

BAKU METRO EXPANSION PROJECT

GREEN LINE

STAKEHOLDER ENGAGEMENT PLAN

Prepared for Baku Metropolitan Closed JSC

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List of Acronyms

ADB	Asian Development Bank
AIIB	Asian Infrastructure Investment Bank
ASWPU	Azerbaijan Social Work Public Union
BM	Baku Metro
BCEP	Baku City Executive Power
BMEP	Baku Metro Expansion Project
CCTV	Closed-Circuit Television
CSO	Civil Society Organization
CJSC	Closed Joint-Stock Company
EPC	Engineering, Procurement and Construction
ERP	Emergency Response Plan
E&S	Environment and Social
ESIA	Environmental and Social Impact Assessment
ESMP	Environmental and Social Management Plan
ESMS	Environmental and Social Management System
ESP	Environmental and Social Policy
ESS	Environmental and Social Standards
FDG(s)	Focus Groups Discussion(s)
GBVH	Gender-Based Violence and Harassment
GHG	Greenhouse Gas
GM	Grievance Mechanism
GRM	Grievance Redress Mechanism

HSE	Health, Safety and Environment
HR	Human Resources
IDPs	Internally Displaced Persons
IFI(s)	International Financial Institution(s)
LMP	Labour Management Plan
LRP	Livelihood Restoration Plan
MENR	Ministry of Ecology and Natural Resources
MoMs	Minutes of Meetings
N/A	Not Available
NDCs	Nationally Determined Contributions
NGO	Non-Governmental Organization
NTS	Non-Technical Summary
OHS	Occupational Health and Safety
O&M	Operation and Maintenance
PAPs	Project-Affected Persons
PIU	Project Implementation Unit
PPM	Project-affected People's Mechanism
PTSD	Post-Traumatic Stress Disorder
PWD	Persons with Disabilities
Q&A	Questions and Answers
TMP	Traffic Management Plan
RAP	Resettlement Action Plan
SEA	Sexual Exploitation and Abuse
SEP	Stakeholder Engagement Plan
SPS	Safeguard Policy Statemtn
SOS VC	Social – Vulnerable Communities

1. INTRODUCTION

1.1 Project Overview

The Baku Metro Expansion Project (BMEP) is a flagship urban transport initiative under Azerbaijan's State Program on Transport Infrastructure (2025–2030). It aims to enhance metro capacity, reliability, and sustainability, reduce traffic congestion, and support national climate targets. The project comprises:

- Phase I: Depot construction (Darnagul, Khojasan), line separation, and system reliability upgrades.
- Phase II: Extension of Purple Line (8.3 km, 5 stations) and Green Line (7.4 km, 4 stations).
- Phase III: Procurement of 34 metro vehicles.

Upon completion, the metro system will span 119.1 km, with 76 stations and 6 depots, serving as a backbone for sustainable mobility in Baku.

Strategic Context

- Responds to rapid urbanization and congestion in Baku.
- Aligns with Baku General Plan (2020–2040), Vision 2030, and Azerbaijan's Nationally Determined Contributions (NDCs).
- Supports climate mitigation through reduced GHG emissions and improved air quality.

Given the scale and urban interface of the Project—particularly the close interaction between construction sites, high-density residential areas, schools, commercial zones, and daily metro users—the BMEP has significant social interface dimensions that require structured, continuous, and inclusive stakeholder engagement.

1.2 The scope of this SEP

This Stakeholder Engagement Plan (SEP) has been prepared to guide the consultation, disclosure, and engagement activities of the Baku Metro Expansion Project (BMEP) – Green Line Extension (the Project) throughout its planning, construction, and operation phases, in line with the requirements of AIIB ESS1.

The SEP establishes a structured and transparent framework to ensure that all relevant stakeholders—particularly project-affected persons (PAPs), metro users, surrounding communities, workers, and institutional entities—are meaningfully informed, consulted, and able to raise concerns throughout the Project lifecycle.

The SEP is designed to support:

- Transparent, timely, and inclusive information disclosure regarding project activities, schedules, risks, and mitigation measures;
- Structured and proportionate consultation processes with communities, metro users, and public institutions affected by station construction, depot works, and operational changes;
- Accessible, responsive, and gender-sensitive grievance management, including mechanisms for addressing safety, GBVH-related, accessibility, and service-related complaints during both construction and operation;
- Ongoing monitoring and documentation of stakeholder concerns, feedback, and engagement outcomes, with lessons integrated into Project decision-making and adaptive management.

The SEP also reflects findings from recent targeted consultations with civil society organizations, disability-focused groups, gender experts, and community representatives, which highlighted specific

concerns related to construction impacts (dust, mobility restrictions, school access), emergency preparedness, accessibility barriers, and GBVH-sensitive reporting pathways. These findings have informed the engagement design and grievance system strengthening measures described in this document.

Engagement activities under this SEP are tailored to the urban, high-density, and socially diverse context of Baku, where metro infrastructure interacts closely with residential areas, commercial zones, public institutions, and high volumes of daily passengers. Particular attention is given to vulnerable and at-risk groups, including women, persons with disabilities, elderly passengers, students, night-time commuters, informal vendors near stations, and workers operating in public-facing roles.

In addition, the SEP explicitly recognizes intersectional vulnerabilities, including women with disabilities, internally displaced persons (IDPs), war-affected individuals with psychosocial sensitivities, and children in school catchment areas near construction zones.

The SEP therefore complements other social risk management instruments prepared under the ESIA—such as Community Health and Safety measures, GBVH prevention actions, accessibility assessments, and operational grievance mechanisms—ensuring consistency across Project systems.

This SEP has been developed based on a review of national legislation of the Republic of Azerbaijan, AIIB policy requirements, and findings from ESIA baseline studies, site observations, institutional interviews, and operational assessments conducted for the Baku Metro system.

Construction-phase engagement and grievance implementation responsibilities will be operationalized through contractor-prepared plans (e.g., construction GRM, GBVH Action Plan, Emergency Preparedness Plan), subject to review, approval, and monitoring by Baku Metropolitan and the EPC supervision structure.

It defines clear roles and responsibilities for the Project Owner (Baku Metropolitan), Project Implementation Units, contractors, and operators in implementing stakeholder engagement activities in a transparent, accountable, and coordinated manner.

The key objectives of this SEP are to:

- Systematically identify and analyze stakeholders, including vulnerable and disadvantaged groups, within the Project's social Area of Influence;
- Enable early, continuous, and culturally appropriate disclosure of project-related information, including environmental and social risks, mitigation measures, and service changes;
- Facilitate meaningful two-way consultation, ensuring that stakeholder feedback informs project design, construction management, and operational practices;
- Establish and operationalize effective grievance mechanisms for both external stakeholders (passengers, communities) and internal stakeholders (workers), allowing anonymous, sensitive, and GBVH-related complaints to be addressed in a timely and non-retaliatory manner;
- Promote trust, transparency, and public confidence in the Baku Metro system by maintaining open and accessible communication channels throughout all Project phases;
- Support monitoring, reporting, and continuous improvement of stakeholder engagement practices in line with AIIB requirements.

This SEP is a living document and will be reviewed and updated periodically to reflect changes in project scope, stakeholder profiles, operational arrangements, or emerging social risks.

The finalized SEP will be disclosed within two months following ESIA approval through multiple channels, including official websites, metro stations, public notice boards, digital platforms, and targeted stakeholder meetings. Stakeholder feedback received during the disclosure period will be systematically reviewed and incorporated prior to finalization.

Updates will be disclosed through appropriate channels, including metro stations, official websites, and public information platforms, ensuring continued alignment with international good practice and stakeholder expectations.

2. STAKEHOLDER IDENTIFICATION AND ANALYSIS

An effective stakeholder engagement and a functioning grievance mechanism (GM) are core requirements under **AIIB ESS1 (Environmental and Social Assessment and Management)**. These standards require borrowers to establish transparent, accessible, and responsive systems that enable project-affected people, workers, and other stakeholders to obtain information, raise concerns, and receive timely feedback throughout the project lifecycle.

For the **Project**, an assessment of existing stakeholder engagement practices and grievance-handling arrangements was undertaken through a combination of **document review**, **semi-structured interviews**, and **direct site observations**. The assessment covered consultations with station supervisors (nezaretçilər), station chiefs, security personnel, metro police, Human Resources representatives, the Internal Communication Department, and Health, Safety and Environment (HSE) staff. Field observations were conducted at a representative sample of stations and facilities, including **Y-14 to Y-17, 28 May, 20 Yanvar, Hatai, and Darnagul Depot**, as well as selected operational and passenger interface areas.

In addition, targeted consultations were conducted with civil society organizations, including disability-focused and gender-focused groups, which highlighted specific concerns related to construction impacts (dust, mobility restrictions, school access), accessibility barriers, emergency preparedness, and GBVH-sensitive reporting pathways. These consultations have informed both the stakeholder mapping and the grievance system strengthening measures described below.

Furthermore, a series of public consultation meetings were conducted across different districts (Nesimi, Sabail, Yasamal, and Xətai) to inform stakeholders about the Project and collect feedback. These meetings ensured initial stakeholder outreach and information disclosure. However, the consultation approach was primarily information-driven, and limited structured feedback was obtained on project-specific environmental and social impacts. While some concerns were raised, particularly in relation to relocation, accessibility, and general project implementation, key issues such as potential impacts on historical structures, vibration-related risks, access restrictions during construction, and impacts on local businesses were not systematically captured. In addition, participation of directly affected stakeholders, including property owners and users of buildings within the Project footprint, appears limited. These findings have been taken into account in refining the stakeholder engagement approach and identifying the need for more targeted and impact-focused consultations in the next phase of the Project.

The assessment indicates that **Baku Metropolitan CJSC (BM)** operates several communication and grievance-related channels, including station-level reporting to station chiefs, SOS kiosks, a corporate call center (hotline 964), website-based electronic applications, citizen reception procedures, and internal reporting through ERP Pro. While these mechanisms demonstrate an institutional commitment to communication and incident handling, they currently operate in a **fragmented and partially undocumented manner**.

Key gaps were identified in relation **AIIB requirements**, particularly with respect to:

- the absence of a **single, integrated Project Grievance Redress Mechanism (GRM)** covering construction and operation phases;
- limited visibility and public disclosure of grievance channels at station level;
- lack of clearly defined procedures for **contractor- and construction-phase grievances**;
- absence of a dedicated and fully operational **worker grievance mechanism**;
- insufficient provisions for **GBVH-sensitive, confidential, and survivor-centred reporting**; and
- unclear linkages between station-level reporting, contractor incident records, and the corporate grievance database.

Following the completion of Baku Metro's internal grievance system restructuring, further technical consultations have been undertaken with the responsible units to clarify roles, reporting flows, case registration procedures, and integration between station-level and corporate systems. The updated

Project-specific GRM structure, including separate pathways for (i) external stakeholders and (ii) workers, will be reflected in the revised SEP and operationalized prior to construction mobilization.

In light of the Project's scale, multi-phase structure, and interaction with diverse stakeholder groups—including passengers, surrounding communities, contractors, and workers—an **integrated Project GRM** is required. This GRM will be embedded within the Project's **Environmental and Social Management System (ESMS)** and aligned with AIIB ESS1 requirements. The design and implementation of the GRM are discussed in detail under **Section 17.3.8 – Public Grievance Mechanism of the ESIA**, and will form a core instrument for managing social risks, including community health and safety, accessibility, labour issues, and GBVH.

During the construction phase, contractor- and subcontractor-prepared grievance and management plans (including construction GRM, Worker GRM, and GBVH Action Plan) will be subject to review, approval, and monitoring by Baku Metropolitan and the EPC supervision structure to ensure compliance with SEP commitments and lender requirements.

2.1 Stakeholder Engagement Approach

Stakeholder engagement for the **Project** has been designed as a continuous, structured, and adaptive process aimed at ensuring transparent communication, inclusive participation, and the systematic integration of stakeholder feedback into project planning, construction, and operation. The approach reflects both **Azerbaijani national legislation** and **international good practice**, including the requirements of **AIIB ESS1**, and takes into account the specific institutional and urban context of Baku's metro system.

Given that the Project is implemented within an existing, heavily used urban transport network, stakeholder engagement extends beyond traditional “project-affected communities” to include **daily passengers, station-area users, workers, contractors, public institutions, and service providers**, as well as vulnerable and at-risk groups who rely on the metro for mobility and access to services.

The approach also recognizes intersectional vulnerabilities, including women with disabilities, internally displaced persons (IDPs), war-affected individuals with psychosocial sensitivities, children in school catchment areas near construction sites, elderly passengers, and informal vendors operating in station perimeters.

Initial stakeholder consultations, including public meetings across several districts, have been conducted to support early information disclosure and stakeholder engagement. These initial activities will be further strengthened through more targeted and impact-focused consultations in subsequent project phases.

The stakeholder engagement approach is guided by the following core principles:

Transparency

Providing accurate, timely, and accessible information on project activities, schedules, potential environmental and social impacts, and mitigation measures, using formats and channels appropriate to different stakeholder groups (e.g. station notice boards, digital platforms, meetings, and on-site communication).

Inclusiveness

Ensuring that all relevant stakeholder groups—including passengers, nearby residents and businesses, governmental bodies, contractors, workers, civil society organisations, and the general public—have opportunities to engage with the Project in a meaningful manner.

Participation of vulnerable and disadvantaged groups

Applying targeted measures to facilitate the participation of women, persons with disabilities, elderly people, low-income households, and other vulnerable groups, including through accessible information, adapted consultation formats, and gender- and disability-sensitive engagement practices.

This includes dedicated consultations with disability-focused and women's organizations, focus group discussions with at-risk communities, accessible communication formats, and tailored outreach strategies through both digital and non-digital channels.

Continuous and two-way communication

Maintaining ongoing dialogue throughout all project phases, rather than one-off consultations, and ensuring that stakeholder concerns are documented, assessed, and responded to in a timely and transparent manner.

Engagement during the construction phase will be coordinated with contractors and supervised by Baku Metropolitan/EPC to ensure that construction-related risks (e.g. dust, access restrictions, traffic management, emergency access, and GBVH risks) are proactively communicated and managed through structured consultation and grievance pathways.

This engagement approach provides the foundation for the **systematic identification and analysis of stakeholders**, which is presented in the following section. The stakeholder identification process builds on the engagement principles outlined above and reflects the Project's area of influence, institutional structure, and the diverse social contexts in which the Baku Metro operates.

2.2 Stakeholder Identification

Stakeholder identification for the Baku Metro Expansion Project (BMEP) was undertaken through a phased and iterative process combining technical analysis, institutional consultations, and public engagement activities. In particular, findings from public consultation meetings conducted across several districts have been used to validate and refine stakeholder categories and priorities:

- I. The Project's impact pathways for both construction and operation (stations, tunnels, shafts, depots, access roads, and worksite interfaces);
- II. Available design and phasing information under the State Program on Transport Infrastructure (2025–2030) and the Baku General Plan (2020–2040);
- III. Site observations and interviews conducted during the October 2025 mission (including visits to Y-14, Y-15, Y-16, Y-17, 28 May, 20 Yanvar, Hatai, Darnagul Depot, and other stations);
- IV. Review of internal communication and grievance-handling arrangements currently used by Baku Metro;
- V. Structured stakeholder consultations and technical follow-ups undertaken in early 2026 with Baku Metropolitan units (PIU, HSE, Communications, HR, operational station/depot representatives), as well as targeted discussions with civil society organizations (including disability- and gender-focused groups), to validate stakeholder priorities and reflect updates to the grievance system, accessibility expectations, and construction–operation interface responsibilities; and
- VI. Structured consultation with Rayon Executive Authorities and rayon representatives, conducted through formally issued written questions, to obtain localized information on the Project's area of influence. The questionnaire covered demographic profile, livelihood patterns, vulnerable groups, construction-phase risks (including access, safety, dust/noise, and impacts on schools and residences), operational expectations, and preferred communication channels. These consultations were designed to collect station-catchment-level data on population structure, income distribution, daily mobility flows, informal economy presence, and vulnerability concentration in the absence of neighbourhood-level elected structures.
- VII. Public consultation meetings conducted at district level, which provided initial insights into stakeholder concerns, participation patterns, and locally relevant impact perceptions;

The purpose of this multi-stage identification process is to ensure that no key stakeholder group is excluded, to reflect the centralized governance structure in Baku, and to integrate both institutional inputs and stakeholder feedback obtained through consultations into the stakeholder mapping process.

This stakeholder mapping has been updated to reflect the forthcoming construction mobilization phase, the introduction of contractor- and subcontractor-led site management arrangements, and the

operational roll-out of BM's upgraded public contact system (964 Contact Centre), including proactive disclosure via stations, trains, and digital platforms.

This stakeholder mapping is aligned with AIIB ESP/ESS1 requirements for systematic stakeholder identification, inclusive engagement (including vulnerable groups), accessible disclosure, and fit-for-purpose grievance redress.

In the Baku context, local governance operates through the Baku City Executive Power (BCEP) and rayon-level executive authorities, which function as extensions of the national executive branch. Because neighbourhood-level elected leadership does not exist, rayon executive authorities and relevant state agencies play a central role in convening meetings, issuing public notices, facilitating venue access, and channelling citizen appeals.

Accordingly, the SEP identifies:

- (a) Project-Affected Parties at station/depot catchment level;
- (b) Other Interested Parties; and
- (c) Institutional stakeholders with permitting, oversight, public order, emergency response, and service-delivery mandates that influence Project implementation and social outcomes.

2.3 Project-Affected Parties

Project-Affected Parties (PAPs) for the Baku Metro Expansion Project include individuals, groups, and entities directly or indirectly exposed to construction-phase disturbances and/or operational changes. Stakeholder consultations (including meetings with disability-focused organizations, social work associations, child protection institutions, environmental NGOs, social impact specialists, and rayon authorities) indicate that impacts are both physical (dust, traffic, access restriction) and social (mobility stress, psychosocial vulnerability, safety perception).

A. Station-Area and Depot-Area Communities (Construction + Operation Interfaces)

These are the primary receptors for nuisance, access, safety, and mobility-related impacts, and the principal beneficiaries of improved connectivity.

- **Residents within station/depot influence areas**, including households along station access corridors, entrances/exits, ventilation shaft locations, and depot boundaries.
- **High-footfall station users** (commuters, students, service workers) particularly at busy nodes such as 28 May, 20 Yanvar, Elmler Akademiyası, Azadlıq and other high-density stations.
- **Residents and users near Darnagul Depot and other depot interfaces**, where logistics, material handling, noise/dust, and traffic management can affect daily life.

B. Small Businesses and Informal/Street Economy at Station Catchments

- **Micro-enterprises and small shops** located on streets leading to station entrances (kiosks, retail, food vendors).
- **Informal vendors and service providers** operating near exits and transfer points, who may be sensitive to pedestrian flow changes, access restrictions, or station-area redesign.
- **Station-area livelihoods potentially affected** by temporary road closures, narrowed sidewalks, construction fencing, and altered passenger circulation patterns (noted by civil society stakeholders as a key construction-phase risk).

C. Transport Users Affected by Intermodal Interfaces

- **Bus users and operators** potentially affected by changes to stops, transfers, or traffic circulation during construction.
- **Road users and pedestrians** affected by temporary detours, narrowed sidewalks, barriers, and crossing changes.
- **Taxi operators / ride-hailing drivers** using station pickup/drop-off areas, including **crowding and safety risks around station exit areas where waiting/standing space is limited**

D. Project Workforce and On-Site Personnel

(Engaged under the SEP in coordination with Labor Management Procedures and the Worker GRM.)

- **Baku Metro operational staff** (station supervisors, “nezaretçi”/movement service personnel, dispatch/dispatcher service, maintenance staff).
- **Security personnel and metro police** assigned to stations and depots.
- **Contractors and subcontractors** and their workforce engaged for depots, tunnelling, station works, systems, and rolling stock interfaces.
- **Service providers** (cleaning, maintenance, logistics) working at stations/depots.
- **Workers operating** in public-facing roles (station staff, security, call-centre personnel) who will require specific training on grievance intake, referral, confidentiality, and GBVH-sensitive handling.

2.4 Disadvantaged and Vulnerable Groups

In line with AIIB ESP/ESS1, the Project recognizes that certain groups may face higher exposure to risks (e.g., safety incidents, accessibility barriers) and/or barriers to accessing information, services, and grievance channels. Based on site observations and stakeholder discussions, the SEP treats the following as priority vulnerable groups requiring tailored engagement:

- **Women and girls**, especially evening/night travellers, and women using long corridors, deep platforms, or low-visibility areas where perceived/actual GBVH risks may be elevated.
- **Persons with disabilities (PWDs)** (wheelchair users, visually impaired, hearing impaired) and individuals with reduced mobility who face structural barriers where stations lack elevators or accessible routing. Stakeholder inputs emphasized the importance of independent (unassisted) use, clearer wayfinding to accessible cars/boarding points, and clearly marked priority standing/holding spaces within trains.
- **Elderly passengers**, particularly at deep or multi-level stations with steep escalators and limited resting/assistance features.
- **Parents/caregivers with strollers and small children**, who experience similar mobility constraints in non-accessible stations.
- **Low-income passengers** reliant on metro for affordable mobility, who may be disproportionately affected by service disruptions or cost/time burdens from detours.
- **Individuals with low literacy and/or limited access to smartphones/internet**, who may be excluded if engagement and GM rely mainly on digital channels.
- **Migrants/visitors and non-Azerbaijani speakers** (where relevant), who may require simplified or multi-language communication in key stations.
- **People under psychosocial stress** who may benefit from visible, accessible wellbeing and support channels. **Civil society stakeholders also highlighted war- and displacement-affected groups** (including IDPs and veterans with PTSD) as potentially more sensitive to disruptions, crowding, and stressors during construction and operation.
- **Children and adolescents** in areas where construction interfaces with schools and daily school routes, requiring strengthened traffic/pedestrian management, safe crossings, and clear communication to parents/caregivers.
- **People with limited digital connectivity** (including reported weak internet connectivity within parts of the metro network), reinforcing the need for station-based and non-digital disclosure and complaint intake.
- **Internally Displaced Persons (IDPs) and War-Affected Populations:** Civil society organizations noted:
 - o Concentration of IDPs in certain areas;
 - o War veterans and individuals with post-traumatic stress;
 - o Sensitivity to noise, vibration, and safety perception.

Trauma-informed communication and focus group discussions were recommended.

Inclusion measures in the SEP will therefore emphasize: (i) clear, highly visible station-based information; (ii) in-person options; (iii) anonymous and confidential reporting routes for sensitive cases (GBVH); and (iv) proactive outreach through institutional channels that substitute for absent neighbourhood-elected structures.

2.5 Other Interested Parties (Indirectly Affected / Interested)

These stakeholders may influence Project acceptance, information integrity, and the quality of baseline/monitoring, even if they are not directly impacted.

- **Academic and research institutions** supporting socio-economic, mobility, and accessibility analysis; contributors to targeted surveys if needed.
- **Civil society organizations and NGOs** relevant to:
 - o disability rights and universal access,
 - o women's rights / GBVH prevention and survivor support,
 - o urban mobility and road safety,
 - o public health and emergency preparedness.
- **Professional and business associations** (e.g., local chambers, business improvement groups) representing station-area commerce.
- **Media outlets** (local and national) shaping public understanding and trust, including **state TV channels (e.g., AZTV), internet television, and high-use social media platforms (Instagram, TikTok) identified as effective for reaching women and young passengers.**
- **General public / metro passengers** beyond immediate construction interfaces, as system-wide users affected by service changes and safety/accessibility performance.

2.6 Institutional Stakeholders (Authorities, Financiers, Service and Safety Institutions)

Given Baku's centralized governance model, institutional stakeholders are critical not only for permitting and oversight but also for enabling meaningful engagement at local level.

A. Project Owner / Implementing Entities

- **Baku Metropolitan CJSC (Baku Metro)** – lead implementing agency and operator; Project Implementation Unit (PIU); Risk & Quality Management; HSE; Communications; HR; technical departments (e.g., Electromechanical Service; Road Services).
- **Contractor management structures** responsible for site-level engagement, notices, and grievance intake (under PIU supervision).

B. Financiers

- **Asian Infrastructure Investment Bank (AIIB)** – reviews and clears E&S instruments, requires evidence of meaningful engagement and functioning GRM.
- **Asian Development Bank (ADB)** – ESS10-driven requirements for inclusive engagement, disclosure, and GRM performance (including SEA/SH/GBVH-sensitive provisions).

C. City and District Executive Authorities (Core Local Engagement Gateways)

- **Baku City Executive Power (BCEP)** – highest local authority, key platform for citywide coordination, citizen appeals, and dissemination of information.
- **Rayon executive authorities** relevant to Project footprints and station/depot catchments (e.g., Khatai, Yasamal, Nasimi, Narimanov, Binagadi, Sabunchu and others depending on alignment). These bodies support local notices, traffic coordination, access planning, and venue facilitation.

D. National Ministries and State Agencies (Permitting, Standards, Protections)

- **Ministry of Ecology and Natural Resources (MENR)** – ESIA/permits; environmental oversight relevant to nuisance and monitoring.

