government agencies for the benefit of the community more particularly the vulnerable project affected people,

2.3 Implementation Area/ Target Group

In determining the area to implement public participation activities, the nature and scope of the potential impact of the project is considered to cover all stakeholders of the project.

² Refer Chapter 7 of the EHIA.

2.4 Implementation Method

The implementation of the public participation and public relations action plans consists of 4 stages:

- **Stage 1 – Public Education** by continuously and consistently promoting knowledge and understanding among members of the communities and relevant agencies on the operations of U-Tapao International Airport, environmental and social management, community engagement, public relations activities, social meetings, discussion, and participation in community activities on a regular and ongoing basis.
- **Stage 2 – Public Consultation** involves discussion of issues of concern in order to acknowledge the actual needs of the community and relevant agencies based on the information received in Stage 1. Then, public consultation sessions can be organized based on willingness of both sides, budgetary support as well as participation by representatives of relevant sectors.
- **Stage 3 – Community Relations Programs to Solve their Concerns** through the creation of activities and projects in close collaboration with the communities in order to resolve their issues of concern that correspond to the actual needs of the community.
- **Stage 4 – Evaluation Programs** refers to the assessment of activities/projects that have been implemented to further improve/update to increase effectiveness and satisfactory outcomes for both parties.

Details of the community engagement and public relations action plan to promote public understanding of the project can also be classified in accordance with the phases of project implementation: pre-construction, construction, and operation phases, as detailed in Table 1.

Table 1 Public relations public information and news updates relating to the project

Target group	Relevance/ significance to the project	Communication issues, channels, and choice of media in public relations		
		Pre-construction phase	Construction phase	Operation phase
Person who may be exposed to impact	<ul style="list-style-type: none"> - Direct stakeholders - Person who may be impacted by the project 	Communication Points <ul style="list-style-type: none"> - Background, essence, benefits, details, procedures and duration of project implementation - Possible environmental impacts and measures to mitigate such impacts - The importance of developing the national air transport capability which benefits businesses, such as the travel and tourism industry. - The establishment of a working group to investigate and determine compensation, to survey and create database of affected persons and compensation plan as well as determination of damages relating to all cases of sonic boom. - Criteria for compensation for noise impact - Use commercially reasonable efforts in cases not covered by criteria of compensation for noise impact 	Communication Points <ul style="list-style-type: none"> - Progress status of construction at various phases - Possible impacts and preventive and corrective measures - Corporate social responsibility (CSR) projects that are beneficial to the community or area that may be impacted by the project - Publicize communication channels to receive complaints or suggestions. - Criteria for compensation for noise impact - Use commercially reasonable efforts in cases not covered by criteria of compensation for noise impact - Progress status in establishment of U-Tapao International Airport development fund and channels for requesting annual social budget support. - Complaints on environmental impacts and sonic boom 	Communication Points <ul style="list-style-type: none"> - Operational excellence measures - Environmental impact prevention and resolution measures - Corporate social responsibility (CSR) projects that are beneficial to the community or area that may be impacted by the project - Publicize communication channels to receive complaints or suggestions. - Criteria for compensation for noise impact - Use commercially reasonable efforts in cases not covered by criteria of compensation for noise impact - U-Tapao International Airport development fund and channels for receiving support from the fund. - Complaints on environmental impacts and sonic boom

