**ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN (ESMP) CHECK LIST**

For the Project

Reconstruction/upgrade/adaptation of the facility/building ………… in the Municipality of …..

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“Second Social Services Improvement Project (P180350)” - Project Implementation Unit

Contents

[Contents 3](#_Toc146116208)

[1. Introduction 5](#_Toc146116209)

[2. Environmental Category 6](#_Toc146116210)

[3. Project location 7](#_Toc146116211)

[4. Potential Environmental and Social Impacts 9](#_Toc146116212)

[5. Purpose of the ESMP Checklist 9](#_Toc146116213)

[6. Application of the ESMP Checklist 11](#_Toc146116214)

[7. Grievance Redress Mechanism 11](#_Toc146116215)

[8. Monitoring and reporting 13](#_Toc146116216)

[ESMP Checklist for the reconstruction/upgrading/adaptation works 14](#_Toc146116217)

ANNEXES

[Annex I: Form for submitting comments 33](#_Toc146091580)

[Annex II: Grievance Form for the reconstruction/upgrade/adaptation phase of the project 34](#_Toc146091581)

ABBREVIATIONS

|  |  |
| --- | --- |
| ACM | Asbestos-Containing Materials |
| CFC | Chlorofluorocarbons |
| ECEC | Early Childhood Education and Care |
| EIA | Environmental Impact Assessment |
| ESE | Environmental and Social Expert |
| ESF | Environmental and Social Framework |
| ESMF | Environmental and Social Management Framework |
| ESMP | Environmental and Social Management Plan |
| ESS | Environmental and Social Standards |
| GRM | Grievance Redress Mechanism |
| HEPA | High Efficiency Particulate Air |
| IBRD | International Bank for Reconstruction and Development |
| ISA | Institute for Social Activities |
| IPPC | Integrated Pollution Prevention and Control |
| MLSP | Ministry of Labour and Social Policy |
| MSDS | Material Safety Data Sheets |
| OHS | Occupational Health and Safety |
|  |  |
| PIU | Project Implementation Unit |
| PMU | Project Management Unit |
| PPE | Personal Protective Equipment |
| RNM | Republic of North Macedonia |
|  |  |
| SSIP | Social Services Improvement Project |
| SSSIP | Second Social Services Improvement Project |
|  |  |

1. Introduction

The Ministry of Labor and Social Policy of the Republic of Macedonia will implement the **“Second Social Services Improvement Project” (SSSIP)** aimed at expand access to and improve the quality of social services, including preschool services, especially for vulnerable groups. The proposed Project “Second Social Services Improvement Project (P180350)” would cover two main areas of improving access to quality social services and Early Childhood Education and Care (ECEC) services.

SSSIP Project will be realized through the 3 components: *Component 1: Expanding access to and quality of social services, Component 2: Improving access to quality ECEC and Component 3: Project management, monitoring and communication*. Project activities within Component 1 and Component 2 are grouped into three subcomponents each.

Regarding the social services, the proposed Project would support the MLSP to (i) expand of coverage of selected social service nationwide, including for in-home care and day care centers for the elderly and for people with disabilities; (ii) further improve the quality of these services provided by private (for profit and not-for profit) providers through enhanced regulations, inspections and monitoring by MLSP, ISA and CSWs, strengthening the networks of private providers, enhancing the capacity of municipalities; and (iii) improve access to social services by strengthening the social protection system by supporting the roll-out of the new Social Welfare Information System, use of integrated case management system, and further strengthening of the CSWs.

Regarding ECEC, the proposed Project would (i) support the expansion of the supply of preschool, mostly by repurposing excess classrooms within the primary school network or other municipal buildings; (ii) consolidate the improvements in the quality of preschool education made under SSIP by establishing centers of excellence, peer-to-peer learning, strengthening the professional development of preschool teachers and targeted learning initiatives, especially those that support school readiness in domains such as early literacy and numeracy; and (iii) promote inclusion of marginalized children by expanding linkages between different services and social workers and improving parenting practices.

This combined approach of investing in social services and ECEC services can enhance the inclusion of vulnerable populations, increase their human capital to support them reaching their potential, and improve their labor market outcomes.

The Project within the Component 1 “Expanding access to quality of social services” and Component 2 “Improving access to quality ECEC” are expected to cause environmental and social impacts associated with reconstruction/upgrading or adaptation of social and ECEC infrastructure facilities.

Taking into account the type of sub-projects, impacts on the environment and other environmental and social criteria within the Second Social Services Improvement Project it is expected that the submitted sub-projects will cause low environmental risk and moderate social risk.

Sub – projects related to social service improvement (e.g. Capacity building of MLSP staff and its agencies, development of an integrated social welfare information system) are expected to have minimal or no adverse environmental and social impacts, this, not requiring preparation of any environmental and social documentation.

Category “A” projects are not eligible for financing under the SSSIP.

For this Project, 30 million US$ investment secured by the IBRD, will be invested through the Ministry of Labor and Social Policy by implementation of the Second Social Services Improvement Project.

1. Environmental Category

According the Environmental and Social Framework (ESF) including Environmental and Social Standards (ESS), (preliminary screening according to the World Bank risk classification) activities under SSSIP has been classified with overall moderate risks - environmental risks are rated as low while social risks are rated as moderate.

Considering that the environmental risks from the project implementation are classified as low there will be only one type of Environmental Assessment document under this project - ESMP Checklist (site specific ESMPs for each sub-project).

ESMP Checklist is usually prepared for activities that include small civil works as: reconstruction/upgrading/ adaptation of the existing facility (changing the windows and doors, painting of the walls, reconstruction of floors, changing the furniture in the classrooms and instalment of new furniture, upgrading or changing the lightening, reconstruction/ adaptation of the existing water supply and sewage network, upgrading of the electrical installation in the facility, reconstruction of roof, etc.).

“Projects with low environmental risk” require preparation of the ESMP Checklist that identify potential environmental improvement opportunities and recommend measures for the prevention, minimization and mitigation of adverse environmental and social impacts.

Table 1 Sub-project environmental screening table for SSSIP Project

| Types project activities | Environmental Assessment documents required | Applicable to: |
| --- | --- | --- |
| 1 | ESMP Checklist for each individual reconstruction/upgrading/ adaptation (sub-project) | Reconstruction/upgrading/ adaptation of the existing facility/building (changing the windows and doors, painting of the walls, reconstruction of floors, changing the furniture in the classrooms and instalment of new furniture, upgrading or changing the lightening, reconstruction/ adaptation of the existing water supply and sewage network, upgrading of the electrical installation in the facility, reconstruction of roof, etc.) |

1. Project location

**Macro location** *(description of the wider surrounding of the Project, relevant Мunicipаlity and its location regarding the Country and the planning region. Cover area of the Municipality, number of populations in the Municipality. Also, should be given overview of the number of schools/preschools in the municipality, including the relevant one (for which the sub project is prepared).*

Example: The project activities for ………… will take place in the City of …….. in the Municipality of ………. The municipality of ………… is located in the ………. part of the RNM. It covers an area of ………………… km2. According to the last national census from 2021, the Municipality of ……….. has a population of ……………… inhabitants whereas the city of …………… has ……………… inhabitants.