- **Ministry of Health / Sanitary-Epidemiological Service** – public health standards, hygiene, noise-related controls, emergency-related preparedness coordination.
- **Ministry of Labour and Social Protection** – labour standards, contractor oversight expectations, social protection, and worker welfare frameworks.
- **State Committee on Property Issues (Land)** – tenure/land issues relevant to future shafts, rights-of-way, or any land take screening.
- **Ministry of Culture / heritage bodies** – physical cultural resources, chance finds, sensitivities near cemeteries and heritage contexts.
- **National emergency management and civil protection bodies** – hazard and emergency coordination, including deep-station evacuation considerations.

E. Safety, Public Order, and Response Services

- **Metro police / internal affairs-linked units** operating within the metro system.
- **Station-level security services** and relevant supervisory departments.
- **Fire safety authorities and medical emergency services** (coordination for drills, response protocols, and station readiness).

2.7 Implications for Engagement Planning

This stakeholder mapping directly informs how engagement will be delivered under the SEP. These priorities are informed by stakeholder consultations, including public meetings conducted across different districts, which provided initial feedback on key concerns such as accessibility, relocation, environmental impacts, and safety considerations.

- Construction-phase engagement must prioritize dust control communication, traffic re-routing disclosure, school-route safety, and clear perimeter marking. Public consultations highlighted the importance of clearly communicating construction-related impacts and timelines to affected communities, particularly in relation to safety and access.
- Vulnerable group engagement must address disability access, women's safety, elderly mobility, and psychosocial sensitivity. Feedback from consultations, including inputs from disability-focused stakeholders and public participants, emphasized the need for improved accessibility and inclusive communication.
- Two parallel grievance pathways must operate: a passenger/community GRM and a worker GRM, with confidential and GBVH-sensitive handling protocols.
- SOS and emergency communication systems must be functional, visible, and widely understood.
- Institutional coordination must be continuous, particularly with rayon authorities and emergency services.
- Disclosure must use the channels identified as most effective during consultations—station posters/noticeboards, in-train digital content, and high-reach media/social platforms (AZTV, internet TV, Instagram, TikTok)—to ensure women, youth, and PWD communities receive timely updates.
- Construction-phase engagement must explicitly address: (i) access continuity for residences and schools, (ii) dust/noise and traffic/pedestrian safety, (iii) crowd management risks around constrained entrances/exits, and (iv) emergency evacuation considerations in deep/older stations. Consultation feedback also highlighted the importance of clear communication on construction timelines, safety measures, and operational arrangements, which will be incorporated into engagement planning.

3. STAKEHOLDERS

The identification and analysis of stakeholders for the Baku Metro Expansion Project (BMEP) have been carried out based on the Project's area of influence, institutional structure, operational footprint, and potential social impact pathways during both construction and operation phases. Stakeholders have been assessed in terms of their level of interest in the Project, their influence over Project outcomes, and the most appropriate engagement methods in line with AIIB ESP requirements.

Table 3-1: Stakeholder Groups and Level of Impact Classification

International Financial Institutions

Stakeholder Group	Interest in the Project	Influence on Project	Engagement Method	Frequency	Responsible Party	Impact Level (Construction / Operation)
Asian Infrastructure Investment Bank (AIIB)	Compliance with ESP; meaningful stakeholder engagement; functioning GRM	High	Formal reporting; supervision; review meetings	Quarterly / milestones	PIU	High / High
Asian Development Bank (ADB)	ESS compliance; inclusive consultation; GBVH-sensitive GRM	High	Formal reporting; review missions; disclosure	Quarterly / milestones	PIU	High / High

Project Owner / Implementing Agency

Stakeholder Group	Interest	Influence	Engagement Method	Frequency	Responsible Party	Impact Level
Baku Metropolitan CJSC (PIU)	Compliance; implementation; GRM integration	Very High	ESMS coordination; contractor oversight	Continuous	PIU Director	Very High / Very High
EPC / Construction Supervision	Construction compliance; site-level engagement	High	Site inspections; monitoring; reporting	Continuous (construction)	PIU / EPC	Very High / Low

City-Level Authorities

Stakeholder Group	Interest	Influence	Engagement Method	Frequency	Responsible Party	Impact Level
Baku City Executive Power	Urban mobility; public safety	High	Coordination meetings; official correspondence	Regular	PIU	High / Medium
Rayon Authorities	Local impacts; traffic; vulnerable groups	Medium–High	Written consultations; meetings; notices	Phase-based	PIU / Contractors	High / Medium

National Government Authorities

Stakeholder Group	Interest	Influence	Engagement Method	Frequency	Responsible Party	Impact Level
Ministry of Ecology	Noise; dust; air impacts	Medium–High	Permits; monitoring	Phase-based	PIU	High / Low
Ministry of Labour	Worker rights; OHS	Medium–High	Inspections; reporting	Periodic	PIU / Contractors	High / Medium
Ministry of Health	Public health; emergency	Medium	Coordination	Periodic	PIU	Medium / Medium
Ministry of Culture	Heritage protection	Medium	Targeted consultations	As needed	PIU	Medium / Low
State Committee on Property	Land issues	Medium	Coordination	As required	PIU	Medium / Low
Emergency Management Agency	Evacuation; seismic risk	Medium–High	Emergency planning	Annual	PIU	High / Medium

Public Transport Users (Passengers)

Stakeholder Group	Interest	Influence	Engagement Method	Frequency	Responsible Party	Impact Level
General passengers	Safety; accessibility; service quality	Medium	Notices; signage; GM	Continuous	Operations	High / High
Women passengers	Personal safety; GBVH	Medium	Targeted communication; confidential GM	Continuous	Operations / PIU	Medium / High
Persons with Disabilities	Accessibility; independent mobility	Medium	Assisted services; CSO consultation	Continuous	Operations	Medium / High
Elderly passengers	Safe access	Medium	Staff support; announcements	Continuous	Operations	Medium / High

Stakeholder Group	Interest	Influence	Engagement Method	Frequency	Responsible Party	Impact Level
Parents with strollers	Physical access	Medium	Information; support	Continuous	Operations	Medium / High
School children near works	Traffic & dust safety	Medium	School coordination; routing plans	Construction phase	Contractors	High / Low
IDPs / war-affected groups	Safety perception; mobility continuity	Low–Medium	CSO coordination; accessible GM	As needed	PIU	Medium / Medium

Project Workforce

Stakeholder Group	Interest	Influence	Engagement Method	Frequency	Responsible Party	Impact Level
Construction workers	Safe working conditions	Medium	Worker GM; toolbox talks	Continuous	Contractors / PIU	Very High / Low
Operation staff	OHS; clarity of roles	Medium	Training; internal GM	Regular	HR	Low / Medium

Commercial and Economic Actors

Stakeholder Group	Interest	Influence	Engagement Method	Frequency	Responsible Party	Impact Level
Station-area vendors	Access continuity; foot traffic	Low–Medium	Notices; coordination	Phase-based	Contractors	High / Medium
Local suppliers	Business continuity	Low	Contractual engagement	As needed	PIU	Medium / Medium

Civil Society & Knowledge Institutions

Stakeholder Group	Interest	Influence	Engagement Method	Frequency	Responsible Party	Impact Level
Disability organizations	Universal access; evacuation	Medium	Technical consultations	Phase-based	PIU	Medium / High
Social work / child protection NGOs	School safety; psychosocial risks	Medium	Consultations	Construction phase	PIU	High / Medium
Environmental NGOs	Dust; seismic risk	Low–Medium	Information sharing	Construction	PIU	High / Low
Media	Public perception	Medium	Press releases	As needed	Communications	Medium / Medium

4. PLANNED STAKEHOLDER ENGAGEMENT ACTIVITIES

This section sets out the planned stakeholder engagement activities for the Project, detailing how, when, and how often different stakeholder groups will be engaged throughout the Project lifecycle. Engagement activities have been designed based on the stakeholder analysis, identified impact pathways, and institutional responsibilities, and are aligned with the requirements of AIIB ESS1. This engagement program has been informed not only by the stakeholder analysis and identified impact pathways, but also by stakeholder engagement activities already undertaken during ESIA and SEP preparation. In particular, public consultation meetings conducted across several districts provided an initial basis for public disclosure, stakeholder outreach, and feedback collection. These consultations confirmed the importance of clear and timely communication on construction- and operation-phase impacts, accessibility, safety, project timing, and available feedback and grievance channels.

The engagement program aims to ensure:

- timely and transparent information disclosure;
- inclusive and meaningful participation of affected and interested stakeholders;
- effective feedback loops between stakeholders and the Project;
- special attention to vulnerable and at-risk groups (women, PWDs, elderly, low-income users, night-time commuters, **children/school interfaces, IDPs/veterans with psychosocial vulnerabilities**);
- SEA/SH- and GBVH-sensitive consultation approaches;
- coordination between the PIU, contractors, and public authorities; and
- **construction-phase access continuity and safety management around station catchments, schools, and constrained entrances/exits.**

Engagement activities will be implemented during design, construction, and operation phases, and will be adapted as project conditions, stakeholder concerns, or institutional arrangements evolve. Public disclosure and participation activities will be implemented prior to construction mobilization and at key milestones, using a combination of (i) city/district convening via BCEP and Rayon Executive Authorities, and (ii) high-visibility, station- and train-based disclosure tools, supported by digital communication channels.

4.1 Public Disclosure and Consultation Meetings

Structured public disclosure and consultation meetings will be conducted at key stages of the Project.

As part of the ESIA and SEP preparation process, initial public consultation meetings were conducted at district level (Nesimi, Sabail, Yasamal, and Xətai) on 9–10 April 2026. These meetings provided an early platform for information disclosure and stakeholder engagement prior to formal ESIA/SEP disclosure.

During these meetings, the Project objectives, location, planned metro lines and station layouts, and overall implementation approach were presented. The purpose of stakeholder engagement and the importance of continuous consultation throughout the Project lifecycle were explained, and participants were invited to share their questions, concerns, and suggestions.

The presentations also covered potential environmental and social impacts during both construction and operation phases, including noise, dust, vibration, access restrictions, safety, accessibility, and potential impacts on daily life and local economic activities. Stakeholders were informed about how such impacts are identified and assessed, and the general approach to mitigation and management measures. Available channels for feedback and complaints were also introduced as part of the consultation process.

These meetings were conducted in an interactive format, including question-and-answer sessions and structured feedback collection, enabling stakeholders to raise site-specific and general concerns.

Feedback obtained during these consultations has been used to inform the development of the SEP and ESIA, particularly in relation to stakeholder engagement methods, accessibility considerations, and communication priorities.

Building on these initial disclosure activities, further public disclosure and consultation meetings will be carried out at key Project milestones to ensure ongoing stakeholder engagement and more targeted, impact-focused consultation with affected and interested stakeholders.

4.1.1 ESIA / SEP Disclosure Phase

The following disclosure activities have been initiated during ESIA and SEP preparation and will continue during subsequent Project phases:

- Public consultation meetings organized at district level in coordination with relevant Rayon Executive Authorities;
- Presentation of key Project information, including project objectives, location, planned works, and potential construction- and operation-phase impacts;
- Explanation of stakeholder engagement and feedback processes, including available feedback and grievance channels;
- Dedicated time for Q&A and structured feedback collection.

Public disclosure of the draft ESIA and SEP will be carried out following their finalization and approval, including:

- Disclosure on Baku Metro's website;
- Availability of hard copies at designated municipal/rayon offices.

Minutes of Meetings (MoMs), attendance lists, photographs, and consultation summaries from the completed public meetings will be documented and disclosed as part of lender reporting.

4.1.2 Construction Mobilization Meetings

Prior to commencement of works in each station/depot area:

- Local briefing meetings will be organized with rayon authorities and local stakeholders;
- Information will be provided on:
 - o construction schedule,
 - o traffic management,
 - o dust and noise mitigation,
 - o pedestrian safety,
 - o emergency contacts,
 - o grievance channels.
- Notices will be displayed at stations and surrounding streets.
- In addition to general neighbourhood briefings, communities near monitoring locations where baseline PM₁₀ and PM_{2.5} concentrations exceed the applicable limit values will be informed prior to mobilisation through accessible written notices and consultation meetings. The information provided will cover baseline air quality conditions, the construction-phase monitoring programme, mitigation and response measures, a direct contact point, and available GRM channels.
- The Contractor must provide a minimum of 14 calendar days' advance written notice to all adjacent residences and businesses prior to any high-impact work phase, including road closures, traffic diversions, or utility cut-offs

- All residents within the structural zone of influence (10mm settlement contour or 50m buffer) must receive individual written notices at least 30 days prior to TBM arrival.

4.1.3 Operation-Phase Engagement

During operation:

- Annual passenger satisfaction and accessibility consultations;
- Targeted engagement for accessibility improvements;
- Safety perception surveys (including women and night-time users);
- Ongoing disclosure through digital and station-based communication.

Table 4-1: Planned Stakeholder Engagement Activities

Stakeholder Group	Key Interests / Concerns	Engagement Methods	Timing & Frequency	Responsible Party
IFIs (AIIB / ADB)	Compliance; meaningful engagement; GRM performance	Formal submissions; review meetings; written responses	Key ESIA/SEP milestones; quarterly during construction	PIU
BCEP	City coordination; public order; appeals	Coordination meetings; briefings; joint disclosure events if required	Quarterly / as needed	PIU / BCEP liaison
Rayon Executive Authorities	Local impacts; access; traffic; sensitive receptors	District meetings; written notices; written socio-economic questionnaires; localized disclosure support	Prior to works; monthly during construction	PIU / Contractors
Line Ministries	Permits; OHS; PCR; emergency	Technical consultations; document sharing; inspections	As required	PIU
Project-Affected Communities (station/depot catchments)	Access; safety; dust/noise; traffic; school routes	Public disclosure meetings; station-area meetings; leaflets; site signage; QR codes; GRM channels	Before mobilization + at major workfront changes	PIU / Contractors / Rayons
Metro passengers (general)	Safety; service continuity; info	Station posters; website; in-train screens/videos ; 964; surveys	Continuous	Operations / Communications
Women & night-time users	Safety; GBVH risk; lighting	Targeted consultations; surveys; safety messaging; IG/TikTok + AZTV/internet TV outreach	At least once per major phase	PIU / Operations

Stakeholder Group	Key Interests / Concerns	Engagement Methods	Timing & Frequency	Responsible Party
PWDs	Independent accessibility; wayfinding	FGDs; accessibility audits; disability NGOs; GM	Design stage + annual review	PIU / Operations
Elderly / caregivers	Escalators; crowding; navigation	Station-based outreach; interviews	Periodic	Operations
Station-area businesses/vendors	Foot traffic; access	Notices; meetings via district authorities	Before & during works	Contractors / PIU
Contractors & subcontractors	OHS; labour; worker GM	Inductions; toolbox talks; worker meetings	Weekly / monthly	Contractors / PIU
Metro operational staff	Complaint handling; emergency response	Trainings; briefings; workshops	At least annually	HR / Operations
Civil society / academia	Inclusion; safety; monitoring	Roundtables; data sharing	As needed	PIU
Media	Public info	Press releases; briefings	As needed	Communications

Inclusive and Vulnerable-Group Engagement Measures

To ensure full compliance with AIIB ESS1, the following targeted measures will be implemented:

Gender-Sensitive Engagement

- Women-only focus groups where appropriate;
- Female facilitators available;
- GBVH-informed consultation protocols;
- Confidential and anonymous reporting channels promoted during meetings.

Accessibility Measures

- Barrier-free meeting venues;
- Visual and simplified materials;
- Large-print materials when required;
- Sign language support if requested.

Timing and Scheduling

- Consultations scheduled outside peak working hours;
- Flexibility for caregivers and shift workers;
- Advance notice provided through rayon and station channels.

SEA/SH and GBVH-Sensitive Practices

- Clear explanation of confidential reporting mechanisms;
- Survivor-centered referral pathways;
- Separation of complaint intake from investigation when appropriate.

Anonymity and Confidentiality

- Anonymous submission options via hotline (964), website, QR codes;
- Clear communication that retaliation is prohibited.

Multi-channel disclosure

- station posters/noticeboards, **in-train digital content**, and high-reach public channels (**AZTV, internet TV, Instagram, TikTok**) to reach women, youth, and PWD communities.

5. STAKEHOLDER ENGAGEMENT TO DATE

In accordance with AIIB ESS1, stakeholder engagement for the Baku Metro Expansion Project has been implemented as a structured and iterative process aimed at identifying affected and interested stakeholders, disclosing relevant information, and obtaining meaningful feedback to inform ESIA and SEP development.

Engagement activities to date have combined:

- (i) **Internal institutional consultations** to assess operational systems, E&S governance structures, and institutional capacity;
- (ii) **Field observations at stations and depots** to identify accessibility constraints, passenger-facing safety risks, and construction–operation interface issues;
- (iii) **Targeted consultations with civil society and social actors**, with a particular focus on women and persons with disabilities; and
- (iv) **Structured written outreach to Rayon Executive Authorities** to collect localized socio-economic, mobility, and vulnerability information at station-catchment level, addressing the absence of neighborhood-level elected structures.
- (v) Public consultation meetings conducted at district level (Nesimi, Sabail, Yasamal, and Xətai) to support early-stage information disclosure and stakeholder engagement, and to collect initial feedback on Project-related environmental and social issues.

5.1 October 2025 Institutional and Field Consultations

Between 06–09 October 2025, semi-structured interviews, technical discussions, and station/depot walk-throughs were conducted with key departments of Baku Metropolitan CJSC, including:

- Project Implementation Unit
- HSE Department
- Risk & Quality Management
- Electromechanical Services
- HR and Communications
- Engineering and Road Services
- Station and Depot Management

These engagements provided insight into:

- Operational safety procedures and emergency preparedness systems;
- Accessibility constraints in deep and older stations (including heavy reliance on staff-assisted mobility for wheelchair and stroller users);
- Construction–operation interface risks at depots;
- Existing complaint intake channels and limitations of partially decentralized grievance handling;
- Documentation practices and digital record-keeping gaps.

Field visits to Xhatai Station and Darnagul and Khojasan Depots were used to verify institutional statements against observed operational conditions.

5.2 Follow-up Consultations (Early 2026)

In early 2026, follow-up technical consultations were conducted to:

- Reflect evolving construction mobilization planning;
- Clarify contractor–PIU interface responsibilities;
- Update SEP and ESIA instruments to incorporate new interface risks;
- Review complaint handling integration through the upgraded 964 Contact Centre.

In parallel, meetings were held with civil society representatives and social service actors to capture inclusion, accessibility, and safety priorities.

The list of all consulted stakeholders is provided below Table 5-1.

Table 5-1: List of Attendees for Stakeholder Engagement

Date	Company / Organization	Project Role
06.10.2025	Baku Metropolitan / Risk and Quality Management Department	Head of Project Implementation Unit
06.10.2025	Baku Metropolitan / Health, Safety and Environment	HSE Manager
06.10.2025	Baku Metropolitan / Health, Safety and Environment	Environmental Engineer
06.10.2025	Baku Metropolitan / Strategy Development & Control of Capital Construction	Head of Department
06.10.2025	Baku Metropolitan / Strategy Development & Control of Capital Construction	Deputy Finance Director
07.10.2025	Baku Metropolitan / HSE Department	Deputy Head of HSE Department
07.10.2025	Baku Metropolitan	Inspector
07.10.2025	Baku Metropolitan	HR Director
07.10.2025	Baku Metropolitan	HR Deputy Head of Department
07.10.2025	Baku Metropolitan	HR Chief Specialist
07.10.2025	Baku Metropolitan	Senior Specialist, Construction Project Management Department
08.10.2025	Baku Metropolitan / Electromechanical Service Department	Head of Electromechanical Service Department

Date	Company / Organization	Project Role
08.10.2025	Baku Metropolitan / HSE Department	Engineer
08.10.2025	Baku Metropolitan / HSE Department	Fire Safety Specialist
08.10.2025	Baku Metropolitan	Station Supervisor
08.10.2025	Baku Metropolitan	Chief Engineer
08.10.2025	Baku Metropolitan / Xhatai Station	Station Chief
08.10.2025	Baku Metropolitan / Darnagul Depot	Site Representative
08.10.2025	Baku Metropolitan	Deputy Head of Finance Department
08.10.2025	Baku Metropolitan	Technologist, Warehouse Work Department
08.10.2025	Baku Metropolitan	Project Manager, Construction Project Management Department
09.10.2025	Baku Metropolitan / HSE Department	Chief Engineer
09.10.2025	Baku Metropolitan / Khojasan Depot	Operative
09.10.2025	Baku Metropolitan	Chief Train Conductor
09.10.2025	Baku Metropolitan	Chief Engineer for Road Services
09.10.2025	Baku Metropolitan / Communication Department	Head of Department
09.10.2025	Baku Metropolitan / Risk and Quality Management Department	Chief Risk Officer
09.10.2025	Baku Metropolitan / Risk and Quality Management Department	Department Manager
09.10.2025	Main Contractor A (Different Project)	Project Manager
09.10.2025	Main Contractor B (Different Project)	Project Manager

Date	Company / Organization	Project Role
15 / 01 / 2026	Ministry of Culture – State Service for the Protection of Cultural Heritage	Representatives
22 / 01 / 2026	Disabled Women Society	Chairperson (civil society consultation on accessibility, women's safety, disclosure channels)
16 / 02 / 2026	SOS VC	National Director / Representatives (civil society consultation on vulnerable groups, children, psychosocial risks)
16 / 02 / 2026	Azerbaijan Social Work Public Union (ASWPU)	Deputy Chair; Gender/Social Expert (civil society consultation)
16 / 02 / 2026	ÜMİD	Representatives (consultation on construction impacts, safety, air quality, evacuation, accessibility)
16 / 02 / 2026	Ekoloji Tarazliq	Representatives (consultation on construction impacts, safety, air quality, evacuation, accessibility)
16 / 02 / 2026	Ruzgar	Representatives (consultation on construction impacts, safety, air quality, evacuation, accessibility)
22 / 01 / 2026	Rayon Executive Authorities (relevant rayons)	Written consultation via socio-economic questionnaire (station-catchment-level information)

5.3 Summary of Internal Consultations

A series of internal consultations was conducted with key departments of Baku Metropolitan CJSC to complement the engagement activities described above and to obtain department-specific insights relevant to the ESIA. Interviews were conducted during the October 2025 field mission and subsequent technical follow-ups in early 2026. In addition, selected stations and depots were visited to observe operational practices, accessibility arrangements, safety procedures, construction–operation interfaces, and community-facing risks. These consultations aimed to assess institutional capacity, identify environmental and social risk gaps, and evaluate readiness for the construction phase of the Baku Metro Expansion Project.

Head of Project Implementation Unit: Meetings with the Head of the PIU were held throughout the site visit. Project phasing, capital works planning, and institutional coordination arrangements were reviewed, with a focus on integrating environmental and social management into construction supervision and the ESMS framework. It was noted that while core technical and management structures are established, coordination between HSE, Risk Management, Communications, and contractor supervision functions requires strengthening to ensure systematic E&S oversight during construction.

HSE Manager, Deputy Head, Engineers, Fire Safety Specialist: Meetings with senior HSE staff provided detailed insights into the current OHS structure, internal inspection routines, and operational safety practices. The HSE team described existing OHS reporting systems, roles of station and depot safety supervisors, incident investigation and corrective action tracking, waste handling practices, fire detection/alarm systems, and evacuation procedures—particularly for deep and older stations.

Constraints identified included limited on-site medical response capacity at stations, variability in emergency preparedness training, evacuation complexity in stations with long/steep escalators, fragmented documentation and partial reliance on paper-based systems, and limited integration of environmental monitoring with operational risk management. While a functional HSE structure exists, further enhancements are required to align with international good practice, particularly during overlapping construction and operation activities.

Environmental Engineer: The Environmental Engineer outlined ongoing activities related to environmental compliance, inspections, and coordination with environmental authorities. Discussions covered waste management, hazardous materials handling, pollution control within stations, and monitoring related to ventilation and water discharge infrastructure. Although basic compliance systems exist, a consolidated environmental management framework integrating responsibilities across departments was not observed. Documentation and digital record-keeping require strengthening, particularly to support construction-phase oversight.

Head of Electromechanical Service Department: The consultation focused on water management and electromechanical systems, including groundwater extraction used for washing operations, routine water quality analysis across stations (including daily analysis at Koroglu Station), daily use of well water for washing wagons and service vehicles, and ventilation system maintenance. While operational systems are functioning, construction-phase contingency arrangements and impact mitigation protocols require formalization.

Chief Engineers: Chief Engineers provided assessments of infrastructure conditions, maintenance planning, and system constraints, highlighting aging ventilation/drainage/electrical systems, limited redundancy in critical systems, and the need for accelerated maintenance cycles. Night-time scheduling of track works to minimize service disruption was also discussed.

Depot Representatives – Darnagul & Khojasan Depots: Consultations addressed construction–operation interface risks, including simultaneous civil works and operational maintenance, heavy machinery movement near active zones, worker–vehicle interaction risks, dust/noise impacts, visibility constraints in shared areas, and communication gaps between contractors and depot personnel. Depot staff emphasized clear scheduling, controlled access routes, strengthened OHS coordination, and advance notice to surrounding communities. The need for culturally appropriate engagement for socially sensitive populations was also noted. These findings underscore the need for structured construction–operation interface management.

Inspector: The Inspector provided an overview of inspection practices and operational oversight, including depot and control room visits and a descriptive explanation of signalling/monitoring arrangements.

