



EU DELEGATION



GOVERNMENT
OF THE REPUBLIC OF MOLDOVA



EUROPEAN
INVESTMENT BANK (EIB)



EUROPEAN BANK FOR
RECONSTRUCTION AND
DEVELOPMENT
(EBRD)

MOLDOVA ENERGY EFFICIENCY PROJECT

(MEEP)

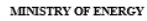
THE DETAILED DESIGN STAGE

STAKEHOLDER ENGAGEMENT PLAN

Revised by:

Moldova Energy Projects Implementation Unit (MEPIU)

CHISINAU 2026



**MOLDOVA ENERGY PROJECTS
IMPLEMENTATION UNIT
(MEPIU)**

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 MINISTRY OF ENERGY	MOLDOVA ENERGY EFFICIENCY PROJECT (MEEP) STAKEHOLDERS ENGAGEMENT PLAN DESIGN STAGE	 MOLDOVA ENERGY PROJECTS IMPLEMENTATION UNIT (MEPIU)
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1.0 INTRODUCTION

The purpose of this Stakeholder Engagement Plan (SEP) is to provide a procedure for an open, transparent and constructive relationship between the Employer (MEPIU)/Beneficiaries and stakeholders during design, construction and operational stages of the project implementation.

The SEP has been revised at the detailed design stage taking into consideration stakeholders involved in the technical design process in accordance with applicable legislation of the Republic of Moldova and requirements established in the EIB¹ Group Environmental and Social Policy and the EBRD²'s Environmental and Social Policy specific for construction and operational stages.

The revised SEP shall be applied by the MEPIU/Beneficiaries/Supervision Consultants and Contractors at the design, construction and the operational stage to comply with applicable environmental and social requirements.

2.0 NORMATIVE REFERENCE

2.1 EIB Group ES Policy 2022

2.2 EBRD ES Policy 2019

2.3 The Environmental Decision issued by the Environmental Agency for MEEP

2.4 Applicable technical and ES Laws of Republic of Moldova

3 TERMS AND DEFINITIONS. ACRONYMS

3.1 Terms and definition

For the purposes of this document, the following terms and definitions apply.

Activity: Work to be carried out as part of a process characterized by a set of specific inputs and tasks that produce a set of outputs to meet customer requirements.

Affected Communities: a group of people or families, who live in a particular locality, sometimes share a common interest (water users associations, fishers, herders, grazers, and the like), often have common cultural and historical heritage and have different degrees of cohesiveness.

Communication and consultation: continual and iterative processes that an organization conducts to provide, share or obtain information and to engage in dialogue with stakeholders regarding the management of risk.

Community workers: people employed or engaged in providing community labor.

Continuous Improvement: repeated activity to increase the ability to comply with requirements.

Contractors: retained by, or acting on behalf of the client(s), are considered to be under direct control of the client and not considered third parties.

Corrective Action: action taken to eliminate the cause of a Non-conformity detected or any other unwanted situation.

Danger Identification: the process of danger identification and definition of its characteristics.

¹ Source: <https://www.eib.org/en/publications/eib-group-environmental-and-social-policy#:~:text=The%20EIB%20Group%20Environmental%20and%20Social%20Sustainability%20Framework%20is%20an,climate%20and%20disaster%20resilient%2C%20low>

² Source: <https://www.ebrd.com/environmental-and-social-policy.html>

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Danger: an event or situation with a harmful potential expressed in injury, illness, damage to property, pollution at the workplace or a combination of these.

Direct workers: people employed or engaged directly by the Contractor to work specifically in relation to the project.

Document: information and its supporting medium. The medium can be paper, magnetic, electronic or optical computer disc, photograph or master sample, or a combination thereof.

EHS Committee: is any organization of workers for the purpose of furthering and defending the interests of workers with regard to working conditions and terms of employment.

Environment: The surroundings in which an organization operates, including air, water, land, natural resources, flora, fauna, humans and their interrelation.

Environmental and social risk: is a combination of the probability of certain hazard occurrences and the severity of impacts resulting from such an occurrence.

Environmental Aspect: Element of an organization's activities, products or services that can interact with the environment.

Environmental Impact: any change to the environment, harmful or beneficial, total or partial, that results from an organization's activities, products or services.

Incident: an event that generated an accident or may potentially lead to an accident.

Indirect workers or contracted workers: people employed or engaged through third parties to perform work related to core functions of the project, regardless of location.

Monitoring: continual checking, supervising, critically observing or determining the status in order to identify change from the performance level required or expected.

Non-conformity: non-compliance with a requirement.

Objective: refers to the general purpose, resulted from the policy, being pursued by the organization and quantified where possible.

Occupational Health and Safety: conditions and factors that have an impact on the health of employees, temporarily engaged personnel, subcontracted personnel, visitors or any other person being at the workplace.

Other stakeholders are those not directly affected by the project but that have an interest in it. These could include national and local authorities, neighboring projects, and/or nongovernmental organizations.

Performance: represents the quantifiable results of the Management System, related to the organization's control over its aspects and dangers, based on the policy, objectives and purposes.

Petition: is understood as any the statement, claim, suggestion, appeal submitted to competent authorities, including a preliminary application challenging an administrative act or a failure to consider an application within the statutory deadline.

Policy: general intents and purposes of a certain organization related to ES, as they are officially expressed by the top management.

Primary supply workers: people employed or engaged by the Borrower's primary suppliers.

Procedure: specified way to carry out an activity or a process. Procedure can be documented or not.

Process: set of correlated or interrelated activities, which turns the input elements into output elements.

Record document: stating results achieved or providing evidence of activities performed.

Review³: activity undertaken to determine the suitability, adequacy and effectiveness of the subject matter to achieve established objectives.

Risk Assessment: process of general risk impact assessment and decision as to the level of risk tolerance.

³ NOTE Review can be applied to a risk management framework, risk management process, risk or control.

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Risk: combination of probability of appearance and consequences of a certain dangerous event.

Safety: lack of any unacceptable risk of injury.

Social: issues which pertain to project-affected people and their communities and workers and related to socioeconomic status, vulnerability, gender, gender identity, human rights, sexual orientation, cultural heritage, labor and working conditions, health and safety and participation in decision making.

Stakeholders: are defined as persons, groups or communities external to the core operations of a project who may be affected by the project or have interest in it. This may include individuals, businesses, communities, local government authorities, local nongovernmental and other institutions, and other interested or affected parties.

Stakeholder engagement: is an inclusive and iterative process that involves, in varying degrees, the identification and analysis of stakeholders, engagement planning, information disclosure, meaningful consultation, and a mechanism ensuring access to grievance procedures and remedy

Supply chain: refers to materials, components, goods or products for use in on-going operations.

Vulnerable People: are population groups that suffer from discrimination, unequal access to rights, unequal access to and control over resources or unequal access to development opportunities.

Vulnerable groups may include ethnic, religious, cultural, linguistic minorities, indigenous groups, female headed households, children and youth, older people, persons with disabilities and the poor.

3.2 Acronyms

LPA	Local Public Authority
EIB	European Investment Bank
EBRD	European Bank for Reconstruction and Development
CPA	Central Public Authorities
EA	Environmental Agency
EPI	Environmental Protection Inspectorate
EMS	Energy Management System
SEP	Stakeholders Engagement Plan
CSC	Construction Supervision Consultant
MEPIU	Moldova Energy Project Implementation Unit
ESIA	Environmental and social impact assessment
ESMP	Environmental and social management plan
PAI	Project area of influence
NGOs	Non-government Organisations
SIMC	Social Impact Monitoring Committee
VGs	Vulnerable groups
DD	Detailed Design
UCD	Urbanism Certificate for Design
CA	Construction Authorisation
NAA	National Archaeological Agency
NAPH	National Agency for Public Health
NITS	National Inspectorate for Technical Supervision
GM	Grievance Mechanism
OHS	Occupational Health and Safety
IFIs	International Financial Institutions
WMP	Waste Management Plan
TAC	Technical Assistance Consultant

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4 THE PROJECT CONTEXT

4.1 General

On 10 December 2021⁴, the European Investment Bank (EIB)⁵ and the Republic of Moldova⁶ (the Borrower) signed the Moldova Energy Efficiency Finance Contract⁷. The Finance Contract falls within the scope of the Framework Contract signed on 1 November 2006 governing the EIB's activities in the territory of Moldova. Under this Framework Loan, EIB lends to the State according to the provisions of the Finance Contract (FC) an amount of 30 million Euro for the purposes of financing MEEP. The Finance Contract was approved by the EIB pursuing the EIB's External Lending Mandate decision granted by the European Council Parliament and Council Decision⁸ No. 466/2014/EU1080/2011/EU of 16 April 2014, as amended by Decision No. 2018/412/EU, under which Moldova is an eligible country.

In addition, the Borrower and the European Bank for Reconstruction and Development⁹ (the "EBRD") entered on 10 December 2021 into a loan agreement (the EBRD¹⁰ Loan Agreement) pursuant to which the EBRD will provide a loan in a total amount of up to 30 million Euro for the purposes of financing MEEP (the EBRD Loan).

Furthermore, in connection with the Project, the Borrower requested the support of the EIB to obtain non-reimbursable funding to cover parts of the costs for the Project. In this regard, the EIB and the European Commission have, together with other international finance institutions, entered into the "Co-operation within the framework of the Neighbourhood Investment Facility¹¹" framework arrangement, in force as of 21 December 2009, which, in September 2017, became an integral part of the European Fund for Sustainable Development as the Neighbourhood Investment Platform (the NIP Framework Arrangement). At the request of EIB, the operational board of the NIP agreed to provide non-reimbursable funding to cover parts of the Project to be made available through the general budget of the EU (the NIP Grant) in an amount of 15 million Euro.

Further, on 26 September 2018, the Contributors' Committee of the Eastern Partners Technical Assistance Trust Fund¹² (EPTATF) approved the request of the EIB to use EPTATF financial resources for a technical assistance grant in the sum of 500,000 Euro (five hundred thousand euros) (the EPTATF Grant). The EPTATF Grant will be used to finance technical assistance for the preparation of the Project (Preparatory Phase).

⁴ Source: Loan Agreement was signed on December 10th, 2021: https://www.legis.md/UserFiles/Image/RO/2022/mo98-105ro/acord_68md.pdf

⁵ Source: <https://www.eib.org/en/index>

⁶ Source: <https://energie.gov.md/en/content/energy-efficiency>

⁷ Source: Finance Contract - [contract_89md.PDF \(legis.md\)](#)

⁸ Source: <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32014D0466>

⁹ Source: <https://www.ebrd.com/home>

¹⁰ Source: [acord_68eng.PDF \(legis.md\)](#)

¹¹ Source: https://neighbourhood-enlargement.ec.europa.eu/neighbourhood-investment-platform_en

¹² Source: <https://www.eib.org/en/products/mandates-partnerships/donor-partnerships/trust-funds/eastern-partnership-technical-assistance-trust-fund>

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4.2 Project Development Objective

The overall objective of MEEP¹³ is to improve energy efficiency in public buildings, both municipal and state owned, across the Republic of Moldova¹⁴.

Renovations have to achieve savings in net Primary Energy Demand of at least 30% in comparison to the baseline performance of the building before the renovation (including, exceptionally for countries outside the EU, onsite renewable energy generation).

The investments will focus mainly on improvements to the building envelope (walls, roof, slab insulation, basement ceilings, windows and door replacement), and HVAC systems (heating, ventilation, and air - conditioning). The programme will also include other energy efficiency measures targeting lighting systems, heat distribution systems and the integration of renewable energy sources, as well as installation of meters, control systems and building/energy management information systems.

The project will also contribute to bringing the targeted buildings in line with EU¹⁵ standards (EPBD and EED). In addition to energy efficiency renovations, MEEP also allows financing other (non-EE) measures (up to 50% of project costs). This includes non-EE measures that are required/mandatory by Moldovan applicable legislation. MEEP brings the following additional benefits:

- reduces the energy intensity of buildings;
- permanently reduces government & municipal expenditures, through reduction of energy bills;
- support government's measures for energy security by reducing energy consumption and energy imports;
- reduces CO₂ and other GHG emissions;
- supports the construction sector and hence the economic growth in the country;
- applies legislation and in particular the transposed EU Energy Performance on Buildings Directive (EPBD) provisions;
- ensures the use of modern materials for comprehensive rehabilitation, technologies and management;
- improves the quality of public services and image of public buildings;
- improves comfort for the people visiting the buildings: population of all ages, students, teachers, patients, medical staff working in a safe and healthy environment;
- contributes to increased competences & skills for comprehensive energy efficient renovations;
- leaves a legacy and a solid basis for additional financing and replication of the project.

4.3 Project Beneficiaries

The Project beneficiaries are:

- Ministry of Energy (MoE) or the Project Management Unit and MEPIU;
- Ministry of Health (MoH), founder of the selected buildings;
- The Chisinau Municipality (Local Public Authority of Level II) with its 5 Districts (Centru, Botanica, Buiucani, Ciocana, Buiucani)

¹³ Source: <https://www.mepiu.md/en/current-projects/moldova-energy-efficiency-project>

¹⁴ Source: <https://energie.gov.md/en/content/energy-efficiency>

¹⁵ Source: <https://www.renovate-europe.eu/renovation-wave/>

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- Institutions of national and local importance selected to benefit from the investment operations aiming at improving energy efficiency of their buildings;
- Ten (10) large governmental hospitals beneficiaries of the Phase I of the Project;
- The employed medical staff of the beneficiary medical institutions, that perform their activity in the institutions;
- The population of the Republic of Moldova, who benefit from services provided by the selected institutions.

4.4 Project Parts

The MEEP shall address EE refurbishment process of public buildings in two phases.

