

**Strengthening Moldova's Disaster Risk Management and Climate
Resilience (P175199)**

STAKEHOLDER ENGAGEMENT PLAN (SEP)

DRAFT

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Abbreviations and acronyms

CERC	Contingency Emergency Response Component
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
GoM	Government of Moldova
GIES	General Inspectorate for Emergency Situations
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
GRS	Grievance Redress Service
LPAs	Local Public Authorities
M&E	Monitoring & Evaluation
MoE	Ministry of Environment
MIRD	Ministry of Infrastructure and Regional Regional Development
Mol	Ministry of Internal Affairs
MoF	Ministry of Finance
MWSSP	Moldova Water Security and Sanitation Project
NGO	Non-Governmental Organization
OEAPM	Office for External Assistance Programs Management
OMFAP	Office for Managing Foreign Assistance Programs
PAPs	Project-affected parties/ persons
PIU	Project Implementation Unit
SHS	State Hydrometeorological Service
SEP	Stakeholder Engagement Plan
TA	Technical Assistance
TOR	Terms of Reference
USD	United States Dollar
WB	World Bank

1. Introduction/Project Description

The Strengthening Moldova's Disaster Risk Management and Climate Resilience Project aims to enhance the capacity of the Government of Moldova to prevent, prepare and respond for emergency, disaster and climate-related shocks, and strengthen the capacity to respond promptly and in place an effective recovery plan.

A comprehensive national emergency and exceptional situation management plan is a prerequisite for better protecting people, communities, economic interests, and the environment. Moldova must align all its policies, efforts, and tools to strengthen its capacity for prevention, preparedness, response, and resilience in emergency and exceptional situations.

To achieve these objectives, the Project will ensure the implementation of the following Sustainable Development Goals of the 2030 Agenda for Sustainable Development: Goal 13: Take urgent action to combat climate change and its impacts (Target 13.1), and goal 16: Peace, Justice and Strong Institutions. Goal 13 of the 2030 Agenda for Sustainable Development focuses on taking urgent action to combat climate change and its impacts. This goal reflects the global recognition of the severe threats posed by climate change and the need for immediate and coordinated efforts to address these challenges. Target 13.1 specifically addresses the need to strengthen resilience and adaptive capacity to climate-related disasters. The goal 16 reflects the aim in promoting peaceful and inclusive societies, access to justice and building effective, accountable and inclusive governmental institutions.

With a comprehensive focus on the entire territory of the Republic of Moldova, the project aims to address the diverse challenges posed by exceptional situations, natural disasters and climate variability across Moldova.

The implementation of the Project aims to contribute to the efficient reduction of risk in national crisis and emergencies and develop of the national capacity to provide quality services to citizens, whilst reduce the consequences and damages.

To enhance the public security , conditions for swift and efficient interventions in response to citizen calls will be created and enhanced. The structural organization will be optimized to ensure prompt interventions even in the most remote locations, with a particular emphasis on safety.

The Strengthening Moldova's Disaster Risk Management and Climate Resilience Project comprises the following 5 components:

Component 1: Investments and Institutional Strengthening for Emergency Preparedness and Response

This component will finance the installation and implementation of a national cell-phone-based PWS, with its respective instrumentation and data servers, and integration with existing meteorological, hydrological, and geological information systems. The component will also finance the acquisition of emergency response vehicles and equipment, and essential emergency response equipment and instrumentation for improved local-level emergency services. All activities would support the GIES to increase its emergency response operations capacity in line with requirements of the EU-CPM, reach compatibility with EU member states, and help the GIES meet its EU Acquis and legislative requirements. The following subcomponents are envisaged:

- (a) **Subcomponent 1.1: Public Warning System.** This subcomponent will finance the installation and implementation of a multi-hazard cell phone PWS with national coverage, which will enable immediate dissemination of emergency and disaster warnings to residents, saving lives, reducing injuries, and considerably reducing material losses. No personal data will be stored in the system, the recipients will remain anonymous since the PWS does not require registration of phone numbers or maintenance of a phone number database, and messages are broadcasted to all users within a geographic area.
- (b) **Subcomponent 1.2: Emergency Response Vehicles.** This subcomponent will finance the acquisition of emergency response vehicles and equipment required to modernize and increase the emergency response service capacity for extreme weather conditions, such as temperature, precipitation (rain, snow, hail, and so on), floods, storms, wildfires, and earthquakes. The new equipment and vehicles are crucial, as emergency response personnel in Moldova perform the double duty of emergency management and response. These vehicles will contribute to increasing the response capacity for floods, storms, urban fires and wildfires, and earthquakes; ensuring that municipalities are better adapted and prepared to respond to climate change-imposed challenges and the expected growing impact of extreme weather and natural hazards. The replacement of outdated and inefficient emergency response vehicles will reduce critical response times to emergencies, improve the safety and efficiency of interventions, and reduce greenhouse gas (GHG) emissions.¹
- (c) **Subcomponent 1.3: Community Emergency Preparedness.** This subcomponent will finance the acquisition of essential emergency equipment for GIES prevention officers at the local community level and enhancement of disaster prevention (risk assessment and risk reduction) system—including trainings to increase public awareness about disaster preparedness, especially for populations in rural and remote areas. The proposed equipment will facilitate mobility (through acquisition of vehicles) and risk assessment, risk reduction, and public disaster preparedness awareness raising trainings aligned with the PWS and emergency response activities advanced by the Project. It will further allow the GIES prevention officers to be deployed to areas potentially affected by wildfires, fires, floods, landslides, or other nature-induced or man-made disasters. Finally, the subcomponent will advance the development of a DRM assessment, which will be piloted in the north, central, and south regions to inform disaster risk reduction efforts and risk planning at the national level, as well as trainings on disaster preparedness at the local level with a specific focus on women. Trainings for all stages of response will be included to raise awareness and appropriately prepare response teams to address the specific needs of women and girls in a post-disaster setting.

Component 2: Improving Hydrometeorological Services. This component will support the strengthening of the SHS's meteorological monitoring network, forecasting capacity, hydrological observations, EWS, and delivery of weather and climate services.² This will include selective essential investments in the

¹ It is envisaged that replacing existing dated emergency response vehicle stock (between 35 and 55 years) with vehicles with newer specifications and emission standards will result in an overall reduction of CO₂ emissions—from 871.07 kg in 2023 to 485.66 kg by the project closing date in 2029

² It will support the SHS to implement the National Framework for Climate Services and associated action plan, previously developed with support from the World Bank and Global Facility for Disaster Reduction and Recovery (GFDRR). The World Bank also supported the SHS with the development of a Modernization Roadmap, which highlights key actions and investments that need to be undertaken in the short to medium term. <https://documents.worldbank.org/en/publication/documents-reports/documentdetail/598981562951011789/concept-and-action-plan-for-climate-services-in-the-republic-of-moldova>.

modernization of the country's EWS—which is a key input to the GIES planned PWS financed under Component 1—through improved weather observation, information and communication technology (ICT), and forecasting infrastructure and institutional strengthening and capacity building. The improved weather forecasting and climate services will provide a critical value-add in decision-making for a variety of public and private users, particularly farmers in the context of increasing drought frequency and severity. A well-functioning SHS will also contribute to compliance with the EU legislation, including the EU Flood Directive, EU Directive related to Air Quality, and the INSPIRE Directive related to the free availability of environmental data including weather data. The component includes the following subcomponents:

- (a) **Subcomponent 2.1: Modernization of Hydrometeorological Observation Systems and ICT Capabilities.** The subcomponent will support (i) a modest expansion of observing stations; (ii) rehabilitation of existing stations with new sensors and telemetry (where lacking); (iii) replacement of selected accommodations at traditional observing stations with modular buildings; (iv) establishment of an upper air observation system; (v) upgrading and renovation of existing weather radar and installation of a lightning detection system; (vi) improvement of hydrological monitoring systems; (vii) enhancement of ICT capabilities (including automation of data handling) and essential elements like Integrated File and Message Switching System; (viii) establishment of a data archive and setting up of a Climate Data Management System capable of handling both meteorological and hydrological data and allowing the creation of standard climatological products and services; and (ix) associated training packages where needed.
- (b) **Subcomponent 2.2: Improving SHS Service Delivery by Enhancing SHS Forecasting Capabilities, Institutional Strengthening, and Regional Collaboration.** The subcomponent will finance installation of forecast visualization and meteorological workstation systems and development of probabilistic forecasting and impact-based forecasting capabilities at the SHS, including (i) introduction of a proper nowcasting system, (ii) introduction of sectoral based forecasting, (iii) development of hydrological forecasting, and (v) enhancement of the use and application of other regional and global hydrometeorological models. This subcomponent will also provide institutional capacity support to the SHS for technical design and business documentation related to different aspects of the meteorological and hydrological observation network, assessment and design of forecasting needs, development of standard operating procedures and internet-based communication including a mobile application for delivery of products, redevelopment of the SHS website, trainings, and facilitation of twinning exchanges with neighboring National Meteorological and Hydrological Services and regional collaborations.

