

BAKU METRO EXPANSION PROJECT

GREEN LINE

E S I A

ENVIRONMENTAL SOCIAL IMPACT ASSESSMENT

Community Health and Safety Plan (CHSP)

Prepared for Baku Metropolitan Closed JSC

Quality Information

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List of Acronyms

AIIB	Asian Infrastructure Investment Bank
BCEP	Baku City Executive Power
BM	Baku Metro (Baku Metropolitan Closed Joint-Stock Company)
BMEP	Baku Metro Expansion Project
CDSHT	Communicable Diseases, Sexual Health and Trafficking
CESMP	Construction Environmental and Social Management Plan
CHS	Community Health and Safety
CHSP	Community Health and Safety Plan
CJSC	Closed Joint-Stock Company
CLO	Community Liaison Officer
E&S	Environment and Social
EBRD	European Bank for Reconstruction and Development
EIA	Environmental Impact Assessment
EMP	Environmental Management Plan
EN	European Norm (European Standard)
EPRP	Emergency Preparedness and Response Plan
ERT	Emergency Response Team
ESAP	Environmental and Social Action Plan
ESF	Environmental and Social Framework
ESHS	Environmental, Health, Safety, and Security
ESIA	Environmental and Social Impact Assessment
ESMP	Environmental and Social Management Plan
ESP	Environmental and Social Policy
ESS	Environmental and Social Standards
EU	European Union
GBV	Gender-Based Violence
GBVH	Gender-Based Violence and Harassment
GM	Grievance Mechanism
GRM	Grievance Redress Mechanism
HSE	Health, Safety, and Environment
IEMS	Internal Environmental Management System
IFC	International Finance Corporation
ISO	International Organization for Standardization
KPI	Key Performance Indicator
LTIFR	Lost Time Injury Frequency Rate
MES	Ministry of Emergency Situations
NA	Not Available
NATM	New Austrian Tunnelling Method
NCR	Non-Conformance Report

NFPA	National Fire Protection Association
OHS	Occupational Health and Safety
PIU	Project Implementation Unit
PPE	Personal Protective Equipment
PTW	Permit to Work
PWD	Persons with Disabilities
SDMP	Spoil and Debris Management Plan
SEP	Stakeholder Engagement Plan
SIA	Social Impact Assessment
SOS	International Distress Signal (emergency call point/system)
SSPF	State Social Protection Fund
STAT	State Statistical Committee of the Republic of Azerbaijan
TBM	Tunnel Boring Machine
TMP	Traffic Management Plan
TS	Turkish Standard
UAAP	Universal Access Action Plan
UNESCO	United Nations Educational, Scientific and Cultural Organization
VOC	Volatile Organic Compound
WHO	World Health Organization

1. INTRODUCTION

1.1 Project Description

The Government of the Republic of Azerbaijan, through Baku Metropolitan Closed Joint-Stock Company (“Baku Metro” or “BM”), is implementing Phase II of the Baku Metro Expansion Project (“BMEP”), which includes the extension of the Green Line within the urban area of Baku. The Green Line Extension is planned to be financed by the Asian Infrastructure Investment Bank (AIIB) and is being developed in accordance with applicable national legislation and international standards.

The Green Line Extension, which is the focus of this Community Health and Safety Plan (CHSP), comprises approximately 8.3 km of fully underground alignment and four new underground stations (Y-14, Y-15, Y-16 and Y-17), extending from Khatai to Hazi Aslanov. The extension passes through high-density urban districts of Baku and represents a key component of the city’s east–west transport corridor. Construction works include tunnel excavation, station construction, and associated surface-level activities in areas characterised by complex urban fabric and long-established development patterns.

This CHSP for the Green Line forms part of the Project’s Environmental and Social Management Plan (ESMP) and applies to all permanent and temporary works and operational activities associated with the Green Line Extension. The CHSP covers construction, testing and commissioning, handover, and operational phases, including tunnels, stations, shafts, construction compounds, ancillary facilities, access areas, and the upgrading of pre-existing structures. Project Location is shown in Figure 1.

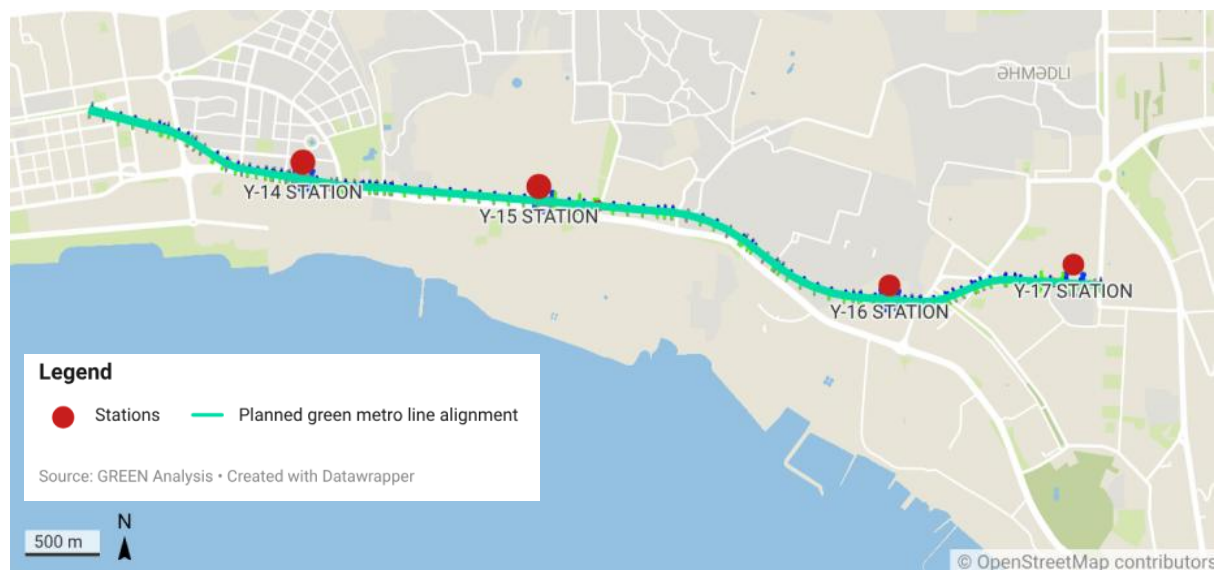


Figure 1: Green Line Extension

1.2 Purpose of This Community Health and Safety Plan

The Contractor bears ultimate responsibility for its implementation, and the Contractor’s subcontractors and suppliers will be required to demonstrate that their activities comply with the CHSP.

The CHSP is intended to be a “living document” that can be developed and amended as circumstances change.

The purpose of the CHSP is to:

- Identify the applicable legislation and standards relevant to this plan;

- Identify mitigation measures to be implemented by the Contractor prior to and during construction activities to prevent or minimise risks to communities;
- To define the roles and responsibilities of those implementing the plan;
- To define monitoring requirements;
- To identify the complaint mechanism available to the affected community;
- To ensure that the protection of personnel and property is carried out in an appropriate manner that prevents or limits risks to the health and safety of the community;
- Ensure safety and integrity in the design and construction of project-related structures, prevent and minimise accidents;
- Take effective measures to address and recover from emergencies, whether caused by human factors or natural hazards;

The Contractor and Baku Metro shall comply with applicable national legislation and shall also conform to relevant international standards and industry good practice, including the requirements of the AIIB ESF 2024.

This CHSP applies to all Project personnel and to any subcontractor, supplier, or third-party undertaking activities that may generate or influence community health and safety concern associated with the Project.

During the construction phase, the Contractor shall develop and implement a detailed, site-specific Construction CHSP consistent with this overarching CHSP, as construction methods are finalised and vehicle movement requirements are confirmed. During the operational phase, Baku Metro shall be responsible for maintaining, reviewing, and updating the CHSP requirements relevant to operations and maintenance activities.