There are ……..primary and ……..secondary schools within the municipality…………..Total number of kindergartens is………..

**Micro location**

*Description of the near surrounding of the sub – project location (exmp. there are mostly residential buildings, individual houses, local shops, etc. near the school/kindergarten). The repurposing classrooms within the primary school network is near the …………..*

*Figure 1 Location of the building/facility in the City of ……… in the Municipality of ………*

***Access road to the location***

The access to the facility is provided through the street………… The school/kindergarten is open from …….. to …… o’clock.

*Note: Include all relevant maps to explain the micro location of the project.*

The location of the facility is presented on Figure 1, while several photos taken during the site visit are presented on Figure 2 showing the conditions of the facility/school/ kindergarten.

*Figure 2 Photos from the building/facility*

As per Law on the Environment, and considering the type of project activities for reconstruction/ upgrade/ adaptation of the facilities within the existing buildings, for this type of sub - project there is no need for EIA Report to be prepared and approved by the relevant authority.

The tender dossier will include site-specific ESMP Checklists .

According to the type of activities expected impacts should be assessed in scale (minor or moderate), and duration (medium or short term).

The Detailed Design envisages following activities: changing the windows and doors, painting of the walls, reconstruction of floors, changing the furniture in the classrooms and instalment of new furniture, upgrading or changing the lightening, upgrade of the toilets in the building including purchasing and installation of various devices, upgrading of the electrical installation in the facility, reconstruction of roof, etc.

Sub-projects for rehabilitation/upgrade/adaptation of the existing facilities will include the following activities:

* preparatory activities:
* Marking the boundaries of the reconstruction/upgrading or adaptation site (placing a fence around the reconstruction site with access doors and placing an information board if the facility is in separate buildings) or restrict the access to the reconstruction site;
* Inert waste selection from removal of the old furniture, and other materials within the room.
* Waste selection
* reconstruction/upgrading or adaptation of the school/kindergarten classroom:
* concrete and reinforcement works;
* isolation and hydro isolation work;
* masonry works (painting of the walls);
* energy efficient facade, installation rain gutters, roof materials and roof insulation, new doors and windows, upgrading of existing water supply system and sewage, heating system, electrical cables;
* operational phase – commissioning of the regular operation of the repurposed rooms in kindergarten/ primary school/social centers.

The following materials will be used within the project implementation – paints, new doors and windows, potential need for concrete in case some division of the classroom is needed or adaptation of the toilets, reconstruction of water supply and sewage network, upgrading of lightening, electrical installations, furniture, etc.

1. Potential Environmental and Social Impacts

Potential risks and impacts from the implementation of the SSSIP of the small scale sub-projects are expected to be temporary and/or reversible; low in magnitude and typical. These impacts are related to:

* noise and vibrations;
* dust nuisance and gaseous emissions;
* generation of different types of non - hazardous waste as well as small amounts of hazardous waste;
* community health and safety;
* access to the school “……..”, Kindergarten “…………….”, and or residential houses/buildings;
* occupational health and safety (OH&S);
* ……………………………
* …………………………..

If there is a need for temporary placement of machinery and equipment at a location in the immediate vicinity to the project (school/ kindergarten), the Contractor will fence the area and put a sign for the project implementation period. The Contractor will give preference to land plot that has impermeable surface for parking with surface runoff collection and treatment/sewerage connection, if one is available.

The Contractor is not allowed to occupy third party land, without prior written consent by the third party (e.g., Contract). Any damages to third parties caused by the Contractor will be solely compensated by the Contractor.

1. Purpose of the ESMP Checklist

The ESMP Checklist is used for the projects for rehabilitation/upgrading or adaptation of the existing facilities/classrooms within the existing schools/kindergartens/social centers. The ESMP Checklist provides “pragmatic good practice” and it is designed to be user friendly and compatible with WB ESS standards.

This document will help to assess potential environmental and social impacts associated with the proposed sub-project, identify potential environmental and social improvement opportunities and recommend measures for to the prevention, minimization and mitigation of adverse environmental and social impacts.

The ESMP Checklist is a document forming part of the tender documents.

The design and implementation process envisaged for the subproject is conducted in three phases:

1) General identification and screening and scoping phase, in which the reconstruction/upgrade/ adaptation of the existing facility need to be carried out. At this stage potential negative/adverse impacts of the works to be carried out can be identified. Parts 1, 2 and 3 are drafted. The second part of the ESMP Checklist contains all of the typical activities and associated typical environmental issues and appropriate mitigation measures.

2) This phase covers project specifications and the Bill of Quantities for the reconstruction/ upgrading/adaptation works and other services related to the subproject. In this phase, the tender and the award of the works contracts and also the obligations defined in the contract of the Contractor are considered. Before the tender is launched, the ESMP Checklist needs to be publicly consulted and finalized. The ESMP Checklist is an indispensable part of bidding and contracting documentation.

3) During the implementation (reconstruction/upgrading/adaptation) phase, the Contractor implements the ESMP Checklists mitigation and monitoring measures, while environmental and social compliance (with ESMP Checklist and environmental and health and safety (H&S) regulation) and other qualitative criteria are implemented on the respective sites and application checked/supervised by the site’s Supervisor engineer (Engaged Supervising Company), which include the sites supervisory engineer team and in addition by supervisor servant of the project engaged by the Municipality administration;

During the reconstruction/upgrading/adaptation phase of the project the mitigation and monitoring measures prescribed in the ESMP Checklists are implemented by the Contractor. The compliance of the environmental and qualitative criteria is examined by the Supervisor i.e., Engineer.

The Contractor’s environmental and social compliance is proven through the monitoring and mitigation plan implemented on-site.

Practical application of the ESMP Checklist will include the achievement of Part I for having and documenting all relevant sites specifics. In the second part, the activities to be carried will be checked according to the envisaged activity type and in the third part the monitoring parameters (Part 3) will be identified and applied according to activities presented in Part 2. In addition to defined parameters, the monitoring plan also includes supervision of mitigation plan implementation.

The whole ESMP Checklist filled in table for each of the type of work will be attached as integral part of bidding and work contracts and as analogue with all technical and commercial conditions that should be signed by the contracting parties.