Component 3: Policy and Regulatory Support for Risk Reduction of Critical Infrastructure and Fiscal Resilience. This component will provide support for policy and regulatory measures and technical studies to better assess and manage natural hazards and climate-related risks. This would include financing of the structural vulnerability assessments; geotechnical and other site investigations; and feasibility and design studies for rehabilitating, rebuilding, or reinforcing vulnerable critical infrastructure assets whose failure may cause loss of lives and livelihoods and significant economic damages and losses to the Moldovan economy. Activities financed under this component are intended to be used as pilots of good practices and later used as models for scale-up investments (by the World Bank, other development partners, and/or the Government as part of Moldova's EU accession process) with a focus on seismic risk reduction. Finally, the component will also support DRF reforms in Moldova to reduce the post-disaster funding gap

and improve management of disaster-related contingent liabilities. The component will support three subcomponents as follows:

- (a) **Subcomponent 3.1: Policy and Regulatory Support to Reduce Seismic Risk.** The subcomponent will advance the development of (i) technical requirements for seismic design and retrofitting to comply with normative requirements of the EU building codes, especially Eurocode 7 (Geotechnical Design) and Eurocode 8 (Design of Structures for Earthquake Resistance); (ii) a national methodology for seismic and disaster risk maps of both the residential housing stock and public buildings thereby advancing a unified approach for seismic risk assessment of buildings; (iii) a methodology for rapid visual screening of buildings based on basic characteristics related to seismic vulnerability, seismic hazard, and exposure, including a pilot screening in targeted areas through a mobile application; and (iv) a set of recommendations to incentivize integrated interventions for seismic retrofitting and energy efficiency retrofits to maximize the net benefits on CO₂ footprint reduction and inform future infrastructure planning.
- (b) **Subcomponent 3.2: Feasibility Studies for Selected Risk Reduction Investments of Critical Infrastructure.** It will finance the development of specific requirements for seismic retrofitting of public buildings for different sectors (for example, schools and hospitals) and develop feasibility studies on seismic retrofitting of buildings and related environment and social instruments (for example, Environmental and Social Impact Assessment or Environmental and Social Management Plan) incorporating multi-hazard resilience measures as appropriate to site-specific exposures.
- (c) **Subcomponent 3.3: Financial Protection to Mitigate Disaster Impacts.** This subcomponent will support (i) activities to design a new or improve the existing disaster reserve fund (intervention fund) as a source of transparent, rule-based, and targeted funding following disasters and (ii) preparation of a methodology for assessment of fiscal risks of disasters to disclose as part of the government fiscal risk statement. This subcomponent will be supported by a technical working group established by the Government under leadership of the Ministry of Finance (MoF).

Component 4: Contingency Emergency Response Component (CERC).³ This component will enable the reallocation of credit proceeds from other components to provide immediate recovery and reconstruction support following an eligible crisis, as needed. Due to the vulnerability to natural disasters and the precarious regional security situation with potential repercussions on Moldova's stability, the GoM has opted to include a CERC that can be activated in case of an eligible emergency event. Following such an event, the GoM may request the World Bank to reallocate uncommitted project funds to emergency response. The CERC design will be contingent on the impact and type of emergency and will not be a-priori limited to any sectors, regions, or specific activities. CERC-financed activities will be demand- and event-driven and will be detailed in a GoM Action Plan of Activities. An eligible emergency, conditions for triggering the CERC, and a positive list of financed activities will be defined in the project's legal documents, and mechanics of the decision-making process and implementation will be reflected in the CERC Operations Manual, as part of the overall Project Operations Manual (POM).