Person who may be exposed to impact (continued)	<ul style="list-style-type: none"> - Direct stakeholders - Person who may be impacted by the project 	<ul style="list-style-type: none"> - Progress in setting up the U-Tapao International Airport Development Fund and channels for requesting annual social budget support. - Complaints on environmental impacts and sonic boom Format and channel <ul style="list-style-type: none"> - Visits/meetings - Information kits that have been disseminated through local media, including television, radio, and printed materials. - Environmental Impact Resolution Coordination Center, U-Tapao International Airport - Media - Project information kit - Leaflets/articles/television and radio news scoops - Website http://www.utapao.com - Website https://www.EECO.or.th/th - Other communication channels, such as Line application and Facebook 	Format and channel <ul style="list-style-type: none"> - Visits/meetings - Information kits that have been disseminated through local media, including television, radio, and printed materials. - Environmental Impact Resolution Coordination Center, U-Tapao International Airport - Media - Project information kit - Leaflets/articles/television and radio news scoops - Website http://www.utapao.com - Website https://www.EECO.or.th/th - Other communication channels, such as Line application and Facebook 	Format and channel <ul style="list-style-type: none"> - Visits/meetings - Participating in community activities organized by the RTN and EECO/or project management or project maintenance. - Environmental Impact Resolution Coordination Center, U-Tapao International Airport - Media - Project information kit - Leaflets/articles/television and radio news scoops - Website http://www.utapao.com - Website https://www.EECO.or.th/th - Other communication channels, such as Line application and Facebook
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2.5 Duration of implementation

- **Pre-construction phase:** at least 1 time before construction starts
- **Construction Phase:** throughout the construction period
- **Operation Phase:** throughout the duration of the project

2.6 Responsible parties

- **Construction phase:** RTN and EECO, supervising construction contractors to ensure compliance with measures
- **Operation Phase:** EECO

2.7 Evaluation

Prepare a report on the implementation of environmental impact prevention and resolution measures and environmental impact monitoring measures for submission to authorizing agencies twice a year during the construction phase.

3 Summary of Previous Consultations (in addition to the consultations conducted as part of EHIA)

3.1 Summary of Consultation Meeting with representatives of complainants on noise impact issues of the second runway and taxiway construction project of U-Tapao Airport, dated 11 October 2021

Meeting Name	Meeting with representatives of complainants on noise impact issues of the second runway and taxiway construction project of U-Tapao Airport
Date	11 October 2021
Venue	Ban Chang Subdistrict Municipality, Rayong
Meeting Participants	<ul style="list-style-type: none"> - Representatives of Affected Households and Complainants - Rayong province representatives - Mayor - EECO - Royal Thai Navy - EHIA Consultant (UAE) - EECO's Consultant
Summary of the Meeting	
<p>A consultant from United Analyst and Engineering Consultant Co., Ltd. ("UAE") clarified about 3 noise exposure lines including details of the origin of each line to the affected households and those who raised complaints.</p> <p>There were discussions and raised questions on various issues during the meeting. There are details as follows:</p>	

- The meeting asked for the clarification of data whether the consultant had actually visited the site, and whether there was the actual Decibel level has been measured in each spot or not.
- The consultant clarified that an internationally accepted model, noise data of the current flight and in the forecast year have been used. The consultant clarified that the forecast has taken into consideration the impact in the ultimate phase which will have higher number of flights than the current operation. During the operation phase, the noise monitoring stations will be installed, and actual noise impact will be measured.
- The meeting asked for the clarification on rectangular portion of an airport according to aviation standards, and whether it was taken into account in the study or not.
- The consultant clarified that the flight route has been discussed with the air traffic control agency (Aeronautical Radio of Thailand Ltd. (AEROTHAI)), which consists of takeoff and landing in different directions according to the appropriate season.
- The meeting asked for the clarification of whether the modeler who ran the Aviation Environmental Design Tool ("AEDT") programme have received certification and training or not, and whether they have professional licenses or not.
- The consultant clarified that a model has been certified and the team has been trained by the program owner and the Office of Natural Resources and Environmental Policy and Planning ("ONEP").
- The meeting asked for the clarification of whether military flights have been taken into account in the model or not, and how many of those flights are.
- RTN explained that military flights are not normally considered as commercial flights and the number of flights is limited. The model mainly considered commercial flights which will be the majority of flights of the airport.
- At the meeting, the consultants were asked to present the data used in the model.
- The consultant shared dataset used in the model such as aircraft types, flight paths, the number of flights.
- The complainants explained that they have never objected an airport/aviation city project, but they would like to ask for the project to be implemented fairly and justly. In this regard, they support the project and are pleased that the project will bring prosperity in the area.
- The meeting asked for the list of the Environmental Impact Assessment Report Consideration Expert Committee.
- The consultants informed the meeting that the list of the Environmental Impact Assessment Report Consideration Expert Committee who would consider the project will be on the website of ONEP.
- EECO representatives informed the meeting that EECO will propose setting up a working group to receive complaints and concerns from those affected and to understand each other in order to help solve problems for all parties and to present to the Secretary-General of the Eastern Economic Corridor Policy Committee for further consideration.

