

**Republic of North Macedonia  
PUBLIC ENTERPRISE FOR STATE ROADS**



**NON-TECHNICAL SUMMARY**

**Environmental and Social Assessment for EBRD  
Brownfield: Category B Project 50769 - Highway Tolling,  
North Macedonia**



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## GLOSSARY

CESMP	Construction Environment and Social Management Plan
E&S	Environmental and Social
EBRD	European Bank for Reconstruction and Development
EIA	Environmental Impact Assessment
EPRP	Emergency Preparedness and Response Plan
ESAA	Environmental and Social Audit and Assessment Report
ESAP	Environmental and Social Action Plan
ESMS	Environmental and Social Management System
ESP	Environmental and Social Policy
ETC	Electronic Toll Collection
EU	European Union
GIP	Good International Practice
H&S	Health and Safety
HR	Human Resources
IFC	International Financial Corporation
LAF	Land Acquisition Framework
LAP	Land Acquisition Plan
MTC	Ministry of Transport and Communication
OESMP	Operation Environment and Social Management Plan
OHSAS	Occupational Health and Safety Assessment Series
PESR	Public Enterprise for State Roads
PR	Performance Requirement
RN Macedonia	Republic of North Macedonia
TS	Tolling Station



## Environmental and Social Assessment for EBRD Brownfield: Category B Project 50769 - Highway Tolling, North Macedonia

### NON – TECHNICAL SUMMARY

#### 1 | INTRODUCTION

The European Bank for Reconstruction and Development (the “EBRD” or the “Bank”) is considering providing finance of up to EUR 13 million to Public Enterprise for State Roads of Republic of North Macedonia (the “PESR” or the “Client”). The Loan will enable the Client to finance the project “Brownfield: Category B Project 50769 - Highway Tolling” (the “Project”).

The Public Enterprise for State Roads (PESR) intends to implement a project for the improvement and modernisation of the existing toll system on Corridor VIII as well as the installation of new electronic toll stations on new highway sections that are being built in RN Macedonia. Figure 1 below shows the location of the highways and the project concerned toll stations in RN Macedonia.

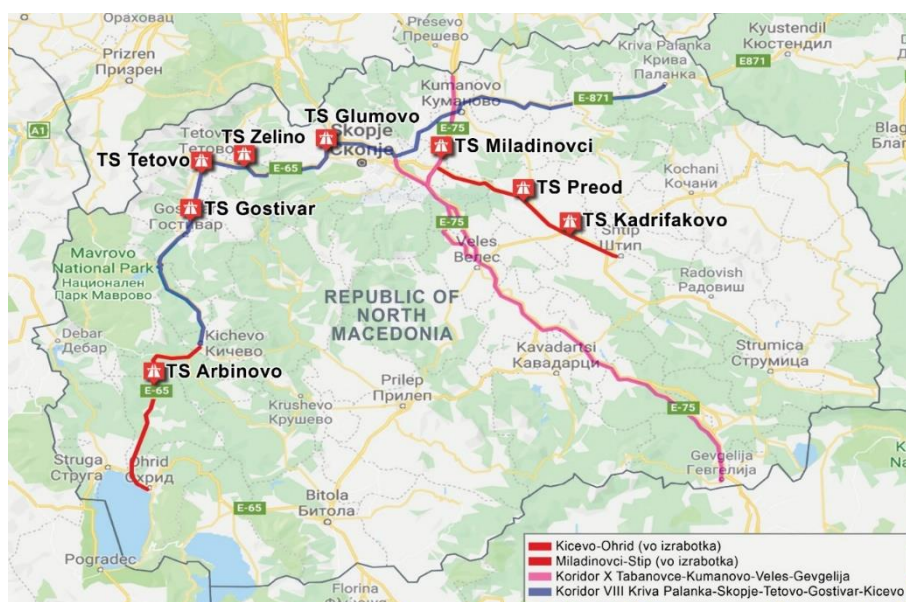


Figure 1 Location of the eight stations on the highway network in Republic of North Macedonia