1. Application of the ESMP Checklist

The ESMP Checklist is used for projects that cover **only reconstruction/upgrading or adaptation of the existing buildings/facilities**.

The Checklist is divided in 4 parts:

* Introduction in which the project is described, definition of the environmental and social risk rating, and ESMP Checklist concept explained;
* Part 1 - Descriptive part of the project where the location, legislation, project description and public consultation process is given;
* Part 2 - Analysis of the environmental and social aspects for every activity through yes/no questions followed by mitigation measures for each activity;
* Part 3 - Plan for monitoring of the activities during the 3 phases: preparation, pre-construction and construction and operation.

The ESMP Checklist for the reconstruction/upgrading or adaptation works contains the potential environmental and social impacts and suitable mitigation measures in order to reduce to minimum the impacts on the environment (air, noise, waste, etc.). It also offers management practice for hazardous and non-hazardous wastes management.

1. Grievance Redress Mechanism

The PMU within the MLSP has introduced a Grievance Redress Mechanism (GRM) to ensure that it is responsive to any concerns and complaints particularly from affected stakeholders and communities.

For the purposes of receiving comments from the stakeholders (local citizens and workers onsite) PMU established Grievance Redress Mechanism procedure for stakeholders. The Grievance Form during the reconstruction phase will be available in electronic form on the MLSP web site and Municipality web site. Once the draft site specific ESMP Checklist is prepared, will be published on the official web sites on the Municipality and the SSIP in the period of 14 calendar days. In this period the affected local people and other stakeholders could have a chance to read the document and if they have any questions/comments regarding planning activities, thought the available Grievance Form they might send to the written e-mail in the Form from the appointed environmental and social specialist from the PMU. The PMU responsible person must response back on the received complain in period of 15 calendar days.

Before the commencement of the reconstruction works on site, Kick of meeting will be organized where in detail will be discussed the purpose and function of the GRM. Also, the Municipality will appoint a responsible person-municipality officer and representatives from the affected local communities for GRM, who will be active during the reconstruction period and they will be link to local affected people and other stakeholders involved in the Project activities.

Grievance Form for the reconstruction phase of the project is prepared for the local population and for the workers (grievance for lack of protective equipment, increased working hours, no period for rest, mobbing, sexual harassment etc.) who will be involved in the reconstruction activities.

Before starting with reconstruction/adaptation activities, the Contractor should inform the workers about the Grievance Form and the opportunity to express their compliances regarding the operation on the construction site. Local population will be introduced with this possibility by the Information posted on the Informative board within the Local Community, Municipal web site, and on-site meetings.

During the implementation of the project activities if the population is unsatisfied by the project realization, they could submit their complaints trough the Grievance mechanism, by using the form which can be found on the website of the MLSP for the SSSIP Project <http://ssip.mtsp.gov.mk/>.

The PMU will ensure that the GRM is responsive to any concerns and complaints particularly from affected stakeholders and vulnerable groups.

Following steps are to be taken by the PMU/Engineer and Contractor to ensure full GRM functioning:

**Step 1:** Recording received grievance in the GRM registry;

**Step 2:** Providing the person who filed the grievance with an acknowledgment of receipt within 5 calendar days of receipt;

**Step 3:** Investigating the grievance;

**Step 4:** Resolution of Grievance within 15 calendar days of grievance receipt;

**Step 5:** Follow up.

In cases when the grievance/complaint is indefinite or not clear enough, the PMU will assist and provide advice in formulating/redrafting the submission, in order for the grievance/complaint to become clear, for purposes of an informed decision by the PMU, in the best interests of persons affected by the Project.

If the PMU is not able to address the issues raised by immediate corrective action, a long-term corrective action will be identified. The complainant will be informed about the proposed corrective action and follow-up of corrective action within 25 calendar days upon the acknowledgement of grievance. In situation when the PMU is not able to address the particular issue verified through the grievance mechanism or if action is not required, it will provide a detailed explanation/ justification on why the issue was not addressed. The response will also contain an explanation on how the person/ organization that raised the complaint can proceed with the grievance in case the outcome is not satisfactory. At all times, complainants may seek other legal remedies in accordance with the legal framework of Republic of North Macedonia, including formal judicial appeal.

Grievances can be filled verbally, by phone, in writing (by post or e-mail) or by filling in a grievance form (Annex II). The grievance form will be made available on the implementing agencies website (MLSP/PMU) together with clear information on how feedback, questions, comments, concerns and grievances can be submitted by any stakeholder and information concerning the PMU’s managing of the GRM both in terms of process and deadlines. Furthermore, the website will include the possibility to submit grievances electronically.

|  |  |  |
| --- | --- | --- |
| **Contact persons for receiving and responding on grievances** | **Contact information** | |
| MLSP/PMU  Mr. Zoran Apostoloski | E-mail: zoran.apostoloski@mtsp.gov.mk | Mob. +389 71 408-085 |
| Municipality of ….  Facility/Building…..… | E-mail: | Mob. |

In order to capture and track grievances received under the project, a dedicated GRM register is planned. Specifically nominated members of staff will record grievance information in the grievance registry. This will include:

* Number of Grievance;
* Date of receipt;
* Stakeholder name, sex, age and contact details if known/or anonymous;
* Date of acknowledgement;
* Description of grievance;
* Description of action taken;
* Date of grievance resolution.

The Engineer shall submit the Grievance Registry to the PMU on monthly basis, and the PMU will share the GR with the WB on a monthly basis (or upon request).

1. Monitoring and reporting

For the monitoring of the E&S due diligence, the responsible entities are listed in the Monitoring Plan (part 3).

In the table part of the document clear mitigation and monitoring measures are explained in detail with the purpose to be included in the works contracts.

The mitigation measures for the project activities include, but are not limited to: the use of Personal Protective Equipment (PPE) by workers on sites, air pollution prevention, maintenance of the proper sanitary facilities for workers, waste collection of separate types (soil, metals, plastic, hazardous waste, e.g. paint residues), amounts of waste, proper organization of disposal pathways and facilities, or reuse and recycling wherever possible. In addition to Part 3, the sites supervisors should check whether the contractor complies with the mitigation measures in Part 2 as well as mitigation measures implementation levels.

If there are non-compliances in the implementation of ESMP Checklist measures and/or recorded in the monitoring report, penalties previously introduced in the contract will be issued. In extreme cases, a termination of the contract shall be contractually tied in.

Good communication between all involved stakeholders (Contractor, Supervisor, municipal staff, facility staff, PMU from MLSP and other relevant persons from the Municipality of…………) is very important for providing undisturbed performance of the project activities and successful completion of overall project.