Component 5: Project Management. This component will finance operational costs (except salaries of the Project Implementation Unit [PIU] staff), consulting services, non-consulting services, goods, and training to finance the overall project management cost, including consultants hired by the PIU to carry

³ This component will be updated to reflect the World Bank's evolving guidance on how to integrate the new Crisis Response Toolkit into the Project design.

out project management functions to ensure efficient project implementation and close cooperation between the line ministries and implementing agencies, as well as other project stakeholders. It will finance capacity-building activities for the PIU staff and other implementing agencies. These functions will cover procurement, financial, environmental, social management, monitoring/evaluation, and communication and outreach activities.

The Strengthening Moldova's Disaster Risk Management and Climate Resilience project is being prepared under the World Bank's Environment and Social Framework (ESF). Adhering to Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, the implementing agencies are committed to providing stakeholders with timely, relevant, understandable, and accessible information. Additionally, the agencies will engage in consultation activities in a culturally appropriate manner, ensuring the process is free of manipulation, interference, coercion, discrimination, or intimidation.

This commitment aligns with the principles outlined in ESS10, emphasizing the importance of transparent communication and inclusive decision-making throughout the project's life cycle. Stakeholders will be actively involved in the decision-making process, and their feedback will be considered in a manner that respects cultural diversity and ensures a fair and inclusive representation of their interests.

2. Project location and description

Activities under sub-component 1.1. of the Project are planned to be implemented in mun. Chisinau, where the beneficiary institutions (MIA and SHS of MM) are located and in the territorial-administrative units of the country, in the residence locations of the territorial structures targeted in the project, which could be invited during the technical assistance activities. Activity 1, has as implementation area covering the entire country and will support the design, purchase and launch of a public warning system with national coverage. The system has to be designed to reach all mobile phone subscribers and to cover their information needs. It has to operate with no discrimination criteria, and therefore has to consider the interest of people with special needs when providing warning messages (eg. sound, written information, device vibration etc.). It doesn't expect of involvement extensive civil works are involved. Activities 2 and 3, are located in the territorial fire and rescue structures of and will support the purchase of modern emergency response vehicles and equipment necessary for prevention officers at local level to modernize and increase the response capacity of firefighting and emergency flood services, storms, temperature extremes, fires and earthquakes. The emergency response vehicles to be purchased under the project will replace the obsolete vehicle fleet. These vehicles are significantly more fuel-efficient than the existing fleet and will conform to the requirements, including environmental specifications, applicable in the framework of the EU Civil Protection mechanism which Moldova became party to in 2023.

Activities under sub-component 1.2. are related to the construction, repair, and improvement of meteorological and hydrological infrastructure, specifically meteorological and hydrological observation stations. These activities include demolition works, construction of new prefabricated buildings, repair and fitting out works, and landscaping. All these activities will be carried out in different locations around of Moldova and are planned to be carried out in public lands, based on requests to the Local Public Administrations (LPAs) and/or the Public Property Agency. Works on private land are not planned, except for the dismantling of the tower (the anemometric station in Cârpești), which is located on private land.