Chief Engineer for Road Safety: The Chief Engineer for Road Safety described general procedures for track maintenance and scheduling during evening hours to avoid service disruption, providing high-level insights into internal maintenance protocols and safety oversight.

Strategy Development & Control of Capital Construction: This consultation explored institutional complaint handling access channels and practices relevant to migration, expropriation, and cultural heritage. Communication/coordination with relevant external bodies (including the Ministry of Culture) and referral pathways were discussed. The consultation clarified institutional roles while indicating that complaint handling had historically operated through partially decentralized channels.

Xhatai Station Chief: Operational capacity and passenger management practices were reviewed. Security and passenger order were described as jointly managed by police, station management, and nezaretçilər, with security-related incidents handled by police. Complaints can be submitted through nezaretçi, police, or station management, and incident records are reported to headquarters on a weekly basis. SOS booths were observed as key station-level emergency tools. Accessibility constraints were noted, including long/steep escalators without alternative exits in some areas, incomplete lift coverage, and reliance on one-to-one staff assistance for wheelchair users and parents

with strollers—an approach that is not scalable as passenger volumes rise and Xhatai becomes a future interchange station. Medical facilities were reported as limited at most stations.

Head of Human Resources Department: HR discussions covered internal complaint mechanisms, psychosocial support arrangements, employee communication channels, and development of new policies and procedures, including worker welfare improvements and internal reporting pathways.

Head of Communications Department: The Communications Department presented the institution's upgraded complaint intake and case management approach, including registration and tracking procedures and planned improvements. BM has initiated proactive public communication of complaint channels, including station-based materials and digital outreach, and has promoted the upgraded 964 Contact Centre (07:00–23:00, 7 days/week) as a primary entry point for questions, suggestions, and complaints. Construction-specific grievance intake and GBVH-sensitive handling protocols were identified as priorities for formalization under the Project GRM.

Head of Risk and Quality Management Department: Risk Management consultations covered risk identification/assessment methodologies and ongoing updates to risk categories and procedures. The need to integrate construction-phase risks and align ESMS risks with corporate risk frameworks was emphasized, alongside stronger inter-departmental coordination.

Overall Institutional Assessment: Internal consultations confirm the presence of foundational operational and safety systems. However, to meet IFI standards during construction mobilization, the following strengthening areas are identified:

- Integration of construction risks into corporate ESMS;
- Establishment of a unified Project GRM covering communities and workers;
- Formalization of GBVH-sensitive procedures;
- Strengthening of construction–operation interface management;
- Enhancement of accessibility planning;
- Improvement of documentation and digitalization systems;
- Clearer inter-departmental coordination under a consolidated governance framework.

These findings have directly informed the revised SEP, GRM design, and construction-phase mitigation measures.

5.4 Consultation with the Ministry of Culture – State Service for the Protection of Cultural Heritage

Within the scope of the Project, an official meeting was held with the State Service for the Protection of Cultural Heritage under the Ministry of Culture of the Republic of Azerbaijan in order to assess cultural heritage components.

During the meeting, up-to-date coordinate data regarding the project route and its area of influence were submitted to the competent authority. The institution's experts compared the proposed route with their national archaeological inventory and registered site databases. As a result of this assessment, the archaeological sites recorded on the surface within and in the vicinity of the route were identified and communicated to the project team.

In line with the information shared by the authority:

- It was stated that registered archaeological sites are present in certain sections of the route;
- Activities to be carried out in these areas are subject to permission and supervision under the relevant legislation;

- Archaeological assessments prior to construction, and rescue excavation processes where deemed necessary, must be implemented;
- The procedures for organising rescue excavations, responsible parties, and required actions were explained.

Furthermore, the institution's representatives emphasized that, in order for project activities to proceed, formal correspondence must be undertaken with the relevant state authority and project-specific approvals/clearances must be obtained. It was stated that all cultural heritage processes must be conducted through this official application and evaluation mechanism.

During the meeting, the general framework of Azerbaijan's cultural heritage legislation was presented, particularly regarding:

- National legal provisions on the protection of immovable cultural heritage;
- Permit procedures for activities to be carried out within archaeological areas;
- Supervision mechanisms and institutional responsibilities.

In addition, the institution's representatives provided information on the following:

Tangible Cultural Heritage

Information was provided on the protection practices related to archaeological sites, historical structures, registered monuments, and cultural landscapes. It was emphasized that the potential impacts of project activities on these assets should be managed through preliminary assessment, monitoring, and permitting processes.

Intangible Cultural Heritage

General principles regarding the protection of traditional practices, rituals, cultural expressions, and collective memory belonging to local communities were shared. Particular emphasis was placed on the importance of community engagement and information mechanisms during the construction phase.

As a result of the meeting, it was agreed that data sharing and coordination between the project team and the institution will continue. Within the scope of the ESIA process, the project will proceed in coordination with the institution regarding the assessment of cultural heritage impacts, submission of formal applications, obtaining the required permits and opinions, and the development of impact mitigation measures.

5.5 Public Disclosure Meetings (9-10 April 2026)

In addition, a series of public consultation meetings were conducted across several districts (Nesimi, Sabail, Yasamal, and Xətai) on 9–10 April 2026 as part of the Project's stakeholder engagement and public disclosure process. These meetings were organized in coordination with relevant Rayon Executive Authorities and aimed to inform stakeholders about the Project and obtain their views in a structured and transparent manner.

As part of the consultation process, formal invitations were issued to stakeholders identified in the SEP, including representatives of public institutions, local authorities, civil society organizations, educational institutions, local businesses, and residents from affected and surrounding areas. The meetings also included participation of women and individuals from diverse socio-economic backgrounds, supporting an inclusive engagement environment.

In particular, separate meetings were organized for different project components (e.g. Purple Line Extension), ensuring that project-specific environmental and social impacts, mitigation measures, and consultation processes were clearly presented and discussed.

During these meetings, a structured presentation approach was followed. Information was provided on the Project objectives, location, planned metro lines and station layouts, and overall implementation framework. The purpose of stakeholder engagement and the importance of continuous consultation

throughout the Project lifecycle were explained, emphasizing that stakeholder feedback would be considered in project planning and implementation.

The presentations also included an overview of potential environmental and social impacts during both construction and operation phases. These covered issues such as accessibility, passenger and community safety, environmental impacts (including dust, noise, and vibration), access restrictions, and potential impacts on daily life and local economic activities. The general approach to impact identification, mitigation, and management was also explained.

The meetings were conducted in an interactive format, including dedicated question-and-answer sessions, allowing participants to raise concerns and seek clarification on project-related issues. Feedback was collected through structured discussions and available feedback tools.

Key feedback raised during these consultations included concerns related to accessibility measures, potential relocation, construction safety, environmental impacts, project timelines, and operational arrangements (including passenger flow and system functioning). These inputs have been taken into account in refining the SEP and ESIA, particularly in relation to stakeholder engagement planning, accessibility considerations, communication priorities, and construction-phase risk management.

Overall, these meetings served as an initial public disclosure platform prior to formal ESIA/SEP disclosure, enabling early stakeholder engagement and contributing to the development of a more responsive and context-specific stakeholder engagement approach.

Minutes of minutes of Public Meetings are provided in Appendix A. The official invitation letters sent to stakeholders and relevant ministries, along with the online press coverage, are provided in Appendix B.

5.6 Key Themes Raised by External Stakeholders

Targeted consultations, together with public consultation meetings conducted at district level, highlighted the following recurring themes. Minutes of the targeted consultations are provided in Appendix C, and a comprehensive record of all stakeholder comments, questions, and corresponding responses is provided in Appendix D.

5.6.1 Accessibility and Inclusion

- Expectation for improved accessibility measures, including elevator coverage and accessible station design;
- Need for independent mobility for persons with disabilities, reducing reliance on staff-assisted movement;
- Importance of clear wayfinding, signage, and visibility of priority spaces in trains and stations;
- Feedback from both civil society consultations and public meetings emphasized the importance of inclusive design and accessible infrastructure.

5.6.2 Passenger Safety

- Police presence, screening, and CCTV generally perceived as strong;
- Peak-hour crowding and constrained access points identified as risk multipliers;
- Need for improved passenger flow planning at future interchange nodes;
- Public consultation meetings also raised concerns related to construction safety, excavation risks, and safe operation of stations under different conditions (e.g. emergency scenarios).

5.6.3 Construction-Phase Risks

- Pedestrian safety near schools and residential areas;
- Access continuity and signage clarity;
- Dust, noise, and vibration concerns;
- Livelihood disruption risks for station-area commerce.

- Public consultation feedback highlighted the need for clear communication on construction timelines, safety measures, and mitigation actions

5.6.4 Relocation and Project Implementation Concerns

- Questions raised regarding potential relocation of residents in project-affected areas;
- Expectations for transparent processes, clear information, and fair treatment in case of land or asset-related impacts;
- Interest in project timelines, phasing, and implementation arrangements.

5.6.5 Psychosocial Sensitivity

- Need to consider trauma-sensitive communication approaches for war- and displacement-affected groups (including IDPs and veterans with psychosocial vulnerabilities);
- Sensitivity to disruption, crowding, and safety perception during both construction and operation phases.

5.6.6 Preferred Communication Channels

- High reliance on Instagram, TikTok, internet TV, and AZTV;
- Continued importance of station-level visual materials;
- Strong acceptance of the 964 Contact Centre as a centralized complaint entry point.
- Continued importance of station-based communication (posters, noticeboards, visual materials);
- Increasing use of digital and social media platforms for information dissemination;
- Public consultations confirmed the importance of combining digital and non-digital channels to ensure inclusive outreach.

5.6.7 Engagement with Rayon Executive Authorities

Given the absence of neighborhood-level elected structures, structured written consultation requests were formally submitted to relevant Rayon Executive Authorities.

The socio-economic questionnaire requested:

- Demographic and income profiles;
- Mobility patterns and informal economy presence;
- Vulnerability concentrations;
- Anticipated construction impacts;
- Operational expectations;
- Preferred communication channels.

This structured outreach strengthened the socio-economic baseline and informed targeted engagement planning at station-catchment level.

5.6.8 Evolution of Disclosure and Complaint Handling

Public disclosure practices have evolved during the engagement process. Baku Metro has enhanced communication through:

- Station posters and noticeboards;
- In-train digital displays;
- Social media platforms;
- Public promotion of the upgraded **964 Contact Centre** (07:00–23:00, 7 days/week).

The 964 Contact Centre is now positioned as the primary centralized entry point for questions, suggestions, and complaints, with routing to relevant departments.

These developments directly inform the Project's GRM strengthening strategy, particularly for:

- Construction-phase grievance intake;
- Improved accessibility of feedback channels;
- Strengthening of confidential and sensitive reporting pathways;
- Integration of tracking and response mechanisms..

6. GRIEVANCE REDRESS MECHANISM (GRM)

This section presents the Grievance Redress Mechanism (GRM) established for the Baku Metro Expansion Project (BMEP). The GRM covers both community grievances and worker grievance pathways, including GBVH-related complaints, and applies throughout the construction and operation phases of the Project.

The Project GRM builds on Baku Metropolitan CJSC's existing communication infrastructure—particularly the upgraded 964 Contact Centre—and strengthens it to ensure alignment with AIIB Environmental and Social Standard 1 (ESS1). It introduces formalized procedures, project-specific classification, contractor integration, time-bound service standards, and a confidential and survivor-centred pathway for GBVH-related complaints.

Importantly, the Project GRM does not create a parallel system. Instead, it operates as a structured, compliance-enhanced extension of the existing corporate grievance framework, using the same centralized case management system (ERP Pro), while introducing project-specific safeguards and reporting features.

Please refer to Labour Management Plan for Worker GRM.

6.1 Existing Corporate Communication and Complaint Handling System

Baku Metropolitan CJSC (hereafter “Baku Metro” or “BM”) maintains an established communication system for handling passenger enquiries, service complaints, and internal employee concerns. Since early 2026, BM has strengthened its public-facing complaint intake through the upgraded 964 Contact Centre, actively promoted via:

- Station posters and noticeboards (Appendix E);
- In-train digital screens;
- Social media platforms;
- Public communication campaigns.

The corporate system is supported by an electronic case management platform (ERP Pro), which enables registration, routing, monitoring, and tracking of cases until formal closure.

While the corporate system demonstrates strong capacity for handling routine operational complaints, prior to the Project certain structural gaps were identified in relation to international financing requirements:

- Construction-related grievances were not formally distinguished;
- Contractor and subcontractor grievances were not systematically integrated;
- A structured Worker GRM aligned with Labor Management Procedures (LMP) had not been operationalized at project level;
- GBVH-sensitive and restricted handling procedures were not formalized;
- Reporting formats were not fully aligned with IFI monitoring requirements.

The Project GRM addresses these gaps by consolidating procedures under a unified, project-tagged, and time-bound framework.

6.2 Integration Approach: Project GRM within the Corporate System

The BMEP GRM functions as a project-classified subsystem within the corporate GRM.

Under this approach:

- A dedicated “BMEP / Project” classification tag is activated in ERP Pro;
- All project-related grievances (community and worker) are traceable and reportable;
- Contractors are formally integrated into intake and resolution processes;
- Service standards are standardized and monitored;
- GBVH-sensitive protocols are embedded as restricted-access workflows;
- ESMS and IFI reporting requirements are integrated.

All grievances—regardless of entry channel—are logged into the same centralized electronic system (ERP Pro). This avoids parallel databases and ensures institutional ownership and sustainability beyond the Project lifecycle.

The Worker GRM operates as an integrated pathway within the same ERP Pro system and under the same BMEP project classification tag, while applying labour-specific handling steps defined under the LMP.

6.3 Scope of the Project GRM

The Project GRM covers grievances and feedback related to both construction and operation phases, including but not limited to:

6.3.1 Construction-related impacts

- Dust, noise, and vibration;
- Traffic diversions and pedestrian access restrictions;
- Works near schools and residential areas;
- Temporary service disruptions;
- Business interruption in station areas.

6.3.2 Safety and interface risks

- Construction–operation interface incidents;
- Near-misses or unsafe conditions at worksites;
- Passenger safety concerns during works.

6.3.3 Accessibility and inclusion

- Elevator and mobility access issues;
- Wayfinding and interchange management;
- Barriers affecting persons with disabilities or vulnerable users.

6.3.4 Labour and working conditions

- Contractor/subcontractor workforce grievances;
- OHS concerns;
- Wage and working-hour complaints;
- Workplace discrimination or harassment.

6.3.5 GBVH / SEA / SH-related complaints

- Workplace or public-facing incidents;

- Safety concerns in construction zones.

6.3.6 Land or asset-related matters

- RAP/LRP-related grievances (if applicable);
- Access or compensation concerns.

This defined scope ensures that construction impacts and contractor-related issues are formally managed and not absorbed informally into routine metro operations.

6.4 Entry Channels (Integrated Intake System)

The Project GRM uses an integrated multi-channel intake system. Stakeholders are not required to distinguish between corporate and project systems; classification occurs internally within ERP Pro.

Entry channels include:

- **964 Contact Centre (Primary Channel):**
Main public entry point. All project-related calls are categorized under the BMEP classification tag and registered in ERP Pro.
- **Web-Based Submission Forms:**
Accessible via the BM website and integrated into ERP Pro.
- **Dedicated Project Email (if activated):**
If activated, the PIU will ensure ownership and registration of all submissions in ERP Pro within one working day.
- **QR Codes at Worksites and Stations:**
Provide direct digital access to grievance submission forms for affected communities.
- **Physical Assistance at Stations:**
Station personnel may facilitate submission for individuals with limited digital access; all cases must be formally registered in ERP Pro.
- **Escalation from SOS Interfaces or Station Staff:**
SOS and station staff function as escalation and facilitation interfaces. Emergency situations are handled immediately for safety purposes, and any grievance elements are subsequently logged in ERP Pro for traceability.

All grievances are recorded in the central case management system, assigned to responsible departments, and tracked until formal closure.

Anonymous complaints are permitted and formally recognized under the Project GRM.

6.5 Service Standards (Time-Bound Procedures)

To align with IFI requirements, the Project GRM applies formal service timelines:

- **Acknowledgement:** Within 2 working days of registration, the complainant receives confirmation of receipt.
- **Initial Assessment and Proposed Resolution:** Within 7–10 working days, the responsible department provides an initial response or proposed resolution.
- **Extension Rule:** If additional time is required due to technical review or coordination with external entities, the complainant will be informed of the reason and provided with a revised timeline.

- **Closure:** Cases remain open in ERP Pro until corrective actions are completed and closure is formally recorded.
- **Appeal:** Complainants may request review at PIU level if dissatisfied with the proposed resolution.
- **External Escalation — AIIB Project-affected People's Mechanism (PPM):** Project-affected people and communities who are not satisfied with the Project-level GRM response have the right to access the AIIB's independent accountability mechanism, the Project-affected People's Mechanism (PPM). The PPM provides an independent review channel for individuals or groups who believe they have been, or are likely to be, adversely affected by an AIIB-financed project. Information on the PPM including eligibility, submission procedures, and contact details will be disclosed at station sites, on the Baku Metro project website, and in GRM promotional materials throughout the Project lifecycle.

The PPM is an independent accountability mechanism of the AIIB. Project-affected individuals or communities who believe they have suffered, or are likely to suffer, direct material harm due to the Bank's non-compliance with its E&S Policy may submit a complaint. Prior to filing a submission, complainants must first attempt to resolve their grievances through the two-tier Project-level GRM. Submissions may be submitted in Azerbaijani or English at <https://www.aiib.org/en/about-aiib/who-we-are/project-affected-peoples-mechanism/online-form/index.html>

6.6 GBVH-Sensitive and Survivor-Centred Pathway

In line with AIIB ESS1, and good international practice on SEA/SH risk management, the Project establishes a confidential and survivor-centred grievance pathway for Gender-Based Violence and Harassment (GBVH), including Sexual Exploitation and Abuse (SEA) and Sexual Harassment (SH).

This pathway:

- Is embedded within the centralized ERP Pro system;
- Does not operate as a separate external mechanism;
- Applies a restricted-access protocol to sensitive cases.

6.6.1 Restricted Access Protocol

Upon identification as GBVH-related:

- The case is classified under a restricted category in ERP Pro;
- Access is limited to the PIU Social Specialist and designated trained GBVH focal persons;
- General operational departments do not have visibility over sensitive details.

Police and security personnel are not GRM handlers; they support incident response where required. Formal grievance registration remains within the GRM system.

6.6.2 Survivor-Centred Principles

- Confidentiality
- Informed Consent
- Survivor Choice and Agency
- Non-Retaliation
- Restricted Data Access
- Safe Referral (where services are available and safe)

- Anonymous Reporting

Any GBVH/SEA/SH allegations received through Worker GRM channels will be handled under this same restricted-access pathway.

Reporting to IFIs will include only aggregated and anonymized data. No personal or case-identifiable information will be disclosed.

Under no circumstances shall any community GBVH or SEA/SH grievance be referred to state police or security personnel without the explicit, informed, and written consent of the survivor, unless mandatory under national criminal legislation.

Contractor shall fund SLAs with these entities prior to mobilization (Please refer to 0). Specialized trauma-informed intake training shall be given to 100% of 964 operators and Contractor CLOs.

7. INFORMATION DISCLOSURE

In line with AIIB ESS1, information disclosure for the Baku Metro Expansion Project (BMEP) is designed as a proactive, accessible, and multi-channel process that ensures affected parties and other stakeholders can (i) understand the Project and its expected impacts, (ii) access mitigation and management commitments, (iii) participate meaningfully in consultations, and (iv) use grievance channels safely and effectively. Given the Project's dense urban context and the absence of neighbourhood-level elected structures, disclosure relies on a combination of (a) institutional communication through executive authorities, and (b) high-visibility public-facing channels embedded within the metro system (stations, trains, and official digital platforms).

Initial public disclosure activities have already been undertaken through district-level consultation meetings conducted during ESIA and SEP preparation. These meetings served as an early-stage disclosure platform, where stakeholders were informed about the Project, its objectives, and potential environmental and social impacts, and were invited to provide feedback. Lessons learned from these consultations have informed the design of the Project's disclosure approach, particularly with respect to accessibility, safety-related communication, and the need for clear and timely information on construction impacts. These initial disclosure activities were conducted prior to formal ESIA/SEP disclosure and have been used to inform the development of the Project's stakeholder engagement and communication approach.

Disclosure will be implemented throughout the Project lifecycle and adjusted as the design evolves, construction interfaces expand, or stakeholder concerns shift (e.g., traffic and access impacts, noise/vibration, construction safety, accessibility constraints, and GBVH-sensitive risks). The PIU, the Internal Communication Department (including the 964 Contact Centre), and contractors will apply consistent messaging and standardized templates to ensure clarity and traceability across all disclosure channels.

7.1 Documents to be Disclosed

The Project will disclose key E&S instruments and operational information in a manner proportionate to risk and consistent with IFI requirements. Disclosure will include both (i) formal instruments (e.g., ESIA/SEP/ESMPs), and (ii) practical, time-bound notices that help stakeholders navigate construction-phase disruptions and access changes.

The following documents/information will be disclosed, as applicable:

- Environmental and Social Impact Assessment (ESIA) – **Non-Technical Summary (NTS)**
- Stakeholder Engagement Plan (SEP)
- **Project Grievance Redress Mechanism (GRM) Procedure** (community and worker pathways, including confidentiality provisions)
- Labor Management Procedures (LMP)

- Environmental and Social Management Plans (ESMPs)
- **Construction-phase public notices** (traffic diversions, pedestrian route changes, works schedule, night works, safety restrictions) (refer to the Traffic Management Plan)
- RAP/LRP documents (if applicable) and associated entitlement/complaint information
- Periodic Environmental and Social Monitoring Reports (summarized version)
- Public meeting announcements and consultation outputs, including **stakeholder comment-response (“You Said / We Did”)** summaries

To support usability, disclosure packages will differentiate between:

- **Core reference documents** (ESIA NTS, SEP, GRM, ESMP summaries); and
- **Operational updates** (site-specific notices, construction interface updates, and GRM performance highlights), which will be published more frequently.

7.2 Language of Disclosure

Disclosure materials will be prepared in formats that maximize comprehension and minimize barriers for affected persons. Azerbaijani will be the primary disclosure language for public-facing materials, while English will be used for formal communication with IFIs and international stakeholders. Where relevant for accessibility and reach, additional language support will be used

Disclosure materials will be prepared in:

- Azerbaijani (primary disclosure language)
- English
- Russian (where relevant for accessibility)
- Simplified/ visual formats for vulnerable groups where needed

Key GRM information (hotline number, QR codes, complaint channels) will be communicated in clear, simple Azerbaijani language with visual icons to ensure accessibility for low-literacy users.

7.3 Disclosure Channels (Integrated and Multi-Level)

Building on Baku Metro’s existing communication ecosystem—including the **964 Contact Centre**, website, social media, station-level noticeboards, and in-train digital screens—information disclosure will be implemented through an integrated multi-channel approach. This approach ensures that stakeholders who do not use digital platforms (e.g., elderly passengers, low-income users, persons with limited internet access) still receive timely information through physical and on-site channels.

To ensure that stakeholders who cannot access standard written materials are not excluded, disclosure will also be available in accessible formats upon request, including large print, audio recordings, and easy-read versions. These formats will be made available at physical disclosure points located at or near affected station entrances and at district executive authority offices.

7.3.1 Station-Level Disclosure

Station-level disclosure will serve as the primary channel for reaching daily passengers and station-area users, particularly at high-footfall nodes and in areas directly affected by works. Information will be displayed at locations where it is most visible and relevant, such as station entrances/exits, ticket validation areas, platforms, and transfer corridors.

Station-level disclosure will include;

- Posters and information boards in all stations
- Notice boards at station entrances/exits

- Information panels at construction sites
- QR codes displayed at worksites and platforms
- Printed materials inside carriages (e.g., handrail stickers)
- Public announcement systems (where relevant)
- Accessible format materials;
 - o Large print versions of key notices and easy-read summaries of construction impacts, GRM access points, and safety instructions;
 - o These will be made available at physical distribution points located at or near affected station entrances and at district executive authority offices in the Project area

Where construction works affect pedestrian access, station-area commerce, or traffic flow, the Project will provide site-specific notices indicating: (i) what is changing, (ii) duration and working hours, (iii) alternative access routes, (iv) safety instructions, and (v) GRM contact points. Public consultations also highlighted the importance of clear, visible, and location-specific information at station level, particularly in areas affected by construction works, access changes, or safety risks.

7.3.2 In-Train Communication

In-train disclosure is critical for system-wide reach, especially for passengers who pass through impacted areas without being station-area residents. The Project will use in-train digital screens and audio/visual materials to communicate: construction updates, passenger safety instructions, accessibility information, and GRM access routes. This channel was identified during stakeholder consultations as an effective means of reaching a wide range of passengers, including those not directly residing in affected areas but using impacted stations or routes.

In-train communication will include:

- Digital screen announcements inside trains
- Short informational videos about construction works and safety measures
- GRM hotline promotion (964) and operating hours
- Safety and accessibility messages, including guidance for persons with reduced mobility

This channel will be used strategically during periods of higher disruption (e.g., night works, major traffic diversions, station-area redesign works, or intensive construction phases around key nodes)

7.3.3 Digital and Online Channels

Digital disclosure supports rapid updates, document downloads, and direct complaint submission. It will also be used to publish public meeting invitations, ESIA/SEP summaries, and GRM guidance.

