Environmental and Social Consulting Services for the Baku Metro Expansion Project



Stakeholder Engagement Plan, December 2025

Prepared by Baku Metropolitan CJSC for Baku Metro Expansion Project

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Acronyms and Abbreviations

| Acronym | Meaning |
|-----------|---|
| ADB | Asian Development Bank |
| AIIB | Asian Infrastructure Investment Bank |
| AIIB ESP | Environmental and Social Policy of AIIB |
| BGL | Below Ground Level |
| ВМЕР | Baku Metro Expansion Project |
| BTR | Biennial Transparency Report |
| CCTV | Closed-Circuit Television |
| CJSC | Closed Joint Stock Company |
| со | Carbon Monoxide |
| CRA | Climate Resilience Assessment |
| E&S | Environmental and Social |
| EHS / HSE | Environment, Health and Safety / Health, Safety and Environment |
| EIA | Environmental Impact Assessment |
| EPC | Engineering, Procurement and Construction |
| ESAP | Environmental and Social Action Plan |
| ESF | Environmental and Social Framework |
| ESIA | Environmental and Social Impact Assessment |
| ESMP | Environmental and Social Management Plan |
| ESMPF | Environmental and Social Management Planning Framework |
| FGD(s) | Focus Group Discussion(s) |
| GAP | Gender Action Plan |
| GBVH | Gender-Based Violence and Harassment |
| GIIP | Good International Industry Practice |



| Acronym | Meaning |
|-----------------|--|
| GoA | Government of Azerbaijan |
| GRM | Grievance Redress Mechanism |
| HVAC | Heating, Ventilation and Air Conditioning |
| IBAT | Integrated Biodiversity Assessment Tool |
| IDP(s) | Internally Displaced Persons |
| ІоТ | Internet of Things |
| IUCN | International Union for Conservation of Nature |
| KII(s) | Key Informant Interview(s) |
| KPI(s) | Key Performance Indicators |
| LARPF | Land Acquisition and Resettlement Policy Framework |
| LED | Light-Emitting Diode |
| LMP | Labour Management Procedures |
| LОТО | Lockout/Tagout |
| LRP | Livelihood Restoration Plan |
| MDB | Multilateral Development Bank |
| MENR | Ministry of Ecology and Natural Resources |
| MES | Ministry of Emergency Situations (Azerbaijan) |
| МоМ | Minutes of Meeting |
| NGO | Non-Governmental Organization |
| NO ₂ | Nitrogen Dioxide |
| OHS | Occupational Health and Safety |
| PCR | Physical Cultural Resources |
| PIU | Project Implementation Unit |
| PM10 | Particulate Matter ≤ 10 μm (coarse particles) |
| PM2.5 | Particulate Matter ≤ 2.5 μm (fine particles) |



| Acronym | Meaning |
|-----------------|--|
| PMU | Project Management Unit |
| PPE | Personal Protective Equipment |
| PPM | Project-affected People's Mechanism (AIIB) |
| PV | Photovoltaic |
| PwD | Persons with Disabilities |
| RAP | Resettlement Action Plan |
| RC | Reinforced Concrete |
| RoA | Republic of Azerbaijan |
| SEA/SH | Sexual Exploitation and Abuse / Sexual Harassment |
| SEP | Stakeholder Engagement Plan |
| SOP(s) | Standard Operating Procedure(s) |
| SO ₂ | Sulfur Dioxide |
| ТВМ | Tunnel Boring Machine |
| TOR | Terms of Reference |
| UNESCO | United Nations Educational, Scientific and Cultural Organization |

Executive Summary

The Stakeholder Engagement Plan (SEP) outlines how the Baku Metro Expansion Project (BMEP) will ensure transparent, meaningful, and inclusive engagement with communities, authorities, and other interested parties throughout preparation and implementation. Developed in line with AIIB's Environmental and Social Policy and Azerbaijani legislation, the SEP accompanies the Project's environmental and social documents and provides a clear framework for communication, consultation, and grievance management.

The Project involves works at several active and planned metro sites, including construction and equipping of the new Khojasan Depot, upgrades and operational improvements at the Darnagul Depot, and ongoing works along the Khojasan Line Extension such as tunnel sections, ventilation shafts, and emergency egress structures. These activities take place in built-up urban areas, close to residential neighbourhoods, local businesses, and community facilities, requiring early, continuous, and accessible engagement with affected communities. Although the broader programme includes planned enhancements to ten existing stations on the Green Line, the SEP focuses on engagement needs arising from the depot works and the Khojasan Line Extension where near-term interactions with the public are expected.



Key Stakeholders

The SEP focuses on a targeted set of stakeholder groups most relevant to these works:

- Residents and businesses near Khojasan and Darnagul depots, tunnel alignments, and planned station areas
- **Vulnerable groups**, including women, elderly residents, people with disabilities, low-income households, and informal workers
- Local government bodies, such as district executive authorities, municipalities (*belediyye*), and utility agencies
- **Public institutions and civil society groups** with an interest in mobility, community welfare, and urban development
- Baku Metro workers and contractors, who are engaged through dedicated worker-specific channels

Engagement Framework

The SEP establishes a structured, practical approach to informing and engaging stakeholders throughout the project cycle. It details how Baku Metro will disclose project information, organise consultations, and ensure that engagement remains culturally appropriate and accessible. Methods will range from community meetings and women-only discussion groups to online communication and site-level information points. Particular attention is paid to early engagement around construction impacts such as noise, vibration, dust, temporary traffic changes, and safety near work sites.

The SEP also sets out a comprehensive Grievance Redress Mechanism (GRM) that provides multiple entry points, including hotline, email, webform, and in-person channels, and guarantees confidentiality, non-retaliation, and timely responses. A survivor-centred SEA/SH pathway is included and managed separately from general grievances, while workers will access a standalone Worker GRM under the Labour Management Procedures.

Monitoring and Reporting

Stakeholder Engagement Plan

Monitoring and reporting are integral to the SEP and ensure that stakeholder engagement remains responsive as the Project evolves. Baku Metro will document all consultations, track participation among women and vulnerable groups, monitor the performance of the GRM, and record how feedback has influenced Project decisions. Engagement results will be summarised in regular reports submitted to AIIB and shared with relevant authorities, and key updates will be disclosed to the public to reinforce transparency. This continuous monitoring allows the SEP to adapt to emerging concerns, new construction phases, and community needs



I. Introduction and Background

1.1. Background

The Government of Azerbaijan (GoA), through Baku Metropolitan Closed Joint Stock Company (Baku Metro), is implementing the Baku Metro Expansion Project (BMEP) to enhance the city's public transport network in line with national transport and urban development strategies. The project is planned for financing by the Asian Infrastructure Investment Bank (AIIB), with potential parallel financing from other multilateral development banks.

Baku Metro currently operates three lines, comprising 27 stations and serving over 620,000 passengers daily. Under the Conceptual Development Plan and the State Program on Transport Infrastructure (2025–2030), aligned with the General Plan of Baku City (2020–2040), the system is set for significant expansion. The vision is to develop a modern, efficient, and sustainable metro network consisting of five lines, 76 stations, and 119.1 km of track.

The project is a part of Azerbaijan's State Program on the Improvement of Transport Infrastructure in Baku City and Surrounding Areas for 2025–2030 (the "State Program"), approved on 30th January 2025 and programmed Climate Change Mitigation measures, included in the 2024 Biennial Transparency Report (BTR).

1.2. Project Components

The Project includes the following components, which will be implemented by Phases:

Component 1 – Infrastructure Development:

- 1.A. Darnagul Depot: Construction and equipment supply for the Darnagul depot.
- 1.B. Khojasan Depot: Construction and equipment supply for the new Khojasan depot.
- 1.C. Enhancement Existing Stations: Enhancing environmental, social, safety, and climate performance of the ten (10) existing Green Line stations.

Component 2 – Technical Services:

• 1.D. Consultancy Support and Capacity Building: Provision of consulting services for project preparation, design review, construction supervision, environmental and social impact assessment, and implementation support.

1.3. Project Objectives

The objective of the Project is to improve the safety, reliability, and capacity of Baku's metro system by providing fully functional depot infrastructure for maintenance and operations. For stakeholder engagement, the SEP aims to: (i) identify and analyze stakeholders and vulnerable groups; (ii) disclose timely, accessible information; (iii) enable two-way consultation tailored to local context; (iv) operate an inclusive, confidential GRM; and (v) track, report, and incorporate feedback into Project decisions.

1.4. Purpose and Scope of the Stakeholder Engagement Plan (SEP)

The purpose of the Stakeholder Engagement Plan (SEP) is to outline the key stakeholders of the Project for all phases and to identify the methods of stakeholder engagement and establishment of constructive dialogue between the parties, and to introduce responsibilities in the implementation of stakeholder engagement activities. The SEP ensures broad and active stakeholder participation and establishes a constructive dialogue atmosphere in a timely manner during the project development process. Specifically, the SEP serves the following purposes:

- stakeholder identification and analysis;
- planning how the engagement with stakeholder will take place;



- disclosure of information;
- consultation with stakeholders;
- addressing and responding to grievances;
- monitoring and reporting on SEP.

This SEP is prepared in accordance with AIIB's Environmental and Social Policy (ESP) and Environmental and Social Framework (ESF) and complements applicable Azerbaijani laws and regulations. It operationalizes inclusive, proportionate stakeholder engagement, local-language disclosure, and a project-level grievance redress mechanism with defined service levels (5-day acknowledgement / 30-day resolution where feasible).