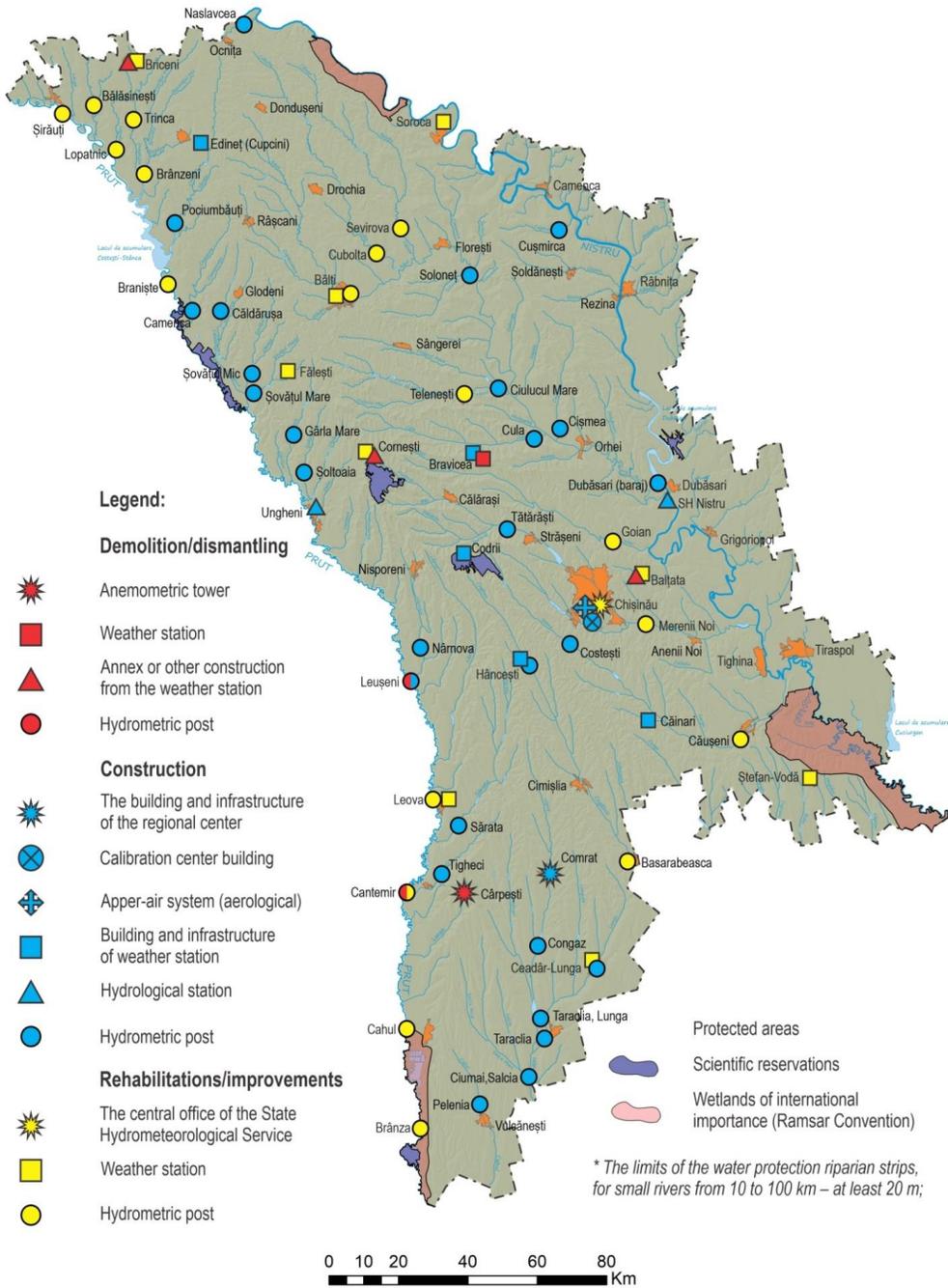
Components 2, 3 and 4. will not target urban or critical infrastructure construction, but will only provide support to regulatory policies and measures and technical studies, as well as assistance in the gradual implementation of disaster risk financing reforms, which will allow for the reallocation of loan revenues from other components to provide immediate support for recovery and reconstruction following a crisis eligible for mitigating natural hazards and climate risks.

Component 5 will finance the Project management activities provided by PIU and jointly with the central and LPAs authorities involved.

3. Site location

The Projects sites are located across Moldova as shown in the following figure.

Map of the building infrastructure targeted in the project



4. Objective/Description of SEP

The overall objective of this Stakeholder Engagement Plan (SEP) is to identify key stakeholders and analyze their interests, to define a program for stakeholder engagement, including public information disclosure and consultations, throughout the entire project cycle. The SEP outlines the ways in which the Project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about the project and any activities related to the project. The involvement of the all-project stakeholders is essential to the success of the project(s) in order to ensure smooth collaboration between project staff and local communities and to minimize and mitigate environmental and social risks related to the proposed project activities.

The Key Objectives of the SEP can be summarized as follows:

- Provide guidance for stakeholder engagement such that it meets the standards of International Best Practice;
- Identify key stakeholders that are affected, and/or able to influence the Project and its activities;
- Identify the most effective methods, timing and structures through which to share project information, and to ensure regular, accessible, transparent and appropriate consultation;
- Develops a stakeholder engagement process that provides stakeholders with an opportunity to influence project planning and design;
- Establish formal grievance redress mechanisms (GRM);
- Define roles and responsibilities for the implementation of the SEP;
- Define reporting and monitoring measures to ensure the effectiveness of the SEP and periodical reviews of the SEP based on findings.