Digital and online channels will include:

- Baku Metro official website (dedicated ESIA/Project page, downloadable summaries)
- Online grievance submission forms
- 964 Contact Centre promotion and GRM instructions
- Baku Metro mobile application (where applicable)
- Official social media accounts (Instagram, Facebook, TikTok)
- Public awareness posts (including 964 Contact Centre campaigns and GRM visibility materials)
- Plain-language summaries of core Project disclosure documents (ESIA NTS, SEP, GRM guidance) published on the Baku Metro website and social media channels, written in clear, non-technical Azerbaijani

- Audio recordings of key disclosure materials available upon request through the 964 Contact Centre, to support users with visual impairments or low literacy

Social media will be used not only for announcements but also as a **reinforcement channel** (e.g., reminders before public meetings; GRM “how-to” posts; construction update visuals). All digital channels will link back to a consistent “single source of truth” page where core Project disclosure documents and GRM instructions are maintained. Stakeholder consultations confirmed the growing importance of digital communication channels for timely updates, while also highlighting the need to complement these with non-digital formats to ensure inclusion of vulnerable and low-connectivity users.

7.3.4 Traditional Media

Traditional media will be used to ensure broad public reach at city level, particularly where works affect well-known nodes, high-density corridors, or areas of heightened public attention. Media channels will be used for major milestones, high-impact construction phases, and key public safety messages.

Traditional media disclosure will include:

- Press releases
- Coordination with national/state television (e.g., AZTV) and Internet TV coverage
- Media briefings and interviews (as required)

Media engagement will be coordinated by the Communications Department to ensure accuracy, consistent messaging, and timely public updates.

All public-facing media communications will be prepared in plain language, avoiding technical terminology, to ensure comprehension by a broad audience including vulnerable groups.

7.3.5 Institutional Disclosure

Institutional disclosure ensures coordination with executive authorities and line ministries, supports permitting and oversight processes, and enables local-level dissemination where engagement depends on executive structures.

Institutional disclosure will include:

- Official letters to ministries and executive authorities
- Written invitations for public meetings
- Formal submissions to AIIB.
- Coordination letters to rayon executive authorities

7.4 Timing of Disclosure

Disclosure will be sequenced to ensure that stakeholders receive information before decisions are finalized and before impacts occur (particularly for construction-related disruptions). The disclosure schedule will be updated as the construction program is confirmed and as contractor mobilization expands.

Table 7-1: Disclosure Timing by Phase

Project Phase	Disclosure Timing
Pre-construction	Public consultation meetings conducted during ESIA/SEP preparation; ESIA/SEP disclosure (following approval); GRM promotion

Project Phase	Disclosure Timing
Prior to mobilization	Construction notices; traffic/access information
During construction	Monthly/phase-based updates; incident notifications; GM statistics summary; traffic-specific notifications coordinated with the TMP — minimum four weeks' advance notice of haul route changes and traffic diversions, weekly traffic schedule updates, and visible signage at affected junctions displaying the 964 Contact Centre number
Operation	Accessibility updates; service changes; annual GRM performance summary

7.5 Disclosure, Capacity Building and Monitoring

Following finalization, the Project GRM and core disclosure package (ESIA NTS, SEP summary, GRM channels) will be promoted widely through stations, trains, official digital channels, and institutional correspondence. Disclosure will prioritize clarity of access and consistent messaging, so that passengers, nearby communities, businesses, and workers understand where and how to raise concerns.

7.5.1 Capacity Building (Targeted Training)

Structured training will be delivered to frontline and interface staff, including station supervisors (nezaretçiler), security personnel, police officers assigned to stations, contractor community liaison officers, site managers, call centre staff (964) and HR personnel (Worker GRM handling)

Training modules will cover:

- Objectives and functioning of the GRM (community vs. worker pathways)
- Recognition of grievances vs. routine enquiries
- Confidential handling of information and protection against retaliation
- Documentation, escalation, and closure steps
- GBVH-sensitive intake and referral pathways
- Interaction with vulnerable groups (PWDs, elderly, women/night-time commuters, low-literacy users)

7.5.2 Monitoring and Reporting

The Project GRM is fully integrated into the Environmental and Social Management System (ESMS). Monitoring is not limited to case closure but includes trend analysis, systemic risk identification, and performance benchmarking.

Monitoring activities are coordinated through:

- PIU Social Specialist oversight;
- Monthly GRM Review meetings;
- Integration into ESMS and ESMP monitoring processes.

GRM performance indicators will include:

- Total number of grievances received (by category);
- Construction vs operation classification;
- Geographic distribution (where relevant);

- Share of anonymous complaints;
- Average acknowledgement time;
- Average resolution time;
- Number of pending or overdue cases;
- Worker grievances (BM staff and contractor workforce);
- GBVH-sensitive cases (aggregated and anonymized only).

Trend analysis will identify:

- Recurring construction-phase risks;
- Accessibility barriers;
- Contractor performance issues;
- Systemic weaknesses requiring corrective action.).

In addition to regular reporting to the lenders, summary findings from GRM monitoring and analysis—shared periodically with the lenders—will also be disclosed to stakeholders in an appropriate and accessible format. This may include high-level summaries of grievance types, response performance, and key actions taken, while ensuring full confidentiality of sensitive cases. Disclosure of GRM performance will be aligned with the Project's overall information disclosure approach described in this SEP.

Public Grievance Register and Disclosure

The Project will maintain an external grievance register and disclose aggregated grievance statistics through periodic stakeholder engagement reporting. Reported information will be anonymized and will not contain any personal data. The disclosed information will include, at a minimum:

- Number of grievances received;
- Grievance categories;
- Number resolved and pending;
- Average resolution time;
- Corrective actions implemented where relevant.

Grievance performance information will be reviewed internally on a monthly basis and disclosed externally on a quarterly basis through stakeholder engagement updates and/or project information channels.

Current Practice

Baku Metro already operates a functioning grievance handling and recording system across its existing network. As an illustration of current performance, Baku Metro's April 2026 reporting recorded 1935 grievances received through the following intake channels: telephone / 964 Contact Centre, social media, Info (Email Address). Of these, 84% were resolved and 16% remained pending at period end. This existing network-level system provides the institutional foundation on which the Project-specific GRM and the aggregated, privacy-protected public disclosure described above will build; disclosed figures exclude all personal data and present any GBVH-related cases in aggregated form only. Grievances reported monthly including but not limited to service level, response rate, comparison with previous months.

Reporting: Quarterly GRM performance summaries will be submitted to AIIB as part of Project E&S monitoring reports.

Reporting will:

- Maintain full confidentiality for sensitive cases;

- Include only aggregated data for GBVH-related complaints;
- Highlight significant incidents in line with Significant Event Notification procedures;
- Document corrective actions taken.

The monitoring framework ensures that grievance data informs risk management rather than serving as a passive record.

Comment collection & response protocol: Comments and feedback received through all disclosure channels including public meetings, written submissions, and digital forms will be logged in ERP Pro, reviewed by the PIU Social Specialist, and responded to through the "You Said / We Did" summary published following each consultation cycle.

8. ROLES AND RESPONSIBILITIES

Disclosure and stakeholder engagement activities will be implemented through clearly defined institutional roles. The table below summarizes the responsibilities of each unit involved in SEP and GRM implementation:

Table 8-1: Institutional Roles and Responsibilities by Project Phase

Institution / Unit	Project Phase	Primary Responsibilities	Supporting Responsibilities
Baku Metro PIU	Construction	- Overall SEP implementation during construction - Oversight of construction-phase GRM - Coordination with IFIs (ADB/AIIB) - Approval of construction-related public notices - Integration of contractor engagement data into ESMS	- Support contractors in stakeholder coordination - Monitor construction interface risks
	Operation	- Oversight of operational GRM - Annual stakeholder engagement review - IFI reporting (where applicable) - Strategic updates to SEP	Support Operations and Communications units in disclosure alignment
Internal Communication Department	Construction	- Operation of 964 Contact Centre - Registration and classification of construction-related grievances - Public disclosure materials (construction notices, posters, train screens, website updates)	- Support PIU in reporting to IFIs - Coordinate with contractors on public messaging
	Operation	- Management of passenger GRM - Publication of service updates - Periodic GRM performance summaries - Social media engagement and public awareness campaigns	Provide data to PIU for ESMS integration
Contractors	Construction	- Appointment of site-level GRM focal points - Display of GRM and construction notices at worksites	- Support PIU in public meetings - Provide technical information for disclosure materials

Institution / Unit	Project Phase	Primary Responsibilities	Supporting Responsibilities
Social / E&S Specialists		• Handling of worker grievances • Monthly grievance reporting to PIU • Participation in local consultations	
	Operation	• N/A (no primary role unless O&M contractor engaged)	• Provide handover documentation on outstanding grievances (if applicable)
	Construction	• Facilitation of public consultations • Vulnerable group outreach • Monitoring effectiveness of engagement • Preparation of consultation MoMs and “You Said / We Did” matrices	• Support contractor training on community engagement
Baku Metro Operations (Station Management & HR)	Operation	• Periodic review of engagement effectiveness • Support updates to GRM and SEP	• Provide advisory support to PIU and Operations
	Construction	• Support implementation of temporary access arrangements • Communicate station-level construction impacts	• Coordinate with contractors on passenger safety messaging
	Operation	• Primary handling of operational complaints • Station-level disclosure (posters, announcements) • Staff grievance management (HR)	• Provide complaint data to Communications and PIU

8.1 Budget & Logistics

Budget provisions will cover:

- Public meeting organization (venue, logistics)
- Printing of posters and brochures
- Digital content production
- Training sessions
- Translation services
- Accessibility arrangements (sign language, accessible venue)

Appendix A MINUTES OF MEETINGS OF PUBLIC MEETING

MINUTES OF MEETING

Topic:	Public Meeting – Nesimi	Date	10/04/2026
Location	Nesimi District Municipality	Time	11.00 AZT

Agenda

- Presentation of projects and metro lines
- Government programme and future activities
- Presentation on environmental and social issues
- Question and answer session

Participants

No	Name Surname	Organization	Unvan	E-mail
Note: Attendee signatures are recorded in Annex A. The following presenters facilitated the meeting:				
1	Bakhtiyar Mammadov	Baku Metropolitan	Head of Public Relations Department	bakhtiyar.mammadov@metro.gov.az
2	Aytan Poladova	PIU (Project Implementation Unit), Baku Metropolitan	Environmental and Social Lead	aytan.poladova@metro.gov.az
3	Özlem Ersavaş	GREEN Engineering	Social Expert	ozlemersavas@gmail.com
4	Ekin Aydın	GREEN Engineering	Environmental & Social (E&S) Consultant	ekin.aydin@green.istanbul

Meeting Notes

Agenda	Topics
General Information	• The public meeting was held in Nesimi District Municipality. • A total of 33 participants attended, including 11 women and 22 men. • Participants included: - o 1 representative from Ə.S.M.N. (<i>Ministry of Labour and Social Protection of the Population</i>) - o 1 representative from FHN TTNRA (<i>Ministry of Emergency Situations – State Agency for Safe Work in Industry and Mining Supervision</i>) - o 1 representative from the Ministry of Health - o 2 representatives from DSK No. 22 (<i>State Statistical Committee</i>) - o 1 representative from the Executive Authority (<i>İcra Hakimiyyəti</i>) - o 2 representatives from Secondary School No. 2 - o 1 representative from an NGO - o 2 mothers of martyrs (<i>local residents</i>) - o 1 representative from a local business - o 15 residents of Yasamal • Key speakers and contributors: - o Aytan Poladova – Environmental and Social Lead, PIU (Project Implementation Unit), Baku Metro

MINUTES OF MEETING

Topic:	Public Meeting – Nesimi	Date	10/04/2026
Location	Nesimi District Municipality	Time	11.00 AZT

- o Bakhtiyar Mammadov – Head of Public Relations Department, Baku Metro
- o Özlem Ersavaş – Social Expert, GREEN Engineering
- o Ekin Aydın – Environmental & Social (E&S) Consultant, GREEN Engineering
- o 1 press Representative from Baku Metro attended the meeting.
- The participant list was signed by attendees.
- Anonymous questions were collected and explained through a QR code system, visible in designated areas in the hall.
- Printed copies of the presentation were distributed to participants upon request.

Presentations

- The meeting was opened by Ms. Aytan from Baku Metro, who introduced the project, the metro lines and station plans.
- Following this, Ms. Özlem, Social Expert from GREEN Engineering, delivered a presentation on environmental and social aspects. The presentation included an overview of potential environmental and social impacts during both construction and operation phases, such as noise, dust, vibration, access restrictions, and possible impacts on daily life and economic activities. It was also explained how these impacts are identified and assessed, and how mitigation and management measures are developed.
- In addition, the importance of continuous stakeholder engagement was highlighted, and information was provided on how consultations would be maintained throughout the Project lifecycle. The Project's grievance mechanism (GRM) was introduced, and participants were informed about available channels for submitting complaints and feedback, as well as the process for receiving responses.
- The session concluded with a Q&A, during which participants' questions were addressed.
- Photographs taken during the meeting are provided in Annex B.

Questions Addressed

Name/Surname	Relevant Information	Question	Answer
Anonymous Participant	Local Resident	A question was raised regarding the fare payment arrangements for passengers travelling from Nizami to 28 May station and continuing beyond, following the planned line separation at 28 May. It was also noted that 28 May station is currently operating at high capacity and concerns were expressed about increased congestion after the separation.	For a passenger traveling from Nizami Station to 28 May Station and wishing to continue on the Red Line towards İçərişəhər or Həzi Aslanov, it is necessary to arrive at Cəfər Cabbarlı Station, disembark, and transfer to 28 May Station. Under the current system, no additional charges are applied. In general, differentiated fare systems may be considered in the future within the Baku Metropolitan.
Anonymous Participant	Local Resident	A question was raised regarding how passengers will be able to travel to Ahmadli station following the line separation, and what alternative routes or transfer options will be available.	Since 2019, diesel generators have been used as an alternative energy source in the Baku Metropolitan. These generators cover all stations across the Red, Green, and Purple lines. Therefore, in the event of a power outage for any reason, the diesel generators are activated immediately. This ensures the continued operation of trains with minimal passenger flow, as well as the functioning of escalators,

MINUTES OF MEETING

Topic:	Public Meeting – Nesimi	Date	10/04/2026
Location	Nesimi District Municipality	Time	11.00 AZT

lighting, and other essential services.

MINUTES OF MEETING

Topic:	Public Meeting – Nesimi	Date	10/04/2026
Location	Nesimi District Municipality	Time	11.00 AZT

ANNEX A: Participation List

Bakı Metropoliteninin genişləndirilməsi layihəsi üzrə ictimai dinləmə

Təşkilatçı: Bakı Metropoliteni Qapalı Səhmdar Cəmiyyəti

Ünvan: Nəsimi rayonu Bələdiyyəsi, Bakı şəhəri, Səməd Vurğun küç. 112

Tarix: 10.04.2026

№	Ad, Soyad	Təşkilat	Əlaqə nömrəsi/email	İmza	Qeyd (kişi/qadın)
1	Məmməd Nəziq H.		051255 6782		
2	Eysənov Məhəmməd A.		0703776761		
3	Bəşirəyev Fərid X.		051. 98232668		
4	Bəşirəyev Məhəmməd B.		070 831 8524		
5	Məmməd Fərid M.		050 416 4400		
6	Məhəmməd Məhəmməd M.		050-509-52-10		
7	Məhəmməd Fərid A.		050. 686.62.03		
8	Məhəmməd Məhəmməd M.		050 453. 46. 47		
9	Məhəmməd Məhəmməd M.		070 361 61-41		
10	Eysənov Məhəmməd F.		050 349-7581		
11	Məhəmməd Məhəmməd M.		055.242.03.80		
12	Eysənov Məhəmməd F.		050 472 64 36.		
13	Məhəmməd Məhəmməd M.		070 513 4416		
14	Məhəmməd Məhəmməd M.		070 426.92-320		
15	Məhəmməd Məhəmməd M.		055-753-00-45		
16	Məhəmməd Məhəmməd M.		050-404-57-98		

17 Təşkilatçı Məhəmməd Məhəmməd M. Əlaqə nömrəsi 055 731 5800

Nesin,

No	Ad, Soyad	Təşkilat	Əlaqə nömrəsi/email	İmza	Qeyd (kişi/qadın)
18	Elbrus Abbasov	22 saylı DSK	055: 795-05-68	[Signature]	
19	Nabizadə Səriyyə	22. saylı DSK	050: 858-84-44	[Signature]	
20	Məmməd Məmmədov	AƏH/XI Hiliyax	Pt 050 413-45-94	[Signature]	
21	Hüseyn Fəxrur	2 saylı ƏİA Kəbir		[Signature]	
22	Fayzulla Nəzir	1 saylı ƏİA Kəbir	051438-05-79	[Signature]	
23	Əliyev Kamal	Cənab Ə. İ.	050 436 29 44	[Signature]	
24	Məmməd Həsən	Sahib əvəs saxlı	055-688-65-28	[Signature]	
25	Məmməd Əliyev	Sahib əvəs saxlı	057-361-36-83	[Signature]	
26	Hacıyeva Gülnar	Sənət tədqiqatçı	055-574-04-82	[Signature]	
27	Məmməd Rəhil	Nəsimi mərkəzi, 1998-ci il 53 q. 1. 1998-ci il	050.377.01.05	[Signature]	
28	Məmməd Rəhil	BMT, BMT	050 200 31 43	[Signature]	
29	Bəxtiyar Məmmədov	BMT, 125 rəisi	050 634 50 59	[Signature]	
30	Məmməd Məmmədov	BMT, Məmmədov	055 338 78 78	[Signature]	
31	Məmməd Məmmədov	BMT, Tərtibat	055 881 48 48	[Signature]	
32	Elnur Ağayev	GREEN ENG			
33	Gölmə Əliyev	GREEN ENG			

MINUTES OF MEETING

Topic:	Public Meeting – Nesimi	Date	10/04/2026
Location	Nesimi District Municipality	Time	11.00 AZT

ANNEX B: Photos

MINUTES OF MEETING

Topic:	Public Meeting – Nesimi	Date	10/04/2026
Location	Nesimi District Municipality	Time	11.00 AZT



MINUTES OF MEETING

Topic:	Public Meeting – Nesimi	Date	10/04/2026
Location	Nesimi District Municipality	Time	11.00 AZT



MINUTES OF MEETING

Topic:	Public Meeting – Nesimi	Date	10/04/2026
Location	Nesimi District Municipality	Time	11.00 AZT



MINUTES OF MEETING

Topic:	Public Meeting – Nesimi	Date	10/04/2026
Location	Nesimi District Municipality	Time	11.00 AZT



MINUTES OF MEETING

Topic:	Public Meeting – Sabail	Date	09/04/2026
Location	Sabail District Municipality	Time	15.00 AZT

Agenda

- Presentation of projects and metro lines
- Government programme and future activities
- Presentation on environmental and social issues
- Question and answer session

Participants

No	Name Surname	Organization	Unvan	E-mail
Note: Attendee signatures are recorded in Annex A. The following presenters facilitated the meeting:				
1	Bakhtiyar Mammadov	Baku Metropolitan	Head of Public Relations Department	bakhtiyar.mammadov@metro.gov.az
2	Aytan Poladova	PIU (Project Implementation Unit), Baku Metropolitan	Environmental and Social Lead	aytan.poladova@metro.gov.az
3	Özlem Ersavaş	GREEN Engineering	Social Expert	ozlemersavas@gmail.com
4	Ekin Aydın	GREEN Engineering	Environmental & Social (E&S) Consultant	ekin.aydin@green.istanbul
5	Süleyman Turedi	Yuksel Project	Design Consultant	sturedi@yukseproje.com.tr

Meeting Notes

Agenda	Topics
General Information	• The public meeting was held in Sabail District Municipality. • A total of 49 participants attended, including 9 women and 40 men. • Participants included: - o 1 representative from SN (<i>Sehiyye Nazirliyi</i>) - o 4 representatives from FHN TTNRA (<i>Ministry of Emergency Situations – State Agency for Safe Work in Industry and Mining Supervision</i>) - o 3 representatives from 48 MKIS (<i>Menzil Kommunal İstismar Sahesi</i>) - o 1 representative from 149 MKIS (<i>Menzil Kommunal İstismar Sahesi</i>) - o 4 employees from Baku Metro - o 28 residents of Yasamal • Key speakers and contributors: - o Aytan Poladova – Environmental and Social Lead, PIU (Project Implementation Unit), Baku Metro - o Bakhtiyar Mammadov – Head of Public Relations Department, Baku Metro - o Özlem Ersavaş – Social Expert, GREEN Engineering - o Ekin Aydın – Environmental & Social (E&S) Consultant, GREEN Engineering

MINUTES OF MEETING

Topic:	Public Meeting – Sabail	Date	09/04/2026
Location	Sabail District Municipality	Time	15.00 AZT

- o Süleyman Turedi – Design Consultant, Yukse! Project
- o 1 press representative from Baku Metro attended the meeting.
- The participant list was signed by attendees.
- Anonymous questions were collected and explained through a QR code system, visible in designated areas in the hall.
- Printed copies of the presentation were distributed to participants upon request.

Presentations

- The meeting was opened by Ms. Aytan from Baku Metro, who introduced the project, the metro lines and station plans.
- Mr. Bahtiyar continued with a presentation on the state program, outlining upcoming activities and future developments. The purpose of the meeting was explained, and it was emphasized that stakeholder consultations would be conducted as an ongoing process throughout the Project. Participants were informed that their feedback, concerns, and suggestions would be collected and considered during the Project implementation.
- Following this, Ms. Özlem, Social Expert from GREEN Engineering, delivered a presentation on environmental and social aspects. The presentation included an overview of potential environmental and social impacts during both construction and operation phases, such as noise, dust, vibration, access restrictions, and possible impacts on daily life and economic activities. It was also explained how these impacts are identified and assessed, and how mitigation and management measures are developed.
- In addition, the importance of continuous stakeholder engagement was highlighted, and information was provided on how consultations would be maintained throughout the Project lifecycle. The Project's grievance mechanism (GRM) was introduced, and participants were informed about available channels for submitting complaints and feedback, as well as the process for receiving responses.
- The session concluded with a Q&A, during which participants' questions were addressed.
- Photographs taken during the meeting are provided in Annex B.

Questions Addressed

Name/Surname	Relevant Information	Question	Answer
Elmira Əliyeva	Əmək və Əhəlinin Sosial Müdafiəsi Nazirliyi	Concerns were raised about accessibility regarding disabled people.	It was confirmed that accessibility features, including elevators, will be implemented to ensure access for people with disabilities.
Anonymous Participant	Local Resident	Concerns were raised about potential additional noise and dust generation during certain construction periods.	It was explained that baseline studies have been conducted, including air quality and noise measurements. Based on the anticipated increase in noise, dust, and related emissions, corresponding mitigation measures have been defined in the ESIA. These measures will be incorporated into the tender documents to ensure contractor compliance during construction.