The Project has been developed by PESR in line with the national legislative requirements and those of the European Bank for Reconstruction and Development (EBRD). The scope of the Project covers the following components:

- Upgrade and modernization of existing toll stations on Corridor VIII as well as the construction of three toll stations on new highway sections that are being built in NR Macedonia;
- Installation of equipment to link the upgraded and new toll stations to the toll operation centre in Skopje;
- Construction of an additional lane to increase the capacity of the Miladinovci toll station on the Corridor VIII;
- Installation of photovoltaic solar panels on all the existing and new toll stations that are being built on the entire motorway network in the country.

#### 2 | PROJECT NEED AND BACKGROUND

The implementation of the Project falls under the new National Transport Strategy (2018-2030) and the Annual Program of PESR for construction, reconstruction, rehabilitation, maintenance and protection of state roads. The Project also fits into the Bank’s Country strategy for promotion of regional



transport integration and supports the development of strategic interconnections with neighboring countries.

The Project is a follow-on operation of the previous EBRD's projects for the construction of a new motorway section on Corridor 10 – recently completed, and construction and reconstruction of eight toll stations along Corridor 10, including installation of electronic toll collection ("ETC") equipment currently under implementation.

The aim of the Project is improvement and modernization of toll system that will support the operation of a unified and fully interoperable toll system on the motorway network of RN Macedonia, and will improve the current situation which consists of two different toll systems with different user interfaces. It is expected, also to promote green economy through the generation of renewable energy from photovoltaic solar panels which will be installed on all 15 existing and new toll stations.

#### *Key Benefits*

Overall expectation is that the Project will deliver numerous benefits, such as:

- ✓ Improved and efficient service of the toll stations;
- ✓ Cost savings for the energy needed by installing photovoltaic solar collectors;
- ✓ Use of renewable energy sources;
- ✓ Improving the functionality of the secondary axis (Section Miladinovci – Stip) on the Corridor 10 for the development of RM;
- ✓ Economic benefit for road maintenance and reconstruction;
- ✓ Short-term local employment during construction.

### **3 | PROJECT DESCRIPTION**

The Project components are going to be realized on dedicated locations (toll stations) along the Corridor VIII, along the Corridor X and along the state road A4, motorway section Miladinovci – Shtip. Figure 1 presents the locations of all existing and future toll stations in the country where implementation of Project Components and associated activities should be executed.

The Project is consisted of four separate components, following is a general overview including description of environmental and socio-economic aspects for each project component.

- i) Upgrade and modernization of existing toll stations on Corridor VIII as well as the construction of three toll stations on new highway sections that are being built in Republic of North Macedonia.** The Project component is consisted of two separate sub-components:
  - Upgrade and modernization of five existing toll stations along Corridor VIII (section Gostivar – Miladinovci);
  - Construction of three new toll stations, one on new built highway on Corridor VIII (sections Kicevo – Ohrid) and two on new built state road A4, motorway section Miladinovci – Shtip:
    - Arbinovo on the Corridor VIII (section Kicevo – Ohrid);
    - Preod and Kadrifakovo, state road A4 (section Miladinovci – Stip).
- ii) Upgrade and modernization of existing toll stations on Corridor VIII.** This part of the Project consists of upgrading and modernization of existing toll stations along Corridor VIII (section Miladinovci – Gostivar) to operate with automatic ETC system. It includes the following toll stations: Miladinovci, Glumovo, Zelino, Tetovo and Gostivar. This project component covers activities for change of eaves and complete tolling equipment on each toll station. This project component does not require construction nor environmental permitting.