3.2 Summary of a small group meeting to introduce and discuss CSR implementation guidelines with Samae-sarn Subdistrict Administrative Organisation

Meeting Name	Meeting to introduce and discuss CSR implementation guidelines with Samae-sarn Subdistrict Administrative Organisation
Date	21 April 2022

Venue	Samae-sarn Subdistrict Administrative Organisation, Sattahip, Chonburi
Meeting Participants	<ul style="list-style-type: none"> - The Director of the Bureau of Construction and Integration Project Management of EECO - Project management consultants - A representative of U-Tapao International Aviation Company Limited (UTA) - The president of Samae-sarn Subdistrict Administrative Organisation
Summary of the Meeting	
<ul style="list-style-type: none"> - The Director of the Bureau of Construction and Integration Project Management of EECO with project management consultants and a representative of U-Tapao International Aviation Company Limited (UTA) met with the president of Samae-sarn Subdistrict Administrative Organisation to introduce themselves and inquire about the needs of the residents in this area as inputs to the preparation of the U-Tapao Airport Development Project and the Eastern Airport City CSR Action Plan. - EECO provided information about the U-Tapao Airport Development Project and the Eastern Airport City including timeline for development and activities within the Project. UTA provided information that the CSR Action Plan will comprise of four components: education, health, socio-economic, and environment. - The Samae-sarn Subdistrict Administrative Organisation shared development needs of the communities as follows: - Samae-sarn subdistrict background: - It formerly was a fishing village with many small fishing boats. However, it is now a tourist city, so speedboats are currently supporting those tourism activities. - Development needs of the community: <ul style="list-style-type: none"> o Education: English courses for children to prepare for being a tourist city in the future and the activities for those children and the elderly who live in this area with approximately 500 – 1,000 participants. o Environment: Effective waste management should be prepared to support the growth of EEC; Blue swimming crab bank project lacks support to make it sustainable, so they require the budget for shelters for serrated mud crabs. o Health: Health care for residents. o Socio-economic: A flea market for local people to generate income, business knowledge-related activities, fishery-based ecotourism knowledge sharing. o They would like to request for CSR projects that have tangible benefits, planned and implemented with the collaboration of stakeholders and those projects should be regularly followed up and checked for transparency. - Next step: UTA and EECO will consider the given information to prepare the CSR Action Plan. 	

3.3 Summary of a small group meeting to introduce and discuss CSR implementation guidelines with Phala Subdistrict Municipality Office

Meeting Name	Meeting to introduce and discuss CSR implementation guidelines with Samae-sarn Subdistrict Administrative Organisation
Date	21 April 2022
Venue	Phala Subdistrict, Ban Chang District, Rayong