MINUTES OF MEETING

Topic:	Public Meeting – Sabail	Date	09/04/2026
Location	Sabail District Municipality	Time	15.00 AZT

ANNEX A: Participation List

Bakı Metropoliteninin genişləndirilməsi layihəsi üzrə ictimai dinləmə

Təşkilatçı: Bakı Metropoliteni Qapalı Səhmdar Cəmiyyəti

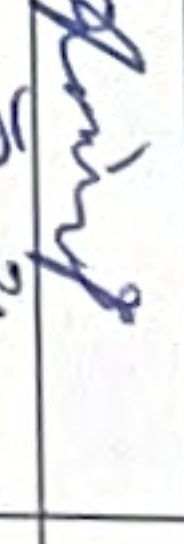
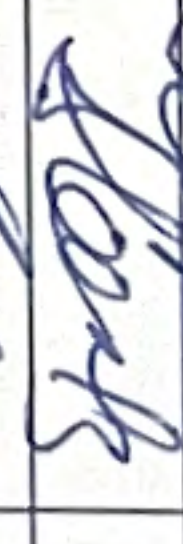
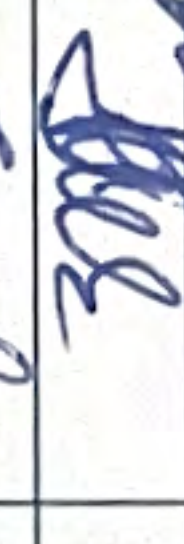
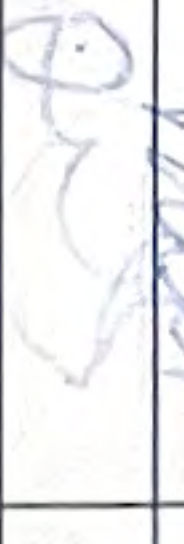
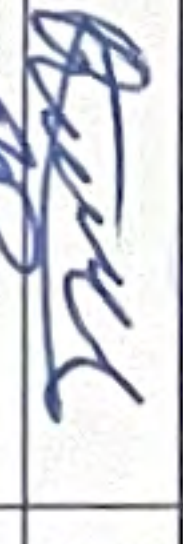
Ünvan: Səbail rayonu Bələdiyyəsi, Bakı şəhəri, Ziya Yusifzadə küç. 2

Tarix: 09.04.2026

№	Ad, Soyad	Təşkilat	Əlaqə nömrəsi/email	İmza	Qeyd (kişi/qadın)
1	İzzət Əhmədov	45 ƏLKİS	055-244 00 64	[Signature]	KİŞİ
2	Əhmədov Anor	45 ƏLKİS	050-731-65-40	[Signature]	KİŞİ
3	Əhmədov Ələz	Səkin	055-506-34-15	[Signature]	KİŞİ
4	Ələz Ələz	Səkin	099-818-63-55	[Signature]	KİŞİ
5	Ələz Ələz	149 ƏLKİS	055-557-16-42	[Signature]	KİŞİ
6	Ələz Ələz	45 ƏLKİS	050-334-41-33	[Signature]	KİŞİ
7	Ələz Ələz	Səkin	055-660-11-62	[Signature]	KİŞİ
8	Ələz Ələz	Səkin	070-399-96-98	[Signature]	KİŞİ
9	Ələz Ələz	Səkin	055-451-38-24	[Signature]	KİŞİ
10	Ələz Ələz	Səkin	051 123 - 02-92	[Signature]	QADIN
11	Ələz Ələz	Səkin	055 925-26-30	[Signature]	QADIN
12	Ələz Ələz	Səkin	070 232-27-47	[Signature]	QADIN
13	Ələz Ələz	Səkin	055 574-47 54	[Signature]	KİŞİ
14	Ələz Ələz	Səkin	055 702 87-31	[Signature]	KİŞİ
15	Ələz Ələz	Səkin	050-635-07-06	[Signature]	QADIN
16	Ələz Ələz	Səkin	050 4655-92	[Signature]	KİŞİ

17 Ələz Ələz FHN 050 218-20-80 [Signature]

Səbail

No	Ad, Soyad	Təşkilat	Əlaqə nömrəsi/email	İmza	Qeyd (kişi/qadın)
18			0705119432		kişi
19	Əsərov Sabir	Yaxudn	051 941 9188		kişi
20	Əvəzov Ərşad	Yaxudn			
21	Əmədov Pəsa	Səvən	050-741-06-81		kişi
22	Süleymanov Əman	Səvən	055-851-33-02		kişi
23	Rəşidov Əlman	Səvən	050-598-79-63		kişi
24	Əbişov Əmrən	Səvən	070-430-7737		kişi
25	Əzizəyev Sadəddin	Səvən	050-473 6246		kişi
26	Əliyev Yəqub	Səvən	050 355-24-85		kişi
29	Əyməlov Əlibər	Səvən	055 574-47-54		kişi
28	Əkbərov Əhməd	Səvən	055-744-54-20		kişi
29	Əliyev Nəzi	Səvən	050 337 8306		kişi
30	Əliyev İlqəd.	Səvən	055 702 8731		kişi
31	Əgərisəyev Əsəl	Səvən	070 313 05-97		kişi
32	Əliyev Əvraf	Səvən	050 876 5592		kişi
33	Əliyev Kəmalət	Səvən	050 353 7281		qadın
34	Əsərov Əhməd	SN 1514	055 466 6447		kişi
35	Əliyev Fərid	BMP "QSC"	0505396659		kişi
36	Əhmədov Rəmil	BMP "QSC"	0505388283		kişi
37	Əhmədov İsmail	BMP "QSC"	050 684 4481		kişi
38	Əhmədov Fərid	BMP "QSC"	058-225-32-26		kişi

Soboi

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MINUTES OF MEETING

Topic:	Public Meeting – Sabail	Date	09/04/2026
Location	Sabail District Municipality	Time	15.00 AZT

ANNEX B: Photos

MINUTES OF MEETING

Topic:	Public Meeting – Sabail	Date	09/04/2026
Location	Sabail District Municipality	Time	15.00 AZT



MINUTES OF MEETING

Topic:	Public Meeting – Sabail	Date	09/04/2026
Location	Sabail District Municipality	Time	15.00 AZT



MINUTES OF MEETING

Topic:	Public Meeting – Sabail	Date	09/04/2026
Location	Sabail District Municipality	Time	15.00 AZT



MINUTES OF MEETING

Topic:	Public Meeting – Sabail	Date	09/04/2026
Location	Sabail District Municipality	Time	15.00 AZT



MINUTES OF MEETING

Topic:	Public Meeting – Yasamal	Date	09/04/2026
Location	Yasamal District Municipality	Time	11.00 AZT

Agenda

- Presentation of projects and metro lines
- Government programme and future activities
- Presentation on environmental and social issues
- Question and answer session

Participants

No	Name Surname	Organization	Unvan	E-mail
Note: Attendee signatures are recorded in Annex A. The following presenters facilitated the meeting:				
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2	Aytan Poladova	PIU (Project Implementation Unit), Baku Metropolitan	Environmental and Social Lead	aytan.poladova@metro.gov.az
3	Özlem Ersavaş	GREEN Engineering	Social Expert	ozlemersavas@gmail.com
4	Ekin Aydın	GREEN Engineering	Environmental & Social (E&S) Consultant	ekin.aydin@green.istanbul
5	Süleyman Turedi	Yuksel Project	Design Consultant	sturedi@yukseproje.com.tr

Meeting Notes

Agenda	Topics
General Information	• The public meeting was held in Yasamal District Municipality. • A total of 35 participants attended, including 15 women and 20 men. • Participants included: - o 2 representatives from Ə.S.M.N. (<i>Ministry of Labour and Social Protection of the Population</i>) - o 1 representative from FHN TTNRA (<i>Ministry of Emergency Situations – State Agency for Safe Work in Industry and Mining Supervision</i>) - o 1 representative from the Ministry of Culture (<i>Government body responsible for cultural heritage and policy</i>) - o 1 representative from Baku Metropolitan (<i>urban rail transport operator</i>) - o 23 residents of Yasamal • Key speakers and contributors: - o Aytan Poladova – Environmental and Social Lead, PIU (Project Implementation Unit), Baku Metropolitan - o Bakhtiyar Mammadov – Head of Public Relations Department, Baku Metropolitan - o Özlem Ersavaş – Social Expert, GREEN Engineering - o Ekin Aydın – Environmental & Social (E&S) Consultant, GREEN Engineering

MINUTES OF MEETING

Topic:	Public Meeting – Yasamal	Date	09/04/2026
Location	Yasamal District Municipality	Time	11.00 AZT

- o Süleyman Turedi – Design Consultant, Yukse! Project
- o 1 press Representative from Baku Metro.
- o 1 representative from Baku Metro attended the meeting
- The participant list was signed by attendees.
- Anonymous questions were collected and explained through a QR code system, visible in designated areas in the hall.
- Printed copies of the presentation were distributed to participants upon request.

Presentations

- The meeting was opened by Ms. Aytan from Baku Metro, who introduced the project, the metro lines and station plans.
- Mr. Bahtiyar continued with a presentation on the state program, outlining upcoming activities and future developments. The purpose of the meeting was explained, and it was emphasized that stakeholder consultations would be conducted as an ongoing process throughout the Project. Participants were informed that their feedback, concerns, and suggestions would be collected and considered during the Project implementation.
- Following this, Ms. Özlem, Social Expert from GREEN Engineering, delivered a presentation on environmental and social aspects. The presentation included an overview of potential environmental and social impacts during both construction and operation phases, such as noise, dust, vibration, access restrictions, and possible impacts on daily life and economic activities. It was also explained how these impacts are identified and assessed, and how mitigation and management measures are developed.
- In addition, the importance of continuous stakeholder engagement was highlighted, and information was provided on how consultations would be maintained throughout the Project lifecycle. The Project's grievance mechanism (GRM) was introduced, and participants were informed about available channels for submitting complaints and feedback, as well as the process for receiving responses.
- The session concluded with a Q&A, during which participants' questions were addressed.
- Photographs taken during the meeting are provided in Annex B.

Questions Addressed

Name/Surname	Relevant Information	Question	Answer
Semad Mirzayev	Representative of Yasamal Municipality (Department Head)	Concerns were raised about the heavy congestion on bus lines in Yeni Yasamal. Despite the area's high population density, participants specifically questioned the absence of a metro station in the district and why a new station has not been planned for this location.	It was stated that the Blue Line will start from Yeni Yasamal. All plans are being developed within the framework of urban regeneration and the state program. Increasing congestion toward the city center has been identified as a key issue, and planning efforts aim to reduce central load by 2030. Existing problems in Yeni Yasamal are acknowledged, and solutions will include not only metro expansion but also the development of roads and tram lines. Further assessments and surveys will be conducted with residents to address these concerns.
Gulmemmedov Mehman	Resident of Yasamal Rayon	Concerns were raised regarding the relocation of residents living in the project area.	It was stated that an evaluation process will be carried out, with the involvement of the Ministry of Finance. Residents' consent will be

MINUTES OF MEETING

Topic:	Public Meeting – Yasamal	Date	09/04/2026
Location	Yasamal District Municipality	Time	11.00 AZT

			prioritized. It was also noted that legal procedures may be followed, and residents have the right to apply to relevant institutions and courts if necessary.
Nihad Əhmədov	Cost Estimation Department, DOST Infrastructure Center, operating under the Ministry of Labour and Social Protection of the Population	A question was raised regarding whether accessibility measures, such as elevators, will be provided for people with disabilities.	It was confirmed that accessibility features, including elevators, will be implemented to ensure access for people with disabilities.
Anonymous Participant	Local Resident	A question was raised regarding the timeline of the project implementation.	It was stated that funding arrangements are currently in progress, and tender procedures will be completed by the end of the year in accordance with Azerbaijani legislation. The project is expected to be completed by 2030. Construction works are planned to commence by the end of 2026.
Elmira İbad Aliyeva	Chief Advisor of the Disability Policy Department under the Ministry of Labour and Social Protection of the Population	A question was raised regarding what additional accessibility features beyond standard ramps and elevators would be integrated into the project.	It was confirmed that new accessibility solutions will be implemented for visually impaired individuals, and existing infrastructure will also be upgraded accordingly.
Anonymous Participant	Local Resident	A question was raised regarding safety measures related to excavation works and building foundations within the city.	A technical explanation was provided by Mr. Süleyman from Yüksel Proje (Design Consultant). It was stated that the project includes both deep and shallow stations, designed in accordance with modern engineering standards. Accessibility considerations and evacuation plans are also incorporated into the design. It was emphasized that the approach applied in Baku reflects current international practices.

MINUTES OF MEETING

Topic:	Public Meeting – Yasamal	Date	09/04/2026
Location	Yasamal District Municipality	Time	11.00 AZT

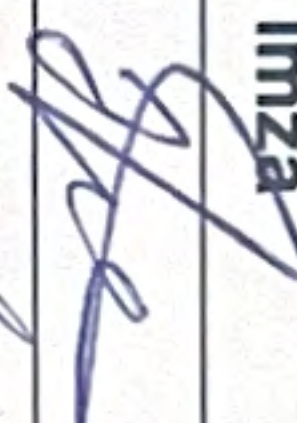
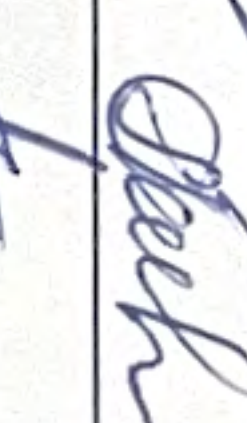
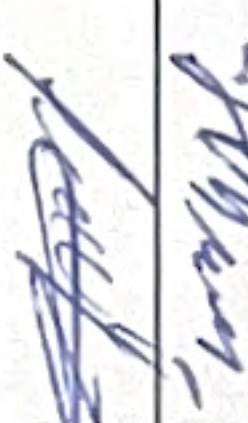
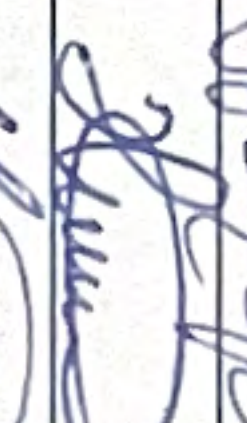
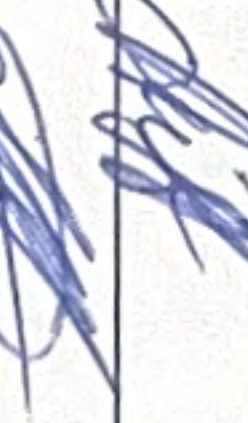
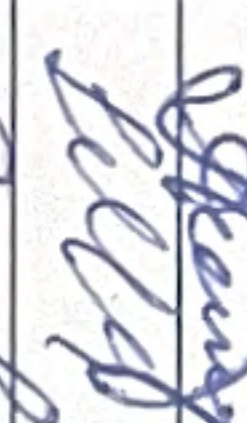
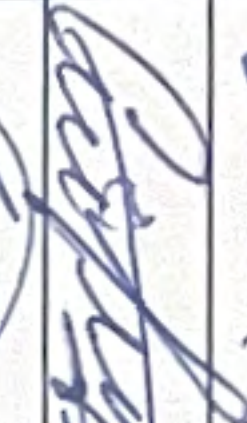
ANNEX A: Participation List

Bakı Metropoliteninin genişləndirilməsi layihəsi üzrə ictimai dinləmə

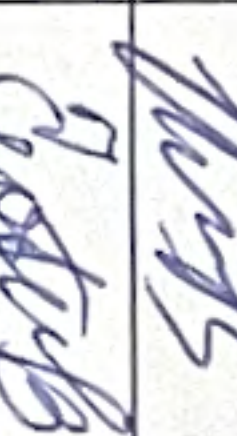
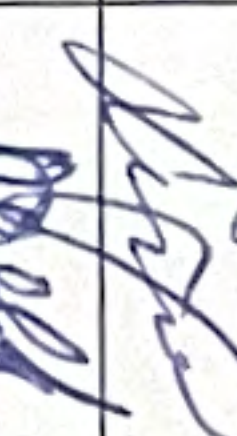
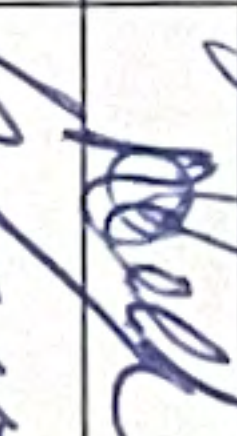
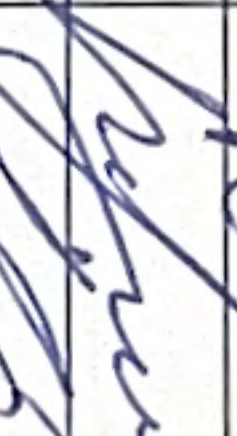
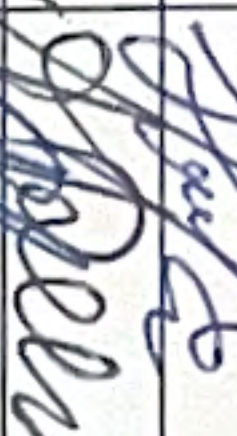
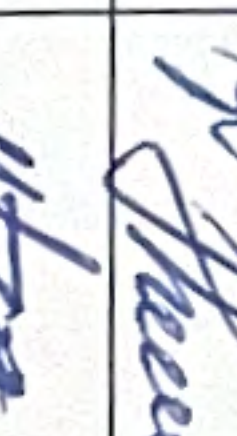
Təşkilatçı: Bakı Metropoliteni Qapalı Səhmdar Cəmiyyəti

Ünvan: Yasamal rayonu Bələdiyyəsi, Bakı şəhəri, A.M.Şerifzadə küç, 108-110

Tarix: 09.04.2026

№	Ad, Soyad	Təşkilat	Əlaqə nömrəsi/email	İmza	Qeyd (kişi/qadın)
1.	Nihad Əhmədov	QAZSMM	050-531-58-38		
2	Azər Səədov	Yasamal sakin	055-494-87-14		kişi
3	Əhmədova Xəlilə	Yasamal sakin	050 509 03 19		
4	Məmmədova Səhibə		050 276-80-07		
5.	Babəyeva Fəliyə	Yasamal sakin	051-388-27-36		qadın.
6.	İsmayilova Əlvinə		055-424-71-95		qadın.
7.	Məmmədova Ərvən		040-878-11-85		qadın
8	Əhmədova Gülləhməd		050 - 474-64.91		qadın
9	Əliyeva Səbinə		055-580-17-87		qadın
10	Əbülkəyrov Əhməd	Yasamal sakin			qadın
11	Əliyeva Ərvən	Metropoliteni əməkdaş	074-381-33-13		qadın.
12	Muradova Fəridə		051-929-12-79		qadın
13	Fələhova Fəstəhə	Yasamal	932-43-60		qadın.
14	Güləmmədov Əhməd		050-870-05-90		kişi
15	Məmmədov Sənan	Yasamal sakin	055-403-45-45		kişi.
16	Karimov Nihad	Yasamal sakin	050-540-10-54		kişi

Yasamal

No	Ad, Soyad	Təşkilat	Əlaqə nömrəsi/email	İmza	Qeyd (kişi/qadın)
17	Hirodo İbrahim	Yasamal Sakini	051-994-59-53		Kişi
18	Həsənov Faiq	Yasamal şəx	040 525-03-48		qadın
19	Əbdülməlik Əliyev	Yasamal Sakini	055-828-57-18		Kişi
20	Sənədov Gəziriz	Yasamal Sakini	055-781-26-21		Kişi
21	Süleyman Nəzirov	Yasamal Sakini	055-528-13-02		qadın
22	Qiyasəddin Cəmalov	FHN, TPNRA	055-753-00-45		Kişi
23	Muradlı Türkan	Yasamal Sakini	070-209-70-05		qadın
24	Əliyeva Əmriyə	QASAN	055 664 81 82		qadın
25	Məhərrəm Səmət	Yasamal Sakini	057 381 09 29		Kişi
26	Əbdülməlik Əliyev	Yasamal Sakini	057 528 02 08		Kişi
27	Məhərrəm Əliyev	Yasamal Sakini	055 861 00 00		Kişi
28	Əbdülməlik Əliyev	Yasamal Sakini	05050-11-55		Kişi
29	Əbdülməlik Əliyev	BN, BN	050 803 24 3		qadın
30	Bəxtiyar Nəzirov	BN, İSİSİ	050 634 50 99		Kişi
31	Əliyev Əbdülməlik	BN, Məhərrəm	055 331 78 78		Kişi
32	Məhərrəm Əliyev	BN, Fotoşəx	055 881 48 45		Kişi
33	Əli Əliyev	GREEN Əg			Kişi
34	Bəxtiyar Nəzirov	" "			Kişi
35	Səleyman Təvəzi	" "			Kişi

MINUTES OF MEETING

Topic:	Public Meeting – Yasamal	Date	09/04/2026
Location	Yasamal District Municipality	Time	11.00 AZT

ANNEX B: Photos

MINUTES OF MEETING

Topic:	Public Meeting – Yasamal	Date	09/04/2026
Location	Yasamal District Municipality	Time	11.00 AZT



MINUTES OF MEETING

Topic:	Public Meeting – Yasamal	Date	09/04/2026
Location	Yasamal District Municipality	Time	11.00 AZT



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Topic:	Public Meeting – Yasamal	Date	09/04/2026
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Topic:	Public Meeting – Yasamal	Date	09/04/2026
Location	Yasamal District Municipality	Time	11.00 AZT



MINUTES OF MEETING

Topic:	Public Meeting – Yasamal	Date	09/04/2026
Location	Yasamal District Municipality	Time	11.00 AZT



MINUTES OF MEETING

Topic:	Public Meeting Xatai	Date	10 / 04 / 2026
Location	Secondary School No. 27, Baku	Time	15.00 AZT

Agenda

- Presentation of projects and metro lines
- Government programme and future activities
- Presentation on environmental and social issues
- Question and answer session

Participants

No	Name Surname	Organization	Unvan	E-mail
Note: Attendee signatures are recorded in Annex A. The following presenters facilitated the meeting:				
1	Bakhtiyar Mammadov	Baku Metropolitan	Head of Public Relations Department	bakhtiyar.mammadov@metro.gov.az
2	Aytan Poladova	PIU (Project Implementation Unit), Baku Metropolitan	Environmental and Social Lead	aytan.poladova@metro.gov.az
3	Özlem Ersavaş	GREEN Engineering	Social Expert	ozlemersavas@gmail.com
4	Ekin Aydın	GREEN Engineering	Environmental & Social (E&S) Consultant	ekin.aydin@green.istanbul

Meeting Notes

Agenda	Topics
	• The public meeting was held in Secondary School No. 27, Baku. • A total of 39 participants attended, including 22 women and 17 men. • Participants included: - o 4 representatives from Secondary School No. 27 (<i>local educational institution</i>) - o 1 representative from MENR (<i>Ministry of Ecology and Natural Resources of the Republic of Azerbaijan</i>) - o 1 representative from Xətai District Executive Authority (XRİH) - o 1 representative from ADB - o 26 residents of Yasamal • Key speakers and contributors: - o Aytan Poladova – Environmental and Social Lead, PIU (Project Implementation Unit), Baku Metro - o Bakhtiyar Mammadov – Head of Public Relations Department, Baku Metro - o Özlem Ersavaş – Social Expert, GREEN Engineering - o Ekin Aydın – Environmental & Social (E&S) Consultant, GREEN Engineering - o 1 press Representative from Baku Metro attended the meeting. • The participant list was signed by attendees. • Anonymous questions were collected and explained through a QR code system, visible in designated areas in the hall.

MINUTES OF MEETING

Topic:	Public Meeting Xatai	Date	10 / 04 / 2026
Location	Secondary School No. 27, Baku	Time	15.00 AZT

- Printed copies of the presentation were distributed to participants upon request.
- The meeting was opened by Ms. Aytan from Baku Metro, who introduced the project, the metro lines and station plans.
- Mr. Bahtiyar continued with a presentation on the state program, outlining upcoming activities and future developments. The purpose of the meeting was explained, and it was emphasized that stakeholder consultations would be conducted as an ongoing process throughout the Project. Participants were informed that their feedback, concerns, and suggestions would be collected and considered during the Project implementation.
- Following this, Ms. Özlem, Social Expert from GREEN Engineering, delivered a presentation on environmental and social aspects. The presentation included an overview of potential environmental and social impacts during both construction and operation phases, such as noise, dust, vibration, access restrictions, and possible impacts on daily life and economic activities. It was also explained how these impacts are identified and assessed, and how mitigation and management measures are developed.
- In addition, the importance of continuous stakeholder engagement was highlighted, and information was provided on how consultations would be maintained throughout the Project lifecycle. The Project's grievance mechanism (GRM) was introduced, and participants were informed about available channels for submitting complaints and feedback, as well as the process for receiving responses.
- The session concluded with a Q&A, during which participants' questions were addressed.
- Photographs taken during the meeting are provided in Annex B.

Questions Addressed

Name/Surname	Relevant Information	Question	Answer
Ms.Ramila Butayeva	MENR representative	- A question was raised regarding the environmental measures being taken and planned in relation to green spaces and the surrounding natural environment within the project area. - A question was raised regarding the total number of reports to be produced, given that the project encompasses 10 stations and 2 lines.	- It was stated that field surveys have been conducted, measurements taken, green areas recorded, and mitigation measures documented. It was confirmed that all findings and reports will be made publicly available. It was further explained that Azerbaijani legislation will be taken into account throughout the process, and that efforts are being made to minimise environmental impact — particularly for metro lines passing through parkland. - It was confirmed that 2 Environmental and Social Reports will be prepared and submitted — one for each line (Green Line and Purple Line).
Anonymous Participant	Local Resident	A question was raised regarding how the system would function in case of a power outage, and how	Baku Metropolitan has generator in all stations. In case power outage, generator transformer will be operated to

MINUTES OF MEETING

Topic:	Public Meeting Xatai	Date	10 / 04 / 2026
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		passengers would be evacuated from tunnels under such conditions.	address functioning of Baku Metro Station.
Anonymous Participant	Local Resident	A question was raised regarding whether natural lighting systems can be implemented in open-type stations.	We are doing best to use natural light in all stations operated by Baku Metro Station.
Anonymous Participant	Local Resident	A female participant asked when the station in the NZS settlement is expected to be completed and delivered.	The nearest station to NZS is Y15 station and the construction of the station will be implemented based on Governmental Strategy on 2025-2030. I also would like to state that construction of 4 new stations at Green Line will be started from this station.

MINUTES OF MEETING

Topic:	Public Meeting Xatai	Date	10 / 04 / 2026
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ANNEX A: Participation List

Bakı Metropoliteninin genişləndirilməsi layihəsi üzrə ictimai dinləmə

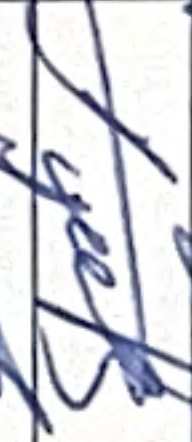
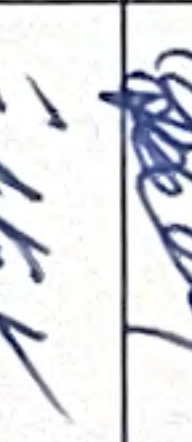
Təşkilatçı: Bakı Metropoliteni Qapalı Səhmdar Cəmiyyəti

Ünvan: Xətai rayonu, 27 sayılı tam orta məktəb, Bakı şəhəri, Yusif Səfərov küçəsi 7.