2. NATIONAL LEGISLATION AND LENDER'S REQUIREMENTS

2.1 Overview

This chapter summarises the applicable national legislative requirements, the Lender's policy requirements, and relevant international good practice that have informed the structure, scope, and implementation approach of this CHSP. Further details on the legal and institutional framework for the Project are provided in Chapter 4 (Legal and Institutional Framework) of the ESIA.

The Contractor and Baku Metro shall comply with all applicable national legal requirements. Where there is a difference between national requirements, the AIIB ESF 2024, and international good practice, the Project shall apply the more stringent requirement.

2.2 National Legislation

Law on Public Health Care (1992):

The Law on Public Health Care establishes the legal, economic, medical, sanitary and hygienic framework aimed at protecting public health and preventing harm to physical and mental well-being. The law regulates the responsibilities of state bodies and other entities in ensuring safe living conditions and access to health protection measures. Within the context of construction-related traffic management, the law requires the prevention of health risks arising from traffic, noise, dust and unsafe road conditions that may affect surrounding communities, and the implementation of appropriate preventive and emergency response measures.

Law on Environmental Protection (1999):

The Law on Environmental Protection defines the general principles for the protection of the environment and human health from harmful impacts of economic and construction activities. The law requires that projects identify and mitigate environmental and community health and safety (CHS) risks, including those related to traffic movements, noise generation and air pollution. For construction activities, traffic management measures must be planned and implemented in a manner that minimizes adverse impacts on nearby communities and ensures compliance with environmental protection standards.

Law on Protection of Atmospheric Air:

The Law on Protection of Atmospheric Air establishes the legal basis for preventing air pollution and protecting public health and the environment from harmful emissions. The law recognizes atmospheric air as an essential component of the environment affecting human health and requires measures to limit emissions from construction and transport activities. In relation to traffic management, the law necessitates the control of vehicle emissions, dust generation and congestion during construction works, and the implementation of traffic and access arrangements that reduce air quality impacts on surrounding communities.

This section lists key Azerbaijan legislation that applies to this Plan. Contractor will comply with any other specific legislation while conducting the services, as required.

- Labor Code of the Republic of Azerbaijan (1999, amended), Contractor screening; verification of labour rights, legal contracts, minimum wage, non-discrimination, enforcement of legal working hours, overtime premiums, rest periods; prohibition of forced/child labour; monitoring of subcontractors
- Law on Occupational Safety and Health (2010): OHS risk assessment; appointment of OHS officers; emergency planning; Full implementation of OHS measures, PPE, training, toolbox talks, incident reporting, OHS monitoring, Periodic inspections, equipment maintenance,

refresher training, monitoring of near-miss and accident logs, maintain safe workplace; hazard management; emergency preparedness; continuous OHS audits

- Law on Social Insurance (1997) & SSPF Regulations, Registration of workers under social insurance before mobilization, social insurance payments; accident and illness reporting
- Law on Prevention of Domestic Violence (2010) & Criminal Code Articles on GBVH/Harassment Integration of GBVH clauses in Codes of Conduct; awareness sessions; confidential grievance channels and enforcement of GBVH prohibitions; disciplinary action; survivor protection.
- Law on Gender Equality (2006) & Law on Guarantees of Gender Equality (2018), Screening recruitment and contracting for gender equality and equal treatment in wages, hours, promotions; gender-sensitive workplace practices
- Environmental Protection Law (1999) – CHS Provisions & Law on Public Health (1992) Identification of CHS risks; traffic/noise planning; emergency preparedness and implementation of traffic management; noise/dust control; fencing and signage; community communication
- The Law on Road Transport of the Republic of Azerbaijan (01.04.2008, No.556-IIQ)
- Law states that inter-agency coordination is essential in traffic safety management. Construction and infrastructure activities must comply with traffic safety criteria. Traffic management in urban areas is carried out in coordination with local authorities.
- State Program of Azerbaijan Republic on Road Safety (2019–2023)
- According to the State Program, safe roads and traffic management approach is essential during road works. Temporary road arrangements should be made with consideration for pedestrians and vulnerable road users (cyclists). The impact of construction activities on traffic accidents should be minimized. Traffic management should be integrated into the project design and implementation phases.
- Law on Personal Data Protection (2010), Legal basis for data collection; informed consent; secure storage protocols ad-controlled access to data; confidentiality of worker files and grievance data.

2.3 Lender's Requirements

The Project and this CHSP have been developed in accordance with the AIIB ESF 2024. In particular, the CHSP supports compliance with AIIB requirements relating to: (i) the assessment and management of environmental and social risks and impacts; (ii) community health and safety; and (iii) the effective implementation of mitigation and monitoring measures through the Project's ESMP arrangements.

The Contractor and Baku Metro shall implement this CHSP in a manner consistent with AIIB requirements, including monitoring, reporting, and adaptive management as necessary to address changing site conditions, construction methodologies, and operational needs.

2.4 International Legislation

- AIIB ESS1 requirement
- IFC Performance Standard 4: Community Health, Occupational Safety and Security,
- IFC General Environmental, Occupational Health and Safety Guidelines: 3.0 Community Health and Safety
- IFC Environmental, Health, and Safety (ESHS) General Guidelines (April 2007);
- IFC Environmental, Health, and Safety Guidelines for Toll Roads (April 2007);
- IFC/EBRD Worker's Accommodation: Processes and Standards (August 2009); Addressing Gender-Based Violence and Harassment: Emerging Good Practice for the Private Sector jointly commissioned by IFC, EBRD.

3. ROLES AND RESPONSIBILITIES

3.1 Project Manager

- The Contractor Project Manager has the overall responsibility for the implementation of the site activities stated in this CHSP.
- They will be suitably competent and have a strong understanding of construction best practices aligned with national law and applicable Lender requirements.
- The Project Manager is accountable for overall Health, Safety and Environmental (HSE) performance and making the human and financial resources available to ensure compliance with HSE requirements of the Contract.
- The Project Manager will be responsible for coordinating the internal management response of the Contractor to a major emergency. The Project Manager will also be responsible for appointing First Aid competent person(s) on-site, as well as a team responsible for site security.

3.2 Construction Manager

The Contractor Construction Manager is responsible for implementation of the community health and Safety measures through method statements and site working practices. The Construction Manager will ensure that:

- Construction activities (undertaken by Contractor itself or by the subcontractors), are in compliance with this Plan and Project ESHS requirements;
- All construction staff receive appropriate safety and environmental training, prior to commencement of work;
- A thorough investigation is carried out into any accidents or incidents which may occur;
- A self-regulatory review and/or audit of implementation of the CHSP is carried out on a regular basis.
- Workers adherence to the established Code of Conduct for worker-community interaction and on-site behaviour;
- Relevant authorities are informed immediately in case of damage to utilities such as underground and aboveground electricity lines, water lines, gas lines, oil pipelines, etc;
- The worksites are secured (secured trenches, temporary bridges, traffic controls, barricades, signs and warning lights, etc.); and
- Appropriate site boundary- and access controls are implemented near settlements to prevent unauthorized entry to construction or activity sites especially by children (e.g. fencing of construction section in the vicinity of settlements or communities).

3.3 Social Manager/Lead

- Will establish ongoing communication with Project affected settlements,
- Will organize cooperation activities with related stakeholders and local communities,
- Will investigate and propose appropriate methodology (informing related departments when any grievance regarding community health and safety) for resolving grievances,
- Will review and assess the subcontractor monitoring regarding social aspects,
- Will follow the results of complaints and report to the Project Manager on a weekly, monthly and annual basis
- Will communicate with the local authority for specific project activities,
- Will participate in and deliver safety awareness training to, local school children and their parents and/or their teachers,

- Will raise community awareness of safety issues through village meetings and classroom lessons, will meet local communities in advance of construction occurring in a particular area, to describe the construction activities and to explain the dangers associated with the construction sites.