The ESE from the MLSP PMU will be responsible for ensuring proper environmental management of all Project activities, conduct environmental supervision by carrying out document reviews, site visits and interviews with Contractor, Construction Supervisors (if any), municipality staff and facility staff.

ESE should also supervise Contractors’ compliance with site-specific ESMPs and visit each sub-project at least once a month. Upon completion of each site visit the ESE should prepare Monitoring Report reflecting main issues and arrangements and timing for their solution and submit those Monitoring reports to the PMU.

In case of incident or accident, the Contractor should inform immediately the PMU under MLSP about the incident or accident, any injured or dead person, any environmental damage happened, type of damage, how and when the incident/accident had happened, where it happened and other relevant information. In parallel the Contractor should inform the Labor Inspectorate about the incident/accident with more details according national OH&S regulation. PMU will inform WB about the findings from the Labor Inspectorate and status of the reconstruction site within the 24 hours after receiving the Report from Labor Inspectorate.

The PMU E&S Specialist will monitor the implementation of follow up activities proposed to prevent the similar events.

ESMP Checklist for the reconstruction/upgrading/adaptation works

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| PART 1**: INSTITUTIONAL & ADMINISTRATIVE** | | | | | |
| Country | Republic of North Macedonia | | | | |
| Sub-Project title | Second Social Services Improvement Project (P180350), Republic of North Macedonia | | | | |
| Scope of sub-project and particular activities | Reconstruction/upgrading/adaptation of …………….. in Municipality of ……… | | | | |
| Institutional arrangements  (Name and contacts) | Ministry of Labor and Social Policy | | Municipal representative | | |
| E-mail: ssip@mtsp.gov.mk | | tel:  E-mail: | | |
| Implementation arrangements  (Name and contacts) | Safeguard Supervision | Local Counterpart Supervision | Local Inspectorate Supervision | | Contactor |
| To be decided  Tel:  email: | To be decided  Tel:  email: | To be decided  Tel:  email: | | To be decided  Tel:  email: |
| Implementation arrangements  (Name and contacts) | Supervision\*\* (Upon completion of the procedure, the name and  contact of the Supervising Engineer will be added to the fields  below). | | | | |
| Will be determined after completing the public procurement  procedures for the sub-project need. | | | | |
| **SITES DESCRIPTION** | | | | | |
| Name of sites | Reconstruction/upgrading/adaptation of …………….. in Municipality of ………. | | | | |
| Describe site’s location (geographic description) | Description of project location is presented in Chapter 3 of this ESMP Checklist | | | Figure 1: Site information (figure from the site Fig.2) [x]Y [] N | |
| Who owns the land? | Republic of North Macedonia | | |
| Geographic description | Country: RNM  Region:  Municipality:  Settlement: | | |
| Seismic stability of premises/buildings |  | | |  | |
| **LEGISLATION** | | | | | |
| Identify national &local legislation & permits that apply to sub-project activity(s) | * Law on Environment (Official Gazette No.53/05,81/05,24/07,159/08, 83/2009, 124/2010, 51/2011, 123/12, 93/13, 163/13, 42/14, 44/15 129/15, 192/15, 39/16, 99/18 and 89/22); * Law on Waters (Official Gazette No. 87/08, 6 / 09, 161/09, 83/10, 51/11, 44/12, 163/13180/14, 146/15, 52/16 and 151/21); * Law on Waste (Official Gazette No.216/21); * List of Waste Types (Official Gazette No. 100/05); * Law on Nature Protection (Official Gazette No. 67/06, 16/06, 84/07, 59/12, 13/13, 163/13, 146/15); * Law on Forests (Official Gazette No. 64/09, 24/11, 53/11, 25/13, 79/13, 147/13, 43 / 14,160 / 14, 33/15, 44 / 15, 147/15, 07/16 and 39/16) * Law on Noise Protection (“Official Gazette No. 79/07, 124/10, 47/11, 163/13, 146/15); * Law on Chemicals (Official Gazette of the Republic of Macedonia No. 145/10, 53/11, 164/13, 116/15 and 149/15); * Law on Ambient Air Quality (Official Gazette No. 67/04 with amendments Nos. 92/07, 35/10, 47/11, 59/12, 163/13, 10/15, 146/15); * Law on Protection of Cultural Heritage (Official Gazette No. 20/04, 115/07, 18/11, 148/11, 23/13, 137/13, 164/13, 38/14, 44/14); * Law on Occupational Health and Safety (Official Gazette No. 92/07, 98/10, 93/11, 136/11, 60/12, 23/13, 25/13, 164/13); * Law for Health Protection (Official Gazette No. 07/07, 44/11, 145/12, 87/13); * Law on Access to Public Information (Official Gazette of RM no. 13/06, 86/08, 06/10, 42/14, 148/15, 55/16); * Law on Road Traffic Safety (Official Gazette of RM no. 169/15, 226/15, 55/16, 11/18, 83/18, 98/19, 302/20, 122/21); * All other environmental and social related national legislation and other legal requirement for buildings/facilities | | | | |
| **PUBLIC AWARENESS AND DISCLOSURE FOR ESMP CHECKLIST** | | | | | |
| Identify when / where the public consultation process took place and what were the remarks from the consulted stakeholders | The draft Environmental and Social Management Plan (ESMP) Checklist (for the projects with moderate risk) will be available for the public for 14 calendar days on web sites of the Municipality of (https://), facility web site and the web sites of the MLSP PMU (<https://www.ssip.gov.mk/>), accompanied by a Form for submitting comments.  Public announcement will be developed with brief description about the purpose of the project, project activities and duration of the activities, environmental and social impacts, proposed measures, availability of the ESMP Checklist together with the Form for submitting comments on the MLSP web site and Municipality’s/facility web site, Informative board within the Local Community. Announcement will also contain information about the possibility for citizens to raise opinion/ suggestion/comments on the prepared ESMP Checklist by filling the Form for comments and submission to the responsible person from MLSP-PMU Mr. Zoran Apostoloski, e-mail: zoran.apostoloski@mtsp.gov.mk.  Form for submitting can be filled with a full identity or anonymously, and the comment or suggestion should be fully described in order to take it into account in the final version of ESMP Checklist.  Public announcement will be published on the local radio or TV station and on the Informative board within the Local Community. The municipality Social Media channel (Facebook: ………………………will also be used for the purpose of raising awareness about the Project implementation and identified E&S risks, impacts and mitigation measures.  All relevant comments and suggestions received by the stakeholders will be included into the final ESMP checklist and will be submitted to the PMU for the approval by the MLSP Environmental Expert and World Bank Specialist. Approved Final version of ESMP Checklist should be included in the Grant Agreement with the proponent and respective bidding documents and reconstruction contracts. The Final version of the ESMP Checklist will be disclosed on the above mention web sites (locally and MLSP/PMU) during the whole duration of subproject implementation. | | | | |
| **INSTITUTIONAL CAPACITY BUILDING** | | | | | |
| Will there be any capacity building? | [] N or [x]Y  The facility nominated representative/s will be invited to attend all relevant ES trainings and/or any other trainings for capacity building within the SSSIP Project. | | | | |