Tarix: 10.04.2026

№	Ad, Soyad	Təşkilat	Əlaqə nömrəsi/email	İmza	Qeyd (kişi/qadın)
1	Zeylə Vəliyeva	Xətai Rayonu			
2	Bəhramova Əynur	Xətai Rayonu			
3	Əsgərdigəza Fəridə	Xətai Rayonu	055 869-03-86		qadın
4	Əliyeva Əminə	Xətai Rayonu	055-825-82-88		qadın
5	Əsədullayeva Pərvan	Xətai Rayonu	051-588-08-62		qadın
6	Məmmədova Zeyla	Psixoloq	050-560-21-21		qadın
7	Muradova Səlim	Xətai Rayonu	055-475-77-88		qadın
8	Bəhramova Əliqan	Xətai Rayonu	055 724 1061		qadın
9	Bütəyevə Fəridə	ESN Dövlət Əməkdaşlığı	070 847 22 25		qadın
10	Rüstəm Məmməd	SN İSİH	055 466 64 47		kişi
11	Əliyeva Əminə	Restorant	050 646 66 84		qadın
12	Rəşadova Təlibə	Restorant	055 826 72 65		qadın
13	Əliyeva Səadət	Tel	055 580 40 77		qadın
14	Əsədullayeva Fəridə	Katibə	050 585 88 79		qadın
15	Məmmədova Əynur	Müəllim	050 480 29 89		qadın
16	Əliyeva Fəridə	ƏNİB Məktəbi	050 3		qadın

Xətai

No	Ad, Soyad	Təşkilat	Əlaqə nömrəsi/email	İmza	Qeyd (kişi/qadın)
27	Jəmələ Əliyeva	-24 uşaq	050 422-33-94		qadın.
28	Külərnə Əsəd	-12 uşaq	010-322-12-52		qadın.
29	Qurban İli	Vətəndaş	070-804-44-33		kişi
20	Vəzi Cəzadə	Vətəndaş	055-926-65-65		kişə
21	Nəziyev Jə	Vətəndaş	050-249-28-59		kişi
22	Qafarov Nəziyev	Vətəndaş	051-577-62-64		kişi
23	Bəyramov Nəziyev	Vətəndaş	055-660-66-82		kişi
24	Əliyev Əli	Vətəndaş	055-855-56-60		kişi.
25	Əliyev Əli	27 mərkəz	055-497-93-39		qadın.
26	Əliyev Rəza	27 N-əlmərkəz	055-230-92-43		qadın
27	Əliyev Əli	27 N-əlmərkəz	070-899-33-41		kişi
28	Əliyev Əli	Səkin	050-885-03-36		kişi.
29	Bəyramov Bəyram	Səkin.	070-317-61-01		kişi
30	Bəyramov Səadət	Səkin	050-564-44-42		kişi
31	Əliyev Əli	Vətəndaş	050-712-56-84		kişi.
32	Əliyev Cəfər	Səkin.	050-320-79-10		kişə.

Xeta

[illegible]

MINUTES OF MEETING

Topic:	Public Meeting Xatai	Date	10 / 04 / 2026
Location	Secondary School No. 27, Baku	Time	15.00 AZT

ANNEX B: Photos

MINUTES OF MEETING

Topic:	Public Meeting Xatai	Date	10 / 04 / 2026
Location	Secondary School No. 27, Baku	Time	15.00 AZT



MINUTES OF MEETING

Topic:	Public Meeting Xatai	Date	10 / 04 / 2026
Location	Secondary School No. 27, Baku	Time	15.00 AZT



MINUTES OF MEETING

Topic:	Public Meeting Xatai	Date	10 / 04 / 2026
Location	Secondary School No. 27, Baku	Time	15.00 AZT



MINUTES OF MEETING

Topic:	Public Meeting Xatai	Date	10 / 04 / 2026
Location	Secondary School No. 27, Baku	Time	15.00 AZT



Appendix B OFFICAL INVITATION LETTERS AND PRESS COVERAGE



“BAKİ METROPOLİTENİ” QAPALI SƏHMDAR CƏMİYYƏTİ

Az1010 Bakı şəh., Mikayıl Rəfli 16. Tel.: (+994 12) 490 01 01, faks: (+994 12) 490 02 61

**Azərbaycan Nəqliyyat və Kommunikasiya
Holdinqinin icraçı direktoru
cənab Şahin Babayevə**

*Bakı Metropoliteninin genişləndirilməsi layihəsi üzrə
ictimai görüşlərin təşkili haqqında*

Hörmətli Şahin müəllim,

Azərbaycan Respublikası Prezidentinin 30 yanvar 2025-ci il tarixli 456 nömrəli Sərəncamı ilə təsdiq edilmiş “Bakı şəhərində və ətraf ərazilərdə nəqliyyat infrastrukturunun təkmilləşdirilməsinə dair 2025–2030-cu illər üçün Dövlət Proqramı”nın həyata keçirilməsinə dair Tədbirlər Planına uyğun olaraq “Bakı Metropoliteni” Qapalı Səhmdar Cəmiyyəti (bundan sonra – Cəmiyyət) tərəfindən “Yaşıl” xətt üzrə “Y14–Y17” və “Bənövşəyi” xətt üzrə “B4–B8” stansiyalarının tikintisi planlaşdırılır.

Layihələrin maliyyələşdirilməsi istiqamətində əməkdaşlıq edilən beynəlxalq maliyyə institutlarının tələblərinə əsasən Ətraf Mühit və Sosial Təsirlərin Qiymətləndirilməsi (ƏMSTQ) tədbirləri həyata keçirilir.

ƏMSTQ prosesinin tərkib hissəsi kimi və ölkə qanunvericiliyinin, o cümlədən “Ətraf mühitə təsirin qiymətləndirilməsi haqqında” Azərbaycan Respublikası Qanununun tələblərinə əsasən hər iki xətt üzrə şərti olaraq “Yaşıl” və “Bənövşəyi” adlandırılmış ictimai görüşlərin keçirilməsi nəzərdə tutulur.

İctimai görüşlər çərçivəsində layihənin potensial təsirləri barədə ictimaiyyətə ümumi məlumatın verilməsi, “Ətraf Mühit və Sosial İdarəetmə və Təsirlərin Azaldılması Planı”nın təqdimatı, habelə görüş iştirakçıları ilə müzakirələrin aparılması planlaşdırılır.

Sözügedən görüşlərdə aidiyyəti dövlət orqanlarının, o cümlədən AZCON-un nümayəndəsinin iştirakı müzakirələrin daha səmərəli aparılması baxımından xüsusi əhəmiyyət kəsb edir.

Yuxarıda qeyd olunanları nəzərə alaraq, aşağıda göstərilən tarix, saat və məkanlarda keçiriləcək görüşlərdə iştirak etməsi məqsədəmüvafiq hesab olunan

İmzalayan şəxs:

Vüsal Aslanov Yusif
İdarə Heyətinin sədri

Sənədin N-si: 14-5-4/2-853/2026 Tarix: 07.04.2026

Qeyd: “Elektron imza və elektron sənəd haqqında” Azərbaycan Respublikası Qanununun 3-cü maddəsinə əsasən elektron imza əl imzası ilə bərabər hüquqi qüvvəyə malikdir. Elektron imza şəxsin kağız daşıyıcısı üzərindəki möhürlə təsdiq edilmiş əl imzasına bərabər tutulur.

Təhlükəsizlik kodu: 707240



nümayəndə barədə məlumatların qısa müddətdə Cəmiyyətə təqdim edilməsi üçün göstəriş verməyinizi Sizdən xahiş edirəm.

Əlaqələndirici şəxs: Aytən Poladova (e-poçt: aytan.poladova@metro.gov.az, mobil: +994 50 210 31 43).

İctimai görüşlərin vaxtı və yerləri:

Tarix: 9 aprel 2026-cı il

Saat: 11:00

Ünvan: Yasamal rayon bələdiyyəsi, Bakı şəhəri, A.M.Şərifzadə küçəsi 108-110;

Tarix: 9 aprel 2026-cı il

Saat: 15:00

Ünvan: Səbail rayon bələdiyyəsi, Bakı şəhəri, Ziya Yusifzadə küçəsi 2;

Tarix: 10 aprel 2026-cı il

Saat: 11:00

Ünvan: Nəsimi rayon bələdiyyəsi, Bakı şəhəri, Səməd Vurğun küçəsi 112;

Tarix: 10 aprel 2026-cı il

Saat: 15:00

Ünvan: Xətai rayonu 27 sayılı tam orta məktəb, Bakı şəhəri, Yusif Səfərov küçəsi 7.

Hörmətlə,

İdarə Heyətinin sədri

Vüsal Aslanov

İmzalayan şəxs:

Vüsal Aslanov Yusif
İdarə Heyətinin sədri

Sənədin N-si: 14-5-4/2-853/2026 Tarix: 07.04.2026

Qeyd: "Elektron imza və elektron sənəd haqqında" Azərbaycan Respublikası Qanununun 3-cü maddəsinə əsasən elektron imza əl imzası ilə bərabər hüquqi qüvvəyə malikdir. Elektron imza şəxsin kağız daşıyıcısı üzərindəki möhürlə təsdiq edilmiş əl imzasına bərabər tutulur.

Təhlükəsizlik kodu: 707240





“BAKİ METROPOLİTENİ” QAPALI SƏHMDAR CƏMİYYƏTİ

Az1010 Bakı şəh., Mikayıl Rəfli 16. Tel.: (+994 12) 490 01 01, faks: (+994 12) 490 02 61

**Azərbaycan Respublikasının Dövlət Şəhərsalma
və Arxitektura Komitəsinin sədri
cənab Anar Quliyevə**

*Bakı Metropoliteninin genişləndirilməsi layihəsi üzrə
ictimai görüşlərin təşkili haqqında*

Hörmətli Anar müəllim,

Məlum olduğu kimi Azərbaycan Respublikası Prezidentinin 30 yanvar 2025-ci il tarixli 456 nömrəli Sərəncamı ilə təsdiq edilmiş “Bakı şəhərində və ətraf ərazilərdə nəqliyyat infrastrukturunun təkmilləşdirilməsinə dair 2025–2030-cu illər üçün Dövlət Proqramı”nın həyata keçirilməsinə dair Tədbirlər Planına uyğun olaraq “Bakı Metropoliteni” Qapalı Səhmdar Cəmiyyəti (bundan sonra – Cəmiyyət) tərəfindən “Yaşıl” xətt üzrə “Y14–Y17” və “Bənövşəyi” xətt üzrə “B4–B8” stansiyalarının tikintisi planlaşdırılır.

Layihələrin maliyyələşdirilməsi istiqamətində əməkdaşlıq edilən beynəlxalq maliyyə institutlarının tələblərinə əsasən Ətraf Mühit və Sosial Təsirlərin Qiymətləndirilməsi (ƏMSTQ) tədbirləri həyata keçirilir.

ƏMSTQ prosesinin tərkib hissəsi kimi və ölkə qanunvericiliyinin, o cümlədən “Ətraf mühitə təsirin qiymətləndirilməsi haqqında” Azərbaycan Respublikası Qanununun tələblərinə əsasən hər iki xətt üzrə şərti olaraq “Yaşıl” və “Bənövşəyi” adlandırılmış ictimai görüşlər keçirilməsi nəzərdə tutulur.

İctimai görüşlər çərçivəsində layihənin potensial təsirləri barədə ictimaiyyətə ümumi məlumatın verilməsi, “Ətraf Mühit və Sosial İdarəetmə və Təsirlərin Azaldılması Planı”nın təqdimatı, habelə görüş iştirakçıları ilə müzakirələrin aparılması planlaşdırılır.

Sözügedən görüşlərdə aidiyyəti dövlət orqanlarının, o cümlədən rəhbərlik etdiyiniz komitənin nümayəndəsinin iştirakı müzakirələrin daha səmərəli aparılması baxımından xüsusi əhəmiyyət kəsb edir.

İmzalayan şəxs:

Vüsal Aslanov Yusif
İdarə Heyətinin sədri

Sənədin N-si: 14-5-4/2-852/2026 Tarix: 07.04.2026

Qeyd: “Elektron imza və elektron sənəd haqqında” Azərbaycan Respublikası Qanununun 3-cü maddəsinə əsasən elektron imza əl imzası ilə bərabər hüquqi qüvvəyə malikdir. Elektron imza şəxsin kağız daşıyıcısı üzərindəki möhürlə təsdiq edilmiş əl imzasına bərabər tutulur.

Təhlükəsizlik kodu: 64C59E



Yuxarıda qeyd olunanları nəzərə alaraq, aşağıda göstərilən tarix, saat və məkanlarda keçiriləcək görüşlərdə iştirak etməsi məqsədemüvafiq hesab olunan nümayəndə barədə məlumatların qısa müddətdə Cəmiyyətə təqdim edilməsi üçün göstəriş verməyinizi Sizdən xahiş edirəm.

Əlaqələndirici şəxs: Aytən Poladova (e-poçt: aytan.poladova@metro.gov.az, mobil: +994 50 210 31 43).

İctimai görüşlərin vaxtı və yerləri:

Tarix: 9 aprel 2026-cı il

Saat: 11:00

Ünvan: Yasamal rayon bələdiyyəsi, Bakı şəhəri, A.M.Şərifzadə küçəsi 108-110;

Tarix: 9 aprel 2026-cı il

Saat: 15:00

Ünvan: Səbail rayon bələdiyyəsi, Bakı şəhəri, Ziya Yusifzadə küçəsi 2;

Tarix: 10 aprel 2026-cı il

Saat: 11:00

Ünvan: Nəsimi rayon bələdiyyəsi, Bakı şəhəri, Səməd Vurğun küçəsi 112;

Tarix: 10 aprel 2026-cı il

Saat: 15:00

Ünvan: Xətai rayonu 27 sayılı tam orta məktəb, Bakı şəhəri, Yusif Səfərov küçəsi 7.

Hörmətlə,

İdarə Heyətinin sədri

Vüsal Aslanov

İmzalayan şəxs:

Vüsal Aslanov Yusif
İdarə Heyətinin sədri

Sənədin N-si: 14-5-4/2-852/2026 Tarix: 07.04.2026

Qeyd: "Elektron imza və elektron sənəd haqqında" Azərbaycan Respublikası Qanununun 3-cü maddəsinə əsasən elektron imza əl imzası ilə bərabər hüquqi qüvvəyə malikdir. Elektron imza şəxsin kağız daşıyıcısı üzərindəki möhürlə təsdiq edilmiş əl imzasına bərabər tutulur.

Təhlükəsizlik kodu: 64C59E





“BAKİ METROPOLİTENİ” QAPALI SƏHMDAR CƏMİYYƏTİ

Az1010 Bakı şəh., Mikayıl Rəfli 16. Tel.: (+994 12) 490 01 01, faks: (+994 12) 490 02 61

**Azərbaycan Respublikasının əmək və
əhalinin sosial müdafiəsi naziri
cənab Anar Əliyevə**

*Bakı Metropoliteninin genişləndirilməsi layihəsi üzrə
ictimai görüşlərin təşkili haqqında*

Hörmətli Anar müəllim,

Azərbaycan Respublikası Prezidentinin 30 yanvar 2025-ci il tarixli 456 nömrəli Sərəncamı ilə təsdiq edilmiş “Bakı şəhərində və ətraf ərazilərdə nəqliyyat infrastrukturunun təkmilləşdirilməsinə dair 2025–2030-cu illər üçün Dövlət Proqramı”nın həyata keçirilməsinə dair Tədbirlər Planına uyğun olaraq “Bakı Metropoliteni” Qapalı Səhmdar Cəmiyyəti (bundan sonra – Cəmiyyət) tərəfindən “Yaşıl” xətt üzrə “Y14–Y17” və “Bənövşəyi” xətt üzrə “B4–B8” stansiyalarının tikintisi planlaşdırılır.

Layihələrin maliyyələşdirilməsi istiqamətində əməkdaşlıq edilən beynəlxalq maliyyə institutlarının tələblərinə əsasən Ətraf Mühit və Sosial Təsirlərin Qiymətləndirilməsi (ƏMSTQ) tədbirləri həyata keçirilir.

ƏMSTQ prosesinin tərkib hissəsi kimi və ölkə qanunvericiliyinin, o cümlədən “Ətraf mühitə təsirin qiymətləndirilməsi haqqında” Azərbaycan Respublikası Qanununun tələblərinə əsasən hər iki xətt üzrə şərti olaraq “Yaşıl” və “Bənövşəyi” adlandırılmış ictimai görüşlərin keçirilməsi nəzərdə tutulur.

İctimai görüşlər çərçivəsində layihənin potensial təsirləri barədə ictimaiyyətə ümumi məlumatın verilməsi, “Ətraf Mühit və Sosial İdarəetmə və Təsirlərin Azaldılması Planı”nın təqdimatı, habelə görüş iştirakçıları ilə müzakirələrin aparılması planlaşdırılır.

Sözügedən görüşlərdə aidiyyəti dövlət orqanlarının, o cümlədən rəhbərlik etdiyiniz nazirliyin nümayəndəsinin iştirakı müzakirələrin daha səmərəli aparılması baxımından xüsusi əhəmiyyət kəsb edir.

Yuxarıda qeyd olunanları nəzərə alaraq, aşağıda göstərilən tarix, saat və məkanlarda keçiriləcək görüşlərdə iştirak etməsi məqsədəmüvafiq hesab olunan

İmzalayan şəxs:

Vüsal Aslanov Yusif
İdarə Heyətinin sədri

Sənədin N-si: 14-5-4/2-850/2026 Tarix: 07.04.2026

Qeyd: “Elektron imza və elektron sənəd haqqında” Azərbaycan Respublikası Qanununun 3-cü maddəsinə əsasən elektron imza əl imzası ilə bərabər hüquqi qüvvəyə malikdir. Elektron imza şəxsin kağız daşıyıcısı üzərindəki möhürlə təsdiq edilmiş əl imzasına bərabər tutulur.

Təhlükəsizlik kodu: 4C759E



nümayəndə barədə məlumatların qısa müddətdə Cəmiyyətə təqdim edilməsi üçün göstəriş verməyinizi Sizdən xahiş edirəm.

Əlaqələndirici şəxs: Aytən Poladova (e-poçt: aytan.poladova@metro.gov.az, mobil: +994 50 210 31 43).

İctimai görüşlərin vaxtı və yerləri:

Tarix: 9 aprel 2026-cı il

Saat: 11:00

Ünvan: Yasamal rayon bələdiyyəsi, Bakı şəhəri, A.M.Şərifzadə küçəsi 108-110;

Tarix: 9 aprel 2026-cı il

Saat: 15:00

Ünvan: Səbail rayon bələdiyyəsi, Bakı şəhəri, Ziya Yusifzadə küçəsi 2;

Tarix: 10 aprel 2026-cı il

Saat: 11:00

Ünvan: Nəsimi rayon bələdiyyəsi, Bakı şəhəri, Səməd Vurğun küçəsi 112;

Tarix: 10 aprel 2026-cı il

Saat: 15:00

Ünvan: Xətai rayonu 27 sayılı tam orta məktəb, Bakı şəhəri, Yusif Səfərov küçəsi 7.

Hörmətlə,

İdarə Heyətinin sədri

Vüsal Aslanov

İmzalayan şəxs:

Vüsal Aslanov Yusif
İdarə Heyətinin sədri

Sənədin N-si: 14-5-4/2-850/2026 Tarix: 07.04.2026

Qeyd: "Elektron imza və elektron sənəd haqqında" Azərbaycan Respublikası Qanununun 3-cü maddəsinə əsasən elektron imza əl imzası ilə bərabər hüquqi qüvvəyə malikdir. Elektron imza şəxsin kağız daşıyıcısı üzərindəki möhürlə təsdiq edilmiş əl imzasına bərabər tutulur.

Təhlükəsizlik kodu: 4C759E





“BAKİ METROPOLİTENİ” QAPALI SƏHMDAR CƏMİYYƏTİ

Az1010 Bakı şəh., Mikayıl Rəfli 16. Tel.: (+994 12) 490 01 01, faks: (+994 12) 490 02 61

**Azərbaycan Respublikasının İqtisadiyyat
Nazirliyi yanında Əmlak Məsələləri Dövlət
Xidmətinin rəisi
cənab Mətin Eynullayevə**

*Bakı Metropoliteninin genişləndirilməsi layihəsi üzrə
ictimai görüşlərin təşkili haqqında*

Hörmətli Mətin müəllim,

Azərbaycan Respublikası Prezidentinin 30 yanvar 2025-ci il tarixli 456 nömrəli Sərəncamı ilə təsdiq edilmiş “Bakı şəhərində və ətraf ərazilərdə nəqliyyat infrastrukturunun təkmilləşdirilməsinə dair 2025–2030-cu illər üçün Dövlət Proqramı”nın həyata keçirilməsinə dair Tədbirlər Planına uyğun olaraq “Bakı Metropoliteni” Qapalı Səhmdar Cəmiyyəti (bundan sonra – Cəmiyyət) tərəfindən “Yaşıl” xətt üzrə “Y14–Y17” və “Bənövşəyi” xətt üzrə “B4–B8” stansiyalarının tikintisi planlaşdırılır.

Layihələrin maliyyələşdirilməsi istiqamətində əməkdaşlıq edilən beynəlxalq maliyyə institutlarının tələblərinə əsasən Ətraf Mühit və Sosial Təsirlərin Qiymətləndirilməsi (ƏMSTQ) tədbirləri həyata keçirilir.

ƏMSTQ prosesinin tərkib hissəsi kimi və ölkə qanunvericiliyinin, o cümlədən “Ətraf mühitə təsirin qiymətləndirilməsi haqqında” Azərbaycan Respublikası Qanununun tələblərinə əsasən hər iki xətt üzrə şərti olaraq “Yaşıl” və “Bənövşəyi” adlandırılmış ictimai görüşlərin keçirilməsi nəzərdə tutulur.

İctimai görüşlər çərçivəsində layihənin potensial təsirləri barədə ictimaiyyətə ümumi məlumatın verilməsi, “Ətraf Mühit və Sosial İdarəetmə və Təsirlərin Azaldılması Planı”nın təqdimatı, habelə görüş iştirakçıları ilə müzakirələrin aparılması planlaşdırılır.

Sözügedən görüşlərdə aidiyyəti dövlət orqanlarının, o cümlədən rəhbərlik etdiyiniz xidmətin nümayəndəsinin iştirakı müzakirələrin daha səmərəli aparılması baxımından xüsusi əhəmiyyət kəsb edir.

Yuxarıda qeyd olunanları nəzərə alaraq, aşağıda göstərilən tarix, saat və məkanlarda keçiriləcək görüşlərdə iştirak etməsi məqsədəmüvafiq hesab olunan

İmzalayan şəxs:

Vüsal Aslanov Yusif
İdarə Heyətinin sədri

Sənədin N-si: 14-5-4/2-848/2026 Tarix: 07.04.2026

Qeyd: “Elektron imza və elektron sənəd haqqında” Azərbaycan Respublikası Qanununun 3-cü maddəsinə əsasən elektron imza əl imzası ilə bərabər hüquqi qüvvəyə malikdir. Elektron imza şəxsin kağız daşıyıcısı üzərindəki möhürlə təsdiq edilmiş əl imzasına bərabər tutulur.

Təhlükəsizlik kodu: 8D792C



nümayəndə barədə məlumatların qısa müddətdə Cəmiyyətə təqdim edilməsi üçün göstəriş verməyinizi Sizdən xahiş edirəm.

Əlaqələndirici şəxs: Aytən Poladova (e-poçt: aytan.poladova@metro.gov.az, mobil: +994 50 210 31 43).

İctimai görüşlərin vaxtı və yerləri:

Tarix: 9 aprel 2026-cı il

Saat: 11:00

Ünvan: Yasamal rayon bələdiyyəsi, Bakı şəhəri, A.M.Şərifzadə küçəsi 108-110;

Tarix: 9 aprel 2026-cı il

Saat: 15:00

Ünvan: Səbail rayon bələdiyyəsi, Bakı şəhəri, Ziya Yusifzadə küçəsi 2;

Tarix: 10 aprel 2026-cı il

Saat: 11:00

Ünvan: Nəsimi rayon bələdiyyəsi, Bakı şəhəri, Səməd Vurğun küçəsi 112;

Tarix: 10 aprel 2026-cı il

Saat: 15:00

Ünvan: Xətai rayonu 27 sayılı tam orta məktəb, Bakı şəhəri, Yusif Səfərov küçəsi 7.

Hörmətlə,

İdarə Heyətinin sədri

Vüsal Aslanov

İmzalayan şəxs:

Vüsal Aslanov Yusif
İdarə Heyətinin sədri

Sənədin N-si: 14-5-4/2-848/2026 Tarix: 07.04.2026

Qeyd: "Elektron imza və elektron sənəd haqqında" Azərbaycan Respublikası Qanununun 3-cü maddəsinə əsasən elektron imza əl imzası ilə bərabər hüquqi qüvvəyə malikdir. Elektron imza şəxsin kağız daşıyıcısı üzərindəki möhürlə təsdiq edilmiş əl imzasına bərabər tutulur.