3.4 CLO's (Community Liaison Officers)

- Will establish on-going communication with affected settlements,
- Will organize cooperation activities with local communities,
- Will report grievances, which are received or observed verbally, to the Social Lead, will fill out a Grievance Register Form,
- Will investigate and propose appropriate methodology for resolving grievances,
- Will follow the results of complaints and report on a weekly, monthly and annual basis to the Social Lead,
- Will communicate with the local authority for specific project activities,
- Participate and train local school children and teachers in safety awareness training,
- Will raise community awareness of safety issues through village meetings and classroom lessons, will meet local communities in advance of construction occurring in a particular area, to describe the construction activities and to explain the dangers associated with the construction works.
- Informing the public about traffic restrictions, road closures, and displacement works such as electricity and water before they take place.

3.5 Health and Safety Manager/Lead

- The Project H&S Manager has the overall responsibility for:
- Monitoring and assurance of the Contractor 's subcontractors' ESHS system performance and requirements of the Project.
- Developing the CESMP and other ESHS plans and procedures and ensuring that Project requirements are considered.
- Reviewing subcontractor's and suppliers ESHS documentation and ensure that they are aligned with Project ESHS requirements.
- Monitoring performance through Key Performance Indicators (KPIs), reports, audits, and meetings.
- Reporting on ESHS performance to Project management, ESHS Management, and other related parties.
- Establishing Emergency Response Teams (ERT) and defining the roles and responsibilities of ERT members.
- Ensuring that all ESHS training needs are identified, provided and recorded.
- Disclosing relevant ESHS information to Project staff and the public and coordinating activities for raising awareness.
- Preparation of the training plans

3.6 Environmental Manager/Lead

It is responsible for minimizing or solving all kinds of environmental factors that may affect the public health and safety of the project.

- Works under the Project Manager.
- To report wrong practices and non-conformities to the relevant division officer and project manager
- To increase awareness in terms of environment and to ensure the training of the site managers

for the continuation of the activities and to guide them

- To establish Environmental and Social Audit Programs, including all levels of the construction site
- To prepare Environmental Training Programs
- To assist the authorized persons in identifying and correcting nonconformities arising during the activities
- To review the work areas, dining halls, ward workshops and bureaus regularly in terms of Environment.
- To announce the Construction Site Environmental Rules to all subcontractors in cooperation with the authorized unit supervisors
- To lead the assessment of the risks arising from the activities and to warn the supervisor about the necessary measures
- Regular measurements and implementation of controls to reduce the impact of dust, noise and vibration present in the project,
- Reducing and solving the effects of these wastes on public health with the layout of the wastes generated in the project in line with the Waste Management Plan,
- and To revise this Plan according to needs.

3.7 Health and Safety Supervisor

- Conduct daily site inspections to ensure the provisions of the CHSP are met during the construction phase of the project.

3.8 Sub-contractors and employees

- Understand and comply with the CHSP.
- Follow instructions or recommendations made by supervisors concerning community health and safety
- Accordingly, those who are unsure of the legal, regulatory, or policy implications of their actions will be responsible for seeking management or supervisory guidance.
- The subcontractors are responsible for complying with the CHSP. However, the Contractor has overall responsibility for the actions and operation of their subcontractors.
- To inform the OHS Leader and Social Leader on any issue that may affect public health and safety due to construction.
- Taking necessary health and safety precautions at every point within the area of responsibility.

3.9 Traffic Safety Supervisor (H&S Expert)

- Identifying the traffic routes that will be utilized (including number of traffic movements, access roads, types of transportation, speed limits etc.) and avoiding sensitive residential areas, and historical and cultural road infrastructure during the identification of traffic routes,
- Assisting in ensuring minimal damage to existing roads and infrastructure and communicating with local authority and/or government agencies in case of damage,
- Assisting in tracking and recording all damages caused by Project-related traffic in line with the Grievance mechanism, and compensating/repairing these damages,
- Assisting in preparing restoration measures for roads that need to be repaired post-construction,
- Preparing and facilitating training courses for drivers and assisting in holding informative meetings for the local community for the awareness of traffic impacts and measures taken.
- Auditing if the records of vehicle maintenance, servicing, driver training, driver medicals, journey management forms, and vehicle checklists, are carried out on a weekly and monthly basis,
- To ensure these audits take place efficiently and in the specified periods,
- To keep the records of the audits to be used as part of the HS assurance process.

4. INSTRUCTIONS AND IMPLEMENTATION

4.1 Before Construction

Potential risks for the construction phase must be identified. Examples of risks that can be identified are listed below.

- Increase in noise and vibration
- Increase in dust
- Disturbance to the community due to blasting activities (dust, vibration, noise, fear).
- Increased road safety risks due to construction traffic (heavy machinery and other vehicles entering/exiting the site);
- Increased safety risks (collisions, formwork collapses, malfunctions during concrete pouring, collapses, falling into open trenches, falling objects, risks related to construction machinery,
- Electrical risks, gas, fire, and explosion risks in areas close to residential areas due to uncontrolled access to the construction site
- Extreme heatwaves
- Flash flood risk due to extreme rainfall events
- Increased transmission of infectious diseases;
- Increased risk of Gender-Based Violence and Harassment (GBV);
- Increased pressure on health services;
- Conflict with security personnel

4.2 Construction

4.2.1 Road Safety

- The Traffic Management Plan, which requires the enforcement of appropriate speed limits, safe driving training, advance warning of recommended road diversions and closures, and measures to reduce the exposure of vehicle drivers, passengers, and other road users to the dangers of road-related accidents, will be implemented.
- Drivers of project vehicles will be trained/informed on safe driving in relation to other drivers and pedestrians;
- All project vehicles (including subcontractors) will be identifiable (e.g., with an easily readable/visible sign or symbol on the vehicles indicating that they are associated with the Project);
- The complaint mechanism will be operational and effective prior to construction and will be implemented throughout the project construction phase, with all relevant personnel fully aware of their roles in the complaint resolution process to ensure rapid and effective responses to concerns raised by local stakeholders
- Ensure that construction plant and equipment is stored in a safe place and left stationary and secure when not in use
- Unauthorized Entry and Injury: The contractor will run a stakeholder engagement and consultation program to educate local communities about the risks of unauthorized entry or walking on construction sites, the meaning of signs, the risks of playing on or near equipment or entering fenced-off areas, and why it is important to use designated pedestrian crossings only.
- A community meeting will be held in every settlement along the route. Records of the meeting and participants will be kept.

- The contractor will ensure emergency access at all times to health services including polyclinics and hospital areas for those harmed by its activities and for public.
- Access to the construction site will be controlled to prevent unauthorized entry or passage.
- The contractor will ensure that signs, fences/barriers are placed around work fronts and construction sites advising people of the risks associated with unauthorized entry. To reduce the possibility of people entering without permission to seek job opportunities on the Project, the construction site security sign will include a warning stating that hiring on the construction site is not permitted. Open positions will be advertised on the Project website and through CLO's.
- The contractor will ensure safe passage for school and education facility routes for children during construction.
- Night-time work fronts, traffic diversions and pedestrian routes shall be provided with adequate lighting, CCTV coverage and security patrols
- Heavy construction truck movements within 200m of schools and polyclinics during drop-off (07:30–09:00) and pick-up (13:00–14:30) hours shall be prohibited and monitored continuously.

4.2.2 Building Safety and Structural Risk

The structural integrity of buildings within the construction impact zone has been assessed in ESIA Chapter 17 using a three-stage methodology (Burland & Wroth, 1974; Mair et al., 1996). Buildings categorised as high-risk ('red') in the Settlement Assessment and Existing Structure Risk Analysis Report require continuous optical vibration monitoring throughout the construction phase.

Should monitoring thresholds be exceeded, the contractor shall immediately notify Baku Metro and implement the building evacuation procedure outlined in the Emergency Preparedness and Response Plan. Baseline data on residents of affected or at-risk buildings shall be collected prior to construction commencement, in coordination with the Resettlement Action Plan where applicable

In coordination with the SEP construction mobilisation disclosure, affected residents shall be provided with written pre-construction notification at the time baseline data is collected.