Meeting Participants	<ul style="list-style-type: none"> - The Director of the Bureau of Construction and Integration Project Management of EECO - Project management consultants - A representative of U-Tapao International Aviation Company Limited (UTA) - The mayor of Phala Subdistrict
Summary of the Meeting	
<ul style="list-style-type: none"> - The Director of the Bureau of Construction and Integration Project Management of EECO with project management consultants and a representative of U-Tapao International Aviation Company Limited (UTA) met with the mayor of Ban Chang Subdistrict to introduce themselves and inquire about the needs of the residents in this area as inputs to the preparation of the U-Tapao Airport Development Project and the Eastern Airport City CSR Action Plan. - EECO provided information about the U-Tapao Airport Development Project and the Eastern Airport City including timeline for development and activities within the Project. UTA provided information that the CSR Action Plan will comprise of four components: education, health, socio-economic, and environment. - The Ban Chang Subdistrict Municipality shared development needs of the communities as follows: <ul style="list-style-type: none"> - Ban Chang Subdistrict Background: <ul style="list-style-type: none"> - It is located close to U-Tapao airport which means there are many problems that remain to be solved, for example, noise impact; airport entrance that passengers have to make a detour to Chonburi. It can be clearly seen that those problems are sensitive issues. Residents' expectation of EEC projects is to help reduce economic inequality. Moreover, there is a latent population of approximately 300,000 people living in the area. - Development needs of the community: <ul style="list-style-type: none"> o Education: There are 3 childcare centres and another new one with a total of 250 students. There is only 1 kindergarten school with a total of approximately 110 students. That means there is a lack of tertiary education and English courses for children. o Health: There is a need for hospital development (i.e., an increase of beds from 30 to 150 beds at Ban Chang hospital), health welfare, healthcare system development (i.e., from 5G to a hub linking to EECd (Telemed)), elderly health care, and a healthcare centre providing a healthcare consultation. o Socio-economic: There is a need for a development of vocational training centre, a space in community for an occupational purpose (OTOP), local occupational development (i.e., product training related to agricultural produce), and a development of MRO school as a career development for youths. - They hope that those CSR projects will provide tangible benefits to the local people and will be implemented seriously. - Next step: UTA and EECO will consider the given information to prepare the CSR Action Plan. 	

3.4 Summary of a small group meeting to introduce and discuss CSR implementation guidelines with Ban Chang Subdistrict Municipality Office

Meeting Name	Meeting to introduce and discuss CSR implementation guidelines with Ban Chang Subdistrict Municipality Office
Date	21 April 2022
Venue	Phala Subdistrict, Ban Chang District, Rayong

Meeting Participants	<ul style="list-style-type: none"> - The Director of the Bureau of Construction and Integration Project Management of EECO - Project management consultants - A representative of U-Tapao International Aviation Company Limited (UTA) - The mayor of Ban Chang Subdistrict
Summary of the Meeting <ul style="list-style-type: none"> - The Director of the Bureau of Construction and Integration Project Management of EECO with project management consultants and a representative of U-Tapao International Aviation Company Limited (UTA) met with the mayor of Ban Chang Subdistrict to introduce themselves and inquire about the needs of the residents in this area as inputs to the preparation of the U-Tapao Airport Development Project and the Eastern Airport City CSR Action Plan. - EECO provided information about the U-Tapao Airport Development Project and the Eastern Airport City including timeline for development and activities within the Project. UTA provided information that the CSR Action Plan will comprise of four components: education, health, socio-economic, and environment. - The Ban Chang Subdistrict Municipality shared development needs of the communities as follows: <ul style="list-style-type: none"> - Ban Chang Subdistrict Background: It is located close to U-Tapao airport which means there are many problems that remain to be solved, for example, noise impact; airport entrance that passengers have to make a detour to Chonburi. It can be clearly seen that those problems are sensitive issues. Residents' expectation of EEC projects is to help reduce economic inequality. Moreover, there is a latent population of approximately 300,000 people living in the area. - Development needs of the community: <ul style="list-style-type: none"> o Education: There are 3 childcare centres and another new one with a total of 250 students. There is only 1 kindergarten school with a total of approximately 110 students. That means there is a lack of tertiary education and English courses for children. o Health: There is a need for hospital development (i.e., an increase of beds from 30 to 150 beds at Ban Chang hospital), health welfare, healthcare system development (i.e., from 5G to a hub linking to EECd (Telemed)), elderly health care, and a healthcare centre providing a healthcare consultation. o Socio-economic: There is a need for a development of vocational training centre, a space in community for an occupational purpose (OTOP), local occupational development (i.e., product training related to agricultural produce), and a development of MRO school as a career development for youths. o They hope that those CSR projects will provide tangible benefits to the local people and will be implemented seriously. - Next step: UTA and EECO will consider the given information to prepare the CSR Action Plan. 	

4 EHIA Consultation (Prior to Cabinet's approval)

From now until Cabinet's approval, there will be one more public hearing to be organized by Civil Aviation Authority of Thailand (CAAT). The consultant which will conduct the public hearing was hired by CAAT in January 2022.