Phase 1: A list of the governmental hospitals has been approved into law by Parliament in March 2022 (LP68/2022¹⁶). These all do concern medical institutes/hospitals, nine of which are located in Chisinau and one in Balti:

1. Neurology and Neurosurgery Institute (NNI)
2. Oncological Institute (OI)
3. Republican Clinical Hospital (RCH)
4. Cardiology Institute (CI)
5. Republican Medical Diagnostic Centre /Pneumology Institute (DC)
6. Psychiatry Clinical Hospital (PCH)
7. Mother and Child Institute (MCI)
8. Emergency Medicine Institute (EMI)
9. Balti Clinical Hospital (BCH)

Most of these medical institutions have multiple buildings on their territory, which were all potential candidates for energy efficiency refurbishment from the MEEP.

Phase 2 (thermal/energy efficiency refurbishment of LPA-owned buildings) are to be selected (through a Call for Proposals) and implemented later and include governmental public institutions of national importance, public institutions of social importance of local/municipal importance (kindergartens, schools, municipal and district hospitals).

4.5 The project's life cycles and specific stakeholder's engagement aspects

The present document refers to the design and refurbishment process of 10 republican hospitals from the Chisinau and Balti Municipalities. The typical projects life cycles and the project's environmental and social significant aspects are presented in the table 4-1.

Table 4-1: The Project life cycles activity for design, construction and operational stages

No.	Components/Phases	Stakeholders engagement and participation for the project's stages/life cycles
1	PRE-CONSTRUCTION STAGE	

¹⁶ Source: [LP68/2022 \(legis.md\)](https://legis.md/LP68/2022)

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No.	Components/Phases	Stakeholders engagement and participation for the project's stages/life cycles
1.1	Development of technical design	Involve State Institution in checking and verification process
1.2	Development of the draft Project's specific ES Plans for refurbishment process	Receive the Non-objection from IFIs
1.3	Development of the draft Project's specific LMP for refurbishment process	Receive the Non-objection from IFIs
1.4	Disclose the Technical Design and ES Plans	Organise Public Consultation events
2	CONSTRUCTION	
2.1	Installation of work site on the territory of Beneficiaries	Coordinate planned activity with top management of hospitals
2.2	Demolition process (inside and outside)	Coordinate the Contractor's Work Plan with top management of hospitals
2.3	Demolition of equipment & materials with ACM	Coordinate temporary storage of ACMs on the territory of Hospitals and with Chisinau City hall for final disposal
2.4	Evacuate solid wastes from sites	Coordinate and receive permission from Chisinau City Hall to storage construction solid wastes
2.5	Execute specific construction works on site	Coordinate construction activities with top management of hospitals
2.6	Transportation & circulation	Coordinate transport and circulation routes with Municipal Road Police
2.7	Purchase of materials/ goods and services	Coordinate purchase process for materials, goods and services with MEPIU
3	OPERATION	
3.1	Operation & maintenance of new installed equipment	Comply with applicable laws of RM and involve State Supervision Agency in the compliance process
3.2	Competence of personnel	
4	DECOMMISSIONING	
4.1	Removal of installations and materials	Comply with applicable laws of RM and involve State Supervision Agencies in the compliance process
4.3	Purchase of materials/ goods and services	

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5 RISKS ASSESSMENT PROCEDURE AT THE DESIGN STAGE

5.1 General

The objectives of the risk assessment procedure are to identify and categorize each potential impact of the project's stakeholders aspects during construction and operation phases.

The outcome of the risk's identification process is a list of risks with mitigation measures that is comprehensive and non-overlapping. The identified risks at the detailed design are the basis for estimating and managing project's mitigation measures. Any changes and improvements in the design also lead to new risks which shall be assessed and controlled. Risks which are part of the present document shall be monitored, controlled and managed contingency throughout the design process, and further during project implementation and operation.

The flow chart of the risk assessment procedure is presented in the figure below.

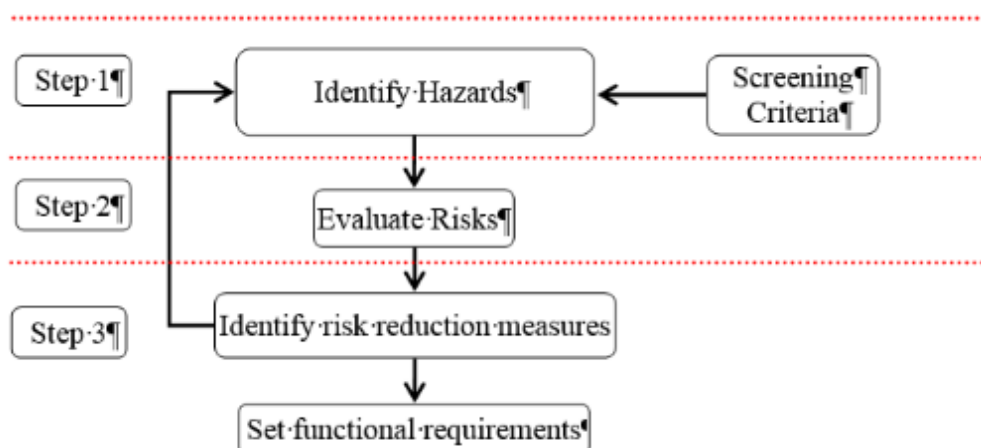


Figure 5-1: Risks assessment procedure

The risk assessment procedure specific for detailed design stage is to determine stakeholder participation in the implementation process of MEEP, establish requirements for controlling risks and setting functional requirements for contributing to sustainable development for construction and operation phase by:

- To establish a systematic approach to stakeholder engagement that will help MEPIU identify stakeholders and build and maintain a constructive relationship with them, in particular project-affected parties.
- To assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be taken into account in project design and ES performance.
- To promote and provide means for effective and inclusive engagement with project-affected parties throughout the project life cycle on issues that could potentially affect them.
- To ensure that appropriate project information on ES risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format.

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- To provide project-affected parties with accessible and inclusive means to raise issues and grievances, and allow MEPIU to respond to and manage such grievances.

5.2 The Project Area of Influence

The risks assessment procedure shall be performed for the Project Area of Influence (PAI) which encompasses the geographical extent of the locations of 10 hospitals and potential impacts on internal and external stakeholders and the natural environment, taking into account the following elements:

- the site's activities and facilities that are directly owned, operated or managed, including buildings to be reconstructed, access roads, construction camps, etc.
- associated facilities, which are facilities that are funded separately by the Contractor or a third party but whose viability and existence depend (almost) exclusively on the site and without which the site would not be viable.
- the impacts from planned and unplanned developments or activities that may occur in the future or at a different location. This could include developments led by the site (including contractors working on the site's behalf) to support ongoing operations (e.g. stay in business projects, developments etc.) as well as predictable developments that are not managed by the site e.g. expansion of a nearby town due to site-induced migration. It also includes cumulative impacts.
- the indirect impacts on biodiversity or on ecosystem, which local communities' livelihoods are dependent on; e.g. loss of fisheries owing to water contamination.
- the site's primary labour-sending and areas where income generated from site employment is spent; i.e. the towns and communities that are likely to experience economic benefits from the site.

The construction activity shall be taken place on the territories of hospitals, inside and outside of the buildings and the possible environmental and social impacts shall mainly relate to construction.

Direct area of influence is delineated as environment and social aspects performed during the construction stage.

5.3 Implementation Schedule

At the Construction stage, the Contractor shall develop its own Work Schedule and Plans and coordinate them with Hospitals' Top management.

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6 APPLICABLE LAWS AND REQUIREMENTS

6.1 IFIs Environmental and Social Impacts and risks

6.1.1 The Risks Assessment Process of IFIs

The purpose of EIB's ESS no. 1¹⁷ Environmental and Social Impacts and Risks and EBRD's Performance Requirement no.1¹⁸ Assessment and Management of Environmental and Social Risks and Impacts are to ensure that projects funded by the EIB and EBRD are environmentally feasible and viable and that the decision making is improved through appropriate analysis of actions and their probable environmental and social impacts. This policy is triggered if a project is likely to have potential (negative) environmental risks and impacts in its zone of influence.

The ES risk assessment process is a process whose breadth, depth, and type of analysis depend on the nature, scale, and potential environmental and social impact of the proposed project. The ES risk assessment process evaluates a project's potential environmental and social risks and impacts in its area of influence; examines project alternatives; identifies ways of improving project selection, siting, planning, **design**, and implementation by preventing, minimizing, mitigating, or compensating for adverse environmental and social impacts and enhancing positive impacts; and includes the process of mitigating and managing adverse environmental and social impacts throughout project implementation.

The importance of stakeholder engagement within the ES risks assessment process, as a means to ensure respect for the rights to: (i) access to information; (ii) public participation in decision-making processes; and (iii) access to justice. Stakeholder engagement is essential for the effective assessment, management and monitoring of environmental, climate and/or social impacts and risks, and contributes to the overall sustainability and better outcomes of projects. It enhances relevant stakeholders' benefits and understanding and, therefore, their support for projects.

6.1.2 Stakeholder Engagement in refurbishment process specific for Phase I

IFIs Standards recognise the importance of stakeholder engagement, as a means to ensure respect for the rights to: (i) access to information, (ii) public participation in decision-making processes and (iii) access to justice. Stakeholder engagement is essential for the effective assessment, management and monitoring of ES and climate impacts and risks, and contributes to the overall sustainability and better outcomes of the Project

The Standard applies during the environmental and social impact assessment (ESIA) process, based on the Project's ES and climate impacts and risks throughout the project live cycle. The nature and extent of the stakeholder engagement is commensurate to the Project's ES and climate impacts and risks, taking into account the type and complexity of the Project. The Standard shall be read in conjunction with the requirements set out in ES risk assessment process, paying special attention to engagement with vulnerable, marginalised, and/or discriminated-against groups, workers and their representatives, as well as engagement in the context of emergency preparedness and response.

¹⁷ Source: https://www.eib.org/attachments/publications/eib_environmental_and_social_standards_overview_en.pdf

¹⁸ Source: <https://www.ebrd.com/news/publications/policies/environmental-and-social-policy-esp.html>

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6.2 Republic of Moldova applicable laws

6.2.1 The Constitution of the Republic of Moldova

The Constitution of the Republic of Moldova is the supreme law of the state and society. No normative act that contravenes its provisions has legal force.

Human rights and freedoms (Art. 4)

(1) Constitutional provisions on human rights and freedoms shall be interpreted and applied in accordance with the Universal Declaration¹⁹ of Human Rights, the Covenants and other treaties to which the Republic of Moldova is a party.

(2) If there are inconsistencies between the covenants and treaties on fundamental human rights to which the Republic of Moldova is a party and its domestic laws, international regulations shall take precedence.

Right to information (Art. 34)

(1) The right of a person to have access to any information of public interest may not be restricted.

(2) The public authorities, in accordance with their powers, are obliged to ensure that citizens are properly informed about public affairs and matters of personal interest.

(3) The right to information shall not prejudice measures for the protection of citizens or national security.

(4) The public information media, whether state or private, shall be obliged to ensure that the public is correctly informed.

(5) The media shall not be subject to censorship.

Right of petition (Art. 52)

(1) Citizens shall have the right to address public authorities by petitions formulated only on behalf of the signatories.

(2) Legally constituted organisations have the right to petition exclusively on behalf of the collectives they represent.

6.2.2 Other applicable Republic of Moldova legislation

The legal context of MEEP, in terms of public consultation and information disclosure, is governed, directly or indirectly, by the following national laws and documents:

Law no. 148/2023 on Access to Information of Public Interest

The present law regulates:

- the interaction between the providers of information and individuals and/or legal entities during the exercise of their constitutional right to access information.
- the principles, conditions, ways and order of accessing official information held by the providers of the information;
- the rights of applicants for obtaining the information;
- the obligations of information providers to ensure access to official information;

¹⁹ Source: <https://www.un.org/en/about-us/universal-declaration-of-human-rights>

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e) methods of safeguarding the right to information.

Law no.86 / 2014 on Environmental Impact Assessment

The scope of this Law shall be setting forth legal basis for the functioning of the mechanism of environmental impact assessment of some public and private projects or some projected economic activities with a view of prevention or reduction of negative environmental impact and protection of public health at the initial stages of project performance. EIA shall be performed in accordance with the following principles: (a) preventive actions; (b) reliability and completeness of information;

Law no.218 / 2010 on Protection of Archaeological Heritage

The protection of archaeological heritage is assuring in line with provisions of Law no. 218/2010, which establishes the attributions of competent authorities for administration of the archaeological inventory and registry and also defines the protection zones for archaeological heritage: 50-200 m, depending on the objective's type and importance (art. 2, paragraph "s").

Law no. 218/2010 establishes the necessary of a preventive archaeological research sustain by the investor in order to protect the sites from damage or destruction during construction works.

Law no.64 / 2010 on Freedom of Expression

This law aims to guarantee implementation of right to liberty of expression of opinion, and also balance between ensuring right to liberty of expression of opinion and protection of honor, advantage, goodwill of person, its private and family life.

Law no.239 / 2008 on Transparency in Decision Making

The law refers to the transparency of information linked with the decision-making process and to the consultation of stakeholders when drafting decisions. The consultation in decision making aims at collecting, providing and exchanging information. The consultation on and involvement of citizens, civil society, and business environment in certain major issues guarantees a higher value of documents drafted and approved by the authorities and their support at the implementation stage.

According to this law, for the purpose of ensuring transparency in decision making, the public authorities must go through the following stages:

- a) informing the public that the drafting of the decision has started;
- b) providing the draft decision and accompanying materials to the stakeholders;
- c) consulting the citizens, organizations created pursuant to the law, and other stakeholders;
- d) examining the recommendations of citizens, organizations created pursuant to the law, and other stakeholders when drafting decisions;
- e) informing the public regarding the decisions adopted.

