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**Detailed Design and Environmental
and Social Impact Assessment for
Motorway A4 SKOPJE-BLACE**

**Technical documentation preparation
and TSO support**

Stakeholder Engagement Plan

February 2022



The Western Balkans Investment Framework (WBIF) is a financing facility launched in December 2009 by the European Commission, together with the Council of Europe Development Bank (CEB), the European Bank for Reconstruction and Development (EBRD), the European Investment Bank (EIB), Bilateral Donors, and Western Balkans countries with the purpose to deliver funding for strategic investment projects in beneficiary countries. Eligible sectors include infrastructure development in the environment, energy, transport, social and digital sectors as well as private sector development. EBRD and the World Bank subsequently joined the Framework. In July 2017, the EBRD became a partner organisation.

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Table of Contents

1.	Introduction	4
1.1	Project Context	4
1.2	Objective and Scope of the Stakeholder Engagement Plan	4
2.	Project Description	5
3.	Regulatory Requirements for Stakeholder Engagement	6
3.1	National Legislation for Stakeholder Engagement	6
3.2	EBRD Environmental and Social Policy	7
4.	Stakeholder Identification and Analysis	7
4.1	Stakeholder Identification	9
4.2	Disadvantaged / vulnerable individuals or groups	12
4.3	Gender Considerations	12
5.	Previous Stakeholder Engagement Activities	13
6.	Stakeholder Engagement Programme	14
6.1	COVID-19	14
6.2	Proposed Strategy for Information Disclosure and Consultation	15
6.3	Future Phases of Project	17
7.	Resources and Responsibilities	18
8.	Grievance Mechanism	18
9.	Monitoring and Reporting	20
10.	Appendices	21
	Appendix 1: Project Grievance Form	22
	Appendix 2: Project Grievance Procedure	23
	Appendix 3: Project Grievance Register	24
	Appendix 4: Contact Information of Identified Stakeholders	25
	Appendix 5: Overview of Previous Stakeholder Engagement Activities	26
	Appendix 6: List of relevant COVID 19 online resources	29

List of Tables

Table 1 - Stakeholder Analysis and Communication Requirements.....	9
Table 2 - Summary of Stakeholder Engagement and Disclosure Requirements	16



Abbreviations

Abbreviation	Meaning
BC	Border Crossing
CSO	Civil Society Organization
EIA	Environmental Impact Assessment
PESR	Public Enterprise for State Roads
ESP	Environmental and Social Policy
ESIA	Environmental and Social Impact Assessment
ESMP	Environment and Social Management Plan
EEP	Elaborate for Environmental Protection
EU	European Union
GIIP	Good International Industry Practice
IFI	International Financing Institution
EBRD	European Bank for Reconstruction and Development
LARF	Land Acquisition and Resettlement Framework
PIU	Project Implementation Unit
NGO	Nongovernmental Organization
NTS	Non-Technical Summary
OG	Official gazette
PAP	Project Affected Persons
RNM	Republic of North Macedonia
SEA	Strategic Environmental Assessment
SEP	Stakeholder Engagement Plan
WBIF	Western Balkans Investment Framework

1. Introduction

1.1 Project Context

The European Bank of Reconstruction and Development (EBRD) is considering providing finance to the Public Enterprise for State Roads ("PESR" or "the Project") in the Republic of North Macedonia, to finance the construction of section of Motorway A4 Skopje – Blace: "Construction of motorway from Interchange with local road for village Blace (interchange "Blace") to Skopje (Interchange "Stenkovec"), km 2+000 to km 12+250". A toll station is also planned to be constructed on this road.

Project area consists of one municipality: Chucher - Sandevo.



Figure 1 Map of location of the Municipality of Chucher-Sandevo

Given the scale and nature of the Project, EBRD has assigned the Project to Category A under its Environmental and Social Policy 2019. As such, a comprehensive Environmental and Social Impact Assessment (ESIA) is required, followed by public disclosure of the ESIA package for a minimum of 120 days.

This Stakeholder Engagement Plan (SEP) describes the engagement activities being undertaken for the Project during planning, construction and operation. It has been prepared as part of the ESIA package for the purposes of the Project.

This SEP also includes recommendations for stakeholder engagement and information disclosure in relation to COVID-19.

1.2 Objective and Scope of the Stakeholder Engagement Plan

This SEP was developed by PESR in order to clearly communicate to all interested and affected parties, which is to be implemented throughout the entire Project cycle. The SEP identifies relevant stakeholders, defines communication channels and plans regarding the construction of the planned Motorway section.

The objective of this SEP is to improve and facilitate Project-related decision-making and create opportunities for active involvement of all stakeholders in a timely manner, and to provide possibilities for all stakeholders to voice their opinions and concerns that may influence Project decisions. The purpose of the SEP is, therefore, to enhance stakeholder engagement throughout the life cycle of the Project, and to carry out stakeholder engagement in line with the Macedonian laws, as well as the requirements of [EBRD's Environmental and Social Policy \(2019\)](#).

This SEP will be updated as necessary.

2. Project Description

The connection of the Republic of North Macedonia with Kosovo, namely the connection of Skopje with the Blace Border Crossing Point, is done via the existing national A4 road, built in 1969.

Intensive international traffic, especially heavy freight traffic towards Kosovo, which has a tendency of permanent increase, is being carried out at the Skopje-Blace section. This road section, from a service and safety point of view, no longer meets the needs.

In order to overcome the current situation, there is a need for this road to become a high-traffic road, i.e., at the A4 Motorway Skopje-Blace (Stenkovec junction).

The planned Motorway A4 Skopje – Blace will connect Skopje to Kosovo via Route 6a and latter to Corridor VIII, as a part of the extension of the TEN-T Core Network in Western Balkan on the Orient/East-Med Corridor.

The beneficiaries of the Project, the Ministry of Transport and Communications and the Public Enterprise for State Roads, undertake activities for preparation, completion and adjustment of the design documentation for construction of section of the Motorway A4 Skopje – Blace: "Construction of motorway from Interchange with local road for village Blace (interchange "Blace") to Skopje (Interchange "Stenkovec"), km 2+000 to km 12+250".



Figure 2 Map of project location in relation to the existing road infrastructure

3. Regulatory Requirements for Stakeholder Engagement

3.1 National Legislation for Stakeholder Engagement

Requirements for public disclosure and consultation activities, related to preparation of project documentation and related strategic and other studies are covered under the following laws:

- **Law on Urban Planning**¹ - regulates the system of spatial and urban development of North Macedonia, including public information and participation throughout the process of development and adoption of urban and spatial planning documents.
- **Law on Environment**². This law and its associated secondary legislation set out the requirements for undertaking environmental impact assessment (EIA) of potential environmental impacts of public and private projects which are likely to have a significant impact on the environment before development consent / construction permit is granted in the form of approval for project implementation.