Stakeholder engagement will be coordinated by the PIU (Baku Metro CJSC) with support from E&S specialists and municipal focal points. Engagement will be closely linked to disclosure milestones and the implementation schedule for the Phase I depots.

This SEP operationalizes inclusive, proportionate stakeholder engagement, timely local-language disclosure, and a project-level GRM with defined service levels (5-day acknowledgement / 30-day resolution where feasible), clear survivor-centered pathways for Sexual Exploitation and Abuse / Sexual Harassment (SEA/SH), and access to AlIB's Project-Affected People's Mechanism (PPM). Engagement remains continuous across Phases I–III, with intensified consultation for Phase II tunnelling/stations.

1.5. Structure of the SEP

The SEP is organized into sections that align with the requirements of AIIB's ESP and ESF, and IFC Performance Standard 10 (Information Disclosure and Stakeholder Engagement). The structure ensures that all elements of stakeholder engagement—from identification through monitoring—are clearly defined and operational.

The SEP is structured as follows:

- 1. Introduction and Background The section in hand.
- 2. Summary Description of the Project Provides an overview of Phase I depot works and outlines anticipated Phase II–III activities that will trigger further consultation and disclosure.
- 3. Stakeholder Identification and Analysis Defines categories of stakeholders (affected parties, other interested parties, and disadvantaged/vulnerable groups), maps their interests and influence, and presents a stakeholder mapping matrix.
- 4. Institutional Analysis Examines the roles, responsibilities, and expectations of key institutional stakeholders, including national ministries, municipal authorities, and multilateral development banks.
- 5. Planned Stakeholder Engagement Activities Details the methods, timing, and frequency of engagement with each stakeholder group, including tailored approaches for vulnerable groups. Sets out inclusive measures such as women-only focus groups, accessible venues, and SEA/SH-sensitive engagement practices.
- 6. Stakeholder Engagement to Date Summarizes consultations undertaken to date, including findings from site visits, household surveys, and initial community discussions. Highlights key community concerns and priorities identified in Darnagul and Khojasan depots.
- 7. Grievance Redress Mechanism (GRM) Describes the community and worker GRMs, including channels, service standards, survivor-centered SEA/SH pathways, and linkages to AllB's Project-Affected People's Mechanism (PPM).
- 8. Information Disclosure Outlines the documents and information that will be disclosed, in what language(s), through which channels, and at what points in the project cycle.



- 9. Resources and Responsibilities Sets out the roles of the Project Implementation Unit (PIU), contractors, and social specialists, along with the budget and logistics needed for engagement activities.
- 10. Monitoring and Reporting Defines indicators for monitoring the effectiveness of stakeholder engagement (e.g., number of consultations, GRM performance, participation of vulnerable groups), roles for data collection, and reporting commitments.
- 11. Annexes Include supporting information such as consultation records, stakeholder comments and response matrices ("You Said / We Did"), sample GRM forms, and survey results (e.g., Khojasan and Darnagul community surveys).



2. Summary Description of the Project

2.1 Phase 1 Project Activities

Phase 1 activities include the development of Darnagul and Khojasan Depots as follows:

- Construction completion and equipment supply of the Darnagul Depot on the Green line. This depot has partial foundation already laid and needs to be built.
- Construction completion and equipment supply of the Khojasan Depot on the Purple line. This depot is to be built to accommodate the extension of the purple line.

AIIB intends to fund the completion of the construction works at the depots.



Figure 1: Locations of Darnagul (Green line) and Khojasan Depot (Purple Line) in Baku



Trains will stop at the Depots at night and, if they break down, repairs will be carried out. The main task of the electric depot is to ensure reliability and safety on the metro, as well as to maintain the existing train interval during peak hours.

The main functions of the electric depots are:

- arrivals of trains for maintenance and departures from the depot to the train line;
- regulate the operation of arrows and traffic lights;
- · monitor the parameters of control equipment; and
- conduct diagnostics on trains and identify malfunctions.

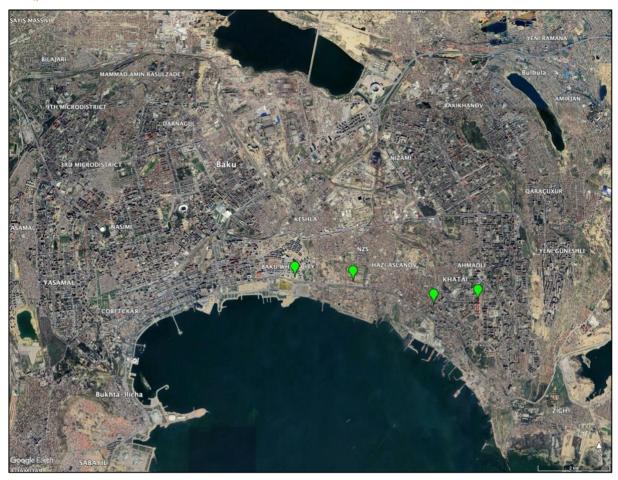
A depot consists of two parts. The accommodation part (Stop-and-repair building) is a trench where rolling stock undergoes regular inspections before entering the line. In the second part, daily repairs are carried out, which do not require global dismantling of the wagon. Unscheduled repairs will also be carried out in these trenches.

2.2 Phase 2 Project Activities

The Green Line Extension includes construction of four new stations between Khatai and Hazi Aslanov and approximately 8.6 km of tunnel boring machine (TBM) TBM tunnelling. Works that require specific attention during construction will be launching of TBM, deep excavations in urban areas for stations and disposal of spoil material from tunnels. Occupational health and safety and community health and safety will be important to manage, both during construction and operational phases.

Figure 2: Locations of Green Line Stations





2.3 Phase 3 Project Activities

Covers the purchase of the rolling stock for both the purple and green lines. Procurement aspects are not considered a specific risk for project stakeholders and as such this activity is excluded from the SEP.

2.4 Program Categorization and other E&S Instruments

Phase II is **Category A** due to Phase II's higher ES risks (dense urban TBM tunneling and station works, including proximity to heritage). Phase I depot works are expected to be **moderate risk** and contained within Baku Metro land.

To manage these risks the following E&S instruments have been prepared:

- Phase I Specific
 - o Environmental and Social Screening Report
 - o Environmental and Social Management Plan (ESMP)
 - o Gender Action Plan (GAP)
- Applicable to all Phases:
 - o Environmental and Social Management Plan Framework (ESMPF)
 - o Land Acquisition and Resettlement Plan Framework (LARPF)
 - Stakeholder Engagement Plan (SEP)
 - Labour Management Plan (LMP)
 - Climate Resilience Assessment (CRA)

All instruments, apart from the GAP and CRA, will be disclosed in Azerbaijani (and English for financiers) and consulted on before finalization.



3. Stakeholder Identification and Analysis

3.1. Key Definitions

Project stakeholders are defined as individuals, communities, businesses, local and international civil society organizations (CSO), and governmental entities whose interests or rights will be affected, directly or indirectly, by the Project, both positively and negatively, who may have an interest in Project, and who have the potential to influence the Project outcomes in any way.

As per the AIIB Environmental and Social Framework (ESF), Environmental and Social Policy (ESP), and associated Stakeholder Engagement requirements, stakeholders may be categorized into:

- Affected Parties stakeholders that are affected or may be affected by the project;
- Other Interested Parties other parties who may have an interest in the project;
- Disadvantaged/Vulnerable Individuals or Groups individuals or groups who may require special engagement efforts due to their vulnerable status.

3.2. Project Stakeholders

3.2.1. Phase 1 Affected Parties

For the purposes of this SEP, "affected parties" are individuals, households, businesses, and institutions that are—or may reasonably be—directly impacted by Phase I activities (construction completion and equipment supply at Darnagul Depot on the Green Line and Khojasan Depot on the Purple Line), as well as near-term enabling works and early operations. This subsection reflects the AIIB ESP/ESF approach to stakeholder categorization and the Project's Phase I footprint.

3.2.1.1. Primary affected parties (direct interface with works and/or operations)

- Adjacent residents and land users living next to, or with regular access through, streets surrounding the Darnagul and Khojasan depot sites—exposed to construction traffic, temporary access changes, dust, noise, and work hours. No private land, assets, or livelihoods have been affected by depot construction, which remains fully within Baku Metro-owned fenced boundaries. The Environmental and Social Management Plan (ESMP) includes measures to manage noise, dust, and vibration and prevent indirect impacts on neighbouring properties.
- Nearby small businesses and vendors (kiosks, workshops, service shops) whose customer access, loading/parking, and utilities may be disrupted during construction logistics or short-term traffic management.
- **Educational facilities within the local catchment** (schools, training centers) affected by pupil/parent movements, pedestrian safety, and noise during daytime activities.
- Religious/cultural representatives and caretakers of culturally sensitive places (e.g., Darnagul
 cemetery committees) potentially affected by site access, respectful conduct near cultural sites,
 and any chance-find procedures.
- Public transport users and road users moving around the depot areas who may encounter temporary detours, altered bus stops, or short-term congestion from deliveries and abnormal loads
- Construction workers and subcontractor personnel at depot sites, affected by site OHS conditions and the worker GRM (managed under the LMP but recognized here as directly impacted stakeholders).
- Underpass users and station-area pedestrians near Darnagul and Khojasan (temporary reroutes, lighting/CCTV needs).
- Cemetery caretakers and families using Darnagul cemetery (quiet hours, respectful conduct, chance-find protocol briefings).