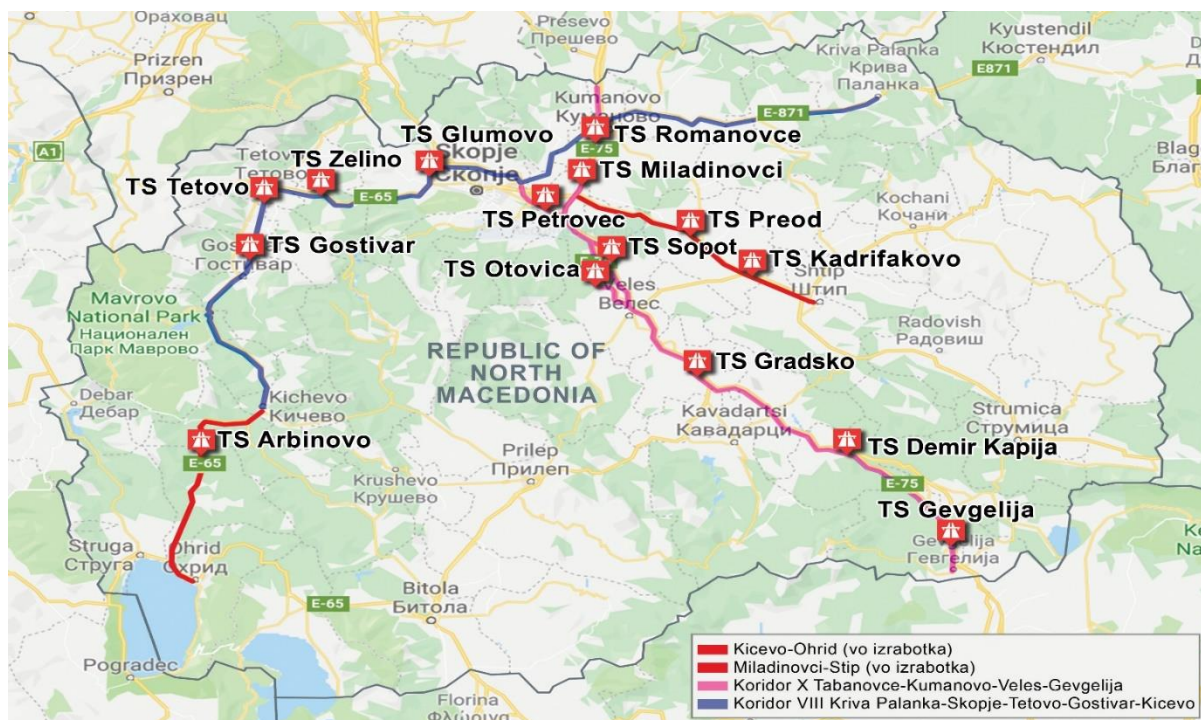


Figure 2 Locations for the three new toll stations

- iii) **Installation of equipment to link the upgraded and new toll stations to the toll operation center in Skopje.** This part of the project component provides basis for instalment of additional equipment in the toll operation center in Skopje – toll station Petrovec. In general, the Project consist of procurement of hardware and software equipment. This project component does not include any construction activities, therefore no environmental impacts are anticipated.
- iv) **Construction of an additional lane to increase the capacity of the Miladinovci toll station on the Corridor VIII.** This component foresees construction of an additional lane to increase the capacity of the Miladinovci toll station on the Corridor VIII.

#### 4 | SUMMARY OF E&S LEGAL AND POLICY FRAMEWORK, EIA AND LAND ACQUISITION PROCESS

##### Applicable Standards and Guidelines

The Project components assessment are subject to environmental and social approval requirements including national legislative, the Bank requirements and applicable regional/global conventions or agreements. In particular, applicable standards and guidelines used for assessment in this Report are the following:

- EBRD's Environmental and Social Policy 2014 (ESP), including the incorporated Performance Requirements;
- Applicable Macedonian legislation, particularly regulations related to environmental and social impact assessment;
- The "EIA Directive" on the assessment of the effects of certain public and private projects on the environment (2014/52/EU);
- Aarhus Convention on Access to Information, Public Participation in Decision-making and Access to Justice in Environmental Matters, 1998 (Macedonia signed on 22 Jul 1999);
- Convention concerning the Protection of World Culture and Natural Heritage, 1972 (Macedonia by succession is a member since 1997);
- Convention on the Safeguarding of Intangible Cultural Heritage, 2003 (Macedonia ratified in 2006).