The public has to be involved in every stage of the EIA procedure and all decisions made during the process must be published in the appropriate media, web sites of the relevant governmental bodies (national/local) and newspapers in the Macedonian language and the language of dominant ethnic community. The following documents are publicly disclosed:

- Notification of intention for project implementation and request for determination the scope of the Environmental Impact Assessment Study (EIA)
- EIA Screening & Scoping Decision
- Announcement of Availability of the Environmental Impact Assessment Study (EIA study)
- The Ministry of Environment and Physical Planning (MoEPP) Decision on granting consent to or rejecting the application for the project.

The MoEPP is responsible for organizing the public hearing meeting and for collecting relevant opinions and comments from the public. MoEPP must determine the location, date of the public debate, the mechanisms and times for informing the public, and the locations where the Non-Technical Summary of the EIA and the EIA study will be displayed. The public is usually informed of the EIA, date, place and time of the public hearing and availability of documents through public information media, including an announcement in at least one daily newspaper on the whole territory of the country, one TV or radio station. MoEPP should conduct the public hearing at least five working days before the deadline for preparation of the appropriateness report on the EIA study, which shouldn't be longer than 60 days from the day of submission of the EIA.

In summary, the procedures for disclosure and consultations include the following steps:

- The public is informed about details of disclosure of the draft plan/document (where the hard copy is available for review, the dates and time when it can be reviewed) through the media and citizens/organizations are invited to send comments and/or attend public consultations;
- Public consultations are held in an appropriate local venue (e.g. city hall) and the plan/document is presented;
- Comments received from all stakeholders are processed and the plan/document is revised to reflect them. A report on which comments have been adopted and which have not, with a justification, is delivered together with the draft plan/document to relevant authorities who judge whether the comments have been meaningfully considered and addressed;

¹ Official Gazette of the Republic of North Macedonia, no. 32/20

² Official Gazette of the Republic of Macedonia, no. 53/05, 81/05, 24/07, 159/08, 83/09, 48/10, 124/10, 51/11, 123/12, 93/13, 187/13, 42/14, 44/15, 129/15, 192/15, 39/16 and 99/18



- All comments are responded to in written form.

Other applicable laws which foresee disclosure of project information or enable access to information, including mechanisms for grievances and appeals, include:

- The Law on Construction³
- The Law on Access to Public Information⁴
- The Law on Acting upon Complaints and Proposals⁵
- The Expropriation Law⁶.

In 1999, North Macedonia signed up to the terms of the Aarhus Convention on Access to Information, Public Participation in Decision-making and Access to Justice in Environmental Matters (1998). The Aarhus Convention grants the public rights regarding access to information, public participation and access to justice, in governmental decision-making processes on matters concerning the local, national and transboundary environment. It focuses on interactions between the public and public authorities.

3.2 EBRD Environmental and Social Policy

EBRD has set out a comprehensive set of specific Performance Requirements (PRs) that projects are expected to meet. PR 10 (Information Disclosure and Stakeholder Engagement) of EBRD's Environmental and Social Policy (ESP) 2019 emphasises the importance of an open and transparent engagement between the project, its workers, local communities directly affected by the project and other stakeholders as an essential element of good international practice and corporate citizenship. Stakeholder engagement involves stakeholder identification and analysis, stakeholder engagement planning, disclosure of information, consultation and participation, a grievance mechanism, and ongoing reporting to relevant stakeholders.

In accordance with PR 10, projects are required to develop and implement a Stakeholder Engagement Plan appropriate to the nature and scale of the risks, impacts and development stage of the project, and conduct stakeholder engagement on the basis of providing local communities that are directly affected by the project and other relevant stakeholders with access to timely, relevant, understandable and accessible information.

EBRD requires that project developers establish and maintain an effective grievance mechanism, ensuring that any stakeholder complaints and concerns are received, handled and resolved effectively, in a prompt and timely manner.

4. Stakeholder Identification and Analysis

Key stakeholders who are to be informed and consulted about the Project are:

- A) Affected or likely to be affected by the project (Project-affected parties); and
- B) May have an interest in the project (Other interested parties).

³ Official Gazette of RM the Republic of Macedonia 130/09, 124/10, 18/11, 36/11, 54/11, 13/12, 144/12, 25/13, 70/13, 79/13, 137/13, 150/13, 163/13, 27/14, 28/14, 42/14, 115/14, 149/14, 187/14, 44/15, 129/15, 30/16, 31/16, 39/16, 71/16, 132/16 and 35/18)

⁴ Official Gazette of the Republic of Macedonia, no. 13/06, 86/08, 06/10, 42/14, 148/15

⁵ Official Gazette of the Republic of Macedonia, no. 82/08, 13/13, 156/15, 193/15

⁶ Official Gazette of the Republic of Macedonia" no. 95/12, 131/12, 24/13, 27/14, 104/15, 192/15, 23/16, 178/16





4.1 Stakeholder Identification

The following table presents the Stakeholder identification and analysis of the approach for communicating these individual stakeholders.

Table 1 - Stakeholder Analysis and Communication Requirements

Identified stakeholder	Specific issues or interests	Communication and engagement objective	Communication and engagement methods
Project-affected parties			
<p>Local residents:</p> <p>a) those whose property will be acquired or livelihoods affected (they will need to be consulted on LARP)</p> <p>b) those who will be affected by construction works (e.g. by construction related noise, dust and increased number of people or temporary hindered access to the land, other fixed assets and available resources (fields, premises, forest, pastures and other) for the land owners and land users in the project area of influence.)</p> <p>c) whose paths of movement will be affected during the construction or during operation of the motorway (international drivers and passengers, residents of settlements that are neighbouring the project area of influence and private individuals)</p>	<p>Acquisition of property (Land, Crops and objects)</p> <p>Economic displacement</p> <p>Potential interest in health issues related to project</p> <p>Disruption of daily routine and paths of movement of people</p>	<p>Providing timely information on the need for land acquisition and resettlement, and alerting appropriate social and other relevant local authorities</p> <p>Providing timely information on construction activities and the current traffic regime throughout the project area of influence to achieve decreased traffic jam</p>	<p>Communication during the process of land acquisition and/or resettlement, within the possibilities.</p> <ul style="list-style-type: none"> • Online presentation materials. • Media/press releases. • Online social media (Facebook, YouTube, Instagram), Official website, Viber & WhatsApp, other. • Telephone calls. • Direct email communication. • Public and individual consultation meetings, if possible. <p>Public announcement on visible public locations along the alignment (stores, schools, markets...)</p> <p>Public and individual consultation meetings, where possible</p> <p>Disclosing information on the extent, timing and duration of planned works and any expected disruptions and inconveniences on the central bulletin board of the affected municipality and on bulletin boards set on entry/exit roads of the project area of influence, at least two weeks prior to the start of any construction works, and a week prior any significant change in the construction phase that is of particular interest to the population transiting/traveling through</p>