The results of the consultation will be shared with the public according to the law (e.g. posting in the community centres, municipality offices) and will be published on the website. The results of the consultation will also be submitted as part of the package for Cabinet's approval.

The scope of the consultant's work and the public hearing process is summarized below.

- 1) To study all details in the EHIA.
- 2) To prepare a summary of the RWY 2 Project including potential social and environmental impacts and mitigation measures.
- 3) To produce dissemination materials to advertise the public hearing and disseminate the materials to stakeholders and affected communities covering the Project's affected areas. The channels for dissemination shall include:

- Broadcasting car (at least 2 cars per day for at least 7 days and twice per day, each round not less than 3 hours)
- Broadcasting on local radio at least 7 days for once a day
- Broadcasting on national TV during 06.00 – 20.00 not less than 10 times
- Billboards at least 100 billboards
- Posters posted in suitable locations
- Infographic to be disseminated in various channels as required

All materials must be disseminated at least 15 days before the public hearing.

- 4) To produce media materials that relate to EHIA report that was approved by the National Environment Board and publish those to stakeholders and affected communities. The following materials shall be produced:
 - EHIA Full Report – NEB approved version at least 50 copies to disseminate to interested public
 - Leaflets at least 1,500 copies to be made available at various locations and provided to affected communities (at least 20 copies per district)
 - Leaflet to be distributed by registered mails not less than 400 copies per district
 - Infographic to be published on CAAT's website, website to be created by the Consultant and other online media such as Facebook, Line and relevant websites

All the materials must be disseminated at least 15 days before the public hearing.

- 5) To create a website to advertise the public hearing and to disseminate relevant information about the EHIA report to stakeholders and affected communities.
- 6) To arrange for a registration system via electronic means at least 15 days before the Public Hearing and the registration period shall be more than 5 days. The Consultant shall facilitate the registration as well as set up the system to collect opinions before public hearing session via online platforms. The Consultant shall set up a backup system in case the online system has problems.
- 7) To organise the Public Hearing from stakeholders and affected communities according to the guideline set by the Committee on Stakeholders Engagement for Air Transport System and in accordance with the Regulations on Engagement Process for Stakeholders related to Air Transport System B.E.2561.
- 8) The Consultant will listen to all opinions from stakeholders and affected communities to provide accurate, academic and factual information to CAAT in making decisions with the

key purposes of the Public Hearing being to help the affected communities have the accurate understanding about the project and to collect all opinions and negative impacts the project might have on the affected communities.

- 9) To prepare a summary of the RWY 2 Project to present in small group meetings, online meetings, and the public hearing to provide comprehensive facts, pros and cons of the project.
- 10) To provide a supporter to help CAAT in terms of press release or public relations.
- 11) To organise the small group meetings covering all target groups at least 10 times.
- 12) To organise the public hearing in accordance with local health authority regards to COVID-19 outbreak which could be an online conference or an on-ground meeting that lasts at least 2 hours with a minimum of 1,000 participants and this meeting has to be recorded as a VDO throughout the time.
- 13) To provide at least 2 channels for receiving additional comments or suggestions after the public hearing according to no.12 for 15 days after the public hearing.
- 14) To prepare a summary report containing stakeholders and affected communities' opinions on the RWY 2 Project within 20 days after the public hearing arrangement to the Committee on Stakeholders Engagement for Air Transport System. The report shall have the following details:
 - Executive summary which doesn't disclose personal information to be published to the public
 - Full report including two versions (discloses and doesn't disclose personal information to be published to the public)
 - The report shall contain:
 - Project information
 - Summary of public hearing process
 - Outcome (participants list, facts of each event, written records of all opinions received, summary of stakeholders' opinions, other suggestions, evaluation)
- 15) To publish the summary report to stakeholders and affected communities within 15 days after CAAT director's approval as a public notice in relevant public venues and publish it on the website mentioned in no.5 for at least 15 days.

5 Grievance Redress Mechanism

5.1 Complaints Management

The Project shall create the complaint channels for noise impact from the construction of the Project at the CSC/EEC site office or U-tapao International Airport to receive the problems and impact and accelerate the solutions.