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7 TRACEABILITY OF THE STAKEHOLDERS ENGAGEMENT DURING THE PRE-CONSTRUCTION STAGE

7.1 Stakeholders identification and analysis

The purpose of stakeholder identification was to identify and prioritise Project stakeholders for consultation. A systematic approach was used to map the stakeholders based on the Project zone of impacts. In this approach, by mapping the zone of impacts, stakeholders were identified by the impact area. As a result of the stakeholder mapping, Project stakeholders were categorised into two main categories:

- Primary stakeholders - individuals and groups who are affected directly by the Project; and
- Secondary stakeholders - those parties which have influence on, but are not necessarily directly impacted by, the Project, and those indirectly impacted by the Project.

The key stakeholders identified are presented in Table 7-1.

Table 7-1: Key Identified Stakeholders and Methods of Engagement

Stakeholder Category	Type	Name	Interest in Project
Primary	Project Shareholders / Internal Stakeholders	Project Implementation Unit (PIU)	Decision-making process and Project implementation.
	Building Owners/ Managers	Central government, municipal authorities	Provide representatives to ensure appropriate engagement between PIU and the building users.
	Permitting bodies, local governmental agencies	Local self-government bodies	Construction permits, enforcing new regulations and rules.
	Communities & Businesses	Individuals of the general public (such as students, pupils, hospital staff and patients) working at or visiting the buildings.	Nuisances caused during EE measure installations (e.g. noise and access restrictions).
	Vulnerable Groups	Hospital and health centre patients, students/pupils.	Nuisances caused as they may be more significantly affected than other users and communities of the buildings.
	Building representatives	Individuals (such as Facilities Managers) representing the maintenance and development of each building on behalf of the governing authority.	Disseminating information to the users of the buildings and decisions of users to PIU.
Secondary	NGOs	NGOs in the energy sector in Moldova.	Understanding the proposed measures and benefits that the Project will bring.
	Contractors/Suppliers	Contractors and equipment suppliers on the Moldova Buildings Energy Efficiency Project.	Tenders and participation in the implementation of the Project.
	Construction workers	Local individuals, based in Moldova.	Contractors engaged to carry out the construction works.

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Stakeholder Category	Type	Name	Interest in Project
	Design Engineer /Energy Efficiency specialist	Design and Energy efficiency specialist	Detailed designs & specifications of the proposed EE measures.
	Supervising Engineer	Works Supervision Consultant Engineer.	Monitoring and providing guidance on the implementation of the environmental management plans developed by the PIU and the Contractors.
Lenders	Lending Organisation	EIB, EBRD, etc.	Loan provision and environmental, social and technical requirements.

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8 STAKEHOLDER ENGAGEMENT DURING THE DESIGN PREPARATION

8.1 General

Stakeholders are those who will be or are likely to be directly or indirectly affected, positively or negatively, by a project (commonly referred to as project-affected people or project-affected communities), as well as those who might have an interest in, or may influence, the project.

During the detailed design preparation, an essential element of the stakeholder engagement process is the careful analysis of stakeholders and examining their concerns, expectations and preferences.

For the purposes of effective and tailored engagement, stakeholders of the Phase I of MEEP are divided into the following core categories:

- Primary stakeholders - individuals and groups who are affected directly by the Project; and
- Secondary stakeholders - those parties which have influence on, but are not necessarily directly impacted by, the Project, and those indirectly impacted by the Project.

8.2 Primary stakeholders

8.2.1 General

Primary stakeholders have been classified into six distinct groups, who are each affected in different ways or to different degrees by the Project:

- Project shareholders/Internal stakeholders
- Building Owners/ Managers
- Permitting bodies, local governmental agencies
- Communities & Businesses
- Vulnerable Groups
- Building representatives and the State Medical University and Colleges

8.2.2 Project shareholders or Internal stakeholders

Project shareholders are identified as groups that have the ability to influence the Project either as regulators or because they have special knowledge that can contribute to its design. This group includes Public Central Authorities and the Chisinau City Hall, as well as national NGOs, businesses, and other organizations.

National government stakeholders include Ministries responsible for permitting and monitoring of the Project and other agencies that may provide support to Project development. Table 8-2 provides a summary list of key National Regional level government related stakeholders and local level government related stakeholders with an interest in the Project and that may be involved in the Project. Key areas of interest in or influence on the Project are also identified for each of these government stakeholders.

Table 8-2: Key National and Regional Government Authority Stakeholders

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Authority	Interest in/Influence on the Project
Central Public Authorities (CPAs)	
Ministry of Energy (MoE)	The Ministry of Energy is the sectoral line ministry responsible for promoting state policy in the field of energy efficiency and use of renewable energy sources. The Ministry will supervise implementation and monitor the Project. MoE is the Project Management Unit (PMU) and ensures all necessary resources and other resources for implementation of the Project.
Ministry of Economic Development and Digitalization (MoEDD)	MoEDD is the central body authorised to promote state policy in the field of economy & coordinate the economic development of the Republic of Moldova. The MoEDD implements the Government's strategy and programme in the field of economy and public finance.
Ministry of Health (MoH) Building owner	MoH is the central body authorised to promote health policy in the Republic of Moldova. The MoH implements the Government's strategy and programme in the field of health and public health.
Ministry of Environment (MoEn)	MoEn is the central body authorized to promote Environmental Policy and is responsible performing screening procedure and issuance the Environmental Permits. The subordinated entities shall attend at the work completion process.
Ministry of Culture (MoC)	MoC is the central body authorised to promote cultural heritage of the Republic of Moldova in order to protect tangible and intangible heritages.
Ministry of Labour and Social Protection (MoLSP)	MoLSP is the central body authorized to promote labor and social protection Policy and to propose justified interventions of the state that will offer effective solutions in the areas of competence, ensuring the best ratio between the expected results and the expected costs.
Ministry of Internal Affairs (MoIA)	MoIA is the central body authorized to promote internal affair policy and has responsibility to ensure permit for influx workforce in the Republic of Moldova and coordinate shipment of equipment on the national roads, etc.
MEPIU	MEPIU is a public institution established by the GD no. 1276/2000, having the obligation to submit reports to the MoF and the MoE, including on the use of financial means. The MEPIU is responsible for implementation of energy projects in Moldova, under MoEn, that are financed by IFIs.
State Supervision Agencies	
Environmental Agency Chisinau	EA is an administrative authority ²⁰ subordinated to MoEn responsible for the implementation of state environmental policy in the following areas of activity: (a) prevention of environmental pollution; (b) protection of atmospheric air and climate change; (c) protection and regulation of the use of water resources; etc.
Environmental Protection Inspectorate Chisinau	EPI is organized and functions as an administrative authority under Ministry of Environment, empowered to carry out the state supervision and control in the field of environmental protection & use of natural resources ²¹ .
National Agency for Public Health (NAPH)	NAPH is the administrative authority subordinated to the Ministry of Health empowered to ensure the implementation of the policy in the field of national public health and also check the Technical Design.
Center for Public Health Chisinau	CPHC is an administrative authority subordinated to the NAPH empowered to ensure the implementation of the policy in the field of national public health.
National Inspectorate for Technical Supervision (NITS)	TSA is the administrative authority subordinated to the Ministry of Economy empowered to ensure the implementation of the industrial safety policy and ensure competence of the technical specialists in the Republic of Moldova.
National Archaeological Agency (NAA)	NAA is the administrative authority subordinated to the MoC empowered to ensure protection of the cultural heritage in the Republic of Moldova.
State Service for verification and expertise of the project and construction (SSVEPC)	SSVEPC is an administrative authority under of the Public Property Agency, which ensures the implementation of state policy in the field of project construction quality in the sense of compliance with the technical regulations in force and the technical expertise of constructions. The mentioned services are provided based on and in order

²⁰ GD #549 of June 13, 2018 on Environmental Agency Regulation (Ref.: <http://lex.justice.md/md/375961/>)

²¹ GD #548 of June 13, 2018 on Environmental Protection Inspectorate Regulation (Ref.: <http://lex.justice.md/md/375960/>)

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Authority	Interest in/Influence on the Project
	to implement the Law on quality in constructions no. 721/1996.
Chisinau City Hall	The Chisinau Municipal Council has the following responsibilities: – Issue the planning town Urbanism Certificate for Design, – Attend at the Public Consultation events specific for presentation of Technical Design and ES Plans, – Issue the Construction Permit (Authorization) based on submitted DD package (Technical Design, Project’s specific ESMP and LMP, SEP, etc.), – Attend at the work completion process, etc.
Communities & Businesses	Communities from the Chisinau Municipality represents those interested parties which could be temporary impacted during the project implementation.
Business	Business located on the territory of hospitals could be temporary affected by the EE refurbishment process and these include: pharmacy, laboratory, private medical cabinets, bars and canteens, parking area, etc.
NGOs	NGOs can attend at the public consultation events organised by MEPIU
Vulnerable groups ^{22*}	The following category of group could be affected by the implementation of the project: students, patients, medical staff, non-medical staff, visitors, suppliers, etc.
Building representatives including the State Medical University (SMU) and Colleges	Building representative represent the top-management of hospitals SMU and Colleges have departments in all hospitals and provide training to students and post graduated students.

Energy efficiency refurbishment of the proposed 10 hospitals from the Phase I deal with vulnerable people (men, women, children, old, middle aged and young, people with disabilities and poor, etc.) and patients affected by the following types of diseases:

- (i) cardiological diseases and recovery after surgery;
- (ii) patients with serious neurological accidents and recovery after neurosurgery;
- (iii) psychology patients;
- (iv) patients after car accidents and other emergency cases,
- (v) pregnant women and new born patients;
- (vi) patients with oncological diseases and recovery after surgery;
- (vii) patients with pneumology diseases and other;
- (viii) patients with miscellaneous diseases and patients recovering after surgeries,
- (ix) other types of patients.

There are following category of medical staff which provide medical services to all patients affected by different diseases after surgeries and people coming to medical institutions for seeking and passing medical examination in order to be hospitalized which include, medical staff, medical assistants, medics on call, etc. and students, non-medical staff, visitors, suppliers,

The scope of the MEEP is to improve the life conditions of these categories of patients from all hospitals by ensuring comfort in the medical rooms and surgery salons (heating supply, lights, fresh air, air conditioning, etc.) and the improvement of the quality medical services by installing special devices

²² NOTE: As per definition, the Vulnerable People are population groups that suffer from discrimination, unequal access to rights, unequal access to and control over resources or unequal access to development opportunities. Such groups may include ethnic, religious, cultural, linguistic minorities, indigenous groups, female headed households, children and youth, older people, persons with disabilities and the poor.

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for people with disabilities, new lifts and electricity network, new facility and medical infrastructure for students and medical staff, rendering support for Medical State University from Chisinau.

Before starting the reconstruction activities inside of the hospitals, the Contractor's Work Plan shall be coordinated with top's management and medical staff and disclosed proposed ES mitigation measures on the medical institution web site in order to have access to the environmental and social information all interested parties.

During the construction stage, affected temporary medical staff will be involved in the monitoring the social impact and communicate identified non-conformities (dust, high noise and vibration, not evacuate wastes, blocked internal roads, etc.) in order to be remediated by the Contractor.

8.3 Secondary stakeholders

8.3.1 General

The secondary stakeholders have been classified into five distinct groups, who are each affected in different ways or to different degrees by the Project implementation:

- Contractors/Suppliers
- Construction workers
- Design Engineer /Energy Efficiency specialist
- Supervising Consultant
- Lending Organisations

8.3.2 Contractors, subcontractors and suppliers

Design and Construction Contractors engaged on the EE refurbishment process within the implementation of MEEP shall be in a manner consistent with requirements established in ESAP, technical documents and ES Plans. MEPIU shall manage all DCC in an effective manner specific for the project live cycle, including:

- (a) Assessing the environmental and social risks and impacts during design process and construction stage;
- (b) Ascertaining that contractors engaged in connection with the project are legitimate and reliable enterprises, and have knowledge and skills to perform their project tasks in accordance with their contractual commitments;
- (c) Incorporating all relevant aspects from the Project's specific ES Plans into tender documents during the design stage and during the construction stage developed the Contractor's own ES Plans;
- (d) Contractually requiring contractors to comply with applicable ES requirements from ESAP and the Project's ES Plans, and including appropriate and effective non-compliance remedies;
- (e) Monitoring contractor compliance with their contractual commitments; and
- (f) In the case of subcontracting, requiring contractors to have equivalent arrangements with their subcontractors.

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8.3.3 Construction workers

Construction workers or workforce represent a group of stakeholders which are interested during the construction stage in fair worker-management relationships and providing safe and healthy working conditions growth at the working places by: (i) promoting safety and health at work, (ii) promoting the fair treatment, non-discrimination and equal opportunity of project workers, (iii) protecting project workers, including vulnerable workers such as women, persons with disabilities, children (of working age) and migrant workers, contracted workers, community workers and primary supply workers, as appropriate, (iv) preventing the use of all forms of forced labor and child labor, (v) supporting the principles of freedom of association and collective bargaining of project workers in a manner consistent with national law and (vi) providing project workers with accessible means to raise workplace concerns.

8.3.4 Supervision consultant

Supervision Consultant will be engaged in the implementation process of MEEP, in the construction, supervisions and other project implementation activities and shall report ES performances to MEPIU.

Supervision Consultant shall monitor implementation of the Employer's technical documents in accordance with the contractual requirements. The extent and mode of monitoring is agreed upon with MEPIU, and shall be proportionate to the nature of the project, the Project's specific ESMP, Labor Management Procedure and requirements of the present document.