• **Bus operators and marshrutka drivers** using streets near depot gates (delivery windows; turning radii; temporary stop relocations).

3.2.1.2. Secondary affected parties (indirect or systemic effects)

- **Commuters/metro passengers** who may experience service updates, safety messaging, or benefits from improved fleet availability once depots are operational.
- **Immediate utility users and service customers** if utility connections/relocations are required near the depots, leading to short, notified interruptions.
- Emergency services and municipal maintenance crews operating in the project vicinity who require coordinated access and traffic planning.

3.2.2. Phase 2 Affected Parties

Phase 2 involves tunnel boring beneath urban Baku and construction of new stations on the Green Line extensions. Affected parties therefore broaden beyond the depot vicinities to include stakeholders along the underground alignments, at station boxes, and at TBM launch/retrieval and ventilation/emergency shaft sites.

3.2.2.1. Primary affected parties (direct interface with tunneling and station works)

- Residents and land users above/adjacent to tunnel alignments who may experience episodic
 vibration, night-time works, settlement monitoring, and utility surveys during TBM
 passage. Permanent land-use restrictions apply above tunnels, limiting building height and
 structural loading to ensure tunnel safety; these do not involve land acquisition or affect current
 property rights.
- Business owners and property developers with land or planned construction above tunnel alignments, subject to engineering-based restrictions on building height, weight, and foundation depth to maintain tunnel integrity. These are permanent land-use limitations but do not entail land acquisition or economic displacement.
- Households and businesses within station-area footprints (temporary traffic/access changes; noise/dust; potential temporary land use/occupation for site compounds and laydown).
- Households and businesses within station-area footprints subject to permanent land acquisition
 for station construction or ancillary facilities. Where land, structures, or income sources are
 affected, compensation and livelihood restoration will be managed under the LARPF.
- Frontage micro-enterprises and market vendors near station boxes and shaft sites whose visibility, customer access, loading/parking, or utilities could be disrupted during cut-and-cover and fit-out.
- Users and operators along spoil/muck haul routes exposed to increased heavy-vehicle movements between shaft sites and disposal/stockpile areas.
- **Educational, health, and childcare facilities** within the immediate catchment of station boxes/shafts (daytime noise/vibration; pedestrian safety around temporary diversions).
- **Utility owners and immediate utility customers** where protection/relocation is needed at station boxes or shafts, risking short, notified service interruptions.
- **Construction workers and subcontractor personnel** at shafts, stations, and along alignments (OHS conditions; worker GRM—managed under the LMP but recognized as directly impacted).
- Residents in buildings flagged for settlement monitoring (advance surveys; consent to install crack gauges; hotline for rapid response).
- Frontage micro-enterprises along station boxes/shafts (door-to-door outreach; business continuity/access plans; temporary loading bays).
- Schools and clinics within 250–300 m of station boxes/shafts (arrival/dismissal safety plans; noise windows).



3.2.2.2. Secondary affected parties (indirect or systemic effects)

- **City commuters and metro passengers** affected by surface traffic management near station works and, later, benefitting from increased capacity once stations open.
- **Emergency services and municipal maintenance crews** requiring coordinated access through work zones and diverted streets.
- **Property/right-of-way stakeholders** where temporary occupation or permanent acquisition is screened/triggered for shafts, station entrances, or ancillary structures (to be coordinated with the State Committee on Property Issues).

3.2.2.3. Sensitive receptors and cultural heritage

• **Cultural/religious sites and heritage assets** along the urban alignment—requiring preconstruction screening, chance-find procedures, and respectful site conduct in coordination with the Ministry of Culture/heritage bodies.

3.2.3. Other Interested Parties

"Other interested parties" are stakeholders who are not directly affected by works but have roles, mandates, or a demonstrated interest in the Project's design, oversight, information flow, or performance.

- Municipal/district authorities (e.g., Binagadi, Khatai, Narimanov, Sabunchu, Yasamal) permits, traffic coordination, public order, venues for disclosure.
- Ministry of Ecology and Natural Resources (MENR) environmental inputs, permitting alignment, baseline data sharing.
- Ministry of Culture / heritage bodies oversight on physical cultural resources and chance-find procedures.
- State Committee on Property Issues (land/tenure) screening and data for any land use/acquisition needs in later phases.
- **Ministry of Labour & Social Protection** reference authority for LMP, OHS compliance, and inspections.
- National Emergency Management Agency inputs on emergency planning, hazard maps, and coordination.
- Academia and research institutions / State Statistical Committee socio-economic data, targeted studies, and research collaboration.
- **Civil society organizations/NGOs** (inclusion, heritage, community safety) outreach partners and independent voices on transparency and vulnerable-group needs.
- Financiers and MDB partners (AIIB, potential ADB co-financier) standards assurance, disclosure expectations, and performance monitoring.
- Media and general public information recipients via website postings, municipal portals, and press notes during disclosure.

These parties will be engaged mainly through key-informant interviews, technical workshops, formal correspondence, and public disclosure (websites/noticeboards/press), per the SEP's planned activities and timelines.

3.2.4. Disadvantaged/Vulnerable Individuals or Groups

For engagement and risk management, the Project will apply targeted measures for people who may face greater barriers to information, mobility, safety, or voice. Indicative groups in Baku include:

- Women and girls, including those concerned about trip safety/SEA-SH near worksites and stations.
- Older persons who may struggle with diversions, long walks, or night-time works.



- **Persons with disabilities (PwD)**—mobility, visual, hearing, cognitive—requiring accessible formats/venues and safe pedestrian routes.
- Low-income households and informal workers (e.g., street vendors/micro-enterprises near station boxes) whose livelihoods could be disrupted by access or utility interruptions.
- **Refugees/IDPs** and recent migrants who may lack networks, documentation, or language confidence to participate.

These groups and measures will be verified and refined during neighborhood-level consultations around depots, station boxes, shafts, and along TBM alignments. Monitoring will track participation by sex/age and the share of activities targeted to vulnerable groups

3.3. Stakeholder Mapping and Segmentation

For the purposes of this SEP, stakeholders have been mapped and segmented to ensure that engagement activities are tailored to their level of influence, their needs, and their potential vulnerabilities. Particular attention has been given to identifying disadvantaged or vulnerable groups, such as women, older persons, and persons with disabilities, so that their voices can be heard and their concerns appropriately reflected in the Project design.

Table 1 below presents the key stakeholder groups identified for the Project. It summarizes their characteristics, interests, and influence, and indicates the relevance of engagement with each group across different phases of Project preparation and implementation. This mapping serves as the foundation for designing targeted engagement strategies that are proportionate, inclusive, and effective.



Table 1: Initial Stakeholder Mapping and Segmentation

| Name of stakeholder | Description | Area of Influence | Interest | Level of Influence | Preferred Channels | Documentation |
|--|---|--|---|-----------------------|--|--------------------------------|
| Local Residents (Darnagul & Khojasan and at station sites) | Households adjacent to depots and along corridors | Depot vicinities; nearby streets around stations | Amenities, access, dust/noise, safety | Medium- High | Public meetings, flyers, SMS/WhatsApp, website updates | Sign-in, minutes, photos |
| Small Businesses near stations | Kiosks/shops and workshops near proposed stations | Station footprints and surrounding blocks | Business continuity, access, compensation (if affected) | Medium | Door-to-door visits, business roundtables, notices, SMS | Attendance sheet, issue log |
| Commuters & Passengers | Daily metro/bus users and associations | System-wide | Service reliability, safety, comfort, info | Medium | Station posters, website, social media, hotline | Communication log, screenshots |
| Schools & Educational Institutions | Schools/training centers near works | Local catchment around worksites | Student safety, traffic management, noise | Medium | School admin meetings, letters, parent briefings | MoM, distribution list |
| Religious & Cultural Groups | Cemetery committees and local religious leaders | Cultural sites (e.g., Darnagul cemetery) | Respect for heritage; chance-find procedures | Medium– High | Targeted meetings, letters, site walks | MoM, attendance, photos |
| Municipal Authorities | District/municipal administrations and planning departments | Relevant districts (e.g., Binagadi, Khatai, Narimanov, Sabunchu, Yasamal) | Permits/coordination; traffic and public order | High | Official letters, technical workshops, email | Correspondence log, MoM |



| Name of stakeholder | Description | Area of Influence | Interest | Level of Influence | Preferred Channels | Documentation |
|-----------------------|--|-------------------------------------|---|-----------------------|--|--------------------------------|
| CSOs | Local CSOs on inclusion/heritage | City- wide/affected districts | Inclusion of vulnerable groups; transparency | Low– Medium | Roundtables, email, workshops | MoM, participant list |
| Academia/Research | Universities and institutes | City-wide | Data, studies, collaboration | Low | Workshops, research MoUs | MoM, MoU copy |
| Financiers (AIIB/ADB) | Financing partners and oversight | Project-wide | Standards compliance; performance; disclosure | High | Formal submissions, email, meetings | Transmittal record |
| Vulnerable Groups | Women, elderly, PwD, refugees/IDPs, informal workers | Affected neighborhoods | Access, safety, targeted support | Medium | FGDs, outreach via CSOs, accessible venues | MoM, consent forms (if needed) |



4. Institutional Analysis

Table 2 below presents an analysis of the key institutional stakeholders of highest significance to the Project. The table outlines their current status, the main challenges they face in fulfilling their roles, and their expectations regarding the Project. This analysis provides the basis for designing engagement strategies that respond to institutional needs while also aligning with the Project's objectives and compliance requirements.