5.2 Pre-EHIA Approval Phase

In the pre-EHIA approval phase, any complaints or grievances of the affected persons can be submitted to the project owners, EECO and RTN. The complaint can be submitted to the Secretary General of EECO or the Royal Thai Navy. The Community and Vicinity Engagement Office under the Strategic Area and Community Development Department in EECO is responsible for handling the complaints, conduct outreach program to provide information about the project to increase the public understanding of the project, and address concerns raised by communities.

According to the EHIA, EECO will establish a Working Group on Compensation immediately after the Project is approved by the Cabinet. The Working Group will be responsible to assess compensation amount, conducting survey and compensate the affected persons before the Runway 2 opens for operation.

Compensation Plan will be prepared, and the progress report of the Plan will be prepared for monitoring and evaluation annually. The budget for compensation shall be adequately appropriated including public relations and communication plan. The progress of compensation will be regularly report and evaluated to determine problems and barriers to the implementation of the compensation.

5.3 Construction Phase³

As one of the action plans in the EHIA, an EIA Monitoring Committee will be set up to monitor the impact and seek participation from the community to assist with the monitoring within 12 months after the Project is approved by the Cabinet. The EIA Monitoring Committee will ensure that the environmental impact mitigation and monitoring measures are followed.

The EIA Monitoring Committee must consist of representatives from 3 parties: the public, government agencies, and the Project Owners. The ratio of the public representative, excluding the public agencies, shall be more than 2/3 of the entire EIA Committee. More details are described below.

- 1) Representatives of the public are selected from the subdistricts in the study area presented in the EHIA Report at the suitable proportion. Also, they can be procured, nominated, or any other means from the communities surrounding the Project sorted by local administrative areas and by subdistricts.
 - Representatives of the public who are community leaders e.g. community leaders in the subdistrict in the EHIA Report in Rayong and Chon Buri.
 - Representatives of local people in the EHIA Report in Rayong and Chon Buri, covering people affected by the noise contours.
 - Representatives from NGOs in Rayong and Chon Buri (if any)
- 2) Representatives from relevant agencies at the central and provincial level, including ONEP, OTP, PCD, Rayong and Chon Buri Offices of Public Works and Town Planning, Rayong and Chon Buri Offices of Natural Resources and Environment, Rayong and Chon

³Refer to *Summary of environmental impact, environmental impact mitigation measures, and environmental impact monitoring measures Table* in the EHIA.

Buri Offices of Public Health, and other administrative agencies in Rayong and Chon Buri (at provincial, district, and local administration level.)

3) Representative from the Project Owners (RTN and EEC)

The EIA Monitoring Committee comprising representatives from 3 parties will hold a meeting to vote a chairperson, a vice chairperson, and a secretary. After the vote, the EIA Monitoring Committee will appoint them by the resolution of the meeting. The EIA Monitoring Committee who are representatives of the public should be selected as described below.

- 1) Local agencies allow the public to vote a representative from their subdistrict administration.
- 2) Local agencies present the vote results to the public and give additional comments within 15 days after the voting day.
- 3) Names of representatives are submitted to the Project or the EIA Monitoring Committee

Additional comments or objections are at discretion of the EIA Monitoring Committee. Decisions of the EIA Monitoring Committee are final.

RTN and EEC will instruct the contractor to follow the measures.

The EIA Monitoring Committee will be the main body to interact with local communities and any additional mechanism may create overlaps with the planned process. We would suggest to utilize the EIA Monitoring Committee as the main platform to engage with the local communities during the Project.

During construction stage, the complaints channel will be put in place at the project construction office or at the U-tapao International Airport to receive complaints. If there is any complaints on noise impact during the construction phase, the project owners will measure the noise level and resolve the complaints.

5.4 Operation Phase⁴

During the Operation Phase, according to the EHIA, the Environmental Impact Mitigation Coordination Center of Utapao International Airport is mainly responsible for complaint management. The Center will assess, analyze, investigate, and explain the complaint to the public about noise and/or other problems caused by the airport operation. There will be an electronic database that will locate and link the coordinates around U-tapao International Airport. The data must at least consist of the following details.