The Supervision Consultant shall provide monthly progress to MEPIU of the results of the monitoring. Such reports shall provide an accurate and objective record of project implementation, including compliance with the Project's technical documents and Environmental and Social Plans. Such reports shall include information on stakeholder engagement and participation conducted during project implementation process.

8.3.5 Lending organisations

Lending organisations represent International Financing Institutions consisting of EIB, EBRD, EU Delegation etc. and they are interested in compliance of the Project activities with IFIs Environmental and Social Standards and applicable laws of the Republic of Moldova, as well as implement diligently the measures and actions identified in the ESAP in accordance with the timeframes specified, and will review the status of implementation of the ESAP as part of its monitoring and reporting process.

8.4 Summary of stakeholder interest in and influence over the project

Stakeholder analysis determines the likely relationship between stakeholders and the Project, and helps to identify the appropriate consultation methods for each stakeholder group during the life of the Project. Some of the most common methods used to consult stakeholders include: (i) Phone/email, (ii) interviews, (iii) Workshop/focus group discussions, (iv) Distribution of leaflets and press-release, (v) Public consultation and (vi) Newspaper/magazines/radio.

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When deciding the frequency and the appropriate engagement technique used to consult a particular stakeholder group, three criteria must be considered:

- The extent of impact of the Project on the stakeholder group;
- The extent of influence of the stakeholder group on the Project; and
- The extend of interest in Project implementation.

The level of interest and influence are presented in the Table below according to stakeholder group identified and analysed for every component of the Project. Also, the level of impact of the Project on every stakeholder group.

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Table 8-3: Analysis and prioritization of stakeholder groups based on level of interest in and influence over the Phase I of the Project

Categories of Stakeholders	Specific stakeholders	Roles	Level of Analysis (H=High, M=Medium, L=Low)		
			Interest	Impact	Influence
Primary Stakeholders					
Project shareholders	MoE and MEPIU	Implementation support	H	H	H
Government stakeholders	MoF, MoH, MoEDD, MoC, MoIA, MoEn, MoIA,	Implementation support	M	M	M
Building Owners/ Managers	Ministry of Health	Provide support in the implementation process	H	M	M
Permitting bodies, local governmental agencies	EA, EPI, NAPH, NAA, NITS, SVI	- Issue permits and notices at the pre-design stage - Attend at the Work Completion Reception	M	M	M
Local Public Authorities	Chisinau and Balti Municipalities	Implementation support by issuing planning town Urbanism Certificate for Design & Construction Authorization	M	M	M
Business	Pharmacy, laboratory, medical private medical cabinets, suppliers, bars, canteen, shops, etc.	Provide services for medical staff, patients and other interested parties	L	M	L
Vulnerable Groups	Medical staff, patients, students, teachers, professors, technical staff, etc.	This group will finally benefit of the refurbishment process	H	M	M
Building representatives and medical university & colleges	Top management of 10 Hospitals	Attend in the project implementation by coordination of the design and construction activity	H	M	M
Community	From Chisinau and Balti	Participate in the public consultation process	L	L	L
Secondary Stakeholders					
Contractors/Suppliers	Construction Contractors	Performer construction works on sites	H	M	M
Construction workers	Direct and indirect workforce	Execute specific works on site based on approved Technical Design	H	M	M
Design Engineer /Energy Efficiency specialist	Designer and ES Consultants	Develop Technical Design and the Employer ES Plans	H	H	H
Supervising Consultant	Construction supervision	Supervise implementation the Employer’s technical and ES documents	H	H	H
Lending Organisations	Financing institutions	Provide financial resources	H	M	M

Matrix 1: Analysis and prioritization of stakeholder groups based on level of interest in and influence over the Phase I of the Project

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Interest in the project	High ability or likelihood to influence or impact the project	Medium ability or likelihood to influence or impact the project	Low ability or likelihood to influence or impact the project
High level	MoE (MEPIU)/IFIs/donors	Consultants & Contractors	Medical staff
Medium level	Central Public Authorities	Chisinau City Hall and Balti City Hall	Building owners
Low level	Business and Community	Business and Community	Business and Community

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9 STAKEHOLDER PARTICIPATION PROGRAM

9.1 Planned stakeholder participation activities

The stakeholder participation program phases included the following phases of the project: (i) Construction & (ii) Operations Phase.

The main engagement tools and methods specific for stakeholders participation activities are:

- **Public consultation/group meetings** - the disclosure of information should support consultation. Consultation is a two-way process of dialogue between the Project implementation team and its stakeholders. These consultations will be held at least twice per year and provide opportunity for all citizens to raise issues with MEPIU resources. MEPIU will also request communities' feedback on how to make consultations more effective into implementation. The results of such consultations will be documented, agreed with community leaders, and posted on MEPIU's website.
- **Leaflets** – the leaflets with information that might present more interest information for affected communities, such as the expropriation process and compensations will be developed and distributed in the meetings/public consultations, will be placed on information boards at Mayor's offices, will be sent attached to notifications or letters to PAPs and will be published on the websites of MEPIU and Beneficiaries.
- **Information boards** - establish Information Boards in each Project area community. On these information boards will be placed the information related to Project according to every phase of Project implementation.
- **MEPIU²³ and Beneficiaries websites** – the web sites of the implementation agencies will be the main information tools during Project implementation. Short descriptions will be developed in an accessible and proper language for websites on legal expropriation process, mitigation measures, compensations etc.
- **Chisinau City Hall websites** - the web sites of the CCH will be the main information tools during Project implementation. Non-Technical Reports will describe the planned activities in an accessible and proper language and will be disclosed on Districts' web sites regarding environmental and social aspects with mitigation measures, etc.
- **Letters** – the letters will be an instrument used in order to facilitate the implementation process through good collaboration between the implementation entities and other stakeholders.
- **Reports** – the reports will be used to monitor the Project implementation and to keep informed the main stakeholders of the Project.
- **E-mails** – to facilitate communication between implementation entities.

Below is a participation plan for relevant stakeholders during construction and operational phases of the Project. The Plan presents an action plan for specific activities, as well as engagement and communication activities and the main topics for every engagement activity.

It is important to keep in mind that the situation is dynamic and that some stakeholders and their interests might change over time.

²³ Source: <https://www.mepiu.md/eng/current-projects/moldova-energy-efficiency-project>

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9.2 Public Consultation Process (PCP)

9.2.1 Methods and tools for PCP

The environmental and social risks assessment is a process of evaluating the potential effects of the project at the design stage on the environment and social. One of the key components of the risk assessment process is public participation, which involves engaging and consulting with the people and groups who may be affected by or interested in the project activity. Public participation can provide valuable insights, feedback, and perspectives that can improve the quality and legitimacy of the risk assessment.

At the detailed design stage, stakeholders issued their notices and endorsements for developing Technical Design and the Project's specific ESMPs for sites, Project's specific LMP, etc. Risks assessment procedure took into consideration screening criterion (operating criterion) issued by the Chisinau City Hall which stipulated the operating criterion for the technical design development and implementation.

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Table 9-1: Public Engagement and Participation and their influence on the Project

Authority	Interest in/Influence on the Project	
Central Public Authorities (CPAs)		
	Engagement	Participation
Ministry of Energy (MoE)	Ensure resources, roles and responsibilities for the project implementation and process by MEPIU.	Participate as an inviting party at the PC process
Ministry of Economy (MoEc)	Ensure resources, roles and responsibilities for technical design review and approval by the State Service for verification and expertise of the project and construction (SSVEPC).	Participate at the review and approval of the Technical Design documents (DD, Project's ESMPs, LMPs, Archaeological Certificates, Cultural Notice, Env. Decision, etc.)
Ministry of Environment (MoEn)	Ensure resources, roles and responsibilities of the Environmental Agency to be implied in the environmental and social impact assessment process by issuing Environmental Permit (EP) at the pre-construction stage and monitor the implementation of the EP.	Issue Notices for design process for solid wastes management
Ministry of Culture (MoC)	Ensure resources, roles and responsibilities of the Monument Preservation Committee, within the MoC, and the National Archaeology Agency to be involved in the cultural heritage protection process by issuing Notices (Technical Specifications) and Archaeologic Certificates at the pre-construction stage and monitor the implementation of Chance Find Procedure.	Participate in the procedure for declaration of the project activity of public utility and national interest. Issue Notices for design process for cultural heritage protection with specified Chance Find Procedure and monitor the implementation CFP.
Ministry of Health (MoH)	Ensure resources, roles and responsibilities of the Territorial Public Health Agencies to be implied in the design process by issuing Technical Specification for sanitary aspects and community safety at the pre-design process.	Perform expertise of the DD package including the Technical Design, Project's specific ESMPs for sites, LMP, etc. and issue Expertise Notice.
Ministry of Internal Affairs (MoIA)	Ensure that logistic process is performed without any traffic accidents	Participate in the procedure for declaration of the project activity of public utility and national interest. Approve traffic road for goods and equipment transportation
MEPIU	Fiduciary Agent (PIU) on behalf of the MoE.	Responsible for the project implementation by developing the Project Operational Manual with applicable ES and other procedures with designated roles, responsibilities & authorities, etc.
Beneficiaries	Ensure that technical part of the Project is developed and implemented properly	Responsible for the project implementation by ensuring that technical aspects of the project are managed properly specific for entire life cycle
State Supervision Agencies		
Environmental Agency Chisinau	Issue Environmental Decision for the entire Project activity	Participate in the monitoring process of the Environmental Decision implementation by including requirements in the design process

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Authority	Interest in/Influence on the Project	
Environmental Protection Inspectorate Chisinau	Ensure that Environmental Decision issued by the EA is implemented correctly on construction sites. Perform site visits on construction sites. Attended at the Work Completion Process & signed Minutes of Work Completion	Participate in the monitoring process of the Environmental Decision implementation by including requirements in the design process
National Agency for Public Health (NAPH)	Coordinate the process for issuance of Notices by the territorial PHCs, Expertise the approved package Detailed Design, Project specific ESMP, LMP, etc.	Participate in the monitoring process of the Environmental Decision implementation by including requirements in the design process
Territorial Centers for Public Health Chisinau	Issue Sanitary Notice at the pre-construction stage	Participate in the monitoring process of the Environmental Decision and Sanitary requirements implementation by including requirements in the design process
National Agency for Technical Supervision (NITS)	Issue the Technical Notice and Coordinate de final DD.	Participate in the monitoring process of the Technical Notice implementation by including requirements in the design process
National Archaeological Agency (NAA)	Issue Archaeological Notice for entire project Performed specific archaeological excavation works on sites (in case of identification of archaeological remains or treasures, etc.)	Participate in the monitoring process of the Chance Find Procedure (CFP) at the construction stage
State Service for verification and expertise of the project and construction (SSVEPC)	Check and approve package DD	Participate in the monitoring process of the implementation of the approved DD
Chişinău and Balti Municipalities	– Issue Urbanism Certificate for Design, – Attend at the Public Consultation of the Project’s specific ESMPs, SEP, etc. – Issue the Construction Permit (Authorisation) based on submitted DD package (Technical Design, Project’s specific ESMP, SEP, etc.), – Attend at the work completion process, etc.	Participate in the monitoring process during (i) design process for endorsement of the Technical Design to be in compliance with requirements from the planning town Urbanism Certificate for Design, (ii) monitoring of the implementation of the Construction Authorisation during the construction stage and (iii) and attend at the Work Completion Process.
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9.2.2 Communication the result of risk assessment

Communication process is the key element to learning from the public and other stakeholders in the risk assessment process. Communication process shall be clear, transparent, respectful, and inclusive. The risks assessment team (MEPIU and Consultants) shall communicate the purpose, scope, and expected outcomes of the public participation process, as well as the role and influence of the public and other stakeholders in the decision-making process. They shall also communicate the relevant information and data about the project and its potential impacts, using appropriate language, formats, and channels. Moreover, they shall facilitate the communication among the public and other stakeholders, encouraging them to share their views, experiences, values, and concerns, and to listen to and learn from each other.

9.2.3 Analyse and synthesize the feedback

The feedback received from the public and other stakeholders in the risk assessment process can be a rich source of improvement the risks assessment report. However, it can also be challenging to analyse and synthesize the feedback, especially when it is diverse, complex, or conflicting. Therefore, it is important to use systematic and rigorous methods and techniques to collect, organize, interpret, and summarize the feedback, such as coding, categorizing, clustering, weighting, ranking, mapping, and modelling. The analysis and synthesis of the feedback should aim to identify the key themes, issues, preferences, trade-offs, and recommendations that emerge from the public participation process.

9.2.4 Incorporate feedback in the risk assessment report

Learning from the public and other stakeholders in the ES risks assessment process is not only about gathering and analyzing their feedback, but also about incorporating it into the final risk assessment report. The feedback shall be used to inform and improve the assessment of the environmental and social impacts of the project, as well as to identify and evaluate the alternatives and mitigation measures. The feedback shall also be used to enhance the transparency and accountability of the decision-making process, as well as to monitor and evaluate the implementation and effectiveness of the project and its impacts. Furthermore, the feedback shall be used to foster ongoing communication and collaboration with the public and other stakeholders throughout the risk assessment process and beyond.