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.

4.2.3 Environmental Health

- Directing truck movements to avoid residential areas and noise-sensitive areas will be an important avoidance/mitigation measure for community safety. Truck traffic will avoid passing through villages or other residential areas as much as possible. Speed restrictions, vehicle maintenance, and driver behavior will also form part of the mitigating measures.

Traffic Safety and Noise Management:

- The traffic, air quality and community health and safety measures presented in this Plan take into account maximum spoil-haulage rates of 10 trucks per hour for TBM excavation and 20 trucks per hour for NATM and station excavation.
- Truck movements will be directed to avoid residential areas and noise-sensitive areas; truck traffic will avoid passing through villages or other residential areas as much as possible.
- Speed restrictions, regular vehicle maintenance, and driver behavior (especially near residential areas) will form part of the mitigating measures for traffic safety and noise reduction.

- During construction, noise and vibration levels will be monitored regularly, especially during sensitive hours and in areas close to residential areas, and the necessary technical and administrative measures will be taken to keep them below acceptable limits (noise barriers, equipment replacement, etc.).

Air Quality and Dust Control:

- The contractor will take measures against mud and dust generated at work sites. Muddy vehicles and wheels will be cleaned before leaving the sites at exits. State roads muddied due to project activities will be cleaned.
- The routes at the work sites will be watered, especially during the summer season, to prevent dust. During the transportation of construction materials with construction equipment/vehicles, the tops of the vehicles and equipment will be covered to prevent dust.
- The contractor will regularly check and monitor the measures taken against dust and mud along the route. Project activities will be carried out in accordance with the requirements of Construction Environmental Management Plan and Air Quality Management Plan, including Periodic Dust Monitoring Measurements to be prepared by the contractor.

Water Quality and Prevention of Infectious Diseases:

- Uncontrolled discharge of wastewater (domestic and construction) from the construction site into the receiving environment will be strictly prevented; all wastewater will be collected and treated in accordance with the Water Pollution Control Regulation and PR3 standards.
- The negative impacts of the project on water resources (groundwater and surface water) will be prevented, and drinking and domestic water quality will be maintained at all times.
- The influx of project workers to the construction site and the transmission of infectious diseases (including vector-borne diseases) to the local community due to project activities will be minimized. Vector control, worker health screenings, and public health education will be used to manage this risk.

Waste and Excavation Management:

- All domestic, hazardous (chemical, oil), and medical waste generated at the construction site will be collected separately at source and disposed of in licensed facilities in a manner that does not harm the environment or public health.
- During the transportation and disposal of excavation materials, measures will be taken to prevent contamination of public roads, and material spills will be controlled. Please refer to the TMP and SDMP for further details.
- The waste generated will be managed in accordance with local legislation and the ITG-T25001-ENV-302 Waste Management Plan created for the project.

4.2.4 Climate Related Risks

Flood

- Site perimeter fences, barriers, and pedestrian corridors will be structurally reinforced to prevent collapse under severe rainfall and storm conditions (due to wind loads and water flow). Public roads near excavation boundaries will be temporarily closed during storms if necessary, in coordination with local traffic police.
- In case of potential damage to site boundary walls due to floodwaters, 24/7 security patrols will be increased to prevent curious civilians or children from entering water-filled excavation areas.

- A direct communication network will be established with surrounding muhtars (neighborhood heads), building managers, and local businesses (via the Community Liaison Officer - CLO). In the event of flooding affecting the construction site and posing an overflow risk to surrounding areas, public warnings will be issued.

Extreme heatwaves

- Flammable materials and chemicals will be stored in shaded, ventilated areas protected from extreme heat, with increased temperature monitoring during heatwaves.
- During heatwave conditions (>35°C), water spraying for dust suppression will be increased, and dust-generating excavation and loading activities will be postponed during hot and windy periods.

4.2.5 Emergency and Response

- Preparations will be made to respond effectively to all emergencies, including environmental accidents (chemical spills, fires, etc.).
- Cooperation and coordination will be ensured with local government agencies and emergency response teams to respond to such emergencies and protect the community.
- The Emergency Preparedness and Response Plan (EPRP) shall be prepared by the Contractor prior to construction commencement and shall cover, at minimum, the following emergency scenarios:
 - Traffic accidents involving construction vehicles or third parties
 - Fire or smoke in tunnels, station excavations, or surface compounds
 - Tunnel collapse, groundwater inflow, or retaining wall failure
 - Contaminated gas release (CH₄, H₂S, VOC) during TBM excavation
 - Power failure affecting tunnel ventilation or signalling systems
 - Structural damage to adjacent buildings requiring evacuation
 - Medical emergencies on site or affecting community members
 - Extreme heatwaves
 - Flash flood risk due to extreme rainfall events
- For each scenario, the EPRP shall define:
 - (i) the notification chain (Contractor site team → Baku Metro PIU → MES/relevant authorities);
 - (ii) first-response actions;
 - (iii) evacuation routes; and
 - (iv) drill frequency. Emergency drills shall be conducted at minimum quarterly, with at minimum one annual full-scale exercise involving MES coordination

Station-Level Emergency Response – Corrective Action (Operational Stations)

In addition to the construction-phase EPRP above, station-level emergency response gaps identified at existing operational stations shall be addressed through the following corrective actions, the

implementation of which shall be tracked with the ESAP actions and detailed on a per-station basis in Appendix A (Station-by-Station Emergency Accessibility Action Plan):

- **SOS functionality:** All SOS points/kiosks shall be subject to a technical functionality test; non-operational units shall be repaired or replaced, and a permanent maintenance schedule established. Simple multilingual visual instructions explaining the purpose and activation of the SOS system shall be installed at platform and kiosk locations. Passenger awareness of the SOS points about their location, purpose, and correct use shall be actively promoted through station announcements, signage, and periodic awareness campaigns, so that passengers are reminded of their availability.
- **Emergency signage:** Emergency direction signs, evacuation-route markers, and accessibility markers shall be installed or upgraded at all stations where they are currently absent or inadequate, in accessible (high-contrast, tactile, and audible) formats.
- **Staff training:** Station and operations staff shall receive emergency-response training covering evacuation guidance, assisted evacuation of PWD and elderly passengers, first aid, and SOS-system operation, with annual refreshers. At least one certified First Aider shall be present per shift at each active shaft and tunnel face, equipped with an Automated External Defibrillator (AED) and trauma kit.
- **Public awareness:** Clear visual and audio instructions explaining passenger actions in an emergency (fire, security, medical) shall be provided through station displays, posters, and announcements, including evacuation routes and the meaning of alarm signals.
- **Drills and KPIs:** Emergency drills shall be conducted at minimum quarterly, with at least one annual full-scale exercise involving MES coordination (consistent with current Baku Metro practice). Drill frequency, station coverage, and the associated KPIs (e.g. number of SOS units tested/repared, percentage of stations with compliant emergency signage, number of staff trained, number of drills completed) shall be recorded in the Monitoring and Reporting framework (Section 5).

4.2.6 Increased Transmission of Infectious Diseases

- Health awareness training will be provided to the workforce, including contractors and subcontractors, (such as hand washing) and awareness will be raised about the main infectious diseases and how to protect against infection, as well as the transmission routes and symptoms of infectious diseases of concern (including STIs/HIV, TB, seasonal influenza, water-borne pathogens).
- Pre-employment screening protocols will be implemented for all employees, including contractors and subcontractors, in accordance with the requirements of the most recent national guidelines, including tests for TB and other diseases in line with WHO (World Health Organization) recommendations, the person's country of origin, and vaccinations.
- Primary healthcare and basic first aid will be provided to workers on construction sites.
- Regular medical check-ups and centralized medical treatment will be provided for all project employees.
- Sanitary facilities, designed appropriately to prevent contamination, will be provided to workers.
- TB, seasonal influenza, water-borne pathogens, and STI/HIV measures will be implemented in accordance with the WHO recommendations
- A robust waste management system will be developed to prevent the creation of new vector breeding sites or the attraction of rodents to the area.