| **PART 2.1: ENVIRONMENTAL/SOCIAL SCREENING** | | | |
| --- | --- | --- | --- |
| Will the sites activity include/involve any of the following potential issues/risks: | **Activity** | **Status** | **Additional references** |
| **A. General conditions** | [x] Yes [ ] No | See Section **A** |
| **B. General Rehabilitation activities**   * Sites specific vehicular traffic * Increase in dust and noise from reconstruction activities * Generation of waste * Transport of materials and waste | [x] Yes [ ] No | If “Yes”, See Section **A, B** below |
| **C. Activities taking place near water bodies such as rivers, lakes, international waters, etc. (**No interventions are planned in the water aspect)   * Increase in sediments loads in water bodies * Changes of water flow * Pollution of water due to temporary waste disposal or spill leakages | [x] Yes [] No | If “Yes”, See Section **A, B, C** below |
| **D. Traffic and Pedestrian Safety**   * Sites specific vehicular traffic * Sites is in a populated area | [x] Yes [ ] No | If “Yes”, See Section **A, B, G** below |
| **E. Usage of hazardous or toxic materials and generation of hazardous waste[[2]](#footnote-2)**   * Removal and disposal of toxic and/or hazardous waste during the reconstruction activities * Storage of machine oils and lubricants | [x] Yes [ ] No | If “Yes”, See Section **A, B, H** below |
| F. **Generation of asbestos waste during the demolition of existing facilities parts (roof, walls, floor)** | [ ] Yes [x] No | If “Yes”, See Section **A, B, I** below |
| **G. Replacement/Removal of mercury lights** | [ ] Yes [x] No | If “Yes”, See Section **A, B, J** below |
| **H. Dismantling of underground installations** | [x] Yes [] No | If “Yes”, See Section **A, B, K** below |