Identified stakeholder	Specific issues or interests	Communication and engagement objective	Communication and engagement methods
			the project area of influence
Businesses that will be directly affected with the project (current road and new motorway), either by assets acquisition process, access to resources, or by re-routing traffic that their business relies upon.	Acquisition of property (Land, Crops and objects) and access to resources. Disruption of established routine and paths of movement of transport of workforce and materials	Consultations on LARP Providing timely information on risks and disturbances associated with the construction and operation period	Media/press releases. Online social media (Facebook, YouTube, Instagram), Official website, Viber & WhatsApp, other. Direct email communication. Public and individual consultation meetings, where possible.
Municipality of Chucher - Sandevo and its Communal enterprise PCE Skopska Crna Gora Municipality of Gjorche Petrov	Successful realization of the project; Minimizing of the economic damages; Disruption of daily routine and paths of movement of people and businesses.	Providing timely information on risks and disturbances associated with the construction and operation period; Establishing cooperation	Online individual consultation meetings as necessary. Public consultation meetings, if possible. Direct email communication Official correspondence
Motorway users during operational phase	Disruption of daily routine and paths of movement, as well as road safety	Providing timely information on risks and disturbances associated with the operation period	Media/press releases. Online social media (Facebook, YouTube), Official website, Viber & WhatsApp, other.
Other interested parties			
General public in the affected municipality and wider	Existence of Project related construction activities.	Providing timely information on Project benefits and risks	Online presentation materials. Media/press releases. Public consultation meetings, if possible. Online social media (Facebook, YouTube, Instagram), Official website, Viber & WhatsApp, other.
Relevant governmental authorities, ministries and public institutions , including: <ul style="list-style-type: none"> • Ministry of Infrastructure and Communication • Ministry of Finance • Ministry of Economy • Ministry of Environment and Spatial Planning • Ministry of Agriculture, Forestry and Water Economy 	Issuing permits, consents and opinions in accordance with local legislation, control of compliance with local legislation	Consultations with relevant government authorities concerning Project activities in the framework of permitting procedures	Online individual consultation meetings as necessary. Public consultation meetings, if possible. Direct email communication Official correspondence



Identified stakeholder	Specific issues or interests	Communication and engagement objective	Communication and engagement methods
<ul style="list-style-type: none"> • Ministry of Labour, and Social Policy • Ministry of Health • Ministry of Culture • State Labour Inspectorate • State Environmental Inspectorate • Ministry of Interior • Ministry of Defence • Customs Administration • Other important local and regional community health and safety services such as: firefighting, police, emergency medical care. 		Reporting based on national legislation requirements	
<p>Interested non-governmental organizations (NGOs) Environmental NGOs, Social Welfare NGOs, Other NGOs</p> <p>All organizations that have not yet demonstrated a specific interest in this Project, shall be provided with opportunities to voice their opinions or concerns throughout Project preparation and implementation.</p> <p>Note: Any organizations interested in the Project can send their contact details to the PIU to be included in the Table of NGOs provided in Annex 4 of this SEP and notified directly about Project events.</p>	Stakeholders of high significance for the Project's success which are interested in protection of the environment and human health	Providing timely information, communication and consultations	<p>Online individual consultation meetings as necessary. Public consultation meetings, if possible. Direct email communication Media/ press releases</p> <p>Online social media (Facebook, YouTube, Instagram), Official website, Viber & WhatsApp, other.</p>
PESR employees (and PIU), and relevant Trade Unions	Stakeholders of high significance for the Project's success who are directly or indirectly engaged in Project planning and implementation	Providing timely information about the planned Project activities	PESR internal communication channels. Trainings as necessary.
Contractors or subcontractors during construction, monitoring and supervision of works, and their employees, and maintenance related workers	Stakeholders of high significance for the Project's success who are directly or indirectly engaged in Project planning and implementation	Provision of Project code of conduct and work safety and health regulations, environmental protection requirements	Information through tender procedure and contracts. Communication via supervising engineers. Toolbox talks at construction sites on health and safety topics. Monthly reports on progress of works to be submitted by contractors during construction works. Trainings. Email communication.



Identified stakeholder	Specific issues or interests	Communication and engagement objective	Communication and engagement methods
Other Businesses <ul style="list-style-type: none"> • Trade and Retail • Transport domain • Investors • Agriculture domain • other private sector stakeholders 	Involvement in development of the project activities suitable to their needs and capacities	Informed businesses who will need to adjust their investments and operations to the planned outcomes of the project	Online individual consultation meetings, as necessary. Public consultation meetings, if possible. Direct email communication. Media/ press releases. Online social media (Facebook, YouTube, Instagram), Official website, Viber & WhatsApp.
Donors and Other International and Supranational Organizations <ul style="list-style-type: none"> • The European Union • Western Balkans Investment Framework • EBRD • Other 	Stakeholders of high significance for the Project's success who are directly or indirectly engaged and involved in project planning and financing of its implementation	Realization of the addressed support and finances	Direct email communication. Media/ press releases. Online social media (Facebook, YouTube, Instagram), Official website, Viber & WhatsApp.

4.2 Disadvantaged / vulnerable individuals or groups

Disadvantaged / vulnerable individuals or groups are potentially disproportionately affected and less able to benefit from opportunities offered by the project due to specific difficulties to access and/or understand information about the project and its environmental and social impacts and mitigation strategies.

The stakeholder identification process examined whether there are any groups of affected people who might be more vulnerable to current and potential Project impacts.

During assessments and preparation of this SEP, potential groups in the wide area around the project who might be affected by this project, differently due to their gender, age, ethnicity, religion and other cultural, physical or other attributes (i.e. due to the digital divide, without internet access, rural areas), were examined. This assessment shows that there might be vulnerable or disadvantaged individuals in the project affected area that will be affected with the activities of this project and/or might require different channels of communication. These are affected land owner/users and elderly people.

If PESR, during project implementation, identifies vulnerable groups affected by this project, it will be added to this SEP and appropriate communication methods will be identified and engagement activities will be conducted with this vulnerable group/s.

4.3 Gender Considerations

Gender considerations have been incorporated into the SEP and the future engagement methods. Engagement activities are designed to allow women to participate, i.e. focus groups and workshops. There are multiple methods for women to get involved in consultations and provide feedback on different aspects of the Project. Women will be consulted on the Project activities. Further details on consultation methods are provided in Section 6 of this document.



Women will also be consulted on road safety and providing them with fair and equal representation in decision-making situations and providing them with greater awareness of road safety from a gender and children's perspective.