- Name of the person or agency filing the complaint
- House number
- Building
- The number of residents
- Statistics of complaints

⁴ Refer to *Summary of environmental impact, environmental impact mitigation measures, and environmental impact monitoring measures Table* in the EHIA.

- Estimated NEF area
- Monitored NEF area (if any)
- Land use
- Other relevant information

There are complaint channels opening around the clock. If there is a complaint from the community about noise impact from the operation of U-tapao International Airport, EEC will use the noise level from the permanent noise monitoring stations which is connected to the flight database or the measuring results by a mobile unit that works 24 hrs/day for 7 consecutive days. The Project will consider monitoring in the NEF or L_{dn} units in the area. There will be a committee to assess the impact from the Project. If the impact is proven real, EEC will compensate according to the determined measures.

- The Environmental Impact Mitigation Coordination Center of U-tapao International Airport will be located in U-tapao International Airport every day during office hours (08.00-17.00 hrs.)
- The Project has a plan to receive complaints and the procedures to do so at different stages as shown in the figures below. A separate mechanism for complaints related to noise impact is also shown.

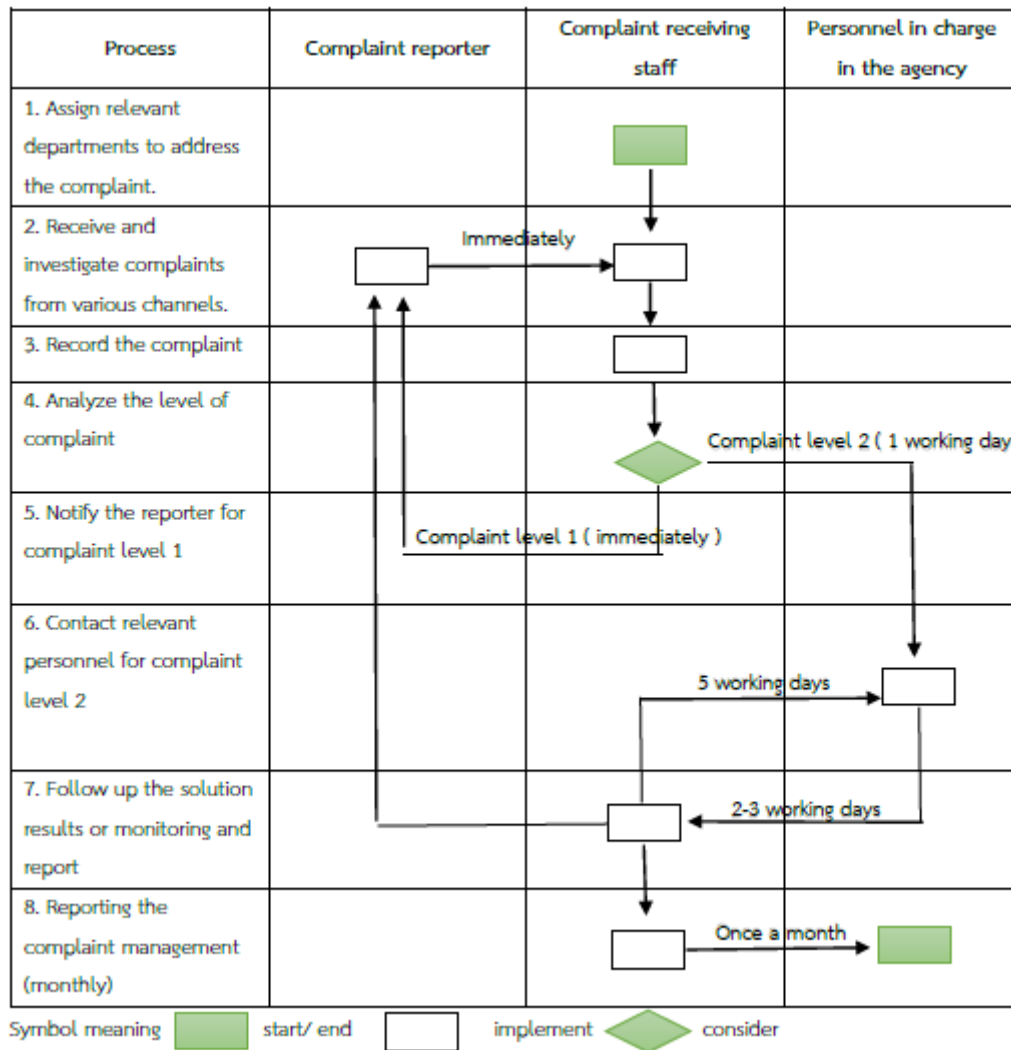


Figure 1 Complaint procedures for environmental impact mitigation⁵

⁵ Refer to Chapter 4 Public Participation and Public Relations (English translated version).

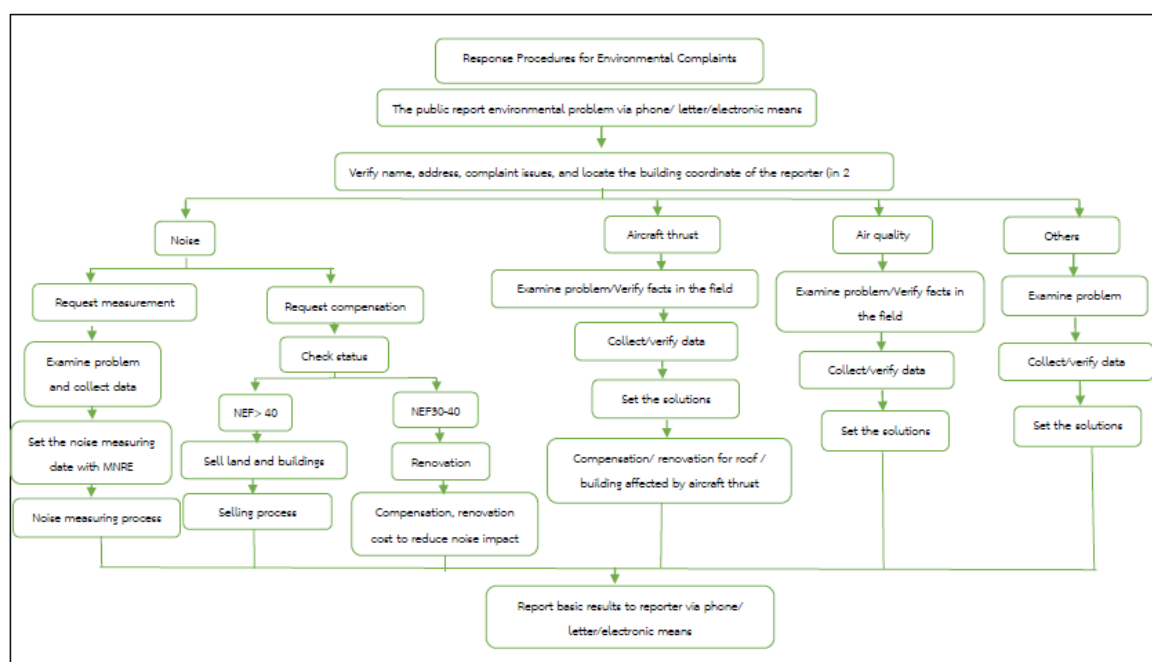


Figure 2 Complaint procedures for environmental issues of U-tapao International Airport⁶

5.5 AIIB's Policy on the Project-affected People's Mechanism.

AIIB's Policy on the Project-affected People's Mechanism (PPM) applies to this Project. The Bank has established the PPM to provide an opportunity for the independent and impartial review of submissions from PAP who believe they have been or are likely to be adversely affected by the AIIB's failure to implement its ESP in situations when their concerns cannot be addressed satisfactorily through the Project-level GRM or the AIIB's management processes. More information about the PPM can be found through visiting: [Policy on the Project-affected People's Mechanism](#).

⁶ Refer to Chapter 4 Public Participation and Public Relations (English translated version).