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Table 9-2: Used methods for participation process taking into consideration the project's life cycles

Stakeholder groups	Methods	Frequency/location	Phases of the Project			Responsibilities
			Detailed Design (DD)	Construction (C)	Operation (O)	
PRIMARY STAKEHOLDERS						
MoF MoE MoH MoEDD MoC MoIA MoEn MoIA	Letters Meetings E-mails Reports Public Consultation	During Project implementation	- Work Schedule - Approved DD - Approved Project specific ESMPs - SEP &GM - Project’s LMP	- Construction Permit - Revised Work Schedule - Contractor’s ESMP - Contractor’s OHS Plan - Contractor’s HR Plan - Community HS Plan - Traffic Management Plan - Waste MP - SEP & GM - Informational panel - Grievance Mechanism	Beneficiary ES Policy and Objective	MEPIU/Beneficiaries Construction Supervision Engineer DD: Contractor C: Contractor O: Beneficiary
State Supervision Agencies Env. Agency National Archaeological Agency National Inspectorate for Technical Supervision National Agency for Public Health Env. Protection Inspectorate SHS	Letters Meetings E-mails Reports Public Consultation	During Project Design and implementation	▪ Information necessary for obtaining approvals, permits and/or for coordination of the DD documents, according to national laws ▪ Other information as requested	▪ Information necessary for monitoring activity on construction sites, according to national laws ▪ Grievance Mechanism	▪ Information necessary for obtaining approvals, permits and/or for coordination of the documents, according to national laws ▪ Grievance Mechanism	MEPIU/Beneficiaries Construction Supervision Engineer DD: Contractor C: Contractor O: Beneficiary ME
Chisinau City Hall	Letters Meetings Public consultations E-mails MEPIU and Beneficiary websites	During Project Design and implementation	- Work Schedule - Approved DD - Approved Project specific ESMPs - SEP &GM - Employer’s LMP - Tender documents - GRM	- Construction Permit - Work Schedule - Contractor’s ESMP - Contractor’s OHS Plan - Contractor’s HR Plan - Community HS Plan - Traffic Management Plan - Waste MP - SPP & GM - Informational panel	- The Company’s ES Policy and Objective	MEPIU/Beneficiaries Construction Supervision Engineer DD: Contractor C: Contractor O: Beneficiary ME

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Mass media, NGOs	Letters Press-releases Meetings Public consultations MEPIU and ME websites	During Project Design and implementation	- Press release issued by MEPIU and MoE - Sites visits - Grievance Mechanism	- Press release issued by MEPIU and MoE - Sites visits - Grievance Mechanism	Communication procedure	MEPIU/Beneficiaries Construction Supervision Engineer DD: Contractor C: Contractor O: Beneficiaries
Consultants and Contractors	Letters Meetings E-mails Reports Invoices	During Project Design and implementation	- Work Schedule - Approved DD - Approved Project specific ESMPs - SEP & GM - Employer's LMP - Tender documents - Grievance Mechanism	- Construction Permit - Work Schedule - Contractor's ESMP - Contractor's OHS Plan - Contractor's HR Plan - Community HS Plan - Traffic Management Plan - Waste MP - SEP - Grievance Mechanism - Informational panel	Communication procedure	MEPIU/ Beneficiaries Construction Supervision Engineer DD: Contractor C: Contractor O: Beneficiaries
Vulnerable groups Medical staff, patients, students, teachers, professors, technical staff, etc.	Public Consultation Create SIMCs	During the construction stage	-Urbanism Certificate for Design -Decision issued by EA -Contractor Work Plan -Grievance Mechanism -Public Consultation	- Contractor Work Plan - Construction Authorization - Grievance Mechanism - CESMP, COHSP, CoC, TMP, etc.	Communication procedure	
Financial institution/donors	Letters Meetings E-mails Reports	During Project Design and implementation	- Work Schedule - Approved DD - Approved Project specific ESMPs - SEP & GM - Employer's LMP - Tender documents - GM	- Construction Permit - Work Schedule - Contractor's ESMP - Contractor's OHS Plan - Contractor's HR Plan - Community HS Plan - Traffic Management Plan - Waste MP - SEP & GM - Informational panel	Communication procedure	MoE/MEPIU

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9.3 Leaflets

Information dissemination can be achieved using a number of mechanisms including the broadcasting media, in particular newspapers and radio, based on MEPIU's communication campaign.

Posters and leaflets are also useful and need to be distributed widely to such locations as mayor office, medical institution, schools, clinics, post offices, community centres, religious buildings, bus stops, shops etc.

The leaflets with the project's information that might present more interest information for affected communities, such as the environmental and social and expropriation process and compensations will be developed and distributed in the meetings/public consultations, will be placed on information boards at Mayor's offices, will be sent attached to notifications or letters to stakeholders and will be published on the websites of MEPIU and Beneficiaries.

The Project's Leaflet is presented in the Annex 1.

9.4 Information boards/panel

Establish Information Boards in each Project area or Hospitals. On these information boards will be placed the information related to Project according to every phase of Project implementation.

The site information panel will be displayed on the construction site at a visible place at the main entrance to the site.

The information panel will be made of weatherproof and reinforced materials, which will contain the following information:

- name, address and overall image of the designed object;
- data on the beneficiary of the investment;
- data on the investment organisation;
- data on the design organization, the number and the period of validity of the license for the respective field of activity;
- data on the construction organization, the number and the term of validity of the license for the respective field of activity;
- data regarding the technical manager, the project supervisor / supervisor, name, surname, telephone number, number and validity term of the attestation certificates;
- the number and date of the issuance of the Construction Authorization, the name of the issuer;
- the term of execution of the construction and of the construction stages, the date of commencement and finalization of the works.

The site information panel will be located after obtaining the Building Authorization, from the start of the construction works until the final acceptance of the object.

The information panel template is presented in the Annex 2.

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9.5 Web-sites

9.5.1 MEPIU and Beneficiaries Web-Sites

The web sites of the implementation unit (MEPIU) will be the main information tools during Project implementation. The project implementation documents shall be published on these web-sites. Short descriptions will be developed in an accessible and proper language for websites on legal environmental, social and expropriation process, mitigation measures, compensations etc.

The MEPIU's web site is lucrative and all information regarding projects are disclosed on web-page: (i) MEPIU home, (ii) News, (iii) About MEPIU, (iv) Publications, (v) Projects, (vi) Procurements and (vii) Contacts.

Beneficiaries' web-sites are lucrative and presents all information regarding the hospitals' activities.

9.5.2 The Chisinau and Balti City Hall' Web-Sites

The project implementation documents and other Non-Technical Reports can also be disclosed on the Chisinau City Hall web-sites with providing short descriptions and proper language in order to be accessible and understandable for all people etc.

9.5.3 Content of the Press-release regarding Information campaign

MEPIU²⁴ is launching an information campaign with reference to the implementation of the Moldova Energy Efficiency Project. The press-release are published on the MEPIU and Beneficiary's web-sites.

The campaign will include a series of activities to inform public opinion, the population and patients about the impact of the investment project to improve energy efficiency in public buildings, municipal and state owned, in the Republic of Moldova.

9.6 External Communication

The MEPIU has implemented and maintains a procedure for external communications that includes:

- Receive and register external communications;
- Screen and assess the issues raised and determine how to address them;
- Provide, track, and document responses;
- Adjust the management Plans and programs.

The MEPIU makes publicly available periodic reports on their environmental and social performances. External communication is accomplished through written (hard-copies and electronic media) or oral (over telephone or verbally) forms of communication.

The external written communication is accomplished through conveyance of information (requests, inquiries, claims, replies to inquiries, reports, documents, data etc.) to the interested external parties;

²⁴ MEPIU's web-site: <https://www.ucepe.gov.md/en/press-releases>

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conveyance is made through the MEPIU's secretary office, which sends the information by post or directly through a delegate, or by an e-mail transmitted by the person who draws up the reply.

The external verbal communication is accomplished through information conveyance by the person in charge either on the telephone, or verbally where the interested party presents itself to the MEPIU office.

The external communication of replies to requests and of information on observance of the applicable laws and other project's aspects and environmental and social performances of projects to the MEPIU and other interested parties is made upon approval by the MEPIU's Director.

9.7 Information disclosure

9.7.1 General

Result of the environmental and social risk assessment process and other planned activity are communicated to stakeholders and other interested parties in order to receive feedback and incorporate proposal for improvement into the final documents. The disclose information or documents are prepared in a simple form to be understandable for all participant at the public consultation. Non-Technical Report (NTR) represents a short summary report with description of the project activities, proposed mitigation measures and role and responsibilities for mitigation measures implementation. NTR shall be published on the websites of MEPIU, Beneficiary and MoE/MoH.

Table 9-3: Entities where ES specific documentation shall be disclosed

No.	Entity name	Web site
1	MEPIU	https://www.ucepe.gov.md/en
2	Neurology and Neurosurgery Institute	https://inn.md/
3	Cardiology Institute	https://icardiologie.md/
4	Mather and Child Institute	https://www.mama-copilul.md/
5	Emergency Medical Institute	https://www.urgenta.md/
6	Clinic Psychiatry Hospital	http://scp.md/
7	Pneumology Institute	https://ifp.md/
8	Republican Centre for Medical Diagnosis	https://www.crdm.md/
9	Oncological Institute	https://onco.md/
10	Clinic Hospital Balti	https://www.scbalti.md/

Information materials will be developed to keep the stakeholders informed on Project activities and its environmental and social performance, including a summary of how and when the results of stakeholder engagement activities and grievance handling are reported back to affected communities and/or broader stakeholders. In addition, minutes will continue to be reviewed and signed by community/affected stakeholders' representatives for purposes of improving the implementation process. Information which will be disclosed to stakeholders includes the following:

- Non-technical environmental and social assessment reports for local communities;
- Publish on Project's specific ES Plans and Grievance Mechanism Form;
- Ad hoc reports / newsletters on MEPIU web site and social networks;
- Information on Project implementation, compensations and other mitigation measures in each phase of Project implementation will be places on the information boards in the all affected localities;

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- Annual Monitoring Reports submitted to lenders (if not deemed confidential); and
- Project’s annual reports / sustainability reports etc.

9.7.2 Communication Strategy

9.7.2.1 General

The communication strategy²⁵ and plan leans on increasing knowledge and understanding among citizens of the Republic of Moldova about the impact of the initiatives belonging to the European Union (EU), its bank - the European Investment Bank (EIB) and the European Bank of Reconstruction and Development (EBRD) on people’s lives. A convergence approach and strategic alignment of resources and existing partners summed in the strategy below allow to define and draw the directions aimed at informing and increasing the public perception regarding the benefits derived from the energy efficiency measures.

The Communication strategy and plan is the result of joint efforts of NTU International on behalf of EIB and Moldova Energy Projects Implementation Unit (MEPIU) developed within the Contract AA 010298-002 Technical assistance to the preparation of the Moldova Energy Efficiency Project (MEEP) in the Republic of Moldova. This communication strategy will be coordinated with the implementing partners, EU, EBRD and Moldova’s governmental structures, for a joint approach and agreed vision.

This communication strategy and plan takes account on the latest insights provided by the sociological studies regarding people’s knowledge and understanding of the EU and EIB, exposure to information about the EU-related topics and media usage in the Republic of Moldova. The assessment of the latest communication campaigns conducted by the EU and EIB discloses information used in crafting the communication plan and efforts to effectively reach the target audiences and, therefore, solid arguments regarding the importance of such as those initiatives implemented within the MEEP. The data gathered through meticulous research allows to adjust communication activities and narratives for a better message penetration.

This document captures the thinking process, strategic directions and potential recommendations based on the constant assessment on the communication interventions. As a result, this communication activities will increase the awareness of the contribution of the development partners offered to the Republic of Moldova to improve its energy efficiency practices and ensure the energy security of the country.

9.7.2.2 General Objectives

The Moldova Energy Efficiency Project communication strategy and plan aims at disseminating information on the joint support of the EIB, EBRD, EU, Ministry of Energy through MEPIU and National Centre for Sustainable Energy (NCSE) to: (i) increasing awareness regarding the EU and government efforts to stimulate the energy security of the Republic of Moldova through energy efficiency initiatives and (ii) informing the target audience about the tangible results and the impact of the project.

²⁵ The Communication Strategy and Plan is an approved Project document and provided specific communication aspects

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The complex approach embodying a strategic alignment of resources, activities and existing partners will contribute to changing the attitudes regarding the stringent necessity to embrace and adopt the energy efficiency technologies and initiatives taking into consideration the vulnerability of the Republic of Moldova to today's challenges.

The communication efforts will be directed towards strengthening the positive perception of the funding and implementing entities and emphasizing the role of the investments in socio-economic development.

9.7.2.3 Specific objectives

- Spreading pertinent information about improved and modern infrastructure of the public buildings for its beneficiaries ensured by Team Europe, including EU, EIB and EBRD;
- Increase understanding on how the EU and the EIB supports the Government of Moldova in improving energy efficiency through modernisation and renovation of public buildings with a direct and tangible benefit for the citizens;
- Gaining buy-in from a wider audience by informing and stimulating the beneficiaries of the project to spread the word about the contribution of the EIB, EBRD, EU and Government of Moldova to the well-being of the citizens of the Republic of Moldova;
- Stimulating public authorities to seek for opportunities to implement energy efficiency initiatives by presenting long-term benefits of the current project and its impact;
- Improving the public perception regarding the need to adopt energy efficiency measures in order to reduce energy consumption and thus, energy bills; produce part of their own energy through PV panels, preserve the environment and reduce the impact on climate change; and boost energy independence of the Republic of Moldova.

Time-bound: To achieve all of the above objectives within the project implementation period, with every quarterly progress review and adjustments as needed.