5. Previous Stakeholder Engagement Activities

This project has been in development since 2002 when the final design was prepared and all related stakeholder engagement activities were completed for that design.

In 2018, for the purpose of this project series of stakeholder engagement activities were undertaken.

The selection of preferred option included thorough investigation of all proposed options, among which was also the 2002 project design. Investigations, beside site visits and consultation of existing literature, included consultation with present stakeholders on site.

PESR has conducted thorough consultation process with the institutional stakeholders, in order to reach appropriate decision for project design that will fit all needs of various involved governmental institutions due to the presence of border crossing with Kosovo.

The following institutional stakeholders were consulted: Ministry of Transport and Communication, Ministry of Finance, Ministry of Economy, Ministry of Environment and Spatial Planning, Ministry of Agriculture, Forestry and Water Economy, Ministry of Culture, State Environmental Inspectorate, Ministry of Interior, Ministry of Defence, Customs Administration, City of Skopje, Municipality of Chucher - Sandevo, Secretariat for European Affairs and GNMR.

Communication with the institutional stakeholders (ministries and other agencies) included exchange of relevant project design data and approvals of proposed solutions for disputable and non-disputable road structures. Communication with the municipality also included exchange of same opinions and data, along with information on the traffic patterns of movement throughout the project area of influence.

Consultations with the land owners/users and farmers took format of individual meetings, that occur during the site-visits.

On 13.12.2018 a site visit performed by the team of consultants included communication with individuals found on site, throughout the project area of influence. There was a couple (farmers) preparing the field for the spring yield, and the social expert took a time to discuss problems and issues with livelihood, just to get information and impression from first-hand about who are the interviewees and where and how they live, along with information about who are the owners of the surrounding fields and where they live and how they actually cultivate their fields. This event occurred close to the intersection of proposed road with Skopje ring road. Furthermore, another group of three male farmers, all members of a single agricultural holding /family (three generations), was non-formally interviewed in order to get relevant information regarding their livelihood, way of life and the owners/users of the fields. This event occurred close to the location of the Toll station. Last interviewees were a spouse couple currently visiting their small weekend house located at the lower edge of the weekend settlement. Their original residence location was Skopje, but they do often visit (excluding the cold and rainy days) their property in the weekend houses settlement, alone or with friends / relatives.

During the 06.03.2019 site visit, two owners of two different sheep pens were interviewed. Both were informed on the planned project activities and series of questions regarding way of life and doing business were asked and answered by the interviewees. Also, potential economic impacts, access to local resources and elements of proposed project design and options were also discussed.

Field visit on 19.09.2019 included check to a weekend house that was set remote from the weekend houses settlement. The weekend house was populated at the visit, and its owner (an elderly man) along with his son and his nephews (all four residing in Skopje) were performing vegetation trimming on their



parcel. The house is partially used, but renovated recently. The road is foreseen to pass some 10-15 meters next to the house, and the design included viaduct and retention wall in order to minimize avoidance and expropriation of property.

Additionally, owner of a business (printing house), whose business is located near the toll station, was non-formally interviewed. His interest was related to the project design and the potential displacement issues related (if at all) to his property and business. Potential impacts and mitigation measures, as well as ESIA procedure, were the main interest of the local interested individuals.

On 16.06.2020, refreshing site visit was performed and two different crop farmers, along with 2 different livestock farmers were interviewed. Non-formal interviews included detailed design prospects, resettlement compensation measures for the affected people and mitigation measures that can be implemented during the construction phase.

During the pandemic times, on 19.11.2020, due to the process of confirmation of the selected project option, a joint field visit to the project area (mainly shooting range Stenkovec), was performed by the local EBRD office, IPF7 Team and ESIA Experts, PESR, RNM Gov. representative, Secretariat for European Affairs, Army, Police, Mayor of the municipality. Field visit comprises of observation of the shooting range, access roads and potential safety issues with future road users and current (illegal) land users.

Last field visit, where stakeholders were consulted, was performed on 19.05.2021. During observation of the ongoing construction activities for the section of the existing road from this project toward the border (2.1km) with Kosovo, two representatives of local community from Dolno Blace were met, among who one was the responsible for the graveyards in the vicinity of the project footprint. Issues like Stakeholder Engagement Plan and its availability, existence of grievance mechanism, the procedure for ESIA and public disclosure of the relevant documentation as well its availability was discussed with these representatives of the Dolno Blace settlement.

Numerous individual meetings and communication iterations were performed by PESR in order to obtain relevant data for the selection of project options and later during collection of relevant opinions by the responsible institutions for the main design. There have been significant corrections within the proposed initial design for the motorway, in order to reach appropriate decision for project design that will fit all needs of various involved governmental institutions due to the presence of border crossing with Kosovo and army operated shooting range (training facility).

An overview of the stakeholder consultation process to date is given in Appendix 5.

6. Stakeholder Engagement Programme

6.1 COVID-19

The new situation with the outbreak of the pandemic COVID-19 disease, caused by SARS-CoV-2 virus, changed the familiar and widely used methods for information disclosure and stakeholder engagement.

In order to avoid, to the maximum extent where possible, the exposure to the risk of transmission of the infection, the stakeholder engagement and information disclosure methods for this project were tailored in accordance to the recommendations given by the most relevant international and national health organizations and relevant actors who are modelling and defining the good international industry practice (GIIP).



EBRD has published⁷ a good practice guide on public consultation during the Covid-19 pandemic. A list of websites on public consultations and information disclosure in the COVID-19 times, as well as GIIP, is presented in Appendix 6.

6.2 Proposed Strategy for Information Disclosure and Consultation

For the Project's purposes, PESR will use different methods of stakeholder engagement in order to ensure continuous communication with all interested stakeholders and to make all necessary information available and accessible to the public. PESR, in cooperation with the affected municipality, as well as local community affected by the Project will ensure that local residents and businesses living or operating in the vicinity of the Project area of influence, as well as of those project's neighbouring settlements (Orman, Nikishtane, Brazda, Gluvo, Blace) are regularly informed about the Project development especially addressing start of construction activities and its impacts on the local roads, land owners and present businesses.

PESR will carry out public consultations and information dissemination that will reflect main issues of relevance to the Project:

1. A live meeting with the mayor and representatives of affected settlements is planned to be held (with full implementation of COVID 19- protection measures) in order to present the final project design and to inform the affected representatives on the potential impacts and mitigation measures that are planned to be implemented in this regard.
2. For the purpose of informing the public on the planning project activities, the PESR will create promotional video presentation from the alignment (drone recording) and it will publicize it on its website, as well as social media, such as Facebook and YouTube. PESR will release information (advertise) to the media about the availability of the project promotional video, and will publicize it to PESR website and social media.
3. An online public consultation event for the project is planned to be held online with the business entities from the economic zone Vizbegovo that is bordering the project footprint, main environmental and social, and biodiversity NGOs in the area, and targeted General Public living in the wide project area. The online event will have two parts: Project presentation by the PESR Project team consist of members from E&S department, Project Development and Legal Department, and public discussion with participants (questions). PESR Project team will be supported by the specialists /experts involved in production of the ESIA and the Project Design.