- Labour Relations and Workers' Rights (Macedonia is a member state of the International Labour Organization (ILO) since 1993 and has ratified 77);
- European Directive 2008/96/EC Road Infrastructure Safety Management;
- Good International Practice (GIP), particularly the IFC EHS General Guidelines, April 2007.

In general, all development Projects are subject to the environmental permitting process as per national legislation prior to implementation.

### **National Regulatory Framework**

The activities for upgrade and modernization of existing toll stations on Corridor VIII are not likely to be subject of national E&S assessment, except for the activity for construction of additional lane and Installation of photovoltaic solar. However, PESR would need to confirm this with the competent authorities once project documentation is available.

Notification letters have been issued from MoEPP on a request of PESR stating that the construction of toll station "ARBINOVO" on State Road A2, section: Kicevo – Ohrid, Corridor 8, and toll stations "KADRIFAKOVO" and "PREOD" on State Road A4, section: Miladinovci – Sveti Nikole – Stip are not subject to environmental impact assessment at any level (elaborate or full study), according to the national environmental legislation (Notification letter No.11-6059/2 and No.11-6061/1, in October 2016 respectively).

Construction permits for all three toll stations "ARBINOVO", "KADRIFAKOVO" and "PREOD" are already issued by the Ministry of Transport and Communication (MTC) setting out requirements for implementation of construction works, organization of the construction site, obligations of the contractor, etc.

The installation of equipment to link the upgraded and new toll stations to the toll operation centre in Skopje in order to monitor the operation of all toll stations requires development of appropriate technical documentation, however the implementation of this Project component do not require construction permit.

### **Land acquisition**

Generally, land acquisition and economic displacement are considered negligible, because the implementation of all Project components are within developed and urbanized areas, i.e. road infrastructure and protection zones of the road. The land acquisition process has been already completed for Preod and Kadrifakovo and for TS Arbinovo the process is at advance stage.

As the Project involves economic displacement without physical displacement, Land Acquisition Framework (LAF) has been prepared setting out the Project's planned approach to land acquisition and resettlement, bearing in mind that no sufficient baseline information is available to prepared a Land Acquisition Plan (LAP).

Permanent Land Take: The permanent land area will be acquired for project component (i) Construction of three toll stations on new highway sections on new highway sections that are being built in RN Macedonia, and it is assessed in separate Geodetic Elaborates. The geodetic elaborate for expropriation was prepared on the basis of the Finalised (Main) Design. Additionally, permanent land acquisition will be required for project component (iii) construction of an additional lane to increase the capacity of the Miladinovci toll station on the Corridor VIII, for which technical documentation and Geodetic Elaborate are not available at this stage, and will be prepared in the next phase of the project.

- Kadrifakovo toll station – state owned land parcels, land acquisition process is completed according national legislation (no expropriation took place since the land is state owned). There are two Contracts for concession for agricultural activities at Ministry for Agriculture, forest and water management. The Contracts cancelation is underway, so the land will be converted from agriculture to construction land;
- Preod toll station – land was a mix of state and privately-owned parcels, and the land have been acquired / expropriated during the second half of 2018. Land acquisition process is completed according to the national legislation;



- Arbinovo toll station – land is a mix of state and privately-owned parcels, geodetic elaborates and documentation for expropriation are prepared according national legislation and submitted to appropriate authorities, land acquisition process has not started yet.
- There is need for permanent and temporary land take for the project component (iii) construction of an additional lane to increase the capacity of the Miladinovci toll station on the Corridor VIII. However, information and details regarding land take were not known at the time of developing the LAF. LAP will be prepared for TS Miladinovci only, if there is need for Elaborate for expropriation.