- Measures will be implemented to reduce stagnant water on site through environmental controls and source reduction to prevent the creation of new breeding sites for bacteria.
- Worker camps will be kept clean and free of any waste accumulation, and clean drinking water will be provided.
- Appropriate safe food preparation measures will be taken. Monitoring will be conducted to ensure that the necessary food standards are met.

4.2.7 Increased risk of gender-based violence and harassment

- All employees and contractors must accept and adopt environmental and social business practices; compliance with all HSE procedures, as well as the Workforce Conduct Rules and Zero Tolerance Policy, is mandatory. Employees and contractors are obligated to report safety hazards, unsafe work practices, unacceptable working conditions, and environmental and social issues/concerns without delay through the designated reporting channels.
- All contractor agreements shall include explicit references to compliance with applicable national legislation and valid national and international standards, particularly regarding occupational health and safety.
- Employment contracts will require that the Workforce Conduct Rules be communicated to employees during the hiring process, explained in plain language, and signed by employees.
- All employees and subcontractor personnel will receive regular awareness training on the Project Complaint Mechanism; it will be clearly stated that complaints can be submitted confidentially, anonymously, and without risk of retaliation.
- Training and orientation programs focusing specifically on gender equality, human rights, and GBVH risks will be implemented. These trainings will address respect for local communities and vulnerable groups and ensuring a safe environment for women and children as fundamental principles. In this context, verbal abuse, harassing words and behaviour, and any kind of inappropriate contact will be strictly prohibited.
- Regular data collection and monitoring systems will be established to monitor and report GBVH risks. A special complaint mechanism will be created that allows for confidential and anonymous reporting of GBVH complaints and operates with a victim-centred approach.
- GBVH-related complaints will be handled by a Gender Focal Point who is trained in managing, investigating, and providing an appropriate response to GBVH cases and who can act independently. In this process, the victim's safety, consent, and confidentiality will be paramount; zero tolerance will be applied against retaliation.
- A localised and confidential GBVH Referral Pathways Guide should be provided
- Establish formal SLAs with pre-vetted local Baku-based women's support entities and organizations, clinics, and legal aid.

4.2.8 Use of Security Personnel

- Security personnel will be provided with Security Management training by Contractor on the requirements of the Voluntary Principles on Security and Human Rights, particularly regarding respect for the rights of employees and local communities and the use of excessive force.
- Security Arrangements will be based on the Voluntary Principles on Security and Human Rights, which represent international best practice. Security regulations will be made transparent to local communities. Regular consultations will be held with them regarding the impact of the regulations.

- Violations of the required standards will result in corrective action, including termination of subcontracts with security companies. Security personnel will receive adequate training with clear instructions on objectives and permitted actions. Instructions will be based on relevant national laws, communicated as terms of employment, and reinforced through periodic professional training. Considering regular contact with the local community, security personnel will also be trained on the Complaint Mechanism, including handling community complaints, as part of their periodic professional training.
- The Project must conduct rigorous background checks and reasonable inquiries to ensure that any security personnel implicated in past human rights abuses, excessive force, or sexual exploitation and abuse (SEA/SH) are strictly excluded from employment.
- Complaints made by the public (or other employees) regarding the conduct of security personnel may be made through the Complaint Mechanism.
- As part of the Stakeholder Engagement Plan, the Contractor will organize a community engagement meeting to inform the local community affected by the project about the security management plan and the procedures adopted. The Contractor will take into account the community's feedback and concerns and incorporate them into the security management plan.
- When determining security measures, the Contractor will comply with the principle of proportionality, good international practices, and applicable laws regarding personnel recruitment, rules of conduct, training, equipment, and performance monitoring.
- It will conduct reasonable investigations to determine that security personnel have no history of involvement in crime, train security personnel in the use of force (and, where applicable, firearms) and appropriate behaviour towards affected communities, and ensure they comply with applicable laws.
- It will consider and investigate allegations that security personnel have acted unlawfully or improperly. It will also take necessary action (or encourage relevant parties to take action) to prevent the recurrence of such acts and report unlawful and disruptive behaviour to the competent authorities.

A sufficient number of security personnel shall be present and their duties shall be clearly defined to prevent unauthorized persons from entering construction sites, camp areas, and factory areas.

5. MONITORING AND REPORTING

Monitoring of public health and safety will be carried out for the following purposes:

- To evaluate the effectiveness of mitigation actions and other actions/controls,
- To evaluate actual effects against predicted effects,
- To evaluate compliance with CHSP and applicable legal requirements

Monitoring activities, will focus on key public health, safety, and security indicators to ensure that the number of recorded complaints, accidents, health-related issues, and security incidents involving contractor employees/subcontractors and members of the local community, as well as the project activities and flow, are assessed for any adverse effects on public health and safety.

Considering the need for more frequent meetings in the event of serious incidents requiring urgent action, meetings will be held every three months to review and verify that the objectives of this CHSP have been achieved. In cases where monitoring deviates significantly from the requirements of this plan, the Contractor's management will be informed and corrective actions will be taken as necessary.

The Contractor must ensure the implementation and monitoring of this plan until the project is completed and the operational period begins.

The project management team is responsible for providing the necessary resources for the implementation of the CHSP, monitoring the implementation of the plan, managing the request/complaint mechanism, and evaluating the feedback received. In addition, the person handling the complaint must work with the relevant units to gather accurate information about the issue and ensure that the outcome is communicated to senior management and that the solution produced is communicated to the complainant.

CLO's, who will report to the Project Social Manager, will play a leading role in communicating with stakeholders.

The Contractor must regularly monitor its work activities to assess whether the project complies with legal requirements, fulfils policy commitments, achieves the specified objectives and targets, and meets key performance indicators (KPIs). The KPIs to be considered when auditing this procedure are as follows:

- Number of recorded nonconformities
- Number of resolved non-conformities
- Number of recorded incidents
- Number of completed training sessions

Table 1: Monitoring Indicators and Targets

Indicator	Target
Communicable and Non-Communicable Diseases and Injuries	No significant increase in illness and injury rates per 1,000 people (maximum 5% increase from baseline).
Community Health and Safety Complaints	Annual reduction of total complaints by 25%.
Reported Community Health and Safety Incidents	Zero serious incidents/accidents annually; continuous improvement for minor incidents.

Indicator	Target
Implemented Community Safety Initiatives	>90%
Community Safety Trainings Conducted	>90%
Reported Noise Incidents	Annual reduction of total incidents by 20%.
Air Quality / Dust Monitoring Compliance	98% compliance with legal limits and Project Standards at boundary and community monitoring points.
Road Pollution (Construction Roads) Non-Compliance	Zero observed road pollution incidents per month due to uncontrolled vehicle movements or after-hours operations.
Wastewater / Surface Water Discharge Compliance	100% compliance of all wastewater discharge analyses with national and international limits.
Groundwater Contamination Indicators	No significant or statistically relevant deviation from baseline values in monitoring wells.
Vibration / Noise Compliance (Community Areas)	100% of recorded vibration levels at sensitive receptors remain below defined limits.
Noise Control Measures Implementation	100% timely implementation of noise mitigation measures (barriers, work-hour restrictions, etc.).