The online presentation/disclosure will be promoted/advertised on the PESR website, and national media. Additionally, PESR will sent invitation for participation by post, email and/or telephone to the NGOs, local business that might/will be affected, local population from the affected settlements and land owners (where contact information is familiar).

Registration for participation on the live project disclosure event will begin one week prior the event. The platform, time and date of the online event shall be familiar in advance, and only registered participants will get invitation to join the presentation that will be held over the free available platforms and ask questions/raise issues in live. The event will be also streamed on YouTube, Facebook and other platforms (if possible) and questions and issues can be raised in written, directly sent to the responsible person for implementation of this SEP.

PESR will inform all stakeholders about the exact date, time and venue where and how the presentation will be held, at least 7 days in advance (but preferably 2 weeks), by disclosure through the social media,

⁷ <https://www.ebrd.com/covid19-consultation.pdf>



websites of the PESR and municipality of Chucher-Sandevo, local media (newspapers, online news portals) and the bulletin boards of the municipality. The announcement of the online public meeting will also, be posted in the affected and project neighbouring settlements, in order to specifically target the local population living in these communities. In addition, NGOs listed in Annex 4 to this SEP will be directly contacted and informed of the public disclosure event.

During the same period as the mentioned online public consultation event, PESR will organise smaller, separate discussions with the local communities in two of the villages near the Project footprint: the village of Orman (approx. 1 km from the footprint) and the village of Nikishtane (approx. 2 km from the footprint), both in the Municipality of Gjorce Petrov. The purpose will be to explain the Project and discuss the possible impacts on these communities, particularly on the current use of existing access roads by these communities to travel from the villages to the Skopje-Blace Road and then further to other parts of Skopje.

4. It is foreseen, also, to hold a separate disclosure event online where ESIA disclosure package shall be promoted and discussion upon it will be conducted live on available free communication platforms with the interested stakeholders and people who will register to participate.

The ESIA Public disclosure package for Project will contain:

- Non-technical Summary
- Environmental and Social Impact Assessment (ESIA),
- Stakeholder Engagement Plan (SEP),
- Environmental and Social Management Plan (ESMP),
- Project Grievance Form (see Annex 1)
- Land Acquisition Resettlement Framework (LARF), and
- Land Acquisition Resettlement Plan (LARP)

All project promotional documentation will be published on PESR web site (www.roads.org.mk), and the web site of Municipality Chucher-Sandevo (www.cucersandevo.gov.mk). Documents will be prepared in English, Macedonian and some in Albanian language and available upon their official approval. Documents will remain disclosed during a period of 120 calendar days. All interested parties can comment on the presented documentation for the given period of thirty days.

Documents will also be disclosed on the EBRD website during a period of 120 calendar days and will remain publicly available throughout the life of the Project. All interested parties can comment on the presented documentation for the given period of 120 days.

The ESIA Study will be publicly available for 30 days on the MoEPP's Website for the national disclosure procedure.

The presentation of the ESIA documentation for the project will be aimed at providing information to the public about the construction and operation of the planned motorway.

All justified comments and proposals will be considered and appropriately addressed. The PIU will publish a summary report of all relevant issues raised, including explanations for inclusion or exclusion of proposals.

5. All available Project information and documents will be disclosed to the public at least 2 weeks in advance of any planned presentation event. If necessary, separate online and individual meetings and direct communication will be held to ensure that the stakeholder engagement is gender and ethnic minority responsive.

A summary of all stakeholder engagement and disclosure requirements listed above is provided in Table below.

Table 2 - Summary of Stakeholder Engagement and Disclosure Requirements

	Activity	Timing/further detail	Responsibility
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	Activity	Timing/further detail	Responsibility
1	<p>Organise at least one online public consultation meeting for Project Presentation to the public and non-institutional stakeholders.</p> <p>Encourage written proposals and comments. Provide timely access to the documents before any meeting (at least 2 weeks)</p>	<p>Stakeholders will be informed about the exact date, time and venue where a meeting will be held, at least seven days in advance (but preferably 14 days), by disclosure through the websites of the PESR, local media and the bulletin boards of the Municipality/-ies, as well as affected settlements. Registration for online meetings will be mandatory.</p> <p>NGOs listed in Annex 4 to this SEP will be directly contacted and informed of the online public meeting.</p>	PESR/PIU
2	Organise public presentation for the ESIA documentation	Online meeting/presentation to be organized through available online platforms. Public to be informed (through media advertising) and invited to register in order to participate on the presentation. Businesses and NGOs (listed in Annex 4 to this SEP) in the project affected area will be invited by letter.	PESR
3	<p>Ensure that the following Project documents are published on the websites of MoEPP, PESR and the municipality:</p> <ul style="list-style-type: none"> – This SEP – ESIA Study – Land Acquisition and Resettlement Framework – Land Acquisition and Resettlement Plan – Project Grievance Form and Public Grievance Leaflet – Non-technical Summary <p>Print and keep hard copies of documents at premises of MoEPP, PESR, and Municipality of Chucher-Sandevó.</p>	All available Project information and documents will be disclosed to the public as soon as available, but at least 2 weeks in advance prior to the public meeting.	MoEPP/PESR
4	Organise individual consultation meetings	As needed or requested by the PESR, Municipality or by any identified stakeholder groups/individuals	PESR
5	Document all opinions, remarks and possible solutions with regards to the Project raised by stakeholders during consultation meetings, and address appropriately	Ongoing	PESR
6	Publicize information about the extent, timing and duration of planned construction works, and any expected disruptions and inconveniences via the websites of the PESR and affected municipality	Two weeks prior to the start of PESR construction works	PESR
7	Publicise relevant information regarding project activities via the websites of the PESR and affected municipality, as well as at the visible locations throughout the affected local communities	Weekly, during the construction period	PESR and Contractor

6.3 Future Phases of Project



Throughout the life of the Project, PESR, PIU and the Contractor(s) engaged to undertake the Project will continue to engage with stakeholders and this Stakeholder Engagement Plan will be updated to reflect Project progress. The SEP will be updated prior to construction commencing, issues raised during the construction process will be documented and a response provided through the mechanisms described in this SEP.

Printed copies of ESIA public disclosure package will be available in MoEPP, PESR and Municipality premises. In addition, printed copies of ESIA and relevant project documents will be available on construction site, the Contractor's office - upon beginning of construction works, and the affected municipality's premises.