Table 2: Institutional Analysis

| Subgroup | Current Status | Concerns and issues | Expectations |
|---|--|--|--|
| Baku Metropolitan CJSC (PIU) | Lead client agency; coordinating E&S instruments; focal point assigned. | Capacity for ongoing GRM activities. | Timely, compliant instruments; practical engagement plan; support for disclosure and grievance handling. |
| Asian Infrastructure Investment Bank (AIIB) | Financier; reviews/clears E&S instruments under ESP; provides guidance. | Assurance on AIIB ESP alignment; evidence of meaningful engagement incl. vulnerable groups; functioning GRM. | Quality instruments on schedule; traceable disclosure/consultation records; responsive revisions. |
| Municipal Authorities (Binagadi, Khatai, Narimanov, Sabunchu, Yasamal) | Local permitting/traffic and community coordination; interface for notices and venues. | Traffic/access management during works; coordinating station-area businesses and residents. | Early coordination; clear detour/info plans; timely notices; involvement in public meetings. |
| Ministry of Ecology and Natural Resources | National environmental authority / data provider for baselines and permits. | Consistency between national requirements and AIIB standards; noise/air management at worksites. | Transparent info- sharing; alignment of mitigation/monitoring; timely permit inputs. |
| Ministry of Culture / Heritage Bodies | Custodian of physical cultural resources; oversight re: cemetery proximity and chance finds. | Procedures for PCR protection; community sensitivities near Darnagul cemetery. | Agreed chance-finds protocol; respectful engagement and disclosure before works. |
| State Committee on Property Issues (Land) | Registers tenure/land issues; potential inputs for shafts/right-of-way in later phases. | Any land take screening; timely data on ownership; livelihood impacts. | Early screening and RAP triggers if needed; clear compensation standards. |
| Ministry of Labour & Social Protection | Labor standards authority; reference for LMP and contractor oversight. | Contractor compliance, OHS risks in depots/tunneling; worker GRM independence. | Contracts aligned with national law and AIIB ESP; worker GRM and inspections. |



| Subgroup | Current Status | Concerns and issues | Expectations |
|---|--|--|--|
| State Statistical Committee & Academia | Baseline socio-economic data; research support. | Data gaps at neighborhood scale; gender/age-disaggregated info. | Access to current datasets; collaboration on targeted surveys if needed. |
| National Emergency Management Agency | Disaster/climate risk data; input to emergency planning. | Heat/ventilation, crowding at stations; flood/hazard exposure. | Share hazard maps; coordinate on emergency response planning. |



5. Planned Stakeholder Engagement Activities

Stakeholder engagement activities need to provide specific stakeholder groups with relevant information and opportunities to voice their views on topics that matter to them. Table 3 presents the stakeholder engagement activities envisaged under the project. The activity types and their frequency are adapted to the various project stages.

The Project will carry out stakeholder engagement activities that are inclusive, accessible, and proportionate to the different phases of project preparation and implementation. Activities will be tailored to provide timely information to stakeholders and to create opportunities for meaningful consultation on issues that affect them.

To ensure accessibility and inclusivity, advance public notice will be provided at least 14 calendar days prior to any in-person meeting, with all disclosure materials made available in Azerbaijani and, where relevant, Russian. Measures will be taken to engage with disadvantaged and vulnerable groups. For example, women-only focus groups will be facilitated by female staff, scheduled around caregiving responsibilities, and held in safe and convenient venues. Engagement with older persons will be scheduled during daylight hours and, where necessary, supported with transport assistance. For persons with disabilities (PwD), consultation venues will be fully accessible, with seating and toilets provided; accessible PDFs and large-print handouts will be produced, and sign-language interpretation offered upon request.

Additional targeted strategies will be used for other vulnerable stakeholders identified for this Project. For internally displaced persons (IDPs), refugees, and migrants, disclosure materials will be translated where needed, simplified with visuals, and distributed through trusted intermediaries such as local NGOs and community leaders. For informal workers and low-income households—including kiosk vendors and market stall operators near worksites—consultation activities will be scheduled outside peak business hours, and project information will be shared via SMS/WhatsApp to minimize disruption to livelihoods. Where mobility or health barriers prevent participation, home visits and small-group sessions will be conducted.

Engagement around worksites will also incorporate SEA/SH-sensitive practices. A visible code of conduct will be displayed at project sites, referral pathways for survivors will be clearly signposted, and engagement staff will be trained to handle SEA/SH issues in a confidential, survivor-centered manner.

Across all engagement activities, the emphasis will be on providing stakeholders with relevant information in a form that they can understand, and providing opportunities to express views and influence project design. Activities are structured around the three main stages of the project: (i) technical assessments; (ii) preparation of environmental and social framework instruments; and (iii) project design preparation and disclosure of key findings and documents.

Feedback received through consultations, disclosure events, and written submissions will be systematically recorded and reviewed by the Project Implementation Unit (PIU) and the design and supervision consultants. Stakeholder opinions, suggestions, and concerns are considered during the refinement of the project's technical design (e.g., site layout, access, noise barriers, traffic management) and the finalization of Environmental and Social instruments, including the ESMP, SEP, and LMP.

Comments received during the public disclosure period will be summarized in a "Consultation and Disclosure Report" that documents issues raised and how they were addressed in the final versions of the E&S instruments. Where feasible, relevant design modifications and mitigation measures will be incorporated to minimize adverse impacts and enhance community benefits.



The following table (Table 3) sets out the planned stakeholder engagement activities, their objectives, target groups, timing, and responsibilities.



Table 3: Stakeholder Engagement Plan

| Project Activity | Engagement method | Target stakeholders | Purpose | Timing & frequency | Responsibility |
|--|--|---|---|---|-------------------------------|
| Draft disclosure: ESMP, SEP, ESMPF, LMP, and LARPF | Website posting (Baku Metro + municipal portals), noticeboards at stations/depots, public display at community venues such as local municipal offices, communal headquarters, or cultural houses; press note; Azerbaijani (English for financiers) | General public; municipal authorities; NGOs; AIIB | Inform and invite comments; set out GRM/PPM access | On/around 30 September 2025; comment window 14–21 days | Baku Metro PIU |
| Depot-area consultations (Darnagul, Khojasan) | Public meetings; targeted FGDs (women; elderly/PwD); translated handouts; sign-in + minutes | Adjacent residents; small businesses; schools; cemetery reps; bus/marshrutka operators | Discuss traffic plans, work hours, noise/dust, quiet-hour commitments, rapid-response contacts | Early-mid Oct 2025; 1 session per depot | Baku Metro PIU |
| Technical workshops (Depots) | Interviews; joint traffic/heritage workshops | Municipal departments.; MENR; Ministry of Culture; Land Committee; Labour Ministry; NEMA | Confirm permits, detour plans, chance-finds, worker OHS oversight | Oct 2025 | Baku Metro PIU |
| Women's safety & access (depots) | Women-only FGDs, co-design of lighting/CCTV/call points. | Women/girls; CSOs; depot area businesses | Address SEA/SH risks; agree visible measures and reporting channels | Oct 2025, tied to depot sessions | Baku Metro PIU |
| Contractor disclosure (depots) | Contractor briefings; site signage; fortnightly | Local residents/businesses near gates | Explain schedules, delivery windows, contacts; reduce surprises | From start of construction; bi-weekly during active works | Baku Metro PIU /Contractor |



| Project Activity | Engagement method | Target stakeholders | Purpose | Timing & frequency | Responsibility |
|--|--|---|---|---|----------------|
| | bulletins; SMS/WhatsApp list | | | | |
| Draft disclosure: Green Line ESIA, SEP, ESMPF, LMP, and LARPF | Website posting (Baku Metro + municipal portals), noticeboards at stations/depots, public display at community venues such as local municipal offices, communal headquarters, or cultural houses; press note; Azerbaijani (English for financiers) | General public; municipal authorities; CSOs; AIIB | Inform and invite comments; set out GRM/PPM access | TBD; comment window 14–21 days | Baku Metro PIU |
| Station area, spoil disposal area and alignment consultations | Public meetings; targeted FGDs (women; elderly/PwD); translated handouts; sign-in + minutes | Adjacent residents; small businesses; schools; cemetery reps; bus/marshrutka operators | Discuss traffic plans, work hours, noise/dust, quiet-hour commitments, rapid-response contacts | TBD | Baku Metro PIU |
| Technical workshops (Station area, spoil disposal area and alignment) | Interviews; joint traffic/heritage workshops | Municipal departments.; MENR; Ministry of Culture; Land Committee; Labour Ministry; NEMA | Confirm permits, detour plans, chance-finds, worker OHS oversight | TBD | Baku Metro PIU |
| Women's safety & access (stations and spoil disposal sites) | Women-only FGDs, co-design of lighting/CCTV/call points; station walk-throughs | Women/girls; CSOs; station-area businesses | Address SEA/SH risks; agree visible measures and reporting channels | TBD, tied to Station area, spoil disposal area and alignment sessions | Baku Metro PIU |



| Project Activity | Engagement method | Target stakeholders | Purpose | Timing & frequency | Responsibility |
|--|--|---|---|---|--|
| Contractor disclosure (Station area, spoil disposal area and alignment) | Contractor briefings; site signage; fortnightly bulletins; SMS/WhatsApp list | Local residents/businesses near gates | Explain schedules, delivery windows, contacts; reduce surprises | From start of construction; bi-weekly during active works | Baku Metro PIU /Contractor |
| TBM alignment outreach (Phase II prep) | Pop-up info desks; door-to-door to high-risk frontages; TBM progress bulletins by block | Residents over/near alignments; frontage shops; schools/clinics | Set expectations (night works, vibration), settlement monitoring, haul routes | Design/ESIA stage and pre-launch | Baku Metro PIU /Contractor |
| Feedback incorporation | Comments matrix; "You Said/We Did" note on website | All commenters | Show how input shaped design/mitigation | By 31 Oct 2025 and at major design milestones | Team Leader; Social Specialist; PIU Comms |

All venues PwD-accessible; sign-language on request; large-print/accessible PDFs available.