| **PART 2.2 ENVIRONMENTAL AND SOCIAL MITIGATION MEASURES** | | |
| --- | --- | --- |
| **ACTIVITY** | **PARAMETER** | **MITIGATION MEASURES CHECKLIST** |
| **A**. General Conditions | Community H&S and OH&S for workers | **Community H&S measures:**   1. The public in the Municipality should be notified of the works through appropriate notification in the media and/or at publicly accessible sites (including the site of the works, municipal information table and municipal website (https://..........); 2. The local construction and environment inspectorates and communities in the Municipality should be notified for the project activities reconstruction/adaptation of the existing schools/kindergarten; 3. All legally required permits, authorizations, opinions, etc. have been acquired for the project activities; 4. Placement of warning tapes, signalizing forbidden entrance of unemployed persons especially children’s); 5. Placement of Notice board with general information about the project, Contractor and Supervisor at project location (including e-mail and telephone contact details on the GRM metal box for receiving grievances); 6. People living in the surrounding, the pupils attending the school/kindergarden will be timely informed for the schedule of the project activities in order to plan out their activities accordingly; 7. All work will be carried out in a safe and disciplined manner designed to minimize impacts on workers, citizens at the project location and environment; 8. Separation of the work areas from extension activities and occupied areas of the kindergarten/school as much as possible using physical barriers; 9. Ensuring the safe movement and access (through separate paths) of parents, stuffs and children that will use the existing building of the school or other building which will be upgraded; 10. The surrounding area should be kept clean, without waste disposed there. The waste needs to be collected and immediately removed from the yard as it could be a cause of injury; 11. Strictly prohibition for storage of hazardous waste on the location where the reconstruction/upgrading activities will be performed; 12. Signing a Contract between the Contractor and the licensed company for hazardous waste before the commencement of construction activities and collection of the waste on call; 13. Regular maintenance of vehicles to minimize potentially serious accidents caused by equipment malfunction or premature failure, spills and increased emissions; 14. The work during the breaks between school activities and children's activities in the school and building yard should be prohibited; 15. If possible, the construction activities to be implemented with reduced intensity while the children are present in the school in order to prevent children from being exposed to increased noise levels; 16. If possible, begin and end of reconstruction/upgrading activities during the summer months or while staff and kids are not in school or their number is significantly reduced; 17. ; 18. Workers received a **first-aid and OHS training appropriate** to the type of works, prior to the works commencement. Sufficient amount of first aid and OHS equipment is supplied and available at all times. 19. When organizing works take into account extreme weather conditions (e.g., health) and adjust working hours and supplies (e.g., drinking water availability and supply) appropriately. 20. All work will be carried out in a safe and disciplined manner designed to minimize impacts on workers, citizens using the street and environment. 21. Adequate warning tapes and information signs around the reconstruction/adaptation facilities during the performing of the activities to be provided and maintained during the civil works;   **OH&S measures for workers:**   1. Workers who will be engaged, will be trained and regularly use/wear Personal Protective Equipment - PPE complying with international good practice (will always wear hats, masks and safety glasses, harnesses and safety boots, and other work specific protective equipment); 2. Community and Worker’s OH&S measures must be applied (first aid, protective clothes for the workers, appropriate and attested machines and tools); 3. Machines will be handled only by experienced and trained personnel (certified if applicable), thus reducing the risk of accidents; 4. The surrounding area (facility yard) should be kept clean, without waste disposed there. The waste needs to be collected and immediately removed from the yard as it could be a cause of injury; 5. The old windows and doors should be temporary put-on safe place which is designed to prevent access of unauthorized persons; 6. The demolition related activities should be conducted outside of normal hours of the facility to the extent most feasible; 7. Following safety guidelines for the storage, transport, and distribution of hazardous materials to minimize the potential for misuse, spills, and accidental human exposure; 8. The eventually broken windows glass (in the class, corridors or outside) should be clean immediately;   **Firefighting measures:**   1. Procedures in the case of fire are conveyed to all employees; 2. Constant presence of attested firefighting devices will be ensured on sites in case of fire or other damage. Their position is communicated to workers and marked. The level of fire-fighting equipment must be assessed and evaluated through a typical risk assessment; 3. Supervision of fire protection/fire-fighting facilities to be carried out by a designated staff; 4. The part of the street that is not under rehabilitation will be kept clean. |
| Accident’s prevention | 1. Construction machinery and equipment should be in proper working condition; 2. At the project location there should be Spill prevention kit which will prevent further extension of the spillage; 3. Firefighting distinguishers should be in proper condition; 4. Work site should be protected by a warning type. |
| **B**. General Reconstruction/upgrade/ adaptation activities | Air Emission and Air Quality | 1. Ensure all vehicles and machinery use petrol from official sources (licensed gas stations) and on fuel determined by the machinery and vehicles producer; 2. Ensure all transportation vehicles and machinery is regularly maintained and attested; 3. All machinery needs to be equipped with appropriate emission control equipment; 4. When transporting waste/materials the vehicles must be covered in order to decrease the dust emission; 5. To minimize dust the construction materials should be stored in appropriate places and be covered; |
| Noise disturbance | 1. The level of noise is expected not to exceed national limited level (according to national legislation and EU requirement)  * Area with a **first degree** of noise protection, includes areas of tourism and recreation, areas near health institutions for hospital treatment, and areas of national parks and natural reserves (Ld – 50 dB, Le – 50 dB, Ln – 40); * Area with a **second degree** of noise protection, includes areas primarily intended for residential use, residential districts, areas in the vicinity of educational institutions, educational facilities and social protection services for adults and children (Ld – 55 dB, Le – 55 dB, Ln – 45); **The project locations belong to this area (to be checked for each individual project).** * Area with a **third degree** of noise protection, correspond to an area where some human activities with noise disturbance are accepted. These include commercial areas, areas with mixed housing/residential, craft activities and production activities (combined areas) (Ld – 60 dB, Le – 60 dB, Ln – 55); * Area with **fourth degree** of noise protection, correspond to an area in which actions are allowed that can cause the appearance of greater environmental noise. It includes non - residential areas exclusively intended for industrial activities (Ld – 70 dB, Le – 70 dB, Ln – 60);  1. The reconstruction/adaptation work should be not permitted during the nights, the operations on site shall be restricted to the hours 7.00 -19.00; 2. Noise suppression measures must be applied to all construction equipment. During operations the engine covers of generators, air compressors and other powered mechanical equipment should be closed. Should the vehicles or equipment not be in good working order, the constructor may be instructed to remove the offending vehicle or machinery from the site; 3. Mechanical equipment is effectively maintained. |
| Waste management | 1. The different waste types that could be generated at the reconstruction/adaptation site need to be identified and classified according to the List of Waste (Official Gazette no.100/05); 2. **;** 3. Containers for each identified waste category are provided in sufficient quantities and positioned and marked for separate collection;   The main waste would be classified under the Waste Chapter 17 “Construction and demolition wastes (including excavated soil from contaminated sites)” with the waste code 17 01 – Waste from concrete, bricks 17 09 04 – Mixed waste from construction site including glass from old windows and manage in accordance with national waste legislation for inert waste (separation at the spot, collection and temporary storage, re-use if it is possible, transport to the final deposition site). Small amount of solid municipal waste can be found (beverages, food), as well as packaging waste (plastic, paper, glass, etc.). Small amount of hazardous waste is also expected (oiled cloths, containers, etc.);   1. Small quantities of glue, paint, packaging waste from paints and glue, aluminum profiles, screws and other construction material could be found after the finalization of the project and manage in accordance with national legislation (collection of hazardous materials, label as hazardous waste and give to the authorized company); 2. For the possible hazardous waste (motor oils, vehicle fuels) an authorized collector needs to be appointed to collect, transport and finally manage the hazardous waste (for example, to export out of RNM as there is no landfill for hazardous waste, or reuse/recovery into the authorized licensed IPPC installation etc.); 3. Construction and demolition waste from sites will be instantly removed; 4. The contract with the company for waste collection and transportation should be signed for collection and transport of waste including old windows and doors; 5. The materials should be covered during the transportation to avoid waste dispersion; 6. The options for reuse/recycling of the generated waste streams will be taking into consideration (e.g., reuse of the removed layer of asphalt, excavated soil, etc.); 7. If stored temporary, the waste will be stored in leakproof containers. It will be protected from adverse weather conditions in a way that is not jeopardizing OHS; 8. Keep records of all waste will be kept as proof for proper waste management; 9. The materials will be covered during the transportation to avoid waste dispersion; 10. Upon finalization of works, no waste will be left on the sites. |
| Water and soil | 1. In the event of hazardous spillage, it needs to be stopped and removed, then the sites need to be cleaned and the procedures and measures for hazardous waste management need to be followed; 2. The Contractor must sign a Contract with authorized company/person to collect and transport the hazardous waste in accordance with national legislation with emphasis on the transportation of hazardous goods: Issuing the license to company/person for collection and transportation of hazardous waste, Obligations for packaging and labeling of hazardous waste, Transportation of the hazardous waste; 3. According to the national legislation (List of wastes - Official Gazette no.100/05) the hazardous wastes need to be identified and classified; 4. Applying appropriate packaging and labelling of the boxes with hazardous waste; 5. The packaging will follow the requirements of national legislation; 6. The label will present the hazardous classification code, attention note” HAZARDOUS WASTE” (in English and local languages), general data for the waste holder, R-risk phrase, S – safety phrase, quantity of waste, physical conditions of hazardous waste and graphical symbol; 7. The transport of hazardous waste is forbidden if it is not packaged and labeled according the national legislation requirements; 8. In the case of any run-off coming from the works, in order to avoid contamination of the area it needs to be collected on the site and placed in a temporary retention basin; 9. Dismantling of the equipment (fuel reservoirs, boiler) should be done by trained persons in order to avoid the potential effects of oil spills on soil, which would contaminate the underground water. 10. Install/provide and maintain proper sanitary facilities for workers (mobile toilets) in a case where there are not available in the facility. These toilets need to be cleaned and the wastewater needs to be properly transported to be further treated by the company that has a license for maintaining and cleaning of the mobile toilets; 11. Prevent oil and other pollutants leakages to water and soil; |
|  | Energy efficiency | 1. replacing old windows with energy-efficient glazing; 2. installing thermal insulation in exterior walls and roofs, solar panels, etc.; 3. installing automatic controls and efficient lighting system |
| **G.** Traffic and Pedestrian Safety | Direct or indirect hazards to public traffic and pedestrians by reconstruction/adaptation activities | 1. Official staff from the facility needs to be timely informed of the upcoming works; 2. The Contractor should keep access to the staff, parents and pupils attending the school or kindergarten; 3. Adequate warning tapes and signage need to be provided and placed; 4. Forbidden of entrance of unemployed persons within the warning tapes of the project sites; 5. Ensure pedestrian safety. Special focus for safety of children and parents and kindergarten staff at the kindergarten/school if the project activities take place during the presence of the children in the kindergarten/school premises (fence off the site, install safe corridors, etc.); |
| **H.** Usage of hazardous or toxic materials and generation of hazardous waste | Toxic / hazardous materials management  and  Hazardous waste management | 1. Temporarily storage on sites of all hazardous substances (including wastes) will be in safe containers labeled with details of composition, properties and handling information. Chemicals are managed, used and disposed, and precautionary measures taken as required in the Material Safety Data Sheets (MSDS); 2. The containers with hazardous substances must be kept closed, except when adding or removing materials/waste. They must not be handled, opened, or stored in a manner that may cause them to leak; 3. The containers of hazardous substances shall be placed in a leak-proof container to prevent spillage and leaking. This container will possess secondary containment system such as bunds (e.g., bunded-container), double walls, or similar. Secondary containment system must be free of cracks, able to contain the spill, and be emptied quickly; 4. Hazardous waste will not be mixed and will be transported and handled only by licensed companies in line with the national regulation; 5. Hazardous waste will be maintained according the national legislation by the company that has License for hazardous waste; 6. Paints with toxic ingredients or solvents or lead-based paints will not be used.   **Asbestos removal:**   1. In a case of removal of the asbestos containing sheets, should be posted signs indicating” ASBESTOS REMOVAL – NO ADMITTANCE” on the workplace in the facility yard; 2. Restrict access to the removal area to those people directly involved in the asbestos removal and site supervisor and municipal inspectors; 3. The asbestos sheets should be demolished during nonworking days to decrease the health risks to children’s and staff; 4. For the workers - the personal protective equipment must be provided to all workers (full body covering including the head, water proof foot and hand protection and eye protection, dust mask with special HEPA filter; 5. Maintain a good level of personal hygiene (facility for washing hands and face should be made available and need to be used by each employee when leaving the work area, all protective clothing and equipment shall work in the work area, footwear is to retain in the work area until work is completed, 6. Health protection-first aid kits and medical service on sites need to be provided during the works; 7. No smoking, drinking, eating or chewing is allowed inside the working area; 8. The surrounding area (facilities yard, halls and corridors) should be kept clean, without ACM waste disposed there. The ACM waste (roof sheets or side wall panels) need to be collected, packaged and immediately removed from the facilities yard; 9. The personal in charge for removal of ACM sheets or side wall panels should be trained on proper safety dismantling of the ACM sheets minimizing the health risks; 10. The identification of the asbestos containing material – waste as a hazardous waste should be done; 11. The ACM waste need to be classified as a hazardous waste under the Waste Chapter 17 “Construction and demolition wastes” with the waste code 17 06 05\*– Construction material containing asbestos in accordance with List of waste (Official Gazette of RM NO. 89/06); 12. The demolition and remove of the ACM sheets and side wall panels should be done very quickly by trained personal; 13. The ACM waste should be placed in polyethylene bags or other containers of at least 0.15 mm thickness. 14. Printed asbestos warning labels must appear on the outer surface of the container/bag warning that it is an ”Asbestos waste”; 15. The break of the ACM sheets into smaller pieces to fit into container/bag is forbidden; 16. The roof sheets and/or sidewall panels should be handled very carefully and to be remove sheet by sheet in one piece, not to be broken because during the break the asbestos fibers and dust appear and pose a health risks; 17. It is better to avoid the temporary storage of roof sheets and/or side wall panels within the facilities yard, but if is necessary to be done for one/two days, the precautionary measures should apply – the ACM waste should be stored in a designated area with posted signage and/or caution tape to eliminate any damage; 18. The contract with the company for Asbestos containing waste collection and transportation should be signed for collection and transport of asbestos waste/sheets; 19. After the removal of the asbestos waste all surfaces in the facilities yard need to be dusted with a damp cloth or vacuumed with a HEPA filter; 20. The workers who perform clean up should wear protective clothes as those who perform dismantling of the roof sheets and /or side wall panels; 21. The contract with the Public Communal Enterprise Utility “Landfill Drisla” should be signed for final disposal of asbestos containing roof sheets and/or side wall panels; 22. On the landfill the asbestos containing waste should be disposed on the special area for disposal of that type of waste (responsibility duly to Landfill “Drisla”). |