*Temporary Land Take:* The Project will also require some temporary land take for temporary access roads, construction laydown areas, temporary storage of excavated materials/soil, cut trees etc. However, information and details regarding temporary land take were not known at the time of developing the LAF. Agreements for additional temporary land required by the Contractor will, as far as possible, be agreed through negotiation and amicable agreement by land owners<sup>1</sup>.

## 5 | SUMMARY OF ENVIRONMENTAL BASELINE & SOCIAL CONDITIONS

The Project components are going to be implemented on dedicated locations along the Corridor VIII, Corridor X and along the state road A4, motorway section Miladinovci – Shtip. The Project locations belong to five different planning regions and eleven different municipalities in the country.

Heterogeneous context of the Project, consisting of different project activities on various locations, gives a specific project complexity. Available baseline information on the Project components areas were different due to different progress degrees of implementation for each component and additional one was prepared for the purpose of the project.

## 6 | ENVIRONMENTAL AND SOCIAL AUDIT

The Client's existing operations has been reviewed in a limited and succinct way and resume is given in separate chapter of the E&S Assessment and Audit Report. The review considers Client's capacity and management arrangements to implement the Banks PR's. The findings given in that chapter mostly rely on and gives a reference to a previous and ongoing assignment regarding assessment of Client's capacity and management arrangements. As part of this ongoing assessment, a set of policies, plans, procedures and guidelines are being drafted to address the identified gaps, later expected to be adopted and implemented by PESR.

### **Environmental and social management systems, policies and practices**

Corporate E&S written policy, E&S management system and procedure documents are being drafted for PESR purposes. Current practice for environmental and social management includes checks against the relevant legislation and Contractor management systems.

### **Organisational capacity and resources**

There is a separate E&S unit established in the PESR since 09.2013. The E&S procedures are defined in compliance with National law and IFI's standards. The E&S unit now is consisted of three E&S specialists covering all E&S aspects in the entire project cycles.

### **Human Resources and employment**

HR management in the Company is carried out within the Sector for Legal affairs, Expropriation, Management of HR and General Affairs. The employees are free to form, or join workers' organisation, unions or global union for public officials.

PESR has a Human Resources Manager. Compliance with / checks against the law, and Contractor management systems, are the primary mechanisms for labour management.

### **Occupational health and safety**

Corporate H&S Policy and framework management plan are being drafted for the purposes of PESR, but no specific person responsible for H&S is assigned, regular training undertaken and no H&S risk

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<sup>1</sup> More information in the Land Acquisition Framework





assessments are performed and incident and accident reporting procedures or records are set or kept. Current practice is taking actions based on requirements in the law.

### **Pollution prevention measures**

Pollution prevention measures are project specific only. The measures are identified during the project planning and preparation and implemented in construction and operations phase by Contractors (transferred via tender documents) or PE "Makedonija pat" or anyone else identified as responsible for implementing the OESMP.

### **Major hazards assessment and management**

Hazards are project specific. An early management happens in the planning phase, upon receiving the Planning conditions from the relevant competent authority (Spatial planning agency), based on what planning and design documents are prepared by contracted companies.

PESR does not currently have corporate Emergency Preparedness and Response Plan (EPRP). Preparation and implementation of project specific EPRP for construction phase is a responsibility of the Contractors transferred via tender documentation.

### **Community health, safety and security, Avoidance of third-party intrusion into potentially hazardous areas, Use and management of hazardous substance, Management of potentially hazardous works**

Avoidance of third-party intrusion into potentially hazardous areas (fences, security, personnel, others) as an obligation are defined within the project documentation as part of the Elaborate on occupational safety and health, and then transferred to the contractor via tender documents.

### **Policy and procedures regarding land acquisition**

Land acquisition and resettlement for Projects of Public Interest and appropriate compensation to affected parties is done in accordance to the relevant national legislation, consisted of: Expropriation Law and Law on Obligations.

The Law on Expropriation process is broadly in line with EBRD requirements set out in PR5 except for a few gaps. The LAF addresses these gaps and commits PESR to meet the requirements of PR5.