During construction, Information Boards will be installed by the main Contractor, next to the roads that serve as entry/exit roads to/from the project area of influence and lead toward project's neighbouring settlements. These boards will also serve as a channel for communication with the local residents from neighbouring settlements (Orman, Nikishtane, Brazda, Gluvo, Blace). Information in relation to the Grievance Mechanism will also be included. The Contractor will secure sites prior to any construction activities taking place and will ensure appropriate construction and warning signs are in place.

All presentation materials, as well as relevant project documentation, will be available on the website of PESR (www.roads.org.mk), during the lifetime of the project.

Any information regarding this project in the operational phase will be publicized on the PESR website, and social media it operates.

7. Resources and Responsibilities

A Project Implementation Unit (PIU) will be appointed by PESR which will be responsible for Project implementation, including implementation of the activities planned with this SEP. The PIU will incorporate necessary organizational structure, capacity and competencies, appropriate to the nature and scale of the Project and commensurate with the level of its environmental and social risks and impacts. The PIU will be in regular communication with EBRD.

For the purpose of effective realization of planned stakeholder engagement activities, the PIU will use its own financial means. The Contractor will be responsible for its own costs made on behalf of the required stakeholder engagement activities for this project.

A responsible person will be appointed by PIU for implementation of this SEP during the entire Project cycle, and in charge of communicating with the communities. Her/his contact information shall be updated if needed.

Contractor/s in charge of carrying out specific Project activities will also be required to implement the relevant provisions of SEP (for more details, see Chapter 6). The grievance mechanism requirements will be laid out in the tender documentation and contracts signed with the contractors.

8. Grievance Mechanism

PESR, on behalf of this project, will establish a grievance procedure whereas all stakeholders will be informed on grievance mechanism, contact persons from PESR responsible for implementation of grievance mechanism as well as the forms of submitting complaints.

Project Grievance Leaflet and Grievance Form (Annex 1) will be available on PESR and Municipality of Chucher – Sandevo web sites and also in printed copies in the local PESR premises, as well as in premises of Municipality of Chucher – Sandevo. In case if municipality receive grievances (in printed form or by e-



mail) it will have to deliver those forms to PESR local project office within 3 days' period, who will immediately forward it to PIU for further processing. Additionally, any comments provided by stakeholders can be communicated personally or by telephone or in writing in the grievance form. Anonymous lodging of grievances is allowed.

A Grievance Form may be also submitted to the Contractor in the stage of construction works. Grievance Leaflet and Form will be available on construction site on both, Macedonian and Albanian languages in printed forms, whereas Leaflet will be hung on the construction site bulletin board in order to be visible to the public and interested parties. Contractor is obliged to forward all fulfilled grievances to the project's contact person in PIU.

All grievances will be recorded in a Grievance Registry (Annex 3) and acknowledged in 7 calendar day period. The stakeholder-complainant will be informed by PESR about proposed corrective measures and actions taken within 15 calendar days upon the acknowledgement of grievance. In case if PESR is not able to solve the issue or in case where action is not required PESR will provide explanation and justification to the complainant how to further proceed with the grievance in case if complainant is not satisfied with the outcome. Complaints can address other legal remedies in accordance to Macedonian national laws and regulations.

PIU will monitor the way in which grievances will be handled and keep recording the process in Grievance Registry including those delivered by the Contractor whereas the Registry will serve as a basis for completion of grievance management reports that will be included into the Annual Environmental and Social reports to the Bank.

PIU will publish and regularly update all relevant documents and grievance procedures on PESR website as well as provide hard copies of Grievance Forms to the Municipality of Chucher – Sandevo. PIU will provide feedback to all stakeholders who fulfilled Grievance form by e-mail or mail. PIU will communicate with all relevant stakeholders and will inform them about any changes in the project dynamics where all updates will be published on PESR and municipality's web sites and provided leaflets to the local communities in the affected project area.

At all times, complainants may seek other legal remedies in accordance with the legal framework of Republic of North Macedonia, including formal judicial appeal.

All projects financed by EBRD shall be structured to meet the requirements of the EBRD Environmental and Social Policy⁸ which includes ten Performance Requirements (PRs) for key areas of environmental and social sustainability that projects are required to meet, including PR10 Information Disclosure and Stakeholder Engagement. In addition, EBRD's Independent Project Accountability Mechanism⁹ (IPAM), as an independent last resort tool, aims to facilitate the resolution of social, environmental and public disclosure issues raised by Project-affected people and civil society organisations about EBRD financed projects among Project stakeholders or to determine whether the Bank has complied with its ESP and the Project-specific provisions of its Access to Information Policy¹⁰; and where applicable to address any existing non-compliance with these policies, while preventing future non-compliance by the Bank.

Contact information for enquiries and grievances:

Attention: Mr. Jozhe Jovanovski

Ms. Biljana Cvetkovikj

Public Enterprise for State Roads (PESR)

Address: ul. Dame Gruev 14, Skopje, North Macedonia

⁸ <https://www.ebrd.com/news/publications/policies/environmental-and-social-policy-esp.html>

⁹ <https://www.ebrd.com/project-finance/ipam.html>

¹⁰ <https://www.ebrd.com/documents/strategy-and-policy-coordination/access-to-information-policy.pdf>



Tel: + 389 2 311 80 44 ext. 305 and 312

E-mail: j.jovanovski@roads.org.mk; biljanal@roads.org.mk

A separate grievance mechanism will be available for workers.

9. Monitoring and Reporting

PESR together with local authorities from the Municipality of Chucher – Sandevo will be responsible for monitoring PIU implementing activities in the sphere of Project's Stakeholder Engagement, as well as communication channels, particularly with the PAPs¹¹.

In order to summarize stakeholder engagement process, the PIU will prepare separate monitoring report (Stakeholder Engagement Activities Report) whereas the first report should be produced six months upon start of the Project construction activities and will be continued on a semi-annual basis until competition of construction works. After Project completion PIU will develop annual Monitoring report during the operation phase. Monitoring reports should contain information about:

- Consultation meetings with stakeholders (place, time, issues discussed, mitigation measures provided by PIU)
- Grievances identified in the reporting period (and all detailed information about it)
- PIU will also report on stakeholder engagement activities (on annual basis), to the EBRD and WBIF.
- Each Stakeholder Engagement Activities Report for this Project will be published on the PESR web site for public review and further comments.

PIU will invite external monitoring by interested NGO/CSO in the local area to monitor implementation of SEP activities.

Indicators to be monitored during SEP implementation are:

- All stakeholders are communicated prior project activity starts.
- Dissemination of information – availability and accessibility of Project documents; frequency of distribution of information, reached stakeholders;
- Realization of planned engagement activities – the number and level of participation by specific stakeholder groups;
- Number of vulnerable groups identified and engaged;
- Minutes of meetings created;
- Correction actions delivered;
- Numbers and type of grievances;
- Compliance with the grievance mechanism – Completed records in grievance log (Annex 3);
- Percentage of grievances resolved within prescribed timelines; and
- Number of repeated grievances.