Təhlükəsizlik kodu: 8D792C





“BAKİ METROPOLİTENİ” QAPALI SƏHMDAR CƏMİYYƏTİ

Az1010 Bakı şəh., Mikayıl Rəfli 16. Tel.: (+994 12) 490 01 01, faks: (+994 12) 490 02 61

**Azərbaycan Respublikasının ekologiya və
təbii sərvətlər naziri
cənab Rəşad İsmayılova**

*Bakı Metropoliteninin genişləndirilməsi layihəsi üzrə
ictimai görüşlərin təşkili haqqında*

Hörmətli Rəşad müəllim,

Azərbaycan Respublikası Prezidentinin 30 yanvar 2025-ci il tarixli 456 nömrəli Sərəncamı ilə təsdiq edilmiş “Bakı şəhərində və ətraf ərazilərdə nəqliyyat infrastrukturunun təkmilləşdirilməsinə dair 2025–2030-cu illər üçün Dövlət Proqramı”nın həyata keçirilməsinə dair Tədbirlər Planına uyğun olaraq “Bakı Metropoliteni” Qapalı Səhmdar Cəmiyyəti (bundan sonra – Cəmiyyət) tərəfindən “Yaşıl” xətt üzrə “Y14–Y17” və “Bənövşəyi” xətt üzrə “B4–B8” stansiyalarının tikintisi planlaşdırılır.

Layihələrin maliyyələşdirilməsi istiqamətində əməkdaşlıq edilən beynəlxalq maliyyə institutlarının tələblərinə əsasən Ətraf Mühit və Sosial Təsirlərin Qiymətləndirilməsi (ƏMSTQ) tədbirləri həyata keçirilir.

ƏMSTQ prosesinin tərkib hissəsi kimi və ölkə qanunvericiliyinin, o cümlədən “Ətraf mühitə təsirin qiymətləndirilməsi haqqında” Azərbaycan Respublikası Qanununun tələblərinə əsasən hər iki xətt üzrə şərti olaraq “Yaşıl” və “Bənövşəyi” adlandırılmış ictimai görüşlərin keçirilməsi nəzərdə tutulur.

İctimai görüşlər çərçivəsində layihənin potensial təsirləri barədə ictimaiyyətə ümumi məlumatın verilməsi, “Ətraf Mühit və Sosial İdarəetmə və Təsirlərin Azaldılması Planı”nın təqdimatı, habelə görüş iştirakçıları ilə müzakirələrin aparılması planlaşdırılır.

Sözügedən görüşlərdə aidiyyəti dövlət orqanlarının, o cümlədən rəhbərlik etdiyiniz nazirliyin nümayəndəsinin iştirakı müzakirələrin daha səmərəli aparılması baxımından xüsusi əhəmiyyət kəsb edir.

Yuxarıda qeyd olunanları nəzərə alaraq, aşağıda göstərilən tarix, saat və məkanlarda keçiriləcək görüşlərdə iştirak etməsi məqsədmüvafiq hesab olunan

İmzalayan şəxs:

Vüsal Aslanov Yusif
İdarə Heyətinin sədri

Sənədin N-si: 14-5-4/2-849/2026 Tarix: 07.04.2026

Qeyd: “Elektron imza və elektron sənəd haqqında” Azərbaycan Respublikası Qanununun 3-cü maddəsinə əsasən elektron imza əl imzası ilə bərabər hüquqi qüvvəyə malikdir. Elektron imza şəxsin kağız daşıyıcısı üzərindəki möhürlə təsdiq edilmiş əl imzasına bərabər tutulur.

Təhlükəsizlik kodu: B67A78



nümayəndə barədə məlumatların qısa müddətdə Cəmiyyətə təqdim edilməsi üçün göstəriş verməyinizi Sizdən xahiş edirəm.

Əlaqələndirici şəxs: Aytən Poladova (e-poçt: aytan.poladova@metro.gov.az, mobil: +994 50 210 31 43).

İctimai görüşlərin vaxtı və yerləri:

Tarix: 9 aprel 2026-cı il

Saat: 11:00

Ünvan: Yasamal rayon bələdiyyəsi, Bakı şəhəri, A.M.Şərifzadə küçəsi 108-110;

Tarix: 9 aprel 2026-cı il

Saat: 15:00

Ünvan: Səbail rayon bələdiyyəsi, Bakı şəhəri, Ziya Yusifzadə küçəsi 2;

Tarix: 10 aprel 2026-cı il

Saat: 11:00

Ünvan: Nəsimi rayon bələdiyyəsi, Bakı şəhəri, Səməd Vurğun küçəsi 112;

Tarix: 10 aprel 2026-cı il

Saat: 15:00

Ünvan: Xətai rayonu 27 sayılı tam orta məktəb, Bakı şəhəri, Yusif Səfərov küçəsi 7.

Hörmətlə,

İdarə Heyətinin sədri

Vüsal Aslanov

İmzalayan şəxs:

Vüsal Aslanov Yusif
İdarə Heyətinin sədri

Sənədin N-si: 14-5-4/2-849/2026 Tarix: 07.04.2026

Qeyd: "Elektron imza və elektron sənəd haqqında" Azərbaycan Respublikası Qanununun 3-cü maddəsinə əsasən elektron imza əl imzası ilə bərabər hüquqi qüvvəyə malikdir. Elektron imza şəxsin kağız daşıyıcısı üzərindəki möhürlə təsdiq edilmiş əl imzasına bərabər tutulur.

Təhlükəsizlik kodu: B67A78





“BAKİ METROPOLİTENİ” QAPALI SƏHMDAR CƏMİYYƏTİ

Az1010 Bakı şəh., Mikayıl Rəfli 16. Tel.: (+994 12) 490 01 01, faks: (+994 12) 490 02 61

**Azərbaycan Respublikasının fəvqəladə hallar naziri
cənab Kəmaləddin Heydərova**

*Bakı Metropoliteninin genişləndirilməsi layihəsi üzrə
ictimai görüşlərin təşkili haqqında*

Hörmətli Kəmaləddin müəllim,

Azərbaycan Respublikası Prezidentinin 30 yanvar 2025-ci il tarixli 456 nömrəli Sərəncamı ilə təsdiq edilmiş “Bakı şəhərində və ətraf ərazilərdə nəqliyyat infrastrukturunun təkmilləşdirilməsinə dair 2025–2030-cu illər üçün Dövlət Proqramı”nın həyata keçirilməsinə dair Tədbirlər Planına uyğun olaraq “Bakı Metropoliteni” Qapalı Səhmdar Cəmiyyəti (bundan sonra – Cəmiyyət) tərəfindən “Yaşıl” xətt üzrə “Y14–Y17” və “Bənövşəyi” xətt üzrə “B4–B8” stansiyalarının tikintisi planlaşdırılır.

Layihələrin maliyyələşdirilməsi istiqamətində əməkdaşlıq edilən beynəlxalq maliyyə institutlarının tələblərinə əsasən Ətraf Mühit və Sosial Təsirlərin Qiymətləndirilməsi (ƏMSTQ) tədbirləri həyata keçirilir.

ƏMSTQ prosesinin tərkib hissəsi kimi və ölkə qanunvericiliyinin, o cümlədən “Ətraf mühitə təsirin qiymətləndirilməsi haqqında” Azərbaycan Respublikası Qanununun tələblərinə əsasən hər iki xətt üzrə şərti olaraq “Yaşıl” və “Bənövşəyi” adlandırılmış ictimai görüşlərin keçirilməsi nəzərdə tutulur.

İctimai görüşlər çərçivəsində layihənin potensial təsirləri barədə ictimaiyyətə ümumi məlumatın verilməsi, “Ətraf Mühit və Sosial İdarəetmə və Təsirlərin Azaldılması Planı”nın təqdimatı, habelə görüş iştirakçıları ilə müzakirələrin aparılması planlaşdırılır.

Sözügedən görüşlərdə aidiyyəti dövlət orqanlarının, o cümlədən rəhbərlik etdiyiniz nazirliyin nümayəndəsinin iştirakı müzakirələrin daha səmərəli aparılması baxımından xüsusi əhəmiyyət kəsb edir.

İmzalayan şəxs:

Vüsal Aslanov Yusif
İdarə Heyətinin sədri

Sənədin N-si: 14-5-4/2-843/2026 Tarix: 07.04.2026

Qeyd: “Elektron imza və elektron sənəd haqqında” Azərbaycan Respublikası Qanununun 3-cü maddəsinə əsasən elektron imza əl imzası ilə bərabər hüquqi qüvvəyə malikdir. Elektron imza şəxsin kağız daşıyıcısı üzərindəki möhürlə təsdiq edilmiş əl imzasına bərabər tutulur.

Təhlükəsizlik kodu: 7FEB04



Yuxarıda qeyd olunanları nəzərə alaraq, aşağıda göstərilən tarix, saat və məkanlarda keçiriləcək görüşlərdə iştirak etməsi məqsədemüvafiq hesab olunan nümayəndə barədə məlumatların qısa müddətdə Cəmiyyətə təqdim edilməsi üçün göstəriş verməyinizi Sizdən xahiş edirəm.

Əlaqələndirici şəxs: Aytən Poladova (e-poçt: aytan.poladova@metro.gov.az, mobil: +994 50 210 31 43).

İctimai görüşlərin vaxtı və yerləri:

Tarix: 9 aprel 2026-cı il

Saat: 11:00

Ünvan: Yasamal rayon bələdiyyəsi, Bakı şəhəri, A.M.Şərifzadə küçəsi 108-110;

Tarix: 9 aprel 2026-cı il

Saat: 15:00

Ünvan: Səbail rayon bələdiyyəsi, Bakı şəhəri, Ziya Yusifzadə küçəsi 2;

Tarix: 10 aprel 2026-cı il

Saat: 11:00

Ünvan: Nəsimi rayon bələdiyyəsi, Bakı şəhəri, Səməd Vurğun küçəsi 112;

Tarix: 10 aprel 2026-cı il

Saat: 15:00

Ünvan: Xətai rayonu 27 sayılı tam orta məktəb, Bakı şəhəri, Yusif Səfərov küçəsi 7.

Hörmətlə,

İdarə Heyətinin sədri

Vüsal Aslanov

İmzalayan şəxs:

Vüsal Aslanov Yusif
İdarə Heyətinin sədri

Sənədin N-si: 14-5-4/2-843/2026 Tarix: 07.04.2026

Qeyd: "Elektron imza və elektron sənəd haqqında" Azərbaycan Respublikası Qanununun 3-cü maddəsinə əsasən elektron imza əl imzası ilə bərabər hüquqi qüvvəyə malikdir. Elektron imza şəxsin kağız daşıyıcısı üzərindəki möhürlə təsdiq edilmiş əl imzasına bərabər tutulur.

Təhlükəsizlik kodu: 7FEB04





“BAKİ METROPOLİTENİ” QAPALI SƏHMDAR CƏMİYYƏTİ

Az1010 Bakı şəh., Mikayıl Rəfli 16. Tel.: (+994 12) 490 01 01, faks: (+994 12) 490 02 61

**Azərbaycan Respublikasının mədəniyyət naziri
cənab Adil Kərimliyə**

*Bakı Metropoliteninin genişləndirilməsi layihəsi üzrə
ictimai görüşlərin təşkili haqqında*

Hörmətli Adil müəllim,

Azərbaycan Respublikası Prezidentinin 30 yanvar 2025-ci il tarixli 456 nömrəli Sərəncamı ilə təsdiq edilmiş “Bakı şəhərində və ətraf ərazilərdə nəqliyyat infrastrukturunun təkmilləşdirilməsinə dair 2025–2030-cu illər üçün Dövlət Proqramı”nın həyata keçirilməsinə dair Tədbirlər Planına uyğun olaraq “Bakı Metropoliteni” Qapalı Səhmdar Cəmiyyəti (bundan sonra – Cəmiyyət) tərəfindən “Yaşıl” xətt üzrə “Y14–Y17” və “Bənövşəyi” xətt üzrə “B4–B8” stansiyalarının tikintisi planlaşdırılır.

Layihələrin maliyyələşdirilməsi istiqamətində əməkdaşlıq edilən beynəlxalq maliyyə institutlarının tələblərinə əsasən Ətraf Mühit və Sosial Təsirlərin Qiymətləndirilməsi (ƏMSTQ) tədbirləri həyata keçirilir.

ƏMSTQ prosesinin tərkib hissəsi kimi və ölkə qanunvericiliyinin, o cümlədən “Ətraf mühitə təsirin qiymətləndirilməsi haqqında” Azərbaycan Respublikası Qanununun tələblərinə əsasən hər iki xətt üzrə şərti olaraq “Yaşıl” və “Bənövşəyi” adlandırılmış ictimai görüşlərin keçirilməsi nəzərdə tutulur.

İctimai görüşlər çərçivəsində layihənin potensial təsirləri barədə ictimaiyyətə ümumi məlumatın verilməsi, “Ətraf Mühit və Sosial İdarəetmə və Təsirlərin Azaldılması Planı”nın təqdimatı, habelə görüş iştirakçıları ilə müzakirələrin aparılması planlaşdırılır.

Sözügedən görüşlərdə aidiyyəti dövlət orqanlarının, o cümlədən rəhbərlik etdiyiniz nazirliyin nümayəndəsinin iştirakı müzakirələrin daha səmərəli aparılması baxımından xüsusi əhəmiyyət kəsb edir.

Yuxarıda qeyd olunanları nəzərə alaraq, aşağıda göstərilən tarix, saat və məkanlarda keçiriləcək görüşlərdə iştirak etməsi məqsədəmüvafiq hesab olunan

İmzalayan şəxs:

Vüsal Aslanov Yusif
İdarə Heyətinin sədri

Sənədin N-si: 14-5-4/2-844/2026 Tarix: 07.04.2026

Qeyd: “Elektron imza və elektron sənəd haqqında” Azərbaycan Respublikası Qanununun 3-cü maddəsinə əsasən elektron imza əl imzası ilə bərabər hüquqi qüvvəyə malikdir. Elektron imza şəxsin kağız daşıyıcısı üzərindəki möhürlə təsdiq edilmiş əl imzasına bərabər tutulur.

Təhlükəsizlik kodu: D6698C



nümayəndə barədə məlumatların qısa müddətdə Cəmiyyətə təqdim edilməsi üçün göstəriş verməyinizi Sizdən xahiş edirəm.

Əlaqələndirici şəxs: Aytən Poladova (e-poçt: aytan.poladova@metro.gov.az, mobil: +994 50 210 31 43).

İctimai görüşlərin vaxtı və yerləri:

Tarix: 9 aprel 2026-cı il

Saat: 11:00

Ünvan: Yasamal rayon bələdiyyəsi, Bakı şəhəri, A.M.Şərifzadə küçəsi 108-110;

Tarix: 9 aprel 2026-cı il

Saat: 15:00

Ünvan: Səbail rayon bələdiyyəsi, Bakı şəhəri, Ziya Yusifzadə küçəsi 2;

Tarix: 10 aprel 2026-cı il

Saat: 11:00

Ünvan: Nəsimi rayon bələdiyyəsi, Bakı şəhəri, Səməd Vurğun küçəsi 112;

Tarix: 10 aprel 2026-cı il

Saat: 15:00

Ünvan: Xətai rayonu 27 sayılı tam orta məktəb, Bakı şəhəri, Yusif Səfərov küçəsi 7.

Hörmətlə,

İdarə Heyətinin sədri

Vüsal Aslanov

İmzalayan şəxs:

Vüsal Aslanov Yusif
İdarə Heyətinin sədri

Sənədin N-si: 14-5-4/2-844/2026 Tarix: 07.04.2026

Qeyd: "Elektron imza və elektron sənəd haqqında" Azərbaycan Respublikası Qanununun 3-cü maddəsinə əsasən elektron imza əl imzası ilə bərabər hüquqi qüvvəyə malikdir. Elektron imza şəxsin kağız daşıyıcısı üzərindəki möhürlə təsdiq edilmiş əl imzasına bərabər tutulur.

Təhlükəsizlik kodu: D6698C





“BAKİ METROPOLİTENİ” QAPALI SƏHMDAR CƏMİYYƏTİ

Az1010 Bakı şəh., Mikayıl Rəfli 16. Tel.: (+994 12) 490 01 01, faks: (+994 12) 490 02 61

**Azərbaycan Respublikasının səhiyyə naziri
cənab Teymur Musayevə**

*Bakı Metropoliteninin genişləndirilməsi layihəsi üzrə
ictimai görüşlərin təşkili haqqında*

Hörmətli Teymur müəllim,

Azərbaycan Respublikası Prezidentinin 30 yanvar 2025-ci il tarixli 456 nömrəli Sərəncamı ilə təsdiq edilmiş “Bakı şəhərində və ətraf ərazilərdə nəqliyyat infrastrukturunun təkmilləşdirilməsinə dair 2025–2030-cu illər üçün Dövlət Proqramı”nın həyata keçirilməsinə dair Tədbirlər Planına uyğun olaraq “Bakı Metropoliteni” Qapalı Səhmdar Cəmiyyəti (bundan sonra – Cəmiyyət) tərəfindən “Yaşıl” xətt üzrə “Y14–Y17” və “Bənövşəyi” xətt üzrə “B4–B8” stansiyalarının tikintisi planlaşdırılır.

Layihələrin maliyyələşdirilməsi istiqamətində əməkdaşlıq edilən beynəlxalq maliyyə institutlarının tələblərinə əsasən Ətraf Mühit və Sosial Təsirlərin Qiymətləndirilməsi (ƏMSTQ) tədbirləri həyata keçirilir.

ƏMSTQ prosesinin tərkib hissəsi kimi və ölkə qanunvericiliyinin, o cümlədən “Ətraf mühitə təsirin qiymətləndirilməsi haqqında” Azərbaycan Respublikası Qanununun tələblərinə əsasən hər iki xətt üzrə şərti olaraq “Yaşıl” və “Bənövşəyi” adlandırılmış ictimai görüşlərin keçirilməsi nəzərdə tutulur.

İctimai görüşlər çərçivəsində layihənin potensial təsirləri barədə ictimaiyyətə ümumi məlumatın verilməsi, “Ətraf Mühit və Sosial İdarəetmə və Təsirlərin Azaldılması Planı”nın təqdimatı, habelə görüş iştirakçıları ilə müzakirələrin aparılması planlaşdırılır.

Sözügedən görüşlərdə aidiyyəti dövlət orqanlarının, o cümlədən rəhbərlik etdiyiniz nazirliyin nümayəndəsinin iştirakı müzakirələrin daha səmərəli aparılması baxımından xüsusi əhəmiyyət kəsb edir.

Yuxarıda qeyd olunanları nəzərə alaraq, aşağıda göstərilən tarix, saat və məkanlarda keçiriləcək görüşlərdə iştirak etməsi məqsədəmüvafiq hesab olunan

İmzalayan şəxs:

Vüsal Aslanov Yusif
İdarə Heyətinin sədri

Sənədin N-si: 14-5-4/2-845/2026 Tarix: 07.04.2026

Qeyd: “Elektron imza və elektron sənəd haqqında” Azərbaycan Respublikası Qanununun 3-cü maddəsinə əsasən elektron imza əl imzası ilə bərabər hüquqi qüvvəyə malikdir. Elektron imza şəxsin kağız daşıyıcısı üzərindəki möhürlə təsdiq edilmiş əl imzasına bərabər tutulur.

Təhlükəsizlik kodu: 233C6A



nümayəndə barədə məlumatların qısa müddətdə Cəmiyyətə təqdim edilməsi üçün göstəriş verməyinizi Sizdən xahiş edirəm.

Əlaqələndirici şəxs: Aytən Poladova (e-poçt: aytan.poladova@metro.gov.az, mobil: +994 50 210 31 43).

İctimai görüşlərin vaxtı və yerləri:

Tarix: 9 aprel 2026-cı il

Saat: 11:00

Ünvan: Yasamal rayon bələdiyyəsi, Bakı şəhəri, A.M.Şərifzadə küçəsi 108-110;

Tarix: 9 aprel 2026-cı il

Saat: 15:00

Ünvan: Səbail rayon bələdiyyəsi, Bakı şəhəri, Ziya Yusifzadə küçəsi 2;

Tarix: 10 aprel 2026-cı il

Saat: 11:00

Ünvan: Nəsimi rayon bələdiyyəsi, Bakı şəhəri, Səməd Vurğun küçəsi 112;

Tarix: 10 aprel 2026-cı il

Saat: 15:00

Ünvan: Xətai rayonu 27 sayılı tam orta məktəb, Bakı şəhəri, Yusif Səfərov küçəsi 7.

Hörmətlə,

İdarə Heyətinin sədri

Vüsal Aslanov

İmzalayan şəxs:

Vüsal Aslanov Yusif
İdarə Heyətinin sədri

Sənədin N-si: 14-5-4/2-845/2026 Tarix: 07.04.2026

Qeyd: "Elektron imza və elektron sənəd haqqında" Azərbaycan Respublikası Qanununun 3-cü maddəsinə əsasən elektron imza əl imzası ilə bərabər hüquqi qüvvəyə malikdir. Elektron imza şəxsin kağız daşıyıcısı üzərindəki möhürlə təsdiq edilmiş əl imzasına bərabər tutulur.

Təhlükəsizlik kodu: 233C6A



Press Coverage

INFRASTRUCTURE

Public hearing to be held on Baku Metro Expansion Project

Mar 31, 2026 – 13:47

0 0



Facebook



Twitter



In accordance with the Law of the Republic of Azerbaijan "On Environmental Impact Assessment" and other regulatory legal acts in force, and in accordance with the requirements of relevant international organizations, "Baku Metro" CJSC is holding a public hearing to present and discuss the Environmental and Social Impact Assessment (ESIA) document prepared within the framework of the Baku Metro Expansion Project.

" **BusinessTime** " reports that the public hearing includes providing general information to the public about the potential impacts of the project, a presentation on the "Environmental and Social Management and Impact Mitigation Plan", as well as discussions with the meeting participants.

Brief information about the project:

The project involves expanding the metro infrastructure in Baku, constructing new stations and tunnels, modernizing existing lines and increasing passenger transportation capacity. The main goal of the project is to optimize traffic flow, improve urban mobility and reduce environmental impacts.

Time and place of the public hearing:

Date: April 09, 2026

Time: 11:00

Address: Yasamal District Municipality, Baku city, AM Sharifzadeh street, 108-110

Date: April 10, 2026 Time: 11:00

Address: Nasimi District Municipality, Baku city, Samad Vurgun str. 112

Public Participation:

Stakeholders, local residents, non-governmental organizations and other relevant persons may participate in the public hearing and express their opinions and suggestions on the project.

Contact person: Aytan Poladova (e-mail: aytan.poladova@metro.gov.az , Tel.: +994 50 210 31 43).

<https://businesstime.az/baki-metropoliteninin-genislendirilmesi-layihesi-uzre-ictimai-dinleme-kecirilecek>

Bakı Metropoliteninin Genişləndirilməsi Layihəsi üzrə ictimai dinləmə keçiriləcəkdir

By Yenituran.az Mar 31, 2026



“Bakı Metropoliteni” QSC Azərbaycan Respublikasının “Ətraf mühitə təsirin qiymətləndirilməsi haqqında” Qanununa və qüvvədə olan digər normativ–hüquqi aktlara uyğun olaraq, müvafiq beynəlxalq qurumların tələblərinə əsasən, Bakı Metropoliteninin Genişləndirilməsi Layihəsi çərçivəsində hazırlanmış Ətraf Mühitə və Sosial Təsirin Qiymətləndirilməsi (ƏMSQ) sənədinin ictimaiyyətə təqdim olunması və müzakirəsi məqsədilə ictimai dinləmə keçirir.

Yenituran.az xəbər verir ki, ictimai dinləmə çərçivəsində layihənin potensial təsirləri barədə ictimaiyyətə ümumi məlumatın verilməsi, “Ətraf Mühitə və Sosial İdarəetmə və Təsirlərin Azaldılması Planı”na dair təqdimatın keçirilməsi, habelə görüş iştirakçıları ilə müzakirələrin aparılması nəzərdə tutulur.

Layihə haqqında qısa məlumat:

Layihə Bakı şəhərində metro infrastrukturunun genişləndirilməsini, yeni stansiyaların və tunellərin tikintisini, mövcud xətlərin modernizasiyasını və sərnəşindəşmə imkanlarının artırılmasını nəzərdə tutur. Layihənin əsas məqsədi nəqliyyat axınının optimallaşdırılması, şəhər mobilliyinin yaxşılaşdırılması və ekoloji təsirlərin azaldılmasıdır.

İctimai dinləmənin vaxtı və yeri:

Tarix: 09 aprel 2026–ci il

Saat: 11:00

Ünvan: Yasamal rayonu Bələdiyyəsi, Bakı şəhəri, A.M.Şərifzadə küç, 108–110

Tarix: 10 aprel 2026–ci il Saat: 11:00

Ünvan: Nəsimi rayonu Bələdiyyəsi, Bakı şəhəri, Səməd Vurğun küç. 112

İctimaiyyətin iştirakı:

Maraqlı tərəflər, yerli sakinlər, qeyri–hökumət təşkilatları və digər aidiyyəti şəxslər ictimai dinləmədə iştirak edə, layihə üzrə rəy və təkliflərini bildirə bilərlər.