9.7.2.4 Target groups

A complex and successful communication approach should rely on comprehensive understanding of the target audiences and their preferences in terms of information consumption and shared values. Each piece of content will be created with one of the target groups in mind. The Communication plan and strategy relies on key strategic directives focusing on the following target groups:

- **Direct beneficiaries of the first phase of project**
 - Around 10.000 employees of the ten hospitals to be rehabilitated and adjusted to the energy efficiency requirements;
 - More than one million patients attending the health care facilities per year;
 - Persons/legal entities that perform their activity in the hospitals to be rehabilitated.
- **Direct beneficiaries of the second phase of the project**
 - Local public authorities interested to submit their proposals to save energy in the public buildings;
 - Staff, beneficiaries, visitors of the public institutions of local/municipal importance (of social purpose, such as educational institutions, municipal and district hospital institutions etc.) selected for energy efficiency renovation;

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- Members of the communities in which public institutions are going to be made more energy efficient;
- **Young engaged citizens, aged between 16 and 30**, that could act as credible multipliers to reach other groups. They share the European values, show interest in climate action, are prone to recognize the impact of such initiatives as those financed by the EIB, EBRD & EU;
- **Skeptical Russian speaking audiences** represents an important segment to be considered in the plan of actions, content development and distribution of information;
- **General public audience 18 - 60** will be kept updated on the main results of the project, upcoming works and benefits;
- **Stakeholders** interested to use or to encourage the usage of renewable green technologies;
- **Multipliers**
- Journalists and media institutions engaged in keeping up to date the public regarding the latest news and initiatives taken to impact their lives and services they have access to;
- EU Information Centers and Euro Clubs (30) functioning across the country involved in disseminating information about the assistance provided by the European Union, including its banks, EIB and EBRD;
- Influencers sharing EU values and acknowledging the importance of the EU and European Banks support provided to the Republic of Moldova.

To engage the target audiences listed above we need to appeal to people's emotions and values rather than embrace an approach concentrated on mere information, to prove the extent of the significant assistance offered by joint efforts of the EIB, EBRD, EU and Republic of Moldova's Government via the Ministry of Energy, MEPIU and EEA to boost the innovation and sustainability in the sector, to demonstrate real help to the citizens of the Republic of Moldova affected by the severe repercussions of the war in Ukraine and energy crisis, to showcase the support towards mitigating the potential consequences and challenges for Moldovans. Audiences' characteristics and needs will define and tailor the narrative and messages used in an overarching communication strategy.

9.7.2.3 Previous public consultation activities performed at the pre and detailed design stage

The following stakeholder engagement activities have been performed so far:

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Table 9-6: Previous Public Consultation during the project life cycle

Periods	Topics	Consultation sessions (No.)	Consulted localities/persons (No.)	Details	Notes
Oct. 2022	Comply with requirements for ACMs management	Request notice	Ministry of Environment	Receive letter with recommendations	Comply with Instruction for managing solid wastes on construction sites
Nov. 2022	Comply with env. Law no. 86/2014 for EIA	Request decision	The Environmental Agency Chisinau	Received Env. Decision	The planned activity for implementation of MEEP is not subject for EIA process
Nov. 2022	Comply with Archaeological Law	Request notice	National Archaeological Agency	Receive Notice from NAA	Contract shall develop a CFP
Nov. 2022	Comply with requirements regarding protection of monuments	Request notice	Ministry of Culture	Receive Notice from MoC	MoC examined the proposed hospitals to be refurbished and all hospitals are not included in the list of protected monuments
Apr. 2024	Comply with technical requirements	Request notice	National Technical Supervision Agency (NTSA)	Receive Notice from NTSA	Technical design shall be developed based on applicable laws of RM
Jan. 2023	The Chisinau City Hall	Request notice for final disposal of ACMs	General Directorate for Housing-Communal and Landscaping within Chisinau City Hall	Receive letter with recommendations	Comply with applicable environmental laws regarding the management of dangerous wastes
Feb. 2023	Comply with requirements for ACMs management	Request decision	The Environmental Agency Chisinau	Receive Letter with recommendations for ACMs management	Comply with RM EIA procedure
March 2023	The Balti City Hall	Request notice for final disposal of ACMs	Housing and Communal Directorate within Balti City Hall	Receive letter with recommendations	Comply with applicable environmental laws regarding the management of dangerous wastes
March 2023	Asbestos Survey at 10 Hospitals	Site visits	10 Hospitals affected by EE refurbishment process	Receive Asbestos Survey Report	Keep under control ACMs

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Periods	Topics	Consultation sessions (No.)	Consulted localities/persons (No.)	Details	Notes
April 2024	Comply with sanitary requirements for DD process	Request notice	Centre for Public Health Chisinau for 9 hospitals	Receive Sanitary Notice from CPH Chisinau	Comply with sanitary requirements during DD process
June 2024	Comply with sanitary requirements for DD process	Request notice	Centre for Public Health Balti	Receive Sanitary Notice from CPH Balti	Comply with sanitary requirements during DD process
21 May 2024	Submit draft ESMP Checklists for all hospitals and requested to provide support to MEPIU to organize PC events	Request letter	MoE, MoH, CNED, Chisinau City Hall, Balti City Hall, etc. 9 Hospitals from Chisinau 1 Hospital from Balti	Developed draft ESMP Checklists based on IFIs requirements and Notices issued by State Supervising Agencies	Comply with IFIs ES requirements and national applicable laws
28 May 2024	Organize Public Consultation at the Republican Clinical Hospital	1	17 persons	Presented the ESMP Checklist for EE refurbishment in PPT format	The Beneficiary accepted the proposed mitigation measures
28 May 2024	Organize Public Consultation at the Cardiology Institute	1	17 persons	Presented the ESMP Checklist for EE refurbishment in PPT format	The Beneficiary accepted the proposed mitigation measures
28 May 2024	Organize Public Consultation at the Republican Centre for Medical Diagnostic	1	11 persons	Presented the ESMP Checklist for EE refurbishment in PPT format	The Beneficiary accepted the proposed mitigation measures
29 May 2024	Organize Public Consultation at the Neurology and Neurosurgery Institute	1	13 persons	Presented the ESMP Checklist for EE refurbishment in PPT format	The Beneficiary accepted the proposed mitigation measures
29 May 2024	Organize Public Consultation at the Oncological Institute	1	14 persons	Presented the ESMP Checklist for EE refurbishment in PPT format	The Beneficiary accepted the proposed mitigation measures
29 May 2024	Organize Public Consultation at the Psychiatry Clinical Hospital	1	40 persons	Presented the ESMP Checklist for EE refurbishment in PPT format	The Beneficiary accepted the proposed mitigation measures
30 May 2024	Organize Public Consultation at the Emergency Medicine Institute	1	15	Presented the ESMP Checklist for EE refurbishment in PPT format	The Beneficiary accepted the proposed mitigation measures
30 may 2024	Organize Public Consultation at the Child and Mother Institute	1	13 persons	Presented the ESMP Checklist for EE refurbishment in PPT format	The Beneficiary accepted the proposed mitigation measures

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Periods	Topics	Consultation sessions (No.)	Consulted localities/persons (No.)	Details	Notes
31 May 2024	Organize Public Consultation at the Balti Clinical Hospital	1	12	Presented the ESMP Checklist for EE refurbishment (PPT format)	The Beneficiary accepted the proposed mitigation measures
November 2024	Submit ES package to TA Consultant for review and comments (ESIA & ESMP, LMP, SEPP, AMP)	Receive comments for improvement	TA TEAM	Revised ES package and provided comments	Provided comments for improvement
November 2024	Submit the draft Project's specific ESMP specific for all affected hospitals by refurbishment process	Receive Non-Objections	EIB & EBRD	Provide to IFIs the draft Project's specific ESMP specific for NNI	Use the Project's specific ESMP as a template for NNI for other hospitals
November 2024	Submit the draft Project's specific LMP for all affected hospitals by refurbishment process	Receive Non-Objections	EIB & EBRD	Provide the draft Project's specific LMP for NNI	Use the Project's specific LMP as a template for NNI for other hospitals
November 2024	Submit the draft SEP for all affected hospitals by refurbishment process	Receive Non-Objections	EIB & EBRD	Provide the draft SEPP	Use approved SEP in the implementation process specific for construction and operation stages
December 2024	Organize Public Consultation at the Psychiatry Clinical Hospital	1	Medical staff (65 people)	Provide to the medical staff & other interested parties draft technical design and ES mitigation measures	Disclosed the draft document on MEPIU & Beneficiary web sites and develop Public Consultation Report
YEAR 2025					
January 2025	Organize Public Consultation at the Neurology and Neurosurgery Institute	1 with medical staff and CPA and LPA	Medical staff	Provide to the medical staff & other interested parties identified ES mitigation measures id. During DD process	Disclosed the draft document on MEPIU & Beneficiary web sites and develop Public Consultation Report
YEAR 2026					
Q-2	Public Consultation event by inviting medical staff, MoE, MoH, Chisinau City Hall, State Supervision Agencies and other interested parties	1 with medical staff and CPA and LPA	IMSP Oncological Institute	Provide to the medical staff & other interested parties the draft Technical Design and identified ES mitigation measures	Disclosed the draft document on MEPIU & Beneficiary web sites and develop Public Consultation Report

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Periods	Topics	Consultation sessions (No.)	Consulted localities/persons (No.)	Details	Notes
Q-2	Public Consultation event by inviting medical staff, MoE, MoH, Chisinau City Hall, State Supervision Agencies and other interested parties	1 with medical staff and CPA and LPA	IMSP Emergency Medicine Institute	Provide to the medical staff & other interested parties the draft Technical Design and identified ES mitigation measures	Disclosed the draft document on MEPIU & Beneficiary web sites and develop Public Consultation Report
Q-2	Public Consultation event by inviting medical staff, MoE, MoH, Balti City Hall, State Supervision Agencies and other interested parties	1 with medical staff and CPA and LPA	IMSP Balti Clinical Hospital	Provide to the medical staff & other interested parties the draft Technical Design and identified ES mitigation measures	Disclosed the draft document on MEPIU & Beneficiary web sites and develop Public Consultation Report
Q-2 June 3 rd 2026	Public Consultation event by inviting medical staff, MoE, MoH, Chiisnau City Hall, State Supervision Agencies and other interested parties	1 with medical staff and CPA and LPA	IMSP Oncology Institute	Provide to the medical staff & other interested parties the draft Technical Design and identified ES mitigation measures	Disclosed the draft document on MEPIU & Beneficiary web sites and develop Public Consultation Report
Q-3 Sept. 2026	Public Consultation event by inviting medical staff, MoE, MoH, Chisinau City Hall, State Supervision Agencies and other interested parties	1 with medical staff and CPA and LPA	IMSP Mother & Child Institute	Provide to the medical staff & other interested parties the draft Technical Design and identified ES mitigation measures	Disclosed the draft document on MEPIU & Beneficiary web sites and develop Public Consultation Report

10 GRIEVANCE MECHANISM

10.1 Grievance mechanisms at the Project level

In addition to the above, within the Project will be established a three-tier grievance management structure to address the primary and secondary stakeholders' concerns and complaints regarding the impact of the Project implementation. In the figure below is represented the examination process covering each level.

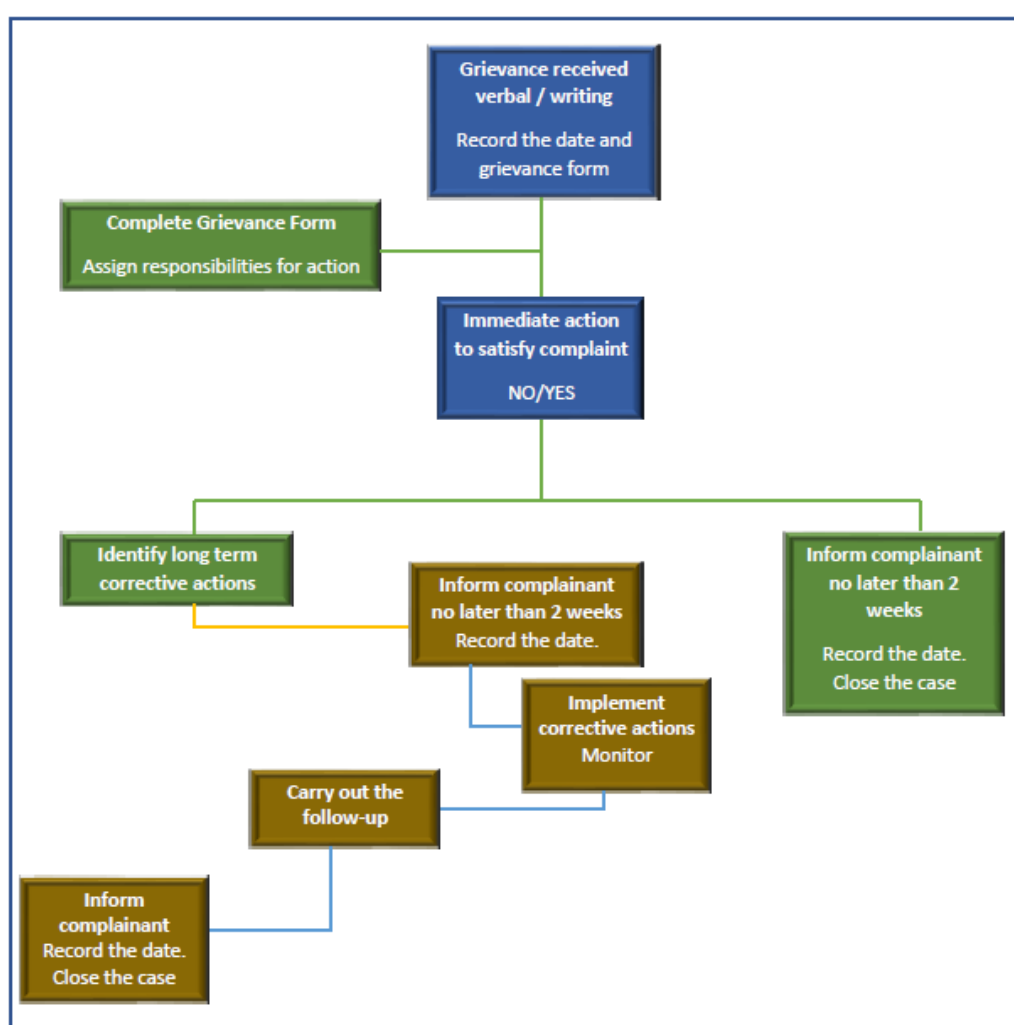


Fig. 10-1: Grievance examination process

10.1.1 Grievance Mechanism on the construction site

10.1.1.1 Contractor's Workforce participation and consultation

The purpose of the participation and consultation of the workforce (contractor's direct and indirect) is to ensure health and safety of the workforce on construction sites by organizing meetings and

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discussing safe working conditions and health and safety dangers/risks/procedures (Contractor's OHS Plan) and other Contractor's documentations.