¹¹ PAP -Project Affected Person: Person (whether natural or legal) experiencing either physical or economic displacement



10. Appendices

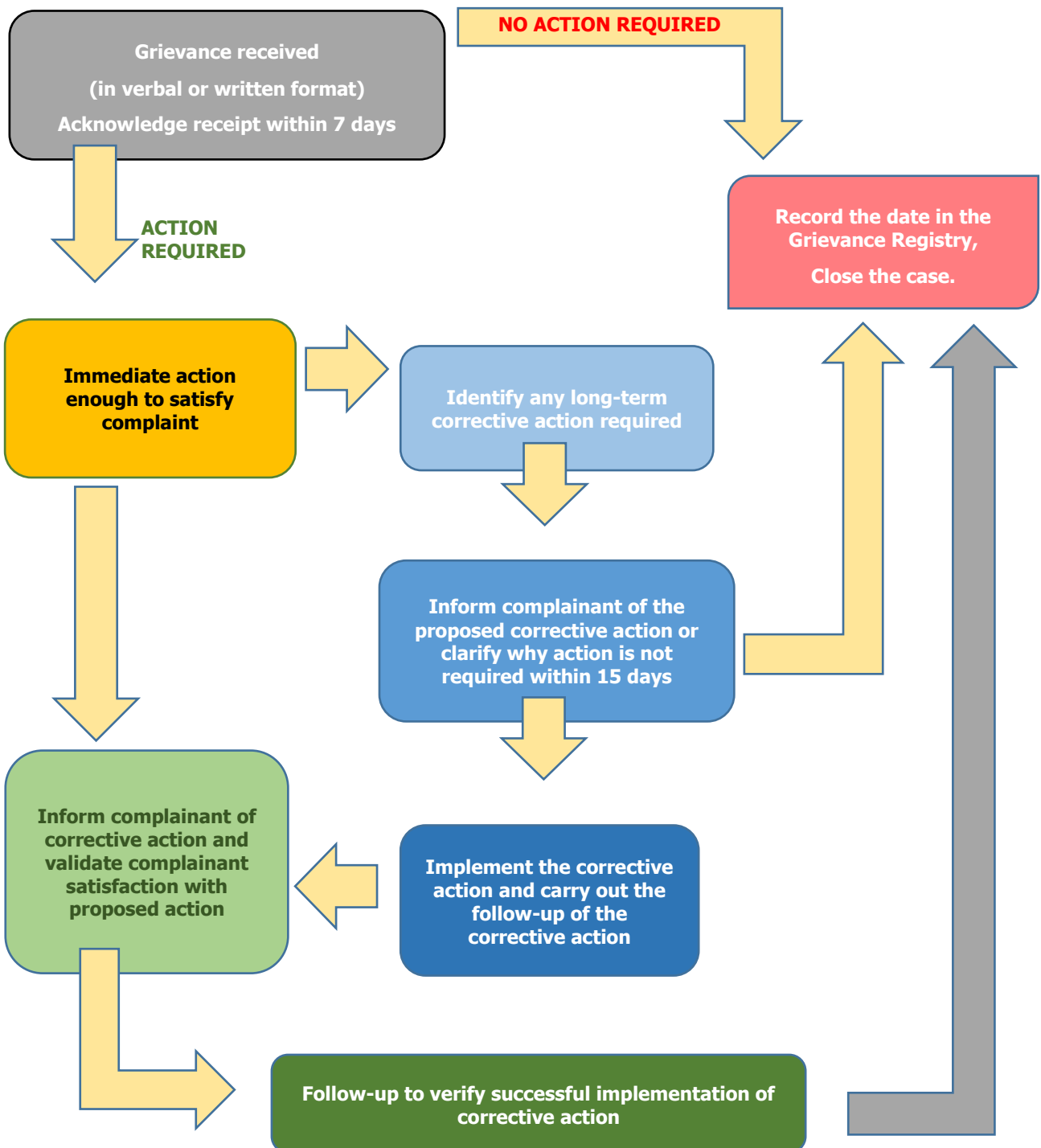


Appendix 1: Project Grievance Form

Reference No:	
Full Name and Surname: <i>(you can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent)</i>	
Contact information: Please mark how you wish to be contacted (mail, telephone, e-mail)	<ul style="list-style-type: none"> • By Post: (Please provide postal address) _____ _____ • By phone: _____ • By e-mail: _____
Preferred language of communication:	Macedonian Albanian Other:
Description of incident/grievance/complaint: What happened? Where did it happen? Who 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 to resolve the problem? Other comments?	
Signature: _____ Date: _____	
Please return this form to: Jozhe Jovanovski or Biljana Cvetkovikj email: j.jovanovski@roads.org.mk biljan@roads.org.mk tel. + 389 2 311 80 44 ext.305 and 312 www.roads.org.mk	Address: Public Enterprise for State Roads (JPDP) ul. Dame Gruev br.14, 1000 Skopje Republic of North Macedonia



Appendix 2: Project Grievance Procedure





Appendix 3: Project Grievance Register

The Project Grievance Register, kept in digital format, as a spreadsheet file, should contain the following information:

ENTRY:

- Initiator
- Location of residence
- Type of problem
- Name and surname
- Contact information
- Date of entry
- Acknowledgement for receipt of Grievance

PROBLEM:

- Description of the Problem
- Proposed solution
- Actions to be undertaken for problem solving

EXIT:

- Date of closure
- Grievance's Follow-up
- Results of the intervention
- Recurrence Y/N



Appendix 4: Contact Information of Identified Stakeholders

Name of Stakeholder: (Organization/Institution/PAPs)	Contact data
Macedonian Ecological Society (MES)	Boris Trajkovski, str.7, no.9A, 1000 Skopje Tel: (02) 2402 773, Fax: (02)2402 774 Mob: 078 371 175 contact@mes.org.mk
The Ecologists' Movement of Macedonia (DEM) – Skopje	Vasil Gorgov 39/ 6, 1000 Skopje Tel: (02) 3220-518 dem@dem.org.mk
Centre for environmental research and information "Eko-svest" – Skopje	Nikola Kljusev 14, 1000 Skopje tel: (02) 3217-247 mob: 072 726-104 info@ekosvest.com.mk
Front 21/42	Orce Nikolov 83A, 1000 Skopje Tel/Fax: (02) 3122-546 mob: 075 433-231 contact@front.org.mk
Macedonian Green Centre	Bul.Vodnjanska 35/12, 1000 Skopje Tel/Fax: (02) 310-9373 Mob : 078 205 217 zeleni@zeleni.org.mk
Bird Study and Protection Society of Macedonia	PMF - Gazi Baba BB, 1000 Skopje, 02/3117-055; 078/254-736 brankom@ukim.edu.mk
Owl Protection Association	Jurij Gagarin 28-5/3, 1000 Skopje 070/999-859 macedonian.owl.trust@gmail.com

Note: Other interested NGOs may be identified during further planning and implementation of the Project. For the Public Hearing, the MoEPP will invite all the NGOs from their List to attend the event.