Əlaqələndirici şəxs: Aytən Poladova (e-poçt: aytan.poladova@metro.gov.az, Tel.: +994 50 210 31 43).

Public hearing to be held on Baku Metro Expansion Project

Baku



31 MARCH / 2026 / 12:34

In accordance with the Law of the Republic of Azerbaijan "On Environmental Impact Assessment" and other regulatory legal acts in force, and in accordance with the requirements of relevant international organizations, "Baku Metro" CJSC is holding a public hearing to present and discuss the Environmental and Social Impact Assessment (ESIA) document prepared within the framework of the Baku Metro Expansion Project. The public hearing is intended to provide general information to the public about the potential impacts of the project, to hold a presentation on the "Environmental and Social Management and Impact Mitigation Plan", as well as to hold discussions with the meeting participants.

Brief information about the project:

The project involves expanding the metro infrastructure in Baku, constructing new stations and tunnels, modernizing existing lines and increasing passenger transportation capabilities. The main goal of the project is to optimize transport flow, improve urban mobility and reduce environmental impacts.

Public hearing times and locations:

Date: April 09, 2026

Time: 11:00

Address: Yasamal District Municipality, Baku city, AM Sharifzadeh street, 108-110

Date: April 09, 2026

Time: 15:00

Address: Sabail District Municipality, Baku city, Ziya Yusifzadeh street 2

Date: April 10, 2026

Time: 11:00

Address: Nasimi District Municipality, Baku city, Samad Vurgun str. 112

Date: April 10, 2026

Time: 15:00

Address: Khatai district, secondary school No. 27, Baku city, Yusif Safarov street 7.

Public Participation:

Stakeholders, local residents, non-governmental organizations and other relevant persons may participate in the public hearing and provide their opinions and suggestions on the project.

Contact person: [Aytan Poladova](#) (e-mail: aytan.poladova@metro.gov.az, Tel.: +994 50 210 31 43).

<https://metro.gov.az/az/tetbiqteqdimatlar/4698/baki-metropoliteninin-genislendirilmesi-layihesi-uzre-ictimai-dinleme-kecirilecek>

Circulation / Country / Public hearing to be held on Baku Metro Expansion Project

Public hearing to be held on Baku Metro Expansion Project

📅 31-03-2026, 14:06



In accordance with the Law of the Republic of Azerbaijan "On Environmental Impact Assessment" and other regulatory legal acts in force, and in accordance with the requirements of relevant international organizations, "Baku Metro" CJSC is holding a public hearing to present and discuss the Environmental and Social Impact Assessment (ESIA) document prepared within the framework of the Baku Metro Expansion Project.

Tiraj.az reports that the public hearing will include providing general information to the public about the potential impacts of the project, a presentation on the "Environmental and Social Management and Impact Mitigation Plan", as well as discussions with the meeting participants.

Brief information about the project:

The project involves expanding the metro infrastructure in Baku, constructing new stations and tunnels, modernizing existing lines, and increasing passenger transportation capacity.

The main goal of the project is to optimize traffic flow, improve urban mobility, and reduce environmental impacts.

Time and place of public hearing:

Date: April 09, 2026 Time: 11:00 Address: Yasamal District Municipality, Baku city, AM Sharifzadeh street, 108-110

Date: April 10, 2026 Time: 11:00 Address: Nasimi District Municipality, Baku city, Samad Vurgun str. 112

Public participation:

Stakeholders, local residents, non-governmental organizations and other relevant persons can participate in the public hearing and express their opinions and suggestions on the project. Contact person: Aytan Poladova (e-mail: aytan.poladova@metro.gov.az , Tel.: +994 50 210 31 43).

<https://tiraj.az/olke/481-baki-metropoliteninin-genislendirilmesi-layihesi-uzre-ictimai-dinleme-kecirilecek.html>

Appendix C MOMS OF TARGETED CONSULTATIONS

MINUTES OF MEETING

Topic:	Disabled Women Society	Date	22 / 01 / 2026
Location	Online	Time	10.00 TR

Agenda

- Meeting Introduction
- Making the Metro Easier to Use for Disabled Women
- Safety of Metro Systems
- Ways to bring innovation in the Metro to women

Participants

No	Name- Surname	Organization	Title	E-mail
1	Mahluqa Karamanlı	Disabled Women Society	Chairman of the Disabled Women Society	mahluga62@mail.ru
2	Aytan Poladova	Baku Metro PIU	Environmental and Social Lead	aytanpoladova@yahoo.com
3	Özlem Ersavaş	GREEN	Social Specialist	ozlemersavas@gmail.com
4	Ekin Aydın	GREEN	Social Support (Civil Engineer)	ekin.aydin@green.istanbul
5	Zeynep Betül Ünal	GREEN	Civil Engineer Intern	betul.unal@green.istanbul

Toplantı Notları

Agenda	Issues Discussed
Meeting Introduction	• It was stated that the purpose of the meeting is to make the metro more accessible, safer, and more user-friendly for women. • It was noted that the Disabled Women Society has been carrying out work in this field and has previously prepared relevant documents, which will be shared. • It was stated that approximately 6% of the population in Azerbaijan consists of persons with disabilities. • It was emphasized that approximately 3 million people live in Baku and that the metro is the most heavily used mode of transport.
Making the Metro Easier to Use for Disabled Women	• The main challenges faced by women with disabilities in using the metro and ways to facilitate their access were discussed. • It was stated that metro lines are the most convenient mode of transport for women with disabilities; however, there is a preference for independent use without assistance. • It was noted that the interior design of the metro is spacious, the audio announcement systems function well, and that music and visual advertisements contribute to a positive atmosphere. • For women with disabilities, the following were requested:. - o Designation of dedicated standing/holding areas within train cars,, - o Clear marking of these areas, - o Provision of guidance indicating which car to board, - o Availability of elevators at all stations. • It was emphasized that areas designated for persons with disabilities should be protected not only physically but also through increased public awareness.

MINUTES OF MEETING

Topic:	Disabled Women Society	Date	22 / 01 / 2026
Location	Online	Time	10.00 TR

	It is recommended that technical and operational assessments be carried out in the next phase.
Safety of Metro Systems	- The current status of women's safety in the metro was inquired. - It was stated that safety is generally at a good level, with the following measures in place: - Presence of police personnel, - Screening of passengers through security devices, - Inspection of bags, - Continuous monitoring through camera and surveillance systems. - It was noted that threats and risks are regularly monitored.
Ways to bring innovation in the Metro to women	- The most effective communication channels for conveying metro-related updates and announcements to women (particularly women with disabilities) were discussed. - The most commonly used channels were identified as: - Social media (especially Instagram and TikTok), - Internet television platforms, - State television channels., - It was noted that AZTV is the primary state television channel preferred in Azerbaijan. - These channels will be taken into account in the development of the communication strategy.
General Assessment	During the meeting, it was emphasized that accessibility, independence, safety, and access to information are critical aspects of metro use for women with disabilities. A common understanding was reached that physical improvements, guidance systems, and awareness-raising efforts should be addressed in an integrated manner.

MINUTES OF MEETING

Topic:	Targeted Consultations with NGO'S	Date	22 / 01 / 2026
Location	Online	Time	10.00 TR

Agenda

- Introduction
- Project Introduction
- Construction Impacts
- Station Accessibility and Safety – Improvement Suggestions
- GBVH – Awareness and Response Mechanisms
- General Evaluation

Participants

No	Name Surname	Organization
1	Natavan Imanova	SOS Children's Village
2	İlkin İbrahimov	SOS Children's Village
4	Tural Mirzayev	Azerbaijan Social Work Public Union (ASWPU)
5	Sabina Rustamova	ASWPU
6	Aflatun Verdiyev	UMID
7	Sardar Huseyn	UMID
8	Aygun Ahmadova	Ekoloji Tarazliq
10	İslam Mustafyev	Ruzgar
11	Nergiz İsmayilova	BM
12	Aytan Paladova	BM
13	Özlem Ersavaş	GREEN
14	Özkan Hayta	GREEN
15	Ekin Aydın	GREEN
16	Esat Aygün	GREEN

Meeting Notes

Agenda	Topics
Introduction	• Representatives of GREEN, BM, and the participating organizations introduced themselves and their respective institutions. • Five organizations attended the meeting: SOS Children's Villages, UMID Support to Social Development Public Union (UMID), Azerbaijan Social Work Public Union (ASWPU), Ruzgar, and Ekoloji Tarazliq.
Project Introduction	• Aytan Poladova delivered the project presentation. • The Project map was shared with participants

MINUTES OF MEETING

Topic:	Targeted Consultations with NGO'S	Date	22 / 01 / 2026
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Construction Impacts

- Participants were asked which stakeholders and vulnerable groups could be affected in the event of construction-related problems, and what might be the construction related problems

UMID

- There are residential houses and schools around the 8 November area. Road closures during construction may affect people's daily mobility and restrict access. The potential impacts on livelihoods and the degree of road connectivity should be assessed.
- Vulnerable groups include internally displaced persons (IDPs) living in certain areas. If construction activities affect these neighbourhoods, they may be impacted. There are people who migrated from Karabakh and who have experienced both war and displacement; they may have heightened psychological sensitivities. Focus group discussions should be conducted with such groups, and their health and psychosocial conditions should be observed. Appropriate mitigation measures should be developed accordingly.
- Ecological impacts and risks should be prioritized. Baku is located in a medium to high seismic risk zone. Earthquake hazards, historical seismic maps, and areas prone to landslides should be considered.

ASWPU

- Veterans may suffer from post-traumatic stress disorder (PTSD). These psychological conditions should be taken into account in project planning. If houses are to be demolished, clear communication and agreement processes with affected parties must be ensured.
- For safety purposes, the inclusion of a secondary exit at stations was recommended.

SOS

- More detailed information on construction sites would enable more comprehensive comments, particularly regarding proximity to schools and residential homes.
- Any damage to infrastructure could create significant difficulties for residents.
- Precautionary measures should be taken to ensure children's safe access to and from school.
- Measures should address road narrowing or extensions. If shops are closed or houses are relocated, this may create psychological impacts on children.
- Air pollution and waste demolition impacts were also highlighted as concerns.

Ekoloji Tarazliq

- Persons with physical disabilities are considered a vulnerable group and may be directly affected by construction activities.

Ruzgar

- Particular attention should be paid to air pollution and dust generation during the construction phase.
- The primary concern relates to the construction and excavation process, particularly dust generation.
- The protection zone around construction sites should be as wide as possible to minimize harm to the public.

Station Accessibility and Safety – Improvement Suggestions

- Participants were asked what improvements could be made to ensure more comfortable, inclusive, and safer use of metro stations during both operation and construction phases.

ASWPU

- The monitoring and control process before entering the metro should be more organized and systematic. Metro facilities should be more inclusive.
- The number of intermediary control points or personnel inside stations should be optimized, as overcrowding was highlighted as a concern.

UMID

- Stations should allow easier movement for persons with disabilities, particularly wheelchair users.

MINUTES OF MEETING

Topic:	Targeted Consultations with NGO'S	Date	22 / 01 / 2026
Location	Online	Time	10.00 TR

- Ventilation systems need improvement.
- Evacuation processes in the event of possible accidents are currently considered risky. Lessons learned from past incidents indicate that evacuation procedures could be more effective.
- Emergency evacuation procedures should be improved to ensure faster and safer outcomes.
- There are problems with internet connectivity in metro stations; these should be addressed.
- After exiting the metro, pedestrian crossings and access points should be safer and more effective. Exits should lead to less hazardous areas.
- It was suggested that lessons learned from Baku Metro's operational experience be reviewed and incorporated into planning.
- Metro stations are very crowded during peak hours, with limited entrance capacity and high passenger density. Where possible, station areas should be expanded to improve capacity and safety.

SOS

- Detailed information on safety measures has been provided within the Vista consultancy framework.
- Ventilation was emphasized as a key issue.

Ekoloji Taraliq

- Escalators should be available at station entrances.
- Medical services should be available at each station, with at least one medical staff member present.
- Surrounding station infrastructure should be improved. For example, at Koroglu Station, there appears to be insufficient designated space for taxis after exiting the station, which may create safety risks.
- Security arrangements around waiting and gathering areas should be strengthened to enhance overall safety.

GBVH – Awareness and Response Mechanisms

- Participants were asked what actions they would take if they witnessed a case of violence or harassment, and whether they were aware of available reporting and communication channels.

UMID

- Ticket officers and police personnel are present at every metro station.
- It was suggested that an electronic reporting mechanism allowing passengers to report incidents without leaving the train carriage would be more effective.

SOS

- According to the Vista framework, all metro stations are equipped with security/emergency devices. However, some of these devices are not functional.
- Ensuring that all emergency and security devices are fully operational would help address such incidents more effectively.

General Evaluation

Overall, participants highlighted the need for an inclusive, safety-oriented, and socially sensitive approach during both construction and operation phases. Special attention should be given to vulnerable groups, effective communication mechanisms, construction-related impacts (such as dust, mobility restrictions, and safety risks), and improvements in station accessibility, ventilation, and emergency response systems.

MINUTES OF MEETING

Topic:	Targeted Consultations with NGO'S	Date	22 / 01 / 2026
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Appendix D CONSULTATION RECORD

Consultation Records and Related Actions

No	Stakeholder/Vulnerable Groups	Stakeholder Comment / Concern	Actions Taken
1	Disabled Women Society / Citizens and Representatives at Public Meetings	Physical Accessibility: The installation of lifts or platform lifts at all stations	Design documents included lifts at all stations
2	Disabled Women Society	The provision of wide access points for wheelchairs at turnstiles;	Access points of the required width have been provided in accordance with international standards.
3	Disabled Women Society	Minimising the gap between the platform and the carriage	A carriage-to-platform gap of maximum 5cm has been ensured.
4	Visually Impaired People	The installation of tactical floor markings in accordance with standards at all stations	It has been implemented in accordance with international standards.
5	Visually Impaired People	Ensuring that public address systems operate more clearly and without interruption	The optimal operation of the announcement systems has been ensured using simulation software and digital twin technology.
6	Visually Impaired People	The installation of information boards written in Braille	Operational plan included Braille information boards at all stations
7	People with Hearing Impairments	All announcements to be displayed in text format on electronic information boards	Baku Metro has been informed of the comment/concern, and the matter is currently under consideration.
8	People with Hearing Impairments	Implementation of visual warning systems for emergencies	It has been implemented in accordance with international standards.
9	Disabled People	Organising regular training sessions for metro staff on communicating with and assisting people with disabilities	Baku Metro has been informed of the comment/concern, and the matter is currently under consideration.
10	Disabled People	Installing dedicated assistance call buttons	They are situated at various locations along the platform.

No	Stakeholder/Vulnerable Groups	Stakeholder Comment / Concern	Actions Taken
11	Disabled People	The Metro mobile app and official website should be designed with an accessible layout	Baku Metro has been informed of the comment/concern, and the matter is currently under consideration.
12	Disabled People	Route and station information should be presented in a simple and clear manner.	It has been implemented in accordance with international standards.
13	Disabled People	An escort service for people with disabilities within the station, subject to prior booking;	This is already available in the current operation.
14	Disabled People	The provision of a dedicated 'assistance officer' during peak times.	Operational plan included dedicated assistance officers at stations during peak hours
15	Disabled People	Simplifying the system for discounted or free access for people with disabilities;	Baku Metro has been informed of the comment/concern, and the matter is currently under consideration.
16	Disabled People	An alternative entry method that eliminates card-reading issues at turnstiles.	Baku Metro has been informed of the comment/concern, and the matter is currently under consideration.
17	Disabled People	Clear signage indicating designated areas for wheelchairs in carriages;	Baku Metro has been informed of the comment/concern, and the matter is currently under consideration.
18	Disabled People	Priority signs and information labels on seats.	Baku Metro has been informed of the comment/concern, and the matter is currently under consideration.
19	Disabled People/Citizens at Public Meetings	Adapting evacuation plans for people with disabilities;	Baku Metro has been informed of the comment/concern, and the matter is currently under consideration.
20	Disabled People	Installing emergency call buttons on platforms and carriages.	Baku Metro has been informed of the comment/concern, and the matter is currently under consideration.

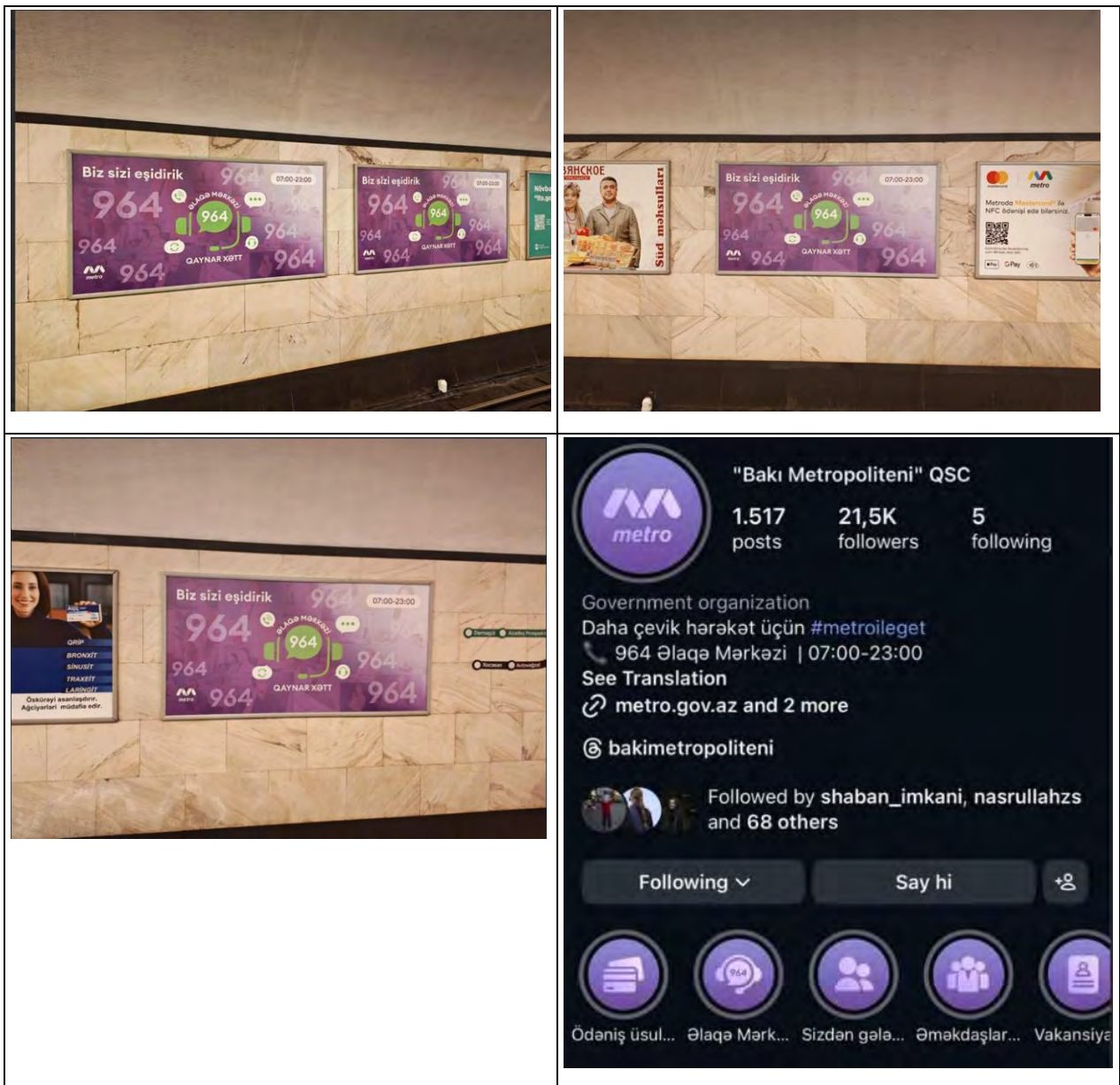
No	Stakeholder/Vulnerable Groups	Stakeholder Comment / Concern	Actions Taken
21	Disabled People	Quarterly monitoring meetings with organisations representing people with disabilities	Baku Metro has been informed of the comment/concern, and the matter is currently under consideration.
22	Disabled People	A dedicated online section for complaints and suggestions regarding accessibility on the Underground.	Baku Metro has been informed of the comment/concern, and the matter is currently under consideration.
23	Disabled People	Social media and posters within the station.	Baku Metro has been informed of the comment/concern, and the matter is currently under consideration.
24	UMID/SOS Children's Village	Road closures and narrowing may restrict access to schools, residential houses (especially in the 8 November area), and affect livelihoods.	The existing situation will be preserved without any permanent additional road arrangements. Temporary traffic management plans are being made for the construction phase in accordance with norms.
25	Ruzgar / SOS / Ekoloji Tarazliq / Citizens at Public Meetings	Significant concerns regarding dust generation, air pollution, and the need for wide protection zones around excavation sites.	Concerns were reviewed and assessed within the ESIA; corresponding risks were evaluated and site-specific mitigation measures (dust suppression, air quality monitoring, perimeter protection, and access controls) were defined. Mitigation measures are set out in the ESAP and will form part of the tender documents to ensure contractor compliance during construction.
26	UMID / Citizens at Public Meetings	Baku's medium-to-high seismic risk, historical landslides, and earthquake hazards must be prioritized in planning.	Relevant static calculations for all structures have been carried out in accordance with the issues specified in the AzDTN 2.3-1 earthquake regulation. There is no landslide risk in the project.
27	UMID / ASWPU / SOS	Heightened sensitivities of IDPs (from Karabakh) and Veterans with PTSD must be addressed through focus groups and specialized planning.	Baku Metro has been informed of the comment/concern, and the matter is currently under consideration.

No	Stakeholder/Vulnerable Groups	Stakeholder Comment / Concern	Actions Taken
28	UMID / ASWPU / SOS / Citizens at Public Meetings	Need for secondary exits, improved emergency evacuation procedures, and better ventilation systems	Design documents sized entry/exit structures and access capacities in line with passenger volume projections and EN and ASHRAE standards.
29	UMID / ASWPU / Ekoloji Tarazliq / Citizens at Public Meetings	Overcrowding during peak hours, lack of internet connectivity, and the need for on-site medical services.	Internet: Baku Metro has been informed of the comment/concern, and the matter is currently under consideration. Capacity: Planning of stations has been made in accordance with the future number of passengers, proven by calculation reports and models.
30	UMID / SOS	Concerns that existing security/emergency devices are often non-functional; request for electronic reporting tools within train carriages.	Baku Metro has been informed of the comment/concern and the matter is currently under consideration.
31	UMID / Ekoloji Tarazliq	Insufficient safe spaces for taxis and hazardous pedestrian crossings at station exits (e.g., Koroglu Station).	Station entrances and exits are designed taking passenger safety into account.

Appendix E COMMUNICATION INFORMATION BOARDS/POSTERS

MATRIX

GRM



Appendix F ILLUSTRATIVE MAPPING FOR BAKU BASED WOMEN'S SUPPORT ENTITIES

Illustrative Mapping for Baku-Based Women's Support Entities

Organisation	Address	E-Mail	Phone Number	Website
Bakı Azərbaycan Qadınlar Assosiasiyası				
Əlil Qadınlar Cəmiyyəti	Bakı şəhəri, Yasamal rayonu, Əhməd Cavad küçəsi 7A, AZ1138, Azərbaycan	info@dwsa.az	994 12 434 48 36	https://dwsa.az
Təmiz Dünya Qadınlara Yardım İctimai Birliyi		tamizdunyasu@gmail.com		www.temizdunya.org.az
Qadın və Müasir Dünya	H. Javid Street 27 A, Shamakhi city, Republic of Azerbaijan. AZ5600	cwmw_az@yahoo.com	+994 50 332 26 18	www.womenmw-az.org
Azərbaycan Kənd Qadınları Assosiasiyası (AKQA)	99, Ə. Əlixanov küçəsi, M.Ə. Rəsulzadə qəsəbəsi, Bakı, Azərbaycan	info@arwa.az	+994 51 609 08 48 +994 50 224 03 19	https://arwa.az
Azərbaycanda Qadın Sahibkarlığının İnkişafı Assosiasiyası (AQSIİA)	Azərbaycan, Bakı, Dərnəgül 1, Poçt Kodu: AZ1001	aqsia.aweda@gmail.com	+994 50 600 76 06	www.aqsia.az
Gender Hub Azərbaycan	Cəfər Cabbarlı küçəsi 609, Bakı, AZ1065, Azərbaycan	team@genderhubaz.org		https://www.genderhubaz.org
Yeni Həyat Humanitar və Sosial Dayaq İctimai Birliyi	Cəfər Cabbarlı küçəsi 609, Globus Center, 13-cü mərtəbə, Bakı AZ1065, Azərbaycan	info@nayora.az	+994 12 597 56 19	https://nayora.az

This annex presents an indicative, non-exhaustive mapping of organisations and clinics in Baku that may provide GBVH/SEA-related support services, compiled from publicly available sources at the time of preparation. The Contractor shall carry out its own due diligence and capacity verification, and shall establish and fund formal referral arrangements with the selected service providers prior to mobilisation, subject to the approval of Baku Metro (BM PIU).