| **PART 3: MONITORING PLAN** | | | | | |
| --- | --- | --- | --- | --- | --- |
| **What**  *parameter is to be monitored?* | **Where**  *is the parameter to be monitored?* | **How**  *is the parameter to be monitored (what should be measured and how)?* | **When**  *is the parameter to be monitored (timing and frequency)?* | **By Whom**  *is the parameter to be monitored– (responsibility)?* | **How much**  *is the cost associated with implementation of monitoring* |
| **Preparatory phase** | | | | | |
| The safety protection measures applied for the workers Community safety measures applied | On the project site | Visual checks | During the clean-up and preparatory works.  At the beginning of each working day during the project activities | Contractor - Bidder  Supervisor (supervising company) of the  Reconstruction/adaptation works  Communal Inspector at the Municipality | Part of the regular Contractor cost |
| All required  permits  are obtained  before works  start | Detailed design project documentation within the premises of the facility/building that will be reconstructed/upgrade/  adapted/within the PMU | Review of all  required documents and permits | Before works start | Contractor;  Supervisor (supervising company) of the  Reconstruction/adaptation works  Municipality servants and inspectors | / |
| Accidents prevention | On the site | By checking if there are spill kits, firefighting appliances, the vehicles and equipment is in working condition at the project location | Before works commencement | Supervisor (supervising company) of the  Reconstruction/adaptation works  Representative from the Municipality | Part of the regular Contractor cost |
| **RECONSTRUCTION/UPGRADE/ADAPTATION PHASE** | | | | | |
| Air emission and Air quality | At and around the  Site (building/facility) | Air pollution parameters of dust, particulate matter | Upon complaint or negative  inspection finding | Contractor;  Supervisor (supervising company) of the  Reconstruction/adaptation works | Contractor budget |
| Noise disturbance | On site | Measuring levels of noise dB should be carried out in the case of complaints and negative findings of the inspection. | Upon complaint  or negative  inspection findings for exceeding the noise levels | Contractor;  Accredited company  for measuring the  level of provided by the contractor;  Authorized environmental inspector, Construction inspector,  Supervisor (supervising company) of the  Reconstruction/adaptation works | Part of the regular Contractor cost |
| Waste management | On the site | Review the documentation – identification of the waste type according the List of waste,  - Visual inspection that the waste is collected separately in adequately labeled containers, no leakages.  - review of the waste Contracts and licenses of companies contracted for the collection and disposal of waste | At the beginning of works, then periodically | Contractor – Bidder  Supervisor (supervising company) of the  Reconstruction/adaptation works  Municipal inspector | Part of the regular Contractor cost |
| Temporary storage of the old windows and doors with proper label and coverage  Temporary storage of the removed asbestos containing sheets properly packaged and labeled | At separate room in the buildings or in the yard | Visual checks | On daily basis | Contractor – Bidder  Supervisor (supervising company) of the  Reconstruction/adaptation works  Municipal inspector | Part of the regular Contractor cost |
| Water and soil | At the site of the renovation/adaptation and where the  machines and vehicles are operating | Visual checks | During the works, daily | Contractor;  Supervisor (supervising company) of the  Reconstruction/adaptation works  Authorized  environmental  inspector, Construction  inspector, | Part of the regular Contractor cost |
| Transport and Materials Management | On site | Visual checks on how the materials are disposed of and whether they are properly transported | Regularly | Supervisor | Part of the regular Contractor cost |
| Direct or indirect hazards to public traffic, children and parents and facility staff by renovation/ adaptation activities | On the site | Check the documentation:  - Whether all competent authorities have been notified,  - Whether all the necessary permits and approvals have been obtained,  Visual check of the transport of materials, children, parents and staff corridors and crossings, traffic regulation, etc. | Continuously | Contractor;  Supervisor (supervising company) of the  Reconstruction/adaptation works | Part of the regular Contractor cost |
| Toxic / hazardous materials management  and  Hazardous waste management | On site visual assessment | Proper handling and storage is checked according to Material Safety Data Sheets (MSDS)  -Visual inspection and review of documents in terms of:  - Adequate collection and storage of hazardous and toxic substances (including fuel) and waste  - Transportation of hazardous waste only by authorized companies,  - Review of declarations of purchased paint and solvents (avoidance of hazardous paint and solvents) | Continuously, when the remains are removed | Supervisor (supervising company) of the  Reconstruction/adaptation works  Inspection  Contractor – Bidder  Supervisor | Part of the regular Contractor cost |
| Identification of the asbestos containing waste, proper packaging, labeling as a hazardous waste | On the project sites | Review the documentation – identification of the asbestos-containing wastes according the List of waste | At the beginning of work | Contractor – Bidder Supervisor (supervising company) of the  Reconstruction/adaptation works  Municipal staff (Communal and Environmental Inspector) | Part of the regular Contractor cost |
| The contract with the authorized transporter of the asbestos containing waste should be signed  The contract with the Landfill should be signed as well for acceptance and final disposal of the waste | Before the removal/  dismantle works start | Review the contracts | During the collection and transportation of the removed asbestos sheets  Before the final disposal of removed sheets | Contractor – Bidder who needs to sign the contract with licensed company for acceptance and final disposal of the asbestos containing waste. | Part of the regular Contractor cost |
| **OPERATION PHASE** | | | | | |
| Plan for regular maintenance of the installations (water supply, sewage network, electricity, heating) within the facility | / | Overview of the Plan for regular and preventive maintenance | Before the start of the operation of the reconstructed/upgraded facility/building | Representatives from the Municipality  Communal inspector  Responsible persons employed in the facility | Municipality budget |
| Fire Protection Plan | Before the start of the reconstructed/adapted facility operation  To ensure that all fire protection measures are implemented | Review of the Plan | At the beginning of the reconstructed/adapted facility operation. | Responsible persons employed in the facility | Municipality budget |
| Waste management Plan | / | Overview of the waste management plan and including of the extended part of the facility | Before the start of the operation of the reconstructed part of the facility | Representatives from the Municipality  Communal inspector  Responsible persons employed in the facility | Municipality budget |