Table 2: Key Performance Indicators and Associated Monitoring Actions

No	Monitoring Area	KPI Description	Measurement / Record Source	Acceptance Criteria	Frequency	Responsible
1	Air Quality	Air quality incidents & non-compliance with air quality standards	Incident/accident reports; inspection reports	Minimization of reported incidents; Zero NCRs per year	Monthly	H&S Lead/Manager
2	Air Quality	Community complaints related to air quality	Community grievance log	Minimization and continued improvement in number of complaints	Monthly	H&S Lead/Manager
3	Noise	Noise & vibration incidents and non-compliance with Project standards	Incident reports; noise monitoring records; NCR register	Minimize reported incidents; Zero NCRs per year; Zero grievances per year	Monthly	OHS Engineer
4	Water	Spill incidents, non-compliance with Project standards & wastewater system performance	Incident reports; NCR register; site inspection records	Minimization of incidents; Zero NCRs; Zero grievances	Monthly	H&S Lead/Manager
5	Water	Groundwater levels & water quality analyses	Groundwater & water quality monitoring records	No significant adverse impact; meeting national/international water quality standards	Monthly	OHS Engineer
6	Water	Flood incidents	Site inspection and incident reports	No infrastructure damage or harm to humans/loads	Monthly	H&S Lead/Manager
7	Waste	Waste generation & disposal	Waste tracking records; waste manifests and disposal records	Minimize hazardous waste ratio; maximize recovery/reuse/recycling ratio	Monthly	OHS Engineer
8	Oil / Soil	Spill incidents, non-compliance with Project standards & community grievances	Incident reports; NCR register; grievance records	Minimization of incidents; Zero NCRs; Zero grievances per year	Monthly	H&S Lead/Manager

No	Monitoring Area	KPI Description	Measurement / Record Source	Acceptance Criteria	Frequency	Responsible
9	Traffic	Non-compliances with Traffic Management Plan & speeding violations	Traffic management inspection records; driving observation records	Continuous improvement in non-compliances; Zero exceedances per year	Monthly	H&S Lead/Manager
10	Traffic	Road traffic accidents (injuries, deaths, spillages, wildlife collisions) & grievances	Incident/accident reports; grievance records	Zero accidents per year; Zero grievances per year	Monthly	H&S Lead/Manager
11	HSE	HSE inspection & meeting attendance rates; NCR closure rate	HSE inspection register; meeting attendance records; NCR register	>90% inspections & meetings; 100% NCR closure	Monthly	H&S Lead/Manager
12	HSE	Safe/unsafe observations & near-miss reporting	Observation & near-miss reporting system	100% reporting rate	Monthly	OHS Engineer
13	HSE	Toolbox attendance, risk assessment & legal compliance rates; audit results	Toolbox & meeting records; risk assessment docs; legal compliance register; audit reports	>90% toolbox & RA compliance; 100% legal compliance; >85 audit score	Weekly/Monthly	H&S Lead/Manager
14	Training	HSE training matrix completion & scheduled training attendance	Training records; training attendance records	>90% of all training to matrix; >90% attendance	Monthly	H&S Training Specialist
15	Training	Manager, supervisor & subcontractor engagement in HSE program; role-specific training completion	HSE program participation records; training records	>90% engagement; 100% before task	Monthly	H&S Lead/Manager
16	Labour	Worker grievances not closed within target timeframe	Grievance Mechanism records	Zero grievances overdue	Monthly	Social Lead

No	Monitoring Area	KPI Description	Measurement / Record Source	Acceptance Criteria	Frequency	Responsible
17	Community H&S	Communicable & non-communicable disease/injury rates in community	Medical records	No significant increase per 1,000 residents per annum	Monthly	Medical Personnel
18	Community H&S	Community health & safety complaints, incidents, safety initiatives & trainings; noise incidents	Grievance records; incident reports; program & training records	Decreasing complaints; Zero incidents; >90 initiatives & trainings	Monthly	Social Lead
19	Incident Mgmt	Fatalities & Lost Time Injury Frequency Rate (LTIFR)	Incident/accident reports; timesheet records	Zero fatalities; Continuous reduction trend	Monthly	H&S Lead/Manager
20	Incident Mgmt	Near-miss reports submitted and investigated	Near-miss reporting log	All near-misses investigated	Monthly	OHS Engineer
21	Health Surveillance	Workers with valid health checks before site entry & occupational illness cases	Medical records; medical surveillance records	100% compliance; Zero new cases	Monthly	Medical Personnel
22	PPE & Risk	PPE compliance rate & % of activities with approved risk assessments	Daily site observation records; risk assessment documents	≥ 95% PPE compliance; 100% RA coverage	Weekly/Monthly	OHS Technician / H&S Lead
23	Permit to Work	% of high-risk activities executed under valid PTW	Permit-to-work records	100%	Weekly	Line Supervisors
24	Audit & Inspection	Planned vs. completed audits & closure rate of findings	Audit/inspection register; findings action tracker	100% of plan; ≥ 90% closure within 30 days	Monthly	H&S Lead/Manager

No	Monitoring Area	KPI Description	Measurement / Record Source	Acceptance Criteria	Frequency	Responsible
25	Equip. & Emergency	Equipment certification compliance & emergency drills conducted vs. planned	Equipment register and tags; drill records	100% valid certificates; ≥ 1 drill per quarter	Monthly/Quarterly	Relevant Supervisor / H&S Lead
26	Worker Grievances	Average response time to OHS-related grievances	Grievance Mechanism records	≤ 7 days	Monthly	Social Lead

6. TRAINING

Training sessions will be organised to provide environmental management information, including the following:

- The Contractor's and/or the project's Environmental and Sustainability Policies,
- The Contractor's and/or the project's Environmental Management System on site,
- The Contractor's and/or the project's legal and social obligations,
- Environmental controls/expected behaviours to minimise the environmental impact of activities,
- Handling of environmental incidents, complaints, non-conformities, etc.,
- Individual's work-related environmental obligations,
- Internal Environmental Management System (IEMS) and sub-management plans and procedures, instructions, etc. to be followed on site,
- Complaints mechanism;
- Gender-Based Violence and Sexual Harassment (GBVH) Training

The Contractor will conduct general environmental and social training covering the above topics as part of the staff induction programme.

The Contractor will ensure that all construction personnel are familiarised with and informed about the relevant IEMS, other applicable plans and any construction method statements, risk assessments and traffic management plans, incident reporting and H&S Conditions in general.

All personnel, including the contractor and subcontractors, must attend mandatory workplace induction training before being permitted to enter the site and continue activities on site. This applies whenever a new person is hired or arrives on site. Visitors arriving on site must also complete this mandatory training.

Environmental Induction Training will be integrated into the general site induction training as appropriate for each member of staff employed on site, depending on their assigned duties and responsibilities.

The induction training will cover at least the following topics:

- The Contractor's and/or the project's Environmental and Sustainability Policies,
- The Contractor's and/or the project's Environmental Management System on site,
- The Contractor's and/or the project's legal and social obligations,
- Environmental controls/expected behaviours to minimise the environmental impact of activities,
- Handling of environmental incidents, complaints, and non-conformities, etc.,
- Individuals' environmental responsibilities related to their work,
- Construction Environmental Management Plan and sub-management plans, procedures, instructions, etc., to be followed on site,
- Complaint mechanism;

All employees of the Contractor and Contractors working on the Project will receive general induction, site-specific induction and a wide range of health and safety training.

Appropriate Personal Protective Equipment ('PPE') will be provided to personnel where necessary. All relevant personnel will be trained in the use and maintenance of protective equipment.

All project personnel will be trained to gain a sufficient understanding of ensuring the necessary level of safety due to the work carried out on site. A Training Attendance Certificate will be completed for each training session. The following training will be provided to direct and indirect personnel:

- Induction Training / Orientation Training
- Hazard Awareness / Compliance
- Emergency Preparedness and Response Training
- Code of Conduct
- Human Resources
- Traffic Awareness
- Complaints Mechanism
- Gender-Based Violence and Harassment Training Occupational Health and Safety

This section provides the minimum requirements and guidance for Developers and Contractors to ensure training requirements for personnel involved in construction activities and that training activities are conducted in accordance with this Plan.

The training programme will focus on health and safety issues that determine the best way to deal with a specific risk or hazard. When a risk or hazard is identified, the aim will be to first eliminate the risk or hazard and, if this is not possible, to train workers to protect themselves, others and the environment from the remaining hazard. This typically involves developing induction and general training for all employees and developing specific training objectives and programmes to meet specific needs appropriately.