### **Public interaction**

Right of appeal in relation to employment rights for the employees in PESR is regulated in accordance with Labor relations law (for employees according to the Labor relations law) and the Public sector law employees (employed administrative servants). Currently, the Company does not have a formal grievance procedure or mechanism in place for its employees to raise issues. A grievance can be raised via a line manager or by writing directly to the management. This is an informal procedure, which does not allow for maintaining anonymity. A Grievance Management Plan is being drafted for PESR.

For its development projects, particularly for the projects requiring an EIA, the Company holds public consultations to discuss an EIA report and the potential E&S impacts and risks. Both local communities and NGOs are consulted as part of the EIA related public consultation process. It is a common practice for the Company to develop and implement a project specific stakeholder engagement plan.

## **7 | ENVIRONMENTAL & SOCIAL BENEFITS, IMPACTS AND MITIGATION MEASURES**

Separate chapter within the ESAA report summarizes the potential E&S benefits and impacts arising from the implementation of the Project considering its entire life cycle.

### **Benefits**

- **Improve the toll connection system.** The Project aim is to establish a single system for electronic toll collection in the Republic of North Macedonia, thus improving the overall connection and efficiency of the work of PESR. It will contribute at improving the crossing at these points and reduce the traffic jam and crossing time.
- **Improve connectivity and facilitate economic development.** The Project is part of a wider program to improve international connectivity in the Balkans. In this particular case is related to improving of the toll crossings and has started previously with improving the toll



stations on Corridor X. This will improve the crossing and connectivity throughout the country bringing positive benefits to regional, national and international economy and traffic.

- **Short-term local employment.** The Project will provide short-term local employment opportunities for local employment during the construction phase positively impact several municipalities in the country.

### Environmental, Social and H&S Risks / Impacts and Mitigation measures

The table below gives a summary on the impacts, receptors and mitigation measures.

**Table 1 Summary on the impact, receptors, mitigation measures**

Impact	Receptor	Significance	Location	Mitigation
<b>Benefits</b>				
<b>Improvement of the toll connection system</b>	General public and traffic	Major	Nationally wide.	None.
<b>Improve connectivity and facilitate economic development</b>	National economy. All communities. National and international traffic.	Moderate	Nationally wide.	None.
<b>Short-term local employment</b>	Local communities	Moderate	Nationally wide.	None.
<b>Environmental</b>				
<b>Air pollution</b> <i>Construction phase</i> Dust and combustion gases.  <i>Operations</i> Combustion gases.	Distanced residential areas, Commercial areas, local flora I fauna	Low  Low	Arbinovo, Preod and Kadrifakovo  Glumovo, Zhelino, Tetovo, Gostivar, Miladinovce	Good construction practice. Standard mitigation measures (dedusting etc.)  Regular check-ups and maintenance of diesel-powered boiler and ventilation equipment.
<b>Noise</b> <i>Construction phase</i> Use and work of transport vehicles and heavy machinery <i>Operations</i> Climatization units and vehicles.	Distanced residential areas, Commercial areas, local flora I fauna	Low  Low	Arbinovo, Preod and Kadrifakovo  Glumovo, Zhelino, Tetovo, Gostivar, Miladinovce	Good construction practice. Standard mitigation measures (dust suppression etc.)  Regular check-ups and maintenance of diesel-powered boiler and ventilation equipment.
<b>Soil</b> <i>Construction phase</i> Removal of soil layer, shallow excavations, soil compression, risk of contamination <i>Operations</i> None.	Local soil	Low  /	Arbinovo, Preod, Kadrifakovo, Miladinovci	Good construction practice. Reinstatement of disturbed areas. Standard mitigation measures. Use of spill containment equipment. Emergency Preparedness and Response Plan
<b>Water</b> <i>Construction phase</i> Dust suppression. <i>Operations</i> None.	Local water resources	Neutral to slight	All locations	Use only technical water for dust suppression.
<b>Waste water</b> <i>Construction phase</i>	Local area	Neutral to slight	All locations	Mobile toilets must be regularly serviced and maintained.