6. Stakeholder Engagement to Date

6.1. Initial Consultations

Consultations have, to date, been carried out as part of the Depot Screening Report and for the preparation of the ESMP. The full questionnaires, respondent list, and detailed answers are provided in Annex A.

6.1.1. Darnagul Depot Screening

Residents noted metro staff/contractors patronized nearby shops and did not cause any problems but raised recurring concerns about night-time traffic noise and construction vehicle movements. Dust had been problematic in earlier months but has improved. No grievances had been submitted to Baku Metro, but most respondents noted that they would call the police or general Metro hotline in the event of any specific issue. Consultations also confirmed that the 2013 relocation of 346 graves was managed with family and authority involvement, with no complaints recorded.

6.1.2. Khojasan Depot Screening

Community feedback was largely positive, with residents confirming that noise, dust, and vibration impacts were minor. One household near the station reported train noise due to track alignment, expected to be resolved in Phase II. Two systemic issues dominated: (i) foul odors from a nearby lake, and (ii) high-speed truck traffic and unsafe pedestrian crossings. These concerns are not directly caused by the depot but strongly affect community well-being.

| No. | Date | Location | Stakeholders | Male | Female | Points Discussed |
|-----|----------------------|-------------------|---|------|--------|---|
| 1 | 25–28 Aug 2025 | Darnagul Depot | Adjacent residents, small business owners | 5 | 3 | Noise from traffic at night; dust (improved); positive on grave relocation process. |
| 2 | 3 Sep 2025 | Khojasan Depot | Adjacent residents, shop owners | 3 | 1 | Dust/vibration minimal; some train noise near homes; high-speed trucks & unsafe crossing; odors from nearby lake. |

Table 4: Summary of screening consultations

6.2. Follow-up Consultations

On 23 September 2025, a survey was conducted with 25 residents adjacent to the Khojasan depot and station area. The purpose was to capture early perceptions of environmental and social risks and to inform the ESMP.

Table 5: Summary of ESMP consultations – Khojasan Depot

| Issue | Survey Findings (25 respondents) | Notes / Implications for SEP |
|------------------|----------------------------------|--|
| Noise from depot | | Minor train noise noted in 12 cases where houses are close to tracks |



| Dust | 7 respondents indicated dust disturbance | Localized; mitigation needed during active works | |
|--|---|--|--|
| Vibration | No significant vibration issues reported | To be monitored during Phase II tunneling | |
| Traffic & pedestrian safety | 20 respondents concerned about high-speed trucks; 17 noted unsafe pedestrian crossing | Major community concern; requires coordination with traffic police and safety measures | |
| Odor from nearby lake | All 25 respondents cited foul odors, especially in summer | Source is external to metro project but highly material to local well- being; should be acknowledged in SEP | |
| Relations with metro staff/contractors | No problems reported | Maintain current standards; continue monitoring | |

Table 6: Summary of ESMP consultations – Darnagul Depot

| Issue | Survey Findings (25 respondents) | Notes / Implications for SEP |
|--|---|--|
| Noise from depot | No significant depot noise reported, including at night/weekends (23/25 "No"; none "Yes"). | Maintain current controls; keep night-work notifications in case schedules change. |
| Dust | 7 respondents indicated dust disturbance (5 "Yes", 2 "sometimes"). | Apply standard dust suppression during active works; communicate schedules; rapid response if complaints arise. |
| Vibration | No significant vibration issues reported (0 "Yes"; 4 "sometimes" noted occasional vehicle-related vibration). | Monitor during heavy vehicle operations; include hotline for any episodic issues. |
| Traffic & pedestrian safety | 1 respondent reported issues; 2 "sometimes". General comments referenced construction vehicle movements. | Coordinate with traffic police on delivery windows and signage; reiterate safe crossing points during any detours. |
| Odor from nearby lake | Not raised by respondents at Darnagul. | No action specific to Darnagul; continue to acknowledge location-specific nuisance issues where relevant. |
| Relations with metro staff/contractors | No problems reported (25/25 "No"). | Maintain current standards; keep contractor code of conduct visible; |



| Issue | Survey Findings (25 respondents) | Notes / Implications for SEP | |
|-------|----------------------------------|--------------------------------------|--|
| | | continue routine community checkins. | |

6.2.1. Community Priorities Identified

Community members emphasized three main priorities during the consultations. First, they expressed concern about pedestrian safety, noting that the crossings in front of the Khojasan depot are in poor condition and require urgent improvement to reduce risks associated with heavy traffic. Second, residents highlighted that they are largely unaware of methods to report grievances to Baku Metro; they requested clearer information and easier access to grievance channels to ensure their concerns can be addressed effectively. Finally, although not directly linked to the metro project, respondents raised the recurring issue of foul odors from a nearby lake, stressing the need for coordination with municipal authorities to mitigate this persistent source of discomfort in the area.

The full survey record (questionnaire, respondent list, and detailed responses) is provided in Appendix A: Record of Initial Consultation.



7. Grievance Redress Mechanism

7.1. General

A grievance is an issue, concern, problem, or claim (perceived or actual) that an individual or community group wants to see resolved. The Grievance Redress Mechanism (GRM) is a locally based, project-site-specific extra-legal way to deal with and resolve activity-related grievances/complaints faster than legal mechanisms and thus enhance project performance standards in terms of environmental and social safeguards.

7.2. Principles

The GRM is accessible, free, non-retaliatory, and confidential, with anonymous submissions accepted. SEA/SH cases follow survivor-centered procedures (confidential intake, informed consent, referral to qualified services, no investigation by the PIU). Recourse to courts remains available at any time. In addition, stakeholders may, if unresolved, approach AIIB's Project-Affected People's Mechanism (PPM).

7.3. Process

The GRM follows a four-step process:

- 1. Intake & registration (by Baku Metro GRM Focal Point); triage (urgent / standard / SEA-SH). Record all grievances in GRM Log (see Appendix B).
- 2. Assessment & response plan (with responsible unit and timeline); document in the GRM Log.
- 3. Resolution & close-out; complainant signs acceptance or notes disagreement; escalation path explained and recorded in GRM Log.
- 4. Escalation to PIU Director (if unresolved) and, at any time, referral information for AIIB PPM.

7.4. Service Standards

- 1. Acknowledge complaint within 5 working days;
- 2. Propose resolution or action plan within **30 working days** (simple issues within **2 days**).
- 3. Transmit urgent OHS/community safety/SEA-SH issues to the site E&S Manager and PIU immediately.

7.5. Channels

Reporting channels included:

- 1. Hotline: 964 or +994(12) 490 0000 (weekdays 09:00–18:00)
- 2. Email: grm@metro.gov.az (alias to PIU GRM inbox) -
- 3. Web form: metro.gov.az/grm (Azerbaijani; simple & accessible)
- 4. On-site: sealed drop-boxes at Darnagul & Khojasan depot gates and PIU front desk
- 5. In-person: PIU GRM desk, Baku Metropolitan CJSC, [full address]



7.6. Reporting

Quarterly public dashboard to be provided on Baku Metro website: # received; % acknowledged ≤2 days; % resolved ≤30 days; # anonymous; # SEA/SH cases handled per protocol (no details); median resolution time; example "You Said/We Did".

GRM log stored on a secure server with role-based access; SEA/SH records kept in a restricted log.

7.7. Appeal and Escalation Procedure

If a complainant is not satisfied with the resolution or response provided within the Service Standard timeframe, they may request a re-review of the case by the Grievance Redress Committee (GRC) at the Baku Metro PIU. The GRC will reassess the complaint, consult relevant technical and management staff, and issue a written decision within 15 working days.

Should the complainant remain unsatisfied with the outcome of this review, they may pursue further action through national administrative or judicial remedies, or contact the **AIIB PPM**, which is an independent accountability mechanism of the Bank. Information on how to access the PPM (https://www.aiib.org/en/about-aiib/who-we-are/project-affected-peoples-mechanism/how-we-assist-you/index.html) will be made available in all public disclosure materials and GRM awareness sessions.

7.8. Worker GRM

A separate, independent Worker GRM operates under the **LMP** at all contractor sites. Aggregate, non-identifying statistics are reported alongside the community GRM.