The meeting or the committee is organized in a way to be representative and comply with applicable legal requirements²⁶. The Committee Topics include:

- The Employer's ES Policy and ES documents;
- Contractors' EHSS Policy and Objectives and the Project Context;
- Contractor's ESMP, OHSP, HRP, Traffic Management Plan, SGP, etc.
- Injury incidents;
- Equipment failures;
- Near misses;
- Damages;
- Inspections, due diligence and audit;
- Maintenance and modification;
- Procedural Changes;
- Environmental & Social Incidents;
- Management of Change;
- Other issues.

Minutes of the meeting and attendees are recorded and made available to all personnel. A Grievance Mechanism is established and maintained permanently on-sites.

10.1.1.2 Workforce Consultation and grievance mechanism

The Contractor shall consult its personnel in EHSS problems and other aspects based on its procedure described in the Contractor's own OHS Plan approved by the Supervision Consultant. The Contractor provides a grievance mechanism for workers to raise workplace concerns. The Contractor informs workers of the grievance mechanism at the time of recruitment and makes it easily accessible to them. The mechanism involves an appropriate level of management and address concerns promptly, using an understandable and transparent process that provides timely feedback to those concerned, without any retribution. The mechanism allows for anonymous complaints to be raised and addressed. The mechanism does not impede access to other judicial or administrative remedies that might be available under the law or through existing arbitration procedures, or substitute for grievance mechanisms provided through collective agreements.

10.1.2 GM used for monitoring the social impact during the construction stage

10.1.2.1 GM used by medical staff and other vulnerable groups from construction sites

During the construction sites, the medical staff should be involved in the monitoring the social impact during the construction stage by creating a formal Social Impact Monitoring Committee (SIMC) at the hospital level or construction sites. SIMC shall be created by Supervision Consultant with support of MEPIU in order to communicate directly with affected medical staff, patients, students, teachers, etc. by using the Grievance Mechanism (GM). Before starting the construction activity on site, MEPIU and Supervision Consultant will organise meeting with medical staff and other interested

²⁶ HG no. 95/2009: https://www.legis.md/cautare/getResults?doc_id=123544&lang=ro

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parties in order present the Contractor’s Work Plan and to disseminate the Project’s Context and Objective with leaflets with specific information and communication channel for addressing technical and ES issues, identified non-conformities on construction sites, and specific requirements for creating SIMC on medical institutions.

The role of SIMC is to provide the communication channel with MEPIU and Supervision Consultant by using GM and monitoring the solving non-conformities on construction sites by Contractors.

The MEPIU is responsible for receiving complaints, records on the Grievance log and establish measures for elimination or solving non-conformities with roles and responsibilities. Specific non-conformities identified during the construction stage are high noise, dust, vibrations, wastes, behaviour of workers, emergency situation, etc. The grievances/complaints shall be recorded, examined and solved no later than 2 weeks from their receipt and report in the written form to the affected peoples.

Table 10-1: Grievance Mechanism (Services)

MEPIU	Ministry of Energy	Ministry of Health
Chisinau, 1, A. Russo str., of. 163 Tel.: (+373) 22 496790 E-mail: info@ucipe.gov.md Web page: https://www.ucipe.gov.md/ro/proiecte/proiectul-eficienta-energetica-republica-moldova-peem	Municipality of Chisinau 134, Stefan cel Mare si Sfânt, Avenue Tel. +373 (022) 250 131 E-mail: secretariat@energie.gov.md Web-page: https://energie.gov.md/en	Municipality of Chisinau 2 Vasile Alecsandri Str. Tel: 022 268-818 E-mail: secretariat@ms.gov.md Web page: https://ms.gov.md/

10.1.4 Grievance Services of the IFIs

The Complaints Mechanism (EIB-CM²⁷) is the citizen’s driven accountability tool of the EIB Group. The Bank listens to citizens when they have concerns about an EIB Group project, policy or activity, and enable them to exercise their right to complain. In addition to the core functions, the EIB-CM also coordinates complaints received by the European Ombudsman²⁸ concerning EIB’s actions. The EIB-CM also engages periodically in Communication and Outreach Activities²⁹.

The EBRD³⁰’s Project Complaint Mechanism operated from 2010 to end of June 2020, and its Registry provides the public with information about all Requests registered with the Mechanism during that period and related case processing reports. On 1 July 2020, the Independent Project Accountability Mechanism replaced PCM, so for case information from that date onwards please visit the IPAM Registry. The IPAM³¹ Registry discloses case processing information on all requests registered under the Project Accountability Policy as well as all PCM cases that were being processed at the date of inception of IPAM. Requests registered before 2010 were assessed under the Independent Recourse Mechanism (IRM). They can be found in the IRM Register.

²⁷ Source: <https://www.eib.org/en/about/accountability/complaints/what-we-do/index.htm>

²⁸ <https://www.ombudsman.europa.eu/en/home>

²⁹ Source: <https://www.eib.org/en/about/accountability/complaints/what-we-do/communication-outreach.htm>

³⁰ Source: <https://www.ebrd.com/work-with-us/project-finance/project-complaint-mechanism/pcm-register.html>

³¹ IPAM Registry: <https://www.ebrd.com/ipam-cases>

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The Complaints Mechanism team receives project complaints including, among others: (i) environmental degradation, (ii) threats to community health and safety and (iii) involuntary resettlement.

Complaints must be in writing and addressed to the IFIs, using the following methods: (i) Online, (ii) E-mail and (iii) sending mails by Post Office.

Information to be included in the complaint form:

- Identify the project subject of the complaint
- Clearly state the project’s adverse impact(s)
- Identify the individual(s) submitting the complaint
- Specify if the complaint is submitted by a representative of the person(s) or community affected by the project
- If the complaint is submitted by a representative, include the name, signature, contact details, and written proof of authority of the representative.

10.2 Grievance closure

A grievance will be “closed” when a resolution satisfactory to all parties has been reached. In certain situations, however, it is possible to “close” a grievance even if the complainant is not satisfied with the outcome. This could be the case, for example, if the complainant is unable to substantiate a grievance, or if there is an obvious speculative or fraudulent attempt.

In such situations, the efforts to investigate the complaint and to arrive at a conclusion will be well documented and the complainant will be advised of the situation.

If the complainant is not satisfied by the response or the proposed solution, he/she may appeal to court.

10.3 Grievance records and documentation

The grievances submitted in the written form will be registered/entered in to a unique register/database by Supervision Consultant & MEPIU.

A Grievance Register is developed under the Project to manage and monitor grievances, complaints, proposals for improvements and other aspects. The documentation on grievances will include:

- the name and contact details of the complainant
- the date and nature of the complaint
- the name of the staff charged with addressing the complaint
- any follow up actions taken
- the proposed resolution of the complaint
- how and when relevant Project decisions were communicated to the complainants
- whether longer-term management actions have been taken to avoid the recurrence of similar grievances in the future, if applicable.

The verbal grievances shall be received and recorded by Supervision Consultant in the Grievance Log, but if the grievance cannot be solved on construction site, it will be suggested to the complainant to file a written grievance/complaint in order to be directed to other levels (MoE).

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The Grievance Register is presented in the Annex 4.

10.4 Communication on the GM

The GM will be presented and explained in the meetings with local government representatives, in the public consultations, meetings in the leaflets, it will be placed on the local authorities' informational boards or web sites and on the MEPIU³² and Beneficiary websites.

Besides, all information on GM will be provided on request. The training for Project GRM will be conducted for the local representatives at every GM's level SIMCs. The training will address the subjects on recording, examination, response to the grievances and documentation on the grievances.

³² Source: <https://www.ucipec.gov.md/en/contacts>

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11 ROLES AND RESPONSIBILITIES FOR STAKEHOLDER PARTICIPATION

11.1 Institutional responsibilities

The overall responsibility for monitoring the Project implementation is the Ministry of Energy (MoEn), and shall ensure that role and responsibilities are defined and with sufficient resources for project implementation accepted for the IFIs and Government.

11.2 Project Management Unit

The Ministry of Energy (MoEn)³³ is the central specialized body, which promotes state policy in the field of infrastructure and regional development and operates in accordance with the Constitution and Laws of the Republic of Moldova, Parliamentary Decisions, Acts of the President of the Republic of Moldova, Government Decisions and Orders, as well as other normative acts.

The Ministry of Energy aims to create an efficient, sustainable, and competitive energy sector, which will ensure the security of the country's energy supply. To achieve this, MoEn focuses on the following objectives: (i) Development of the power sector, (ii) Development of the thermal energy sector, (iii) Development of the natural gas and petroleum products sector and (iv) Promoting energy efficiency and capitalizing on renewable energy sources. The Republic of Moldova must improve and streamline its thermal energy system, develop alternative energy systems, and diversify its natural gas and electricity supply sources.

11.3 Project Implementation Unit

Moldova Energy Projects Implementation Unit (MEPIU)³⁴, is an independent, non-profit legal entity established by the Government Decision no. 1276 in December 2000. The task of MEPIU is to ensure the efficient implementation of the projects in the energy sector through their administration, monitoring and coordination in accordance with the Donors'/international financial institutions' requirements.

During its activity MEPIU has implemented various projects, strategically important for the Republic of Moldova, such as Energy Project, Energy II Project (Heating and Electrical Components), “Interconnection gas pipeline between the Natural Gas Transmission System of Romania and the Natural Gas Transmission System of the Republic of Moldova on the Iași (Romania) – Ungheni (Moldova) direction”, „Feasibility Study on Synchronous Interconnection of Ukrainian and Moldovan Power Systems to ENTSO-E Continental Europe Power System”, “Capacity building to the Ministry of Economy in the area of energy efficiency and renewable energy in Moldova”, Moldova Energy Sector Reform and Efficiency Improvements Project, and has performed many other activities in the energy sector, covering financial, investment and technical aspects.

³³ Source: <https://midr.gov.md/ro/portofoliu/energie>

³⁴ Source: <https://www.ucepe.gov.md/en/about-us>

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Currently, MEPIU implements projects related to modernization of the centralized district heating system, diversification of natural gas supply sources, and interconnection of power grids of the Republic of Moldova and Romania.

MEPIU operates in accordance with the legislation in force of the Republic of Moldova, its Statute (Regulations), procedures and standards of the World Bank and other international financing organizations.

11.4 The Beneficiary of investment (MoH)

The Beneficiary of the Project implementation is the Ministry of Health³⁵ which has on its subordination all 10 hospitals from the Phase I of the project.

11.5 Construction Supervision Consultant (CSC)

The main objective of the assignment for the Consultant is to assist the Employer/MEPIU in the administration and supervision of the construction stage with due diligence, to carry out the duties assigned to him in the Contract and provide other services.

Supervising Agencies are responsible for supervising the executing agencies to ensure that they execute the mitigation measures as planned.

The Construction Supervision Consultant hired by MEPIU for daily supervision over the implementation of civil works will be responsible for supervising the timely, proper and reliable implementation of works and measures, as provided by the Project's specific ESMPs for EE refurbishment of medical institutions from Chisinau and Balti Municipalities.

MEPIU shall oversee the environmental and social aspects of all activities implemented for EE refurbishment process during the Phase I to ensure that mitigation measures are designed and implemented properly to prevent and minimize likely adverse environmental and social impacts.

The Construction Supervision Consultant shall also ensure that all necessary agreements and permits are obtained by appropriate contractors from relevant state and local authorities before the construction works are start. MEPIU may request to check if such permits are issued and valid as well as if the ESMP mitigation and monitoring aspects are implemented on the ground during the EE refurbishment process according to applicable the Republic of Moldova environmental and social legislation.

11.6 General Construction Contractor

The General Construction Contractor, during construction phase, shall take the responsibility for physical implementation of mitigation measures provided under the Project's specific ESMP for EE refurbishment process of all medical institutions, as well as for obtaining all construction activities

³⁵ Source: <https://ms.gov.md/minister/organizare/institutiile-subordonate/>

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related permits and agreements in accordance contractual documents and applicable environmental and social legislation of the Republic of Moldova.

The Construction Supervision Consultant will employ an Environmental Health and Safety (HSE) Manager who will ensure that the Constructor carry out day-to-day implementation of the ESMP/LMP and SEP in line with the environmental and social clauses included in contractual documents. The Contractor will have to appoint (as it will be required by contract provisions) HSE Offices who will actually organize the process of implementation of mitigation measure on Site, during the Construction Phase.

11.7 State Supervision Agencies (SSA)

The State Supervision Agencies (Environmental Agency/EPI, National Agency for Public Health and National Agency for Technical Supervision) issued at the pre-construction stage Notices with technical, environment and sanitary requirements to be observed at the Detailed Design process and finally attend at the work completion process and sign the minute of the work completion.

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12 Monitoring, measurement and reporting

12.1 Monitoring and measurement of the stakeholder participation

MEPIU with support of the Supervision Consultant will maintain a database and activity file detailing all public consultation, disclosure information and grievances collected throughout the Project, which will be available for public review on request.

MEPIU & Supervision Consultant will also closely monitor the effective implementation of Project's specific ESMP, LMP and SEP, citizen engagement activities and the Grievance Mechanism designed under the Project.