Impact	Receptor	Significance	Location	Mitigation
<p>Generation of communal waste water.</p> <p>Potential risk of washing of working areas with storm waters.</p> <p><i>Operations</i></p> <p>Atmospheric/storm water.</p> <p>Communal waste water</p>				<p>Stormwater drains and oil water separators must be regularly serviced and maintained to ensure that they remain effective and do not become saturated and or blocked over time,</p> <p>Communal waste water facility must be regularly serviced and maintained to ensure the delivery of required water quality at outlet.</p>
<p><b>Waste</b></p> <p><i>Construction phase</i></p> <p>Construction waste.</p> <p><i>Operations</i></p> <p>Communal and commercial waste</p>	Local area	Neutral to slight	All locations	<ul style="list-style-type: none"> <li>• Avoiding or minimising generation,</li> <li>• Reuse.</li> <li>• Disposal of inert waste on a local inert waste landfill,</li> <li>• Collection of waste by licenced companies.</li> <li>• Safe interim storage to ensure no risk of contamination,</li> <li>• Detailed records must be kept of all waste and the final safe fate of the same,</li> <li>• Regular internal inspections across the site to ensure compliance with the requirements of the plan.</li> </ul>
<p><b>Biodiversity</b></p> <p><i>Construction phase</i></p> <p>Vegetation clearing, dust emissions and noise generation.</p> <p><i>Operations</i></p> <p>None.</p>	Onsite flora and fauna.	Low	All locations  Preod and Kadrifakovo	<p>Good construction practice.</p> <p>Reinstatement of disturbed areas.</p> <p>Standard mitigation measures.</p> <p>Planning prior construction is done in consultation with a qualified ornithologist to avoid disturbances, if the construction period is in the nest season from April to July.</p>
<b>Social and H&amp;S</b>				
<p><b>Land Expropriation &amp; Economic Displacement</b></p> <p>Minimal land acquisition, Minor and small-scale economic displacement</p>	Local community	Minor	Arbinovo, Miladinovce	Preparation and implementation of LAP.
<p><b>Access and traffic restrictions</b></p> <p>Temporary restriction</p>	Local community	Minor	All locations	CESMP, Traffic Management Plan, H&S Plan
<p><b>Impacts on Community Health &amp; Safety</b></p> <p>Risk of accidents to the public</p>	Local community	Minor	All locations	CESMP, Traffic Management Plan, H&S Plan
<p><b>Risks to H&amp;S from the Works</b></p> <p>Give rise to occupational, health and safety risks to workers,</p>	Onsite workers		All locations	CESMP, Traffic Management Plan, H&S Plan
<p><b>Cultural Heritage</b></p> <p>Identified archaeological sites.</p>	Local area	Medium	Arbinovo, Kadrifakovo	<p>Onsite monitoring over the construction works by an archaeologist.</p> <p>Inspection of the construction site and to determine protection measures if necessary, before the beginning of the construction works by competent authority.</p>

## 8 | ENVIRONMENTAL & SOCIAL MANAGEMENT AND MONITORING

This chapter gives a brief description of how environmental and social impacts and issues will be monitored and managed in practice.



The goal is to ensure that mitigation measures are implemented and have the intended result. It therefore forms the basis of the environmental and social performance monitoring of PESR and its contractors to ensure that committed mitigation measures throughout the construction and the operation of the proposed road are implemented and have the intended result.

### **Environmental and social monitoring**

Environmental and social monitoring measures to be developed as part of the project's ESMSs, according to the requirements outlined in the EIAs/Elaborates for environmental protection (where relevant) and ESAP.

There are no potential impact receptors nearby the locations of the three new toll stations, hence no air quality and noise monitoring are necessary.

PESR will insert pre-construction requirements into the tender documents in compliance with ESAP. If there is no construction in a given month, monitoring is not required in that month.