**Annex I: Form for submitting comments**

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| --- | --- | --- |
| **Form for submitting comments and suggestions for ESMP Checklist for the project “Second Social Services Improvement Project (P180350)“**  **Main description of the project**  **Electronic version of the ESMP Checklist for the project “Second Social Services Improvement Project (P180350) “is available on the following web pages:**   * MLSP:  [https://www.mtsp.gov.mk//](%20https://www.mtsp.gov.mk//) * PMU: <https://www.ssip.mk/> | | |
| **Name and surname of the person who provides comment\*** |  | |
| **Contact information\*** | **E-mail:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Phone:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |
| **Comment on the ESMP Checklist:** | | |
| **Signature**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | **Date**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **If you have any comments/suggestions or amendments to the proposed measures of ESMP Checklist for the project “Second Social Services Improvement Project“, please submit it to the responsible person from the following institution:**  **Contact Person: Zoran Apostoloski**  **e-mail:** [**zoran.apostoloski@mtsp.gov.mk**](mailto:zoran.apostoloski@mtsp.gov.mk)    **Within the 14 days period after the announcement of ESMP Checklist for the project “Second Social Services Improvement Project “**  **(Date of announcement: ……. )** | | |
| **Referent number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  (Fulfilled by the responsible persons for the project implementation) | | |

\* *Fulfillment of the fields with personal data is not obligatory*

**Annex II: Grievance Form for the reconstruction/upgrade/adaptation phase of the SSSIP project**

|  |  |  |
| --- | --- | --- |
| **Reference Number** |  | |
| **Full name (optional)**   * **I wish to raise my grievance anonymously.** * **I request not to disclose my identity without my consent.** |  | |
| **Contact information**  **Please mark how you wish to be contacted (by post, telephone, e-mail).** | * **By Post: *Please provide mailing address:***   **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**   * **By telephone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** * **By E-mail** | |
| **Preferred language of communication** | * **Macedonian** * **Albanian** * **Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | |
| **Gender** | * **Female** * **Male** | |
|  | | |
| **Description of Incident for Grievance** | | What happened? Where did it happen? Whom did it happen to? What is the result of the problem? |
|  | | |
| **Date of Incident / Grievance** |  | |
|  | * **One-time incident/grievance (date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)** * **Happened more than once (how many times? \_\_\_\_\_\_)** * **On-going (currently experiencing problem)** | |
|  | | |
| **What would you like to see happen?** | | |
|  | | |

Signature (optional): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please return this form to:

|  |  |  |  |
| --- | --- | --- | --- |
| Name and surname | Zoran Apostoloski |  | *-------------------------------* |
| E-mail | [**zoran.apostoloski@mtsp.gov.mk**](mailto:zoran.apostoloski@mtsp.gov.mk) |  | *-------------------------* |
| Institution | Ministry of Labor and Social Policy  Blvd Kocho Racin 14/9,1000 Skopje, R. N. Macedonia |  |  |

1. Engaged under Consultant Services Contract [↑](#footnote-ref-1)
2. Toxic/hazardous materials include but not limited to fuels, motor/hydraulic oils, lubricants, toxic paints, etc. [↑](#footnote-ref-2)