7.9. Sample GRM Information

7.9.1. How to raise a concern or suggestion

The following text will be included on Baku Metro web page relating to GRM as well as all active work zones (stations and depots) on posters at the entrance to worksites:

"If you believe you may be affected by the Baku Metro Expansion Project, you can contact our Project-level Grievance Redress Mechanism (GRM): hotline: 964 or +994(12) 490 0000; email grm@metro.gov.az; web form metro.gov.az/grm; or in person at our PIU GRM desk (address). Anonymous submissions are accepted. We will acknowledge within 5 working days and aim to resolve within 30 working days. For SEA/SH-related concerns, confidential survivor-centered procedures apply with referrals to qualified services.

If your concern remains unresolved, you may also contact the **Asian Infrastructure Investment Bank's Project-Affected People's Mechanism (PPM)**. Information on the PPM (how to submit, eligibility, and process) is available on AIIB's website."



8. Information Disclosure

The project information disclosure process is provided in Table 7. The plan specifies what will be disclosed, where and in which language(s), when, and by whom. It complements Section 4 activities and commits to proactive, locally accessible disclosure.



Table 7: Information Disclosure

| Document/Item | Channel & location | Language(s) | Timing / updates | Responsible | Evidence |
|--|--|--|---|-----------------------------------|---|
| Draft ESMP, SEP, ESMPF, LMP | Baku Metro website (Project page); municipal portals (Binagadi, Khatai, Narimanov, Sabunchu, Yasamal); AIIB Project page | Azerbaijani (full ESF docs); English versions for financiers | By 30 Sep 2025; final by 31 Oct 2025 | Baku Metro PIU | Screenshots; posting logs |
| Consultation notices | Station/Depot posters; municipal noticeboards; website news; social media; SMS/WhatsApp | Azerbaijani (+ Russian where relevant) | ≥14 days before each event; reminder 3–5 days prior | Baku Metro PIU | Copies; photos; web captures |
| GRM & PPM access | Website GRM page; posters at stations/depots; leaflets at meetings After posting on the website and in stations and depots, a communication campaign will be conducted in the residential areas on the GRM and PPM. | Azerbaijani (+ accessible formats) PIU ES consultants | Live by 30 Sep 2025; quarterly stats | Baku Metro PIU GRM Focal Point | Live page link; hotline records; quarterly report |
| Consultation materials (slides/handouts) | Website downloads; printed at events | Azerbaijani; English for financiers | ≥7 days before sessions; archive finals | Baku Metro PIU | Upload logs; PDFs |
| Minutes & attendance | Website (Engagement section); hard copies on request | Azerbaijani (English summary where relevant) | ≤10 working days post-event | Baku Metro PIU | Signed minutes; photos |



| Document/Item | Channel & location | Language(s) | Timing / updates | Responsible | Evidence |
|---|---------------------------------------|------------------------------------|---|--|----------------------------|
| "You Said / We Did" & final instruments | Baku Metro site; AIIB Project page | Azerbaijani & English (short note) | At finalization and key design milestones | Team Leader; Social Specialist of PIU | Published note; final PDFs |



9. Resources and Responsibilities for SEP Implementation

9.1. Roles and Responsibilities

Stakeholder engagement for the Baku Metro Expansion Project will be led and coordinated by the Project Implementation Unit (PIU) of Baku Metro, supported by its designated Environmental and Social (E&S) Specialists and communications staff. Responsibilities are defined as follows:

- PIU Director Overall accountability for SEP implementation, ensuring that engagement commitments are integrated into project decision-making and reported to financiers.
- PIU Social Specialist (full-time) Day-to-day coordination of SEP activities, including planning consultations, preparing disclosure materials, maintaining the stakeholder database, and monitoring participation. Serves as the focal point for community liaison and vulnerable group outreach.
- PIU GRM Focal Point Manages the Grievance Redress Mechanism, including intake, registration, triage, and coordination with relevant departments for resolution. Ensures compliance with service standards (acknowledgement within 5 working days; resolution within 30 working days) and survivor-centered handling of SEA/SH cases.
- PIU Communications Officer Prepares public notices, website updates, media briefings, and disclosure materials in Azerbaijani, Russian, and English (for financiers). Coordinates SMS/WhatsApp lists and manages press relations.
- Contractors (and subcontractors) Responsible for implementing site-specific engagement commitments, including fortnightly bulletins, signage at depot gates, and day-to-day communication with local residents and businesses. Contractor HSE staff will maintain a site-level complaints log and coordinate with the PIU GRM focal point. The Contractor will submit monthly reports documenting the activities it carried out in line with the SEP and GRM.
- Municipal Authorities Provide venues for public disclosure meetings, support notification through municipal channels, and participate in technical workshops and consultations on traffic, safety, and permitting.
- External Specialists/Consultants social, gender, and heritage experts will be mobilized as required for specialized consultations (e.g., women's safety audits, heritage chance-find workshops).

9.2. Resources for Stakeholder Engagement

Below are representative costs for stakeholder engagement. This includes venue hire, translation and interpretation services, printing and dissemination of information materials, GRM setup and operation (hotline and online form), and transport assistance for vulnerable participants. Staff time for the PIU's Social and Communications Specialists is included within the overall Project budget.

Table 8. Stakeholder Resources Plan

| Cost item | Unit/assumption | Estimated cost (AZN) |
|---|--------------------------------|----------------------|
| Venue hire & logistics (community sessions) | 4 sessions per depot / station | 6,000 |
| Translation & interpretation | Materials + sessions | 5,000 |



| Printing & visual materials | Flyers, posters, large-print handouts | 2,000 |
|---|--|-------|
| GRM setup (hotline/online form) | Setup + first 3 months ops | 3,000 |
| Transport/support for vulnerable participants | Taxis/assistance funds | 1,000 |
| Staff time (Comms/Social specialists) | Portion of LOE allocated to engagement | _ |



10. Monitoring and Reporting

Monitoring and reporting are critical to ensure that stakeholder engagement activities are implemented as planned, remain inclusive, and generate measurable outcomes for both the Project and affected communities. The PIU will oversee monitoring with support from its Social Specialist, Communications Officer, and the GRM Focal Point, while contractors will be responsible for site-level engagement and reporting. Results will be consolidated and shared with AIIB and other financiers, and summary findings will be disclosed to stakeholders in accessible formats.

10.1. Monitoring Indicators

At a minimum, the following indicators will be tracked:

- Engagement delivery: Number of engagement activities delivered versus planned, disaggregated by type (public meeting, focus group, technical workshop, key informant interview) and by location; total number of participants recorded with sex- and age-disaggregated data.
- Inclusion: Percentage of engagement activities targeted to vulnerable groups; number of accommodations provided for persons with disabilities (PwD); number of women-only focus group discussions facilitated.
- Disclosure: Number of website updates completed; number of document downloads (where available); number of posters, flyers, and leaflets distributed through municipal and project channels.
- Grievance Redress Mechanism (GRM) performance: Percentage of grievances acknowledged within 5 working days; percentage resolved within 30 working days; number of anonymous submissions; number of SEA/SH-related cases (tracked only as protocol-compliant statistics without details); median days to resolution.
- Design influence: Number of design or plan changes made in response to stakeholder inputs, as documented in the stakeholder comments and response matrix ("You Said / We Did").
- Contractor compliance: Percentage of worksites with current signage displaying contact details, schedules, and GRM access; number of fortnightly bulletins issued and distributed to nearby households and businesses.

10.2. Approach and Responsibilities

- Data collection: PIU Social Specialist will compile sign-in sheets, meeting minutes, and contractor reports. The GRM Focal Point will maintain the grievance register, while the Communications Officer will track disclosure outputs (websites, municipal portals, posters, media releases).
- Frequency: Monitoring will be conducted continuously during active engagement, with internal reviews on a monthly basis and consolidated quarterly reports prepared for the PIU Director and financiers.
- Verification: Random spot checks will be carried out by the PIU to verify the accuracy of contractor engagement logs and disclosure evidence. Feedback from community liaison activities will also be cross-checked against monitoring data.
- Reporting:



- o Internal: Quarterly monitoring reports to the PIU Director and financiers, summarizing indicators and highlighting corrective actions.
- External: A quarterly public dashboard (posted on the Baku Metro website and municipal portals) summarizing key metrics (e.g., number of consultations, % of grievances resolved on time, % of activities targeted to vulnerable groups). A "You Said / We Did" note will also be published at major design milestones to demonstrate responsiveness.

10.3. Continuous Improvement

Monitoring results will be used to adapt and improve the SEP. If indicators show gaps in inclusion, accessibility, or grievance handling, the PIU will revise engagement approaches, allocate additional resources, and intensify outreach to under-represented groups.