Table 3: Training Details

Category	Training Needs	Included in Induction Training?	Training Type	Project Relevance
Health and Safety	Safe Use of Equipment	No	General Training	High
	Heat Stress	No	General Training	High
	Traffic Safety	Yes	General Training	High
	PPE (Personal Protective Equipment)	Yes	General Training	High
	First Aid	No	Specialized Training	High
	Safety Signage	Yes	General Training	High
Health and Safety	Emergency Procedures	Yes	General Training	High
	Security and Access Control	Yes	General Training	High

Category	Training Needs	Included in Induction Training?	Training Type	Project Relevance
	Illness and Communicable Diseases	No	General Training	High
	Occupational Hygiene	No	General Training	High
	Working at Height	No	Advanced / Specialized Training	High
	Safe Use of Equipment	No	Advanced / Specialized Training	High
	Basic Driver Training	No	Specialized Training	High
	Advanced Driver Training	No	Advanced / Specialized Training	Possible
	Preventive Measures	Yes	General Training	High
	Rules and Regulations	Yes	General Training	High
	Nutrition Awareness	No	Specialized Training	High
Other	Code of Conduct	Yes	General Training	High
	Social Impact	Yes	General Training	High
	Communicable Diseases, Sexual Health and Trafficking (CDSHT / GBV Awareness)	No	General Training	High

Appendix A Emergency Accessibility Action Plan

This plan sets out the corrective actions required to ensure accessible emergency response at the existing operational stations assessed during field visits for this ESIA. It will be updated for all stations and implemented by Baku Metro. Baseline conditions are drawn from ESIA Chapters 16 and 17. Responsible party is Baku Metro and the operator (if it differs from Baku Metro in the future)

A set of baseline emergency-accessibility provisions (below) shall be in place at **every** operational station. The table that follows records, for each assessed station, the **station-specific baseline condition** and the **corrective action that takes precedence** given that condition. These corrective actions are tracked under the ESAP actions.

Baseline provisions required at all operational stations:

- A functioning SOS point on each platform, with multilingual visual instructions on its purpose and use, and a permanent maintenance schedule. Passenger awareness of the SOS points shall be actively promoted.
- Emergency exits between platforms and tunnels that can be opened without delay during evacuation.
- Emergency direction signs, evacuation-route markers, and accessibility markers in high-contrast visual, tactile, and audible formats.
- At least one accessible evacuation route, or a documented assisted-evacuation procedure (responsible staff roles, equipment, assembly point).
- Staff trained in assisted evacuation of PWD and elderly passengers, mobility-aid handling, first aid, and SOS operation; refreshed annually and integrated into the drill programme.
- Passenger-facing emergency instructions (visual and audio) covering required actions, evacuation routes, and alarm meanings.

Table A - 1 Station Level Emergency Corrective Actions

Station	Line	Baseline condition	Station-specific corrective action / mitigation
28 May	Red Line	High-density transfer hub; severe peak-hour crowding reduces evacuation capacity; lifts locked; ramps ineffective; SOS units non-operational; emergency exits padlocked; manual turnstile opening if alarm fails; emergency lighting variable	Implement peak-hour passenger-flow management and additional staff deployment to preserve evacuation capacity; mark safe-waiting areas on platforms; rehearse crowd-condition evacuation in drills
İçərişəhər	Red Line	Deep station (25–30 m); high tourist/foreign-passenger volume	Prioritise assisted-evacuation equipment (e.g. evacuation chairs / refuge points); provide multilingual emergency instructions given foreign-passenger volume

Station	Line	Baseline condition	Station-specific corrective action / mitigation
Sahil	Red Line	Deep station (25–30 m)	Provide assisted-evacuation equipment and refuge points to manage depth-related evacuation difficulty
Gənclik	Red Line	Deep station (25–30 m)	Same depth-driven assisted-evacuation equipment and refuge-point provision as Sahil
Nariman Narimanov	Red Line	Deep station with adjacent depot evacuation-exercise facility	Use the depot facility to run regular assisted-evacuation drills serving this and nearby deep stations; treat as the corridor's drill-training base
İnşaatçılar	Green Line	Two entrance halls; lifts locked / ramps ineffective; SOS non-operational; emergency exits padlocked; emergency lighting variable; 12-hour staff shifts (fatigue risk for assisted-evacuation quality)	Operationalise lift and restore accessible route; commission SOS with multilingual visual instructions; replace padlocks with alarm-released fail-safe locks on emergency exits; provide compliant illuminated emergency and accessibility signage; review shift structure to safeguard assisted-evacuation capability
Xətai	Green Line	Lifts locked; ramps ineffective; SOS phones non-working; padlocked exits; manual turnstile opening issue; escalators used for evacuation contrary to NFPA 130	Operationalise lift (recent rebuild supports feasibility); repair/replace ramp to compliant gradient; restore SOS; verify turnstile fail-open on alarm; provide documented assisted-evacuation procedure that does not rely on escalators; install compliant emergency lighting and signage
Cəfər Cabbarlı	Green Line	Four exits; improved ventilation post-reconstruction; lifts locked system-wide; ramps ineffective; SOS phones non-functional; padlocked emergency exits; manual turnstile opening if alarm fails; escalators used for evacuation contrary to NFPA 130; emergency lighting variable	Operationalise lift; restore SOS; replace padlocks with fail-safe locks; verify turnstile fail-open on alarm; provide assisted-evacuation procedure independent of escalators given depth; ensure compliant emergency lighting
Nəsimi	Green Line	Lifts locked; ramps ineffective; SOS non-operational; padlocked exits; emergency lighting variable; pilot camera-based platform-edge warning system under test	Operationalise lift; restore SOS; address padlocked exits and emergency lighting; integrate platform-edge warning pilot into accessible emergency-alert provision for visually impaired passengers
Dərnəgül	Green Line	Lifts locked; ramps ineffective; SOS non-operational; padlocked exits; emergency lighting variable; control room lacks soundproofing (alarm audibility risk)	Operationalise lift; restore SOS; replace padlocks with fail-safe locks; provide compliant emergency lighting and accessibility signage; address control-room soundproofing for alarm audibility

Station	Line	Baseline condition	Station-specific corrective action / mitigation
20 Yanvar	Green Line	High-density transfer hub; peak-hour crowding	Apply the same crowd-management and evacuation-capacity measures as 28 May; coordinate transfer-flow evacuation between connected lines
Elmlər Akademiyası	Green Line	Recurrent peak-hour platform congestion; system-wide evacuation limitations; lifts locked; SOS non-operational; single entrance hall each side (45 m depth) increases evacuation risk	Deploy flow-management staff and directional barriers at peak hours; provide clear evacuation guidance for crowded platforms
Azadlıq	Green Line	Recurrent peak-hour platform congestion; lifts locked; no independent access; SOS non-operational; padlocked exits; emergency lighting variable	Same congestion-driven flow management and evacuation guidance as Elmlər Akademiyası
Nizami	Green Line	Deep station with groundwater-intrusion history; single entry increases evacuation risk; lifts locked; no independent access (service by advance booking only); SOS non-operational; padlocked exits; manual turnstile key issue; control room lacks soundproofing (alarm audibility risk)	Link the flood/water-inflow scenario to the station evacuation procedure; ensure drainage failure does not block evacuation routes

Appendix B Universal Access Action Plan

Introduction and Scope

This Universal Access Action Plan (UAAP) establishes a funded, station-specific programme for improving accessibility across the Baku Metro Expansion Project (BMEP), in response to the requirement under ESAP Actions and in accordance with the AIIB ESF 2024. It complements the accessibility baseline and mitigation measures set out in ESIA Chapter 16 and Chapter 17 and operates alongside the Emergency Accessibility Action Plan contained in CHSP Appendix A, which addresses evacuation and emergency-response accessibility separately.

This Plan is a live document.

Prior to construction mobilization, the Contractor shall update the following sections and resubmit for Engineer/Supervision Consultant review and lender approval:

- Station-specific cost estimates and confirmed implementation timelines;
- Station-level interim accommodation arrangements with site-specific phasing; and
- Staffing and service delivery commitments during the construction phase.