In this context, during the construction phase the key institutions to which the MEPIU will enter into juridical relation with are:

- Ministry of Energy and Ministry of Health;
- Environmental Agency/Environmental Protection Inspectorate (regular inspections of compliance with the environmental standards);
- National Agency for Public Health (regular medical control for workers);
- Labor Inspection (compliance with the OHS standards);
- State Department for Emergency Situations (fire protection measures and training);
- National Archaeological Agency and the Ministry of Culture, etc.

Table 12-1: Monitoring and Measurement Plan for Construction & Operational Stages

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WHAT parameters are monitored	WHERE parameters are monitored	HOW parameters are monitored	WHEN Parameters are monitored	WHO monitor parameters	Costs	WHOM to report to
DESIGN STAGE						
Employer's final DD and ES Plans	Design Stage	Checking, verification and approving	Design Stage	MEPIU/TAC/ State Authority	Contractor	MoE/IFIs
Communication process	Design Stage	Dissemination	Design Stage	MEPIU	MEPIU	MoE/IFIs
Public Consultation and GRM	Design Stage	To be installed	Design Stage	Contractor	Contractor	MoE/IFIs
Construction Stage						
Construction Permits	Construction sites	To available on construction site	Construction sites Informational Panel	MEPIU/ Supervision Consultant	MEPIU/ Beneficiary	MoE/IFIs
Informational campaigns with stakeholders before starting construction activity & periodic	10 Hospitals	Press-release	Informational campaigns timetable	MEPIU	MEPIU	MoEn/IFIs
EHSS meeting	Construction site	Minute of training	Weekly/monthly	Supervision Consultant	Contractor	MEPIU
Training	Construction site	Minute of training	Training timetable	Supervision Consultant	Contractor	CSC/MEPIU
Induction for visitors	Construction site	Induction Log	Site visit	Supervision Consultant	Contractor	CSC/MEPIU
Communication procedure with stakeholders	Construction site	Site visits	During construction activity	Supervision Consultant	Contractor	CSC/MEPIU
Emergency Communication procedure	Construction site	Based on EPRP	During construction activity	Supervision Consultant	Contractor	CSC/MEPIU
GM for direct and indirect workforce	Construction site	Approved CESMP/COHSP	During construction activity	Supervision Consultant	Contractor	CSC/MEPIU
Nonconformities	Construction site	To be applied corrective actions	During construction activity	Supervision Consultant/SIMC	Contractor	CSC/MEPIU
Technical incidents	Construction site	Communicate event to SC/MEPIU/TSA	During construction activity	Supervision Consultant /NITS	Contractor	CSC/MEPIU
Accidental pollution	Construction site	Communicate event to SC/MEPIU/EA/EPI	During construction activity	Supervision Consultant /EA/EPI	Contractor	CSC/MEPIU
Incidents	Construction site	Communicate event to SC/MEPIU/NAPH	During construction activity	Supervision Consultant /NAPH	Contractor	CSC/MEPIU

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12.2 Reporting

The MEPIU will prepare semi-annually and annually reports on stakeholder participation activities to IFIs, to include:

- ES performances during construction activities;
- Public outreach activities (meetings with stakeholders and newsletters);
- Entries to the grievance register;
- Entries to the commitment and concerns register;
- The number of site visits and their outcome;
- New stakeholder groups (where relevant);

The results of the GM will be reported to IFIs and posted on MEPIU's website.

MEPIU will compile a report summarising SEP results on an annual basis. This report will provide a summary of all public consultation issues, grievances and resolutions. The report will provide a summary of relevant public consultations' findings from informal meetings held at community level.

12.3 Involvement of stakeholders in monitoring activities

Communication campaign will rely on a three-phase approach with a strong focus on informing stakeholders about the tangible results of MEEP and impact on their lives. Therefore, the communication plan is crafted so as to bring meaningful actions, maximize the impact and achieve the expected results in terms of outreach and increased awareness.

13 Annexes

Annex 1: The site information panel template

Annex 2: The Grievance Register

Annex 3: Grievance Form

Annex 4: Contact Data of the Central and Local Public Authorities

Annex 5: Leaflet with the Project context and objectives

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Annex 1: Site Informational Panel template

SITE CONSTRUCTION INFORMATION PANEL MODEL

MEPIU	IFIs	MoE	MoH	Hospital
Contract Name: Denumire Contract: Financing: Finanțatori Employer: Beneficiar: Contractor: Executant: Engineer: Inginer/Consultant: Contract value: Valoare contract: Contract duration: Durata execuție: Start and finish of the works in Section 4: Data de început și sfârșit în Secția 4:				

NOTE:

- 1.The present Informational Panel template is approved by the MEPIU.
- 2.Informational Panel will have the following dimensions (mm): 1200 x 2000.

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Annex 2: Grievance/Complaint Register

#	Complaint category	Reception method (contact data, direct, site, LPA)	Applicant's name	Contact details of the applicant	Brief description of the Complaint	Event addresses	Deadline set for settlement (max 15 days)	Complaint status	Actions taken	Closing date	Responsible for settlement
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Annex 3: Grievance Form

GRIEVANCE FORM	
Date of receipt of the complaint:	Person responsible for completion:
Complaint level	
How to fill in the form (tick ✓): ☐ In person ☐ Telephone ☐ E-mail ☐ SMS ☐ Website ☐ Complaints collection box ☐ Local meetings ☐ Public consultation activities ☐ Other _____	
Applicant's name: <i>(information is optional and always treated as confidential)</i> Applicant sex: ☐ Male ☐ Female	
Applicant's address and contact details: <i>(information is optional and always treated as confidential)</i>	
Location or place where the subject of the complaint occurred [indicate below]	
Short description of the complaint: <i>(Provide as much detail and arguments as possible)</i> 	
Complaint category:	
Who will be responsible for resolving the complaint (name and contact details)?	
Time limit for resolving the complaint and reply to the complainant:	
Progress in resolving the complaint (eg. examination, settlement, reply to complainant, rejection):	

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Annex 4: Contact Data of the Hospitals from the Chisinau Municipality and Balti Municipality

No.	Name	Web site	Address	Mail
1	Neurology and Neurosurgery Institute (NNI)	https://inn.md/	MD -2028 mun. Chişinău, str. Korolenco, 2, Phone: 022 82 90 27 / 022 72 43 57	anticamera@inn.md cancelaria@inn.md
2	Oncological Institute (OI)	https://onco.md/	MD-2025, str. N. Testemitanu 30, Chisinau	anticamera@onco.md
3	Republican Clinical Hospital (RCH)	https://scr.md/main	or. Chişinău, MD2025, str. N. Testemitanu, 29	scr@ms.md
4	Cardiology Institute (CI)	https://icardiologie.md/	<u>MD-2025, mun. Chişinău, str. N. Testemitanu, 29/1</u>	cancelaria2004@mail.ru
5	Republican Medical Diagnostic Centre	https://www.crdm.md/	str. Constantin Vîrnav 13, MD-2025, Chişinău, Phone: (+373 22) 888-347, 725-401	crdm@ms.md
6	Pneumology Institute (FI)	https://ifp.md/	MD 2025, Chişinău, tel.: Phone: (+373 22) 57 22 00	ifp@ms.md
7	Psychiatry Clinical Hospital (PCH)	http://scp.md/	MD-2011, Mun. Chişinău, or. Codru, str Costiujeni 3, Phone: +373 22 857-241	imsp_scp@ms.md
8	Mother and Child Institute (MCI)	http://scp.md/contacte/	Mun. Chişinău, str. Burebista, 93, MD-2062, phone: (22) 781296	imcopil@ms.md
9	Emergency Medicine Institute (EMI)	https://www.urgenta.md/	Mun. Chişinău, Toma Ciorbă 1, phone:+373 22 25-07-61	anticamera@urgenta.md
10	Balti Clinical Hospital (BCH)	https://www.scbalti.md/	Mun. Balti, str. Decebal 1, phone. +373 231 58 697	scmb@ms.md
11	The Chisinau City Hall	https://www.chisinau.md/ro	MD-2012 mun. Chişinău, Bulevardul Ştefan cel Mare şi Sfânt, 83, phone.: +373 22 22 63 78 / +373 22 20 15 13	primaria@pmc.md
12	The Balti City Hall	https://balti.md/	Mun. Balti, Piaţa Independenţei, 1, phone. (0231) 2-64-50	primaria@balti.md
13	Ministry of Energy	https://www.energie.gov.md/en	MD-2012 Chişinău, Ştefan cel Mare şi Sfânt Bd, 134a, Phone:+373 (022) 250 131	secretariat@energie.gov.md
14	Ministry of Health	https://ms.gov.md/	MD-2009, mun. Chişinău, str. Vasile Alecsandri, 2, phone: 022 268-818	secretariat@ms.gov.md
15	Ministry of Environment	https://www.mediu.gov.md/	MD-2004 mun. Chişinău, Bd. Ştefan Cel Mare si Sfânt 162 phone:(022) 204-587	cancelaria@mediu.gov.md
16	Environmental Agency	https://am.gov.md/	MD-2005 mun. Chisinau, str. Albişoara 38, phone: 022 820770	am@am.gov.md
17	National Inspectorate for Technical Supervision	https://inst.gov.md/	MD-2012, mun. Chişinău, str. Al. Puşkin 22, Phone:(+373 22) 23-80-24	secretariat@inst.gov.md
18	National Agency for Public Health	https://ansp.md/	Mun. Chişinău, MD-2028, str. A. Cosmescu, 3, phone: 0222804 72	office@ansp.gov.md

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Annex 5: Leaflet used for Public Consultation

Moldova Energy Efficiency Project

First nation-wide energy efficiency project undertaken in the Republic of Moldova.

Project objective:

Improving energy efficiency in central and local (municipal) public buildings of the Republic of Moldova.

Project components and activities:

- Phase I – with emphasis on governmental hospitals .
- Phase II – with emphasis on institutions of local public authorities of I and II level.

Beneficiaries (phase I)



10 medical institutions of national importance



10,000 medical workers



1 million patients annually

Financed by

European Union
European Investment Bank
European Bank for Reconstruction and Development

The main energy efficiency measures include:

- Thermal insulation of walls
- Replacement of windows and exterior doors
- Thermal insulation of the roof
- Thermal insulation of basement ceiling
- Mechanical ventilation with heat recovery
- Renovation of the Heating systems
- Renovation of domestic hot water systems
- Renovation of Individual Heating System
- Installation of LED lighting and replacement of interior distribution system
- Installation of a centralized air-cooling system
- Installation of Photovoltaic system
- Implementation of the energy management system (EMS)




Expected impact of the Project:

- Solving existing issues of under-heating
- Improve the technical condition of buildings
- Reduction of energy consumption up to 20% for power and 50% for heat
- Improve the thermal comfort and the quality of life for provided services
- Reduce CO2 and other GHG emissions
- Implement advanced technologies
- Improve the quality of public services

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Unitate de Cooperare în Energie și Planificare Energetică

CNED
Centrul Național pentru Energie Durabilă



MINISTRY OF ENERGY

MOLDOVA ENERGY EFFICIENCY PROJECT (MEEP)

STAKEHOLDERS ENGAGEMENT AND PARTICIPATION PLAN

DESIGN STAGE – REQUIREMENTS



MOLDOVA ENERGY PROJECTS
IMPLEMENTATION UNIT
(MEPIU)

Cel mai mare program la nivel național de îmbunătățire a eficienței energetice în clădirile publice din Republica Moldova.

Ne dorim:

- condiții mai bune în spitale și alte clădiri publice
- reducerea infecțiilor intraspitalicești
- confort termic și servicii de calitate
- îmbunătățirea stării tehnice a clădirilor
- reducerea consumului de energie electrică cu până la 20% și a consumului de energie termică cu până la 50%
- reducerea emisiilor de CO₂ și a altor gaze cu efect de seră

Beneficiari Faza I:



10 instituții medicale de importanță națională



1 milion de pacienți anual



10.000 lucrători medicali

Beneficiari Faza II: instituții aflate în proprietatea autorităților publice locale.

Finanțatori:

Uniunea Europeană
Banca Europeană de Investiții
Banca Europeană pentru Reconstrucție și Dezvoltare

Măsurile de eficiență energetică care vor fi implementate:



Spitalele care vor fi reabilite:

1. Institutul de Cardiologie
2. Institutul Mamei și Copilului
3. Spitalul Clinic Bălți
4. Institutul de Medicină Urgentă
5. Institutul Oncologic din Moldova
6. Spitalul Clinic Republican „Timofei Moșneaga”
7. Institutul de Neurologie și Neurochirurgie “Diomid Gherman”
8. Spitalul Clinic de Psihiatrie
9. Centrul Republican de Diagnosticare Medicală
10. Institutul de Ftiziopneumologie “Chiril Drăganiluc”

- ✓ Izolarea termică a pereților exteriori;
- ✓ Înlocuirea ferestrelor și ușilor exterioare;
- ✓ Izolarea termică și renovarea acoperișurilor;
- ✓ Izolarea termică a tavanelor subsolului;
- ✓ Renovarea sistemelor de ventilație;
- ✓ Instalarea sistemelor de climatizare;
- ✓ Renovarea sistemelor interioare de încălzire;
- ✓ Renovarea sistemelor de distribuție a apei calde menajere;
- ✓ Modernizarea punctelor termice individuale;
- ✓ Instalarea sistemului de iluminat tip LED, inclusiv renovarea sistemului de distribuție interior a energiei electrice;
- ✓ Instalarea sistemelor fotovoltaice pentru producerea energiei electrice;
- ✓ Implementarea sistemelor de management energetic (SME).



Pentru mai multe informații:

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