Appendix 5: Overview of Previous Stakeholder Engagement Activities

No.	Date / venue	Stakeholder Engagement Event	Present Stakeholders	Number of people communicated / consulted	Key issues discussed	Method
1	07.11.2018 Check-point facilities of the Republic of North Macedonia, Kosovo border	Cross-border communication	Kosovo Representative, PESR & IPF Team, Secretariat for European Affairs	8	<ul style="list-style-type: none"> • Configuration of the alignment and limits of 1st Section • Geotechnical Investigation Program for the 1st Section • Permissions for Topo-Surveying Works • Conclusions on main remarks on project specifics 	Meeting
2	13.12.2018, Field visit	Field visit and communication with individuals found on site	Potentially affected owners/users of fields and weekend houses	7	<ul style="list-style-type: none"> • Potential economic resettlement, • Socio-economic patterns of livelihood provision of local land owners/users (farmers) • Access to local resources / project design 	Meeting
3	06.03.2019	Field visit and communication with individuals found on site	Owners of 2 sheep pen	4	<ul style="list-style-type: none"> • Potential economic resettlement, • Access to local resources / project design 	Meeting
4	08-03-2019, EBRD premises in Skopje	Coordination with Institutional stakeholders	EBRD, IPF7 Team and ESIA Experts, PESR, RNM Gov. representative, Secretariat for European Affairs	11	<ul style="list-style-type: none"> • Project progress • Discussion on project's division on 2 sections • Future engagement 	Video call workshop
5	15-03-2019, Secretariat for European Affairs (SEA), Skopje	Coordination with Institutional stakeholders	IPF7 Team and ESIA Experts, PESR, RNM Gov. representative, Secretariat for European Affairs,	16	<ul style="list-style-type: none"> • Discussion about proposed Project Design solutions • Project governance • Future engagement 	Meeting



No.	Date / venue	Stakeholder Engagement Event	Present Stakeholders	Number of people communicated / consulted	Key issues discussed	Method
			Macedonian Railways, Ministry of Finance, Ministry of Environment and Spatial Planning, Ministry for Transport and Communication, Macedonian Customs			
6	19.09.2019, Field visit	Field visit – Talk with potentially affected people	Private and business owners and users of the potentially affected objects	4	<ul style="list-style-type: none"> Ownership status of the weekend houses Potential impacts and mitigation measures ESIA procedure 	Direct communication
7	10.09.2019, Skopje, Faculty for Civil Engineering	Coordination with Institutional stakeholders	IPF7 Team and ESIA Experts, PESR, Secretariat for European Affairs	10	<ul style="list-style-type: none"> Detailed Design Coordination among the team Key MCA issues 	Meeting
8	16.06.2020 Field visit	Consultations with farmers found on fields and livestock owners	Land users	6	<ul style="list-style-type: none"> Detailed Design Compensation measures and resettlement Mitigation 	Meeting
9	02.07.2020, Skopje	Coordination with Institutional stakeholders	EBRD, IPF7 Team and ESIA Experts, PESR, RNM Gov. representative, Secretariat for European Affairs	19	<ul style="list-style-type: none"> Presentation of the conceptual design for the section 2 Maintenance, Construction, Expropriation and other costs Discussion on Multi Criteria Analysis (MCA) 	Video call meeting
10	19.11.2020, Field Visit of shooting range Stenkovec	Joint field visit – Discussions among stakeholders	EBRD, IPF7 Team and ESIA Experts, PESR, RNM Gov. representative, Secretariat for	25	<ul style="list-style-type: none"> Key road corridors and avoidance of the roads. Key nature related issues Future engagement 	Direct communication



No.	Date / venue	Stakeholder Engagement Event	Present Stakeholders	Number of people communicated / consulted	Key issues discussed	Method
			European Affairs, Army, PESR			
11	23.12.2020	Meeting	City of Skopje, PESR, Designer – Urban Planner	6	<ul style="list-style-type: none"> • Presentation of the project sciope • GUP for City of Skopje • Defining the project end point and variant with City of Skopjes 	
12	19.05.2021, Field Visit	Observation of current construction activities for subsection	Representatives of local community from Dolno Blace, among one responsible for graveyards in the vicinity of the project footprint	2	<ul style="list-style-type: none"> • Stakeholder Engagement Plan and its availability • Grievance Mechanism • Procedure for ESIA and public disclosure of the relevant documentation as well its availability 	Direct communication
13	08.06.2021	Site visit	PESR, Designer	5	<ul style="list-style-type: none"> • Presentation of the project • Potential issues with the proposed solutions on few micro-locations that need corrections in the main design. 	Site visit
14	11.08.2021, PESR premises, Skopje	Meeting	Mayor and representatives of municipality administration of the municipality of Chucher – Sandevo	9	<ul style="list-style-type: none"> • Presentation of the project • Potential issues with the proposed solutions on few micro-locations that need corrections in the main design. 	Meeting
15	Continuously since 2018, Secretariat for European issues, Public Enterprise for State Roads, MoTC, MoI, PE Railways Infrastructure etc.	Coordination and direct communication	Institutional stakeholders	n/a	<ul style="list-style-type: none"> • Project development issues and potential problems 	Meeting, Video calls, Direct communication
16				2		



Appendix 6: List of relevant COVID 19 online resources

- [EBRD] Stakeholder engagement (PR10). EBRD briefing note. Covid-19

<https://www.ebrd.com/covid19-consultation.pdf>

- Official Governmental Online Resource in North Macedonia.

<https://koronavirus.gov.mk/>

- [WHO] COVID -19

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

- [ILO] COVID -19

<https://www.ilo.org/global/topics/coronavirus/lang--en/index.htm>

- [EIB] Guidance note to EIB promoters on environmental and social performance in EIB-financed operations in response to the COVID-19 outbreak crisis (Annex 4 – Stakeholder engagement)

http://www.eib.org/attachments/covid19_guidance_note_to_promoters_annex4_stakeholders_engagement_en.pdf

- [IFC] Interim Advice for IFC Clients on Safe Stakeholder Engagement in the Context of COVID-19

<https://www.ifc.org/wps/wcm/connect/30258731-0e7d-4cb2-863c-a6fb4c6d0d95/Tip+Sheet+Interim+Advice+StakeholderEngagement+COVID19+May2020.pdf?MOD=AJPERES&CVID=n9s.b9a>