Annex A: Stakeholder Consultation Data

Dranagul Consultation Response Matrix

| | Responde nt | Gen der | Are there elevate d noise from the depot that is probem atic, e.g. at night and weeken ds | Are there any issues with dust from the site? | Are there any issues with vibrati on, includi ng from vehicle s enterin g the site? | Do you have any issues with construc tion traffic moveme nts around the depot? | Has the area ever flooded, or been subject to earthqua kes? | Are there any garbag e dumpe d outside of the site, or windbl own from the site? | Have you ever encount ered any problem s with metro staff or contract ors, e.g. being abusive, or problem atic? | Have you ever made a complai nt about the Depot, if so, how did you do it | What, if any, concer ns you have about the project | Are you aware of the dedicate d commun ity grievanc es manage ment system for submitti ng project-related grievanc es? | Have you submitt ed any grievan ces? Have their been resolve d? | Any engage ment efforts from the Client to recruit locally for the project? |
|---|--------------------|------------|---|---|---|--|---|--|---|---|--|--|---|---|
| 1 | Ismayilov Rahim | M | No | Yes | No | yes, noisy someti mes | No | No | No | No | Will try to find hot line probab | No | No | No |



| 2 | Mammad ov Alikram | M | No | Not much, since they work at night usually | No | noisy someti mes | This garden, which belongs to the nearby buildings and their residenc es, used to flood before. It seems that the rainwate r drainage system has been improve d. | No | No | No | No concer ns | No | No | No |
|---|-------------------------|---|----|--|----|------------------------|--|----|----|----|--|----|----|----|
| 3 | Babayev Habib | М | No | No | No | No | Yes, our garden flooded before | No | No | No | Will raise the issue with the Executi ve Power of Baku | No | No | No |



| 4 | Mehraliye v Kurban | M | No | yes, in windy weathe r | No | No | Yes, our garden flooded before | No | No | No | I know some people from Baku Metro, I will addres s any issue right to these people | No | No | Never heard |
|---|----------------------------|---|----|---|----|----|---|----|----|----|---|----|----|----------------|
| 5 | Shahverdi yev Rustam | М | No | No | No | No | Used to flood, but people have repaired on our budget | No | No | No | No | No | No | No |
| 6 | Sultanov Ruslan | М | No | someti mes, in windy weathe r | No | No | No | No | No | No | No | No | No | No idea |
| 7 | Mustafay ev Elgiz | M | No | No | No | No | several years ago it flooded. | No | No | No | Would be good to know | No | No | No idea |



| | | | | | | | IT is ok now | | | | whom to addres s | | | |
|-----|-----------------------|---|---|---------------------------------|--|----|-------------------------------|----|----|---|--|----|---------|----|
| 8 | Mammad ov Kabil | М | We hear it, but it is not disturbi ng | only in windy weathe r | I feel, but not disturbi ng or any concer ns | No | Not now, but used to be | No | No | No | Not much aware of what is going on | No | Not yet | No |
| 9 | Ismayilov a Rubaba | F | No | No | No | No | Not really | No | No | No | This is tempo rary anywa y | No | No | No |
| 1 0 | Javadova Laman | F | We hear the noise but it is not disturbi ng | Yes, someti mes | No | No | No | No | No | Yes, I raised the issue of dust directly with them. | I will take my compla int directl y to their door. | No | No | No |
| 1 | Hasanova Gulnara | F | No | No | No | No | No | No | No | No | No | No | No | No |
| 1 2 | Asadova Sema | F | No | No | No | No | No | No | No | No | No | No | No | No |



| 1 3 | Mammad ov Seymur | Μ | No | Yes, very much | No | Only at nights | No | No | No | Yes, I raised the issue of the duct with the Baku Metro Press Centre. There is a kinderga rten right opposite the entrance to the site, which is exposed to dust. | Will raise | No | Yes, they have been solved | No |
|-----|------------------------|---|----|--|---------------|----------------|----|----|----|---|-------------------------------|----|--|----|
| 1 4 | Karimov Hikmet | М | No | No, only in windy weathe r | someti mes | No | No | No | No | No | No | No | No | No |
| 1 5 | Karimov Ismet | M | No | No | No | No | No | No | No | No | I may go right there | No | No | No |



| 1 6 | Mirzayev Babek | М | No | No | someti mes | No | No | No | No | No | No | No | No | No |
|--------|-------------------------|---|----|-----|---------------|----|-------------------|--------------|----|----|---|----|----|----|
| 1 7 | Huseynov Sahil | М | No | No | No | No | No | No | No | No | No | No | No | No |
| 1 8 | Allahverdi yeva Afet | F | No | No | No | No | No | No | No | No | No | No | No | No |
| 1 9 | Mehtiyev a Laman | F | No | No | someti mes | No | Mud after rain | No | No | No | No | No | No | No |
| 2 0 | Rahimov Orkhan | М | No | No | No | No | No | No | No | No | Will find the related agenci es to compla in | No | No | No |
| 2 | Huseynov a Jeyhuna | F | No | No | No | No | No | No | No | No | No | No | No | No |
| 2 2 | Safarov Vusal | М | No | No | No | No | No | No | No | No | To the buildin g officer | No | No | No |
| 2 | Rahmano v Rza | М | No | No | No | No | No | No | No | No | No | No | No | No |
| 2 | Ahmadov a Chichek | F | No | No | No | No | No | No | No | No | No | No | No | No |
| 2 5 | Ashurova Aysun | F | No | Yes | someti mes | No | No | only dust | No | No | I will certain ly compla in. I am allergic | No | No | No |

| Vista Environment |
|----------------------|
| Liivii oiiiileiit |

| | | | | | to | | |
|--|--|--|--|--|-------|--|---|
| | | | | | dust. | | |
| | | | | | | | |
| | | | | | | | 1 |

Khojasan Consultation Response Matrix

| | Respond ent | Gend er | Are there elevated noise from the depot that is probem atic, e.g. at night and weeken ds | Are there any issues with dust from the site? | Are there any issues with vibrati on, includi ng from vehicle s enteri ng the site? | Do you have any issues with construc tion traffic moveme nts around the depot? | Has the area ever flooded, or been subject to earthqua kes? | Are there any garbage dumped outside of the site, or windblo wn from the site? | Have you ever encounte red any problems with metro staff or contracto rs, e.g. being abusive, or problema tic? | Have you ever made a compl aint about the Depot, if so, how did you do it | What, if any, concer ns you have about the project | Are you aware of the dedicat ed commu nity GRM for submitti ng grievanc es? | Have you submitt ed any grievanc es? Have their been resolved ? | Any engage ment efforts from the Client to recruit locally for the project? |
|---|---------------------|------------|--|--|---|--|---|--|--|---|---|---|---|---|
| 1 | İsmayilov Nurlan | М | residenti al house is very close to the station, some noise from | Yes, it disturb s in windy weathe r | No | No | No, the area has not experienc ed flooding or earthquakes. | No, but there is a nearby lake that occasion ally emits foul odors, | Never experien ced | No | Will adress directl y to the securit y staff in metro | No | No | No |



| | | | passing trains can be heard | | | | | which affect homes and nearby facilities and cause significa nt discomf ort | | | | | | |
|---|-------------------|---|---|----|----|----|--|---|----|----|--|----|----|----|
| 2 | Rafail Qasimov | М | No, there was no significa nt noise issues from the depot, includin g at night or on weeken ds. | No | No | No | No, the area has not experienc ed flooding or earthquakes. | No, only bad smell from the lake disturbs a lot | No | No | No ideas | No | No | No |
| 3 | Sadiqova Aysel | F | No, there was no significa nt noise issues | No | No | No | No, the area has not experienc ed flooding | No, only bad smell from the lake | No | No | Will adress to the securit y staff | No | No | No |



| | | | from the depot, includin g at night or on weeken ds. | | | | or earthqua kes. | disturbs a lot | | | in metro | | | |
|---|--------------------|---|---|--|----|----|------------------------|---|--------------------------|----|---|----|----|----------------|
| 4 | Valiyev Safibey | М | house is very close to the station, some noise from passing trains can be heard but only at nights disturbs | Yes, it disturb s in windy weathe r | No | No | No | No, only bad smell from the lake disturbs a lot | Never experien ced | No | I will addres s proble ms to the securit y staff or the station chief | No | No | Never heard |
| 5 | lsayev Vali | М | No, there was no significa nt noise issues from the depot, includin | No | No | No | No | No, only bad smell from the lake disturbs a lot | No | No | No | No | No | No |



| | | | g at night or on weeken ds. | | | | | | | | | | | |
|---|------------------|---|---|-----------------------|----|----|--|---|--------------------------|----|---|----|----|---|
| 6 | Abasli Sanan | М | residenti al house is very close to the station, some noise from passing trains can be heard, but sometim es | Yes, someti mes | No | No | No | No, only bad smell from the lake disturbs a lot | Never experien ced | No | Will adress directl y to the securit y staff in metro | No | No | Never heard |
| 7 | Qarayev Vahid | М | No, there was no significa nt noise issues from the depot, includin g at night or | No | No | No | No, the area has not experienc ed flooding or earthquakes. | No, only bad smell from the lake disturbs a lot | Never experien ced | No | Will adress to station chief in metro | No | No | I have heard but not applicabl e for me |



| | | | on weeken ds. | | | | | | | | | | | |
|---|-----------------------|---|---|----|----|----|----|---|--------------------------|----|---|----|----|----|
| 8 | Mustafay ev Yashar | М | No, there was no significa nt noise issues from the depot, includin g at night or on weeken ds. | No | No | No | No | No, only bad smell from the lake disturbs a lot | No | No | Will adress to the securit y staff in metro | No | No | No |
| 9 | Latifova Qulxara | F | residenti al house is very close to the station, some noise from passing trains can be heard at night | No | No | No | No | No, only bad smell from the lake disturbs a lot | Never experien ced | No | do not know | No | No | No |