ESAP Actions track the preparation, update, and implementation of this Plan.

Policy and Standards Framework

New Design Stations (B5–B8)

New stations are required to achieve compliance with the following standards, integrated into the architectural brief and subject to verification at each design review milestone. Any departure from the requirements below at any design stage shall be documented in a Design Compliance Register, a compensatory measure proposed, and the deviation reported to the Engineer/Supervision Consultant. Design Consultant has applied all standards given in below table.

To ensure the compliance with international accessible standards, Design Consultant shall submit detailed structural layouts at each design review milestone to PIU. Design shall include

- tactile guide paths,
- low-profile ticketing counters,
- wheelchair-accessible elevators with tactile and Braille buttons,
- audible arrival alarm.
- level access between platform and train without the presence of a gap or step
- dedicated wheelchair spaces per carriage (preferably 2 per carriage like in Sydney Metro)

Table B - 1 Applicable Standards — New Design Stations

Standard	Scope
ISO 21542:2021 — Building construction: Accessibility and usability of the built environment	Accessible routes, ramps, lifts, tactile guidance, signage, sanitary facilities, platform edge treatment, wayfinding
EN 81-70:2021 — Accessibility of lifts for persons including persons with disabilities	Lift car dimensions, controls, audible/visual indicators, door timing

Standard	Scope
ISO 23599:2019 — Assistive products for blind and vision-impaired persons: Tactile walking surface indicators	Tactile guidance and warning surfaces (guiding paths, hazard/attention indicators) at platforms, stairs, and circulation routes
ISO 23600:2007 — Assistive products for persons with vision or hearing impairments: Acoustic and tactile signals for pedestrian traffic signals	Acoustic and tactile signalling for accessible wayfinding and crossing points within station environments
TS 9111 — Requirements of accessibility in buildings for persons with disabilities	National accessibility design requirements for the built environment, applied alongside the international standards above

Existing Stations

The same standards constitute the performance target for existing stations. Feasibility of full compliance is subject to structural, spatial, and operational constraints, which shall be assessed in the detailed design phase. Where full compliance cannot be achieved, a time-bound remediation plan with compensatory interim measures shall be prepared. National legislation and applicable construction norms apply alongside the international standards above.

Accessibility Baseline Summary

A detailed accessibility baseline is documented in Chapter 16 and Chapter 17 of the ESIA. The key network-wide gaps identified across both project lines are:

- Functional lifts are present at a minority of stations; where present, lifts are locked and unavailable to general passengers.
- Only Avtovagzal and Memar Əcəmi stations are documented as offering independent access for persons with disabilities; all other stations require advance booking (1–24 hours) and staff assistance. The September 2025 audit recorded systemic limitations at Memar Əcəmi consistent with other stations; this discrepancy requires verification at the detailed assessment stage.
- The reservation service is unavailable during peak hours (07:00–09:30 and 17:30–19:30).
- Tactile guidance surfaces, accessible signage, and platform gap mitigation are absent or non-compliant at most stations.
- SOS communication units are non-operational across all stations visited during the September 2025 field visit
- Accessible toilet facilities are locked or absent at most stations.
- Escalator gradients are not suitable for unassisted wheelchair use; ramps where present are too steep for independent use.

Table B - 2 Station-Specific Upgrade Actions

Station	Line	Key Accessibility Gaps	Priority Upgrade Actions	Priority
Elmlər Akademiyası	Green Line	Lift locked; SOS non-operational; no independent access; single entrance hall each side	Operationalize lift; install continuous tactile route; commission SOS; deploy dedicated accessibility staff per shift	High

Station	Line	Key Accessibility Gaps	Priority Upgrade Actions	Priority
20 Yanvar	Green Line	Lift locked; SOS non-operational; highest passenger volume	Operationalize lift; renew tactile strips; commission SOS; extend reservation service to cover peak hours	High
İnşaatçılar	Green Line	Lift locked; SOS non-operational; 12-hour staff shifts (fatigue risk for assistance quality)	Operationalize lift; install tactile route; commission SOS; review shift structure for accessibility roles	High
Azadlıq Prospekti	Green Line	Lift locked; SOS non-operational; no independent access;	Operationalize lift; install tactile route; commission SOS; extend reservation service hours to cover peaks	High
Nizami	Green Line	Lift locked; SOS non-operational; single entrance; deep station; structural retrofit challenge	Operationalize lift as priority; install continuous tactile route; commission SOS; structural feasibility assessment for ramp retrofitting	High
Nəsimi	Green Line	Lift locked; SOS non-operational; crowd-monitoring pilot ongoing	Operationalize lift; install tactile route; commission SOS; integrate accessibility into crowd-monitoring system	Medium
Xətai	Green Line	Lift locked; SOS non-operational; station rebuilt 2–3 years ago (improved structural baseline)	Operationalize lift (recent rebuild supports feasibility); commission SOS; verify ramp compliance against ISO 21542:2021	Medium
Cəfər Cəbbarlı	Green Line	Lift locked; SOS non-operational; improved ventilation post-reconstruction	Operationalize lift; install tactile route; commission SOS	Medium
Dərnəgül	Green Line	Lift locked; SOS non-operational;	Operationalize lift; install tactile route; commission SOS	Lower
28 May	Red Line	Detailed gap data to be confirmed by supplementary audit	Supplementary accessibility audit → targeted upgrade (lift, tactile route, SOS as minimum)	High
İçərişəhər	Red Line	Historic station; structural retrofit constraints expected; detailed data to be confirmed	Supplementary accessibility audit; feasibility assessment for lift/ramp retrofitting; install tactile route and SOS as minimum	Medium

Interim Accommodations During Construction

During construction and modernization works at any station, temporary closure or restriction of access areas may affect existing accessibility services. The Contractor shall prepare a station-level Interim Accessibility Management Sub-Plan, to be submitted to the Engineer/Supervision Consultant for approval at least 30 days before works commence at each station.

Service Standards

Interim standards for the construction phase shall be confirmed in the Contractor's updated Plan.

Monitoring Targets and KPIs

Progress against this Plan shall be reported annually by Baku Metro, submitted to AIIB. The Contractor shall establish baseline measurements for all KPIs within 60 days of mobilization and include them in the first quarterly ESHS report. Monitoring data shall be disaggregated by station and, where data collection permits, by user group (wheelchair users, visually impaired, elderly, parents with strollers).

Accessibility monitoring data shall be collected on the frequencies defined in the KPI table below. Performance against this Plan shall be reviewed internally by Baku Metro on a quarterly basis to identify deficiencies and trigger corrective action and reported externally on an annual basis to AIIB as part of the Project's environmental and social monitoring reports. Summary accessibility performance information shall also be disclosed to stakeholders, including disability organizations and user groups, in an accessible format, consistent with the Project's information disclosure approach set out in the SEP. The purpose of this reporting is to verify implementation of accessibility commitments, demonstrate compliance with applicable standards, and inform adaptive management of the Plan.

Table B - 3 Monitoring KPIs

KPI	2025 Baseline	End-of-Project Target	Reporting Frequency
% of operational stations with at least one functional, unlocked lift	~10% (approx. 2 of 21 stations)	100%	Annual
% of stations with continuous compliant tactile guidance (entrance to platform)	<10%	100%	Annual
% of SOS communication units operational and tested quarterly	~0%	100%	Quarterly
% of station and operations staff completing annual accessible travel training	Not tracked	100%	Annual
Maximum advance booking period for assisted travel	24 hours	0 (on-demand)	Annual
Hours of assisted travel service coverage per operating day	~12 hrs (excl. peaks)	Full operating hours	Annual
% of new stations (B5–B8) achieving ISO 21542:2021 compliance at commissioning	N/A	100%	At commissioning
% of accessibility-related GRM complaints resolved within 5 working days	Not tracked	≥95%	Quarterly