### **Archaeological & Cultural Heritage**

PESR to ensure that onsite monitoring in compliance with national legislation over the construction works on Arbinovo TS location is done by an archaeologist and for Kadrifakovo, inspection of the construction site is done before the beginning of the construction works.

## **9 | GRIEVANCE MECHANISM, FURTHER INFORMATION & CONTACT DETAILS**

A grievance mechanism will be adopted. PESR and its Contractor(s) will accept all comments and complaints associated with the Project, submitted either verbally or in writing. PESR recognizes that consultation is an ongoing process, and different concerns may arise as the Project moves into the construction phase.

A sample of the Projects Public Grievance Form is provided in Annex 1. Any person or organization may send comments and/or complaints in person, by phone or via post or email using the contact information provided below.

All types of stakeholder grievances (apart from those raised by employees and contractors) relating to this Project should be channelled to PESR through the following designated staff member:

Mrs. **Biljana Cvetkovikj**, Manager of Human Resources Management and General Affairs Unit

Tel: + 389 (0)2 3118-044 ext.312

Fax: + 389 (0)2 3220-535

Email: [biljanal@roads.org.mk](mailto:biljanal@roads.org.mk)

Address: **Public Enterprise for State Roads**

Dame Gruev str. 14,

1000 Skopje, Republic of North Macedonia

Contact details of the construction Contractor will also be made publicly available in the Municipalities adjacent to the project works and included in a revised SEP, once a Contractor is appointed.

The Grievance Form (in Macedonian and English) will be made available on the web site [www.roads.org.mk](http://www.roads.org.mk) and the concerned municipality will receive pre-printed forms to be readily-available for the public. A worker's Grievance Mechanism will also be established for the employees of construction companies (as a separate system).

PESR will log and monitor the process of comments and complaints and the information will be summarized in annual EHSS reports, which will be prepared and posted on its website. PESR is obliged to respond to all complaints according to procedures prescribed in national legislation and this SEP.

The response time for grievances will be in accordance with national legislation for the particular issue in question. PESR will endeavour to acknowledge receipt of the Grievance within 5 working days, and to respond within 15 days of receiving the grievance to inform the complainant of the corrective action



taken or proposed corrective action. Individuals who submit their comments or grievances have the right to request that their name be kept confidential.

At all times, complainants are also able to seek legal remedies in accordance with the laws and regulations of the Republic of North Macedonia.



## APPENDIX 1 PUBLIC GRIEVANCE FORM

<b>Public Grievance Form</b>	
<b>Reference No:</b>	
<b>Name and Surname</b> (optional) <ul style="list-style-type: none"> <li>• I wish to raise my grievance anonymously.</li> <li>• I request not to disclose my identity without my consent.</li> </ul>	
<b>Contact Information:</b>  Please note how you like to be contacted (mail, phone, e-mail)	<ul style="list-style-type: none"> <li>• By Post: Please provide mailing address: _____</li> <li>• By Phone: _____</li> <li>• By E-mail _____</li> </ul>
<b>Preferred language for communication</b>	<ul style="list-style-type: none"> <li>• [Macedonian]</li> <li>• [Other: _____]</li> </ul>
<b>Description of Incident or Grievance:</b> What did happen? Where did it happen? Who did it happen to? What is the result of the problem?	
<b>Date of Incident / Grievance</b>	
	<ul style="list-style-type: none"> <li>• One time incident/grievance (date _____)</li> <li>• Happened more than once (how many times? _____)</li> <li>• On-going (currently experiencing problem)</li> </ul>
<b>What would you like to see happen to resolve the problem?</b>	
Signature: _____ Date: _____	
<p><b>Please return this form to:</b>  <b>Ms Biljana Cvetkoviki</b>                  Tel: + 389 (0)2 3118-044 ext.312                  Fax: + 389 (0)2 3220-535                  email: <a href="mailto:biljanal@roads.org.mk">biljanal@roads.org.mk</a></p>	
<p><b>Public Enterprise for State Roads</b>                  Dame Gruev str. 14                  1000 Skopje, Republic of North Macedonia</p>	