| 1 0 | Ahmadli Punhan | M | residenti al house is very close to the station, some noise from passing trains can be heard. | Yes, someti mes | No | No | No | No, only bad smell from the lake disturbs a lot | Never experien ced | No | I will take my compl aint directl y to securit y. | No | No | No |
|-----|-----------------------|---|--|-----------------------|----|----|----|---|--------------------------|----|---|----|----|----|
| 1 1 | Lala Qafarzad e | F | No, there was no significa nt noise issues from the depot, includin g at night or on weeken ds. | No | No | No | No | No, only bad smell from the lake disturbs a lot | No | No | Will adress to the securit y staff in metro | No | No | No |
| 1 2 | Eshqin Mamedo v | М | No, there was no significa nt noise | No | No | No | No | No, only bad smell from the lake | Never experien ced | No | No | No | No | No |



| | | | issues from the depot, includin g at night or on weeken ds. | | | | | disturbs a lot | | | | | | |
|-----|--------------------|---|---|---------------------------|----|----|----|---|--------------------------|----|---|----|----|----|
| 1 3 | Hikmat Sharifov | М | residenti al house is very close to the station, some noise from passing trains can be heard but not so often | Yes, very much | No | No | No | No, only bad smell from the lake disturbs a lot | No | No | Will adress to the securit y staff in metro | No | No | No |
| 1 4 | Zamanov Rustam | М | residenti al house is very close to the station, some noise | Yes, but no so much | No | No | No | No, only bad smell from the lake disturbs a lot | Never experien ced | No | No | No | No | No |



| | | | from passing trains can be heard. | | | | | | | | | | | |
|-----|------------------|---|---|----|----|----|----|---|----|----|---|----|----|----|
| 1 5 | Hasanli Vuqar | М | No, there was no significa nt noise issues from the depot, includin g at night or on weeken ds. | No | No | No | No | No, only bad smell from the lake disturbs a lot | No | No | will adress to the chief of the securit y | No | No | No |
| 1 6 | Aliyev Adil | М | No, there was no significa nt noise issues from the depot, includin g at night or on | No | No | No | No | No | No | No | Will adress directl y to the securit y staff in metro | No | No | No |



| | | | weeken ds. | | | | | | | | | | | |
|-----|-------------------------|---|--|---|----|----|----|---|--------------------------|----|---|----|----|----|
| 1 7 | Bannaye va Ayshan | F | residenti al house is very close to the station, some noise from passing trains can be heard. | Yes, when it is windy weathe r | No | No | No | No, only bad smell from the lake disturbs a lot | Never experien ced | No | No | No | No | No |
| 1 8 | Aliyev Asaf | М | No, there was no significa nt noise issues from the depot, includin g at night or on weeken ds. | No | No | No | No | No | Never experien ced | No | Will adress to the securit y staff in metro | No | No | No |



| 1 9 | Valiyev Ilahi | M | residenti al house is very close to the station, some noise from passing trains can be heard. | No | No | No | No, the area has not experienc ed flooding or earthquakes. | No, only bad smell from the lake disturbs a lot | No | No | No | No | No | No |
|-----|----------------------|---|---|----|----|----|--|---|--------------------------|----|--|----|----|----|
| 2 0 | Ismayilov a Aynur | F | No, there was no significa nt noise issues from the depot, includin g at night or on weeken ds. | No | No | No | No | No | Never experien ced | No | Will find the hotline if nedee d | No | No | No |
| 2 | Asgarov Elmin | М | residenti al house is very close to the | No | No | No | No | No, only bad smell from the lake | No | No | No | No | No | No |



| | | | station, some noise from passing trains can be heard. | | | | | disturbs a lot | | | | | | |
|-----|-------------------|---|---|----|----|----|----|---|--------------------------|----|---|----|----|----|
| 2 2 | lmanova Nubar | F | No, there was no significa nt noise issues from the depot, includin g at night or on weeken ds. | No | No | No | No | No, only bad smell from the lake disturbs a lot | Never experien ced | No | Will adress directl y to the securit y staff in metro | No | No | No |
| 2 3 | Ahmadov Maqsud | М | residenti al house is very close to the station, some noise from passing | No | No | No | No | No | Never experien ced | No | Will adress directl y to the securit y staff in metro | No | No | No |



| | | | trains can be heard. | | | | | | | | | | | |
|-----|----------------------------|---|---|----|----|----|----|---|--------------------------|----|---|----|----|---|
| 2 4 | Aliyev Nihad | М | No, there was no significa nt noise issues from the depot, includin g at night or on weeken ds. | No | No | No | No | No, only bad smell from the lake disturbs a lot | No | No | No | No | No | I have heard but not applicabl e for me |
| 2 5 | Turkan Abdulaziz ova | F | residenti al house is very close to the station, some noise from passing trains can be heard. | No | No | No | No | No, only bad smell from the lake disturbs a lot | Never experien ced | No | Will adress directl y to the securit y staff in metro | No | No | No |





Annex B: GRM Log

| X | |
|--------------|--|
| GRM Log_xlsx | |

Annex C: Stakeholder Comments and Response Matrix (You Said / We Did)

| Issue/Comme nt | Raised by (group) | Date/Locati on | Response/Acti on | Responsibl e party | Where reflected (document/section) | Statu s |
|-------------------|-----------------------------|-------------------|---------------------|-----------------------|---------------------------------------|------------|
| | | | | | | |
| | | | | | | |
| | | | | | | |
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| | | | | | | |



Annex D: Summary of key mitigation measures from ESMP

KEY ENVIRONMENTAL & SOCIAL RISKS AND IMPACTS

PHYSICAL ENVIRONMENT

| Impact Area | Key Risks and Impacts |
|-------------------|---|
| Air Quality | Construction dust and emissions from excavation, backfilling, vehicle movement, and material handling. Residential receptors within 200m of depots affected, including several kindergartens near Khojasan depot. |
| Water Resources | Potential groundwater contamination during construction. Operational wastewater from train washing and maintenance facilities requiring treatment and MENR discharge permits. |
| Soil & Geology | Risk of encountering contaminated soils during excavation. Soil settlement and erosion during construction activities. |
| Noise & Vibration | Construction equipment noise and vibration affecting residential areas and sensitive receptors. Operational depot activities generating ongoing noise. |
| Natural Hazards | Seismic hazard in Baku requiring structural resilience measures. Foundation soils prone to settlement under seismic loading. |

BIOLOGICAL ENVIRONMENT

| Flora | Tree removal required at Darnagul depot. No special status species affected. |
|----------------------------|--|
| Fauna & Protected Areas | No significant impacts. No special status species or protected areas within 5km of depots. |

SOCIAL ENVIRONMENT

| Community Health & Safety | Impacts from construction vehicle movement, traffic, dust, noise, and potential labour influx on communities within 200m of depots. |
|------------------------------|--|
| Occupational Health & Safety | Worker risks from confined spaces, electrical systems, working at height, excavation, machinery operation, heat exposure, and fatigue. |
| Cultural Heritage | Potential for chance finds during excavation activities. |



| Waste Management | Hazardous wastes including oils, filters, batteries, paints, and oil-water |
|------------------|--|
| | separator sludge requiring proper management. |

Overall Risk Classification: MODERATE

Impacts are site-specific within depot areas, not large-scale or irreversible, and manageable through detailed mitigation measures in the ESMP.



KEY MITIGATION MEASURES

| Impact Area | Mitigation Measures |
|-------------------|--|
| Air Quality | Water spraying for dust suppression, material covering during transport, vehicle wheel washing, speed limits on unpaved areas. |
| Water Resources | Oil-water separation systems for wastewater treatment. MENR discharge permits required. Spill prevention and response procedures. |
| Soil & Geology | Contaminated land procedure: site investigation and delineation prior to excavation. Compliant off-site disposal where hotspots identified. |
| Noise & Vibration | Equipment selection to minimize noise. Working hours restrictions. Community notification of noisy activities. Acoustic barriers where needed. |
| Natural Hazards | Code-compliant seismic design for structural resilience. Foundation design accounting for soil settlement characteristics. |
| Flora | Tree replanting and landscaping at both depots per Law on Protection of Green Plantings (2014). |
| Waste Management | Hazardous waste segregation, safe storage, and transfer only to licensed operators. Waste manifesting and tracking system. |

COMMUNITY PROTECTION

| Community Health & Safety | Construction traffic management plans with designated routes and timing. Site access controls. Worker codes of conduct. Security protocols. Stakeholder engagement and public grievance mechanism. |
|---------------------------|--|
| Cultural Heritage | Chance find procedures: stop work, secure area, notify authorities, implement protection measures. |
| Design Safety | Safety-in-design principles including universal access standards, fire and flood resilience, emergency egress, adequate lighting and ventilation. |

OCCUPATIONAL HEALTH & SAFETY

Comprehensive contractor OHS requirements including:

• Risk assessments and method statements for all high-risk activities



- Emergency preparedness and response plans with regular drills
- Safe excavation procedures including shoring and atmospheric testing
- Electrical safety protocols including isolation and lock-out/tag-out
- Working at height controls: fall protection, scaffolding, access equipment
- Machinery and equipment safety: guards, maintenance, operator training
- Confined space entry permits and atmospheric monitoring
- Personal protective equipment provision and enforcement
- Worker training, competency verification, and site induction programs
- Incident reporting: 24-hour notification for fatalities, serious injuries, major spills