This SEP is designed to anchor all stakeholder engagement in a systematic way for the Strengthening Moldova's Disaster Risk Management and Climate Resilience project. It lays out legal and policy requirements in regard to stakeholder engagements. The SEP further outlines the ways in which the designated project team will communicate with affected stakeholders and the public. This through establishment of a mechanism by which people can address concerns, provide feedback, or make complaints or awareness about project activities or any activities related to the Strengthening Moldova's Disaster Risk Management and Climate Resilience project.

5. Stakeholders' identification

5.1. Methodology

In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement:

- Openness and life-cycle approach: Public consultations for the project(s) will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.

- **Informed participation and feedback:** Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns. Likewise, a similar mechanism to provide opportunities for communication and feedback from the public offices involved for addressing comments and concerns related to feedback in the project on the stakeholder activities and cooperation.
- **Inclusiveness and sensitivity:** Stakeholder identification is undertaken to support better communications and build effective relationships with the relevant public offices affected. The participation process for the projects is inclusive. All participants at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all. Sensitivity to stakeholders' needs and public offices confidentiality for protection of national security or citizens personal data are the key principles underlying the selection of engagement methods. Special attention is given to vulnerable groups possibilities for comments that may be at risk of being left out, and left out of project benefits needs, particularly women, the elderly, persons with disabilities, displaced persons, and migrant workers and local communities, and the cultural sensitivities of diverse ethnic groups.
- **Flexibility:** If social distancing, cultural context (for example, particular gender dynamics), or governance factors (for example, high risk of retaliation) inhibits traditional forms of face-to-face engagement, the methodology should adapt to other forms of engagement, including various forms of internet- or phone-based communication.

5.2. Stakeholders' categorization

For the purposes of effective and tailored engagement, stakeholders of the proposed project(s) can be divided into the following core categories:

Affected Parties: persons, groups, and other entities within the Project Area of Influence that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures.

Other Interested Parties: individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way.

Vulnerable Groups: persons who may be disproportionately impacted or further disadvantaged by the project(s) as compared with any other groups due to their vulnerable status and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project(s).

Engagement with all identified stakeholders will help ensure the greatest possible contribution from the stakeholder parties toward the successful implementation of the project(s) and will enable the project(s) to draw on their pre-existing expertise, networks, and agendas. It will also facilitate both the community's and institutional endorsement of the project(s) by various parties. Access to the local knowledge and experience also becomes possible through the active involvement of stakeholders.

5.2.1. Affected parties.

The table below identifies individuals, groups, local communities, and other stakeholders that may be directly or indirectly affected by the project, positively or negatively.

Project Component/Sub-Components	Affected Parties
<p>Component 1: Investments and Institutional Strengthening for Emergency Preparedness and Response</p> <p><i>Subcomponent 1.1: Public Warning System</i></p> <p><i>Subcomponent 1.2: Emergency Response Vehicles</i></p> <p><i>Subcomponent 1.3: Community Emergency Preparedness</i></p>	<p>The component focuses on strengthening nation-wide systems that provide services to all the citizens of Moldova and that are going to affect the <u>entire population of Moldova, particularly the rural population where the poorest are located.</u></p> <p>The entire population stands to benefit from the public warning system that will warn the citizens of the disasters</p> <p>Similarly, all the citizens of the country will benefit from more efficient emergency response as the emergency vehicles procured under the project will be distributed by regions (Center, South and North) and are expected to have a country-wide coverage. But the impact on rural and poor population may be higher as a timelier response to increasingly frequent field fires are going to affect mostly the farming communities based in rural areas whose livelihoods benefit from the agricultural produce.</p> <p><u>Local government officials including municipal administration and environmental protection authorities</u> responsible for disaster management will be directly affected by the implementation of this component. They will be responsible for overseeing the installation and implementation of the national cell-phone-based Public Warning System (PWS), as well as the acquisition of emergency response vehicles and equipment.</p> <p>Community information sessions to be carried out by GIES on the disaster risks, preparedness and the improvements to be made to the system under the project.</p> <p><u>Businesses and individual entrepreneurs</u> will benefit from improved emergency response services, including timely warnings and better-equipped emergency personnel. This will enhance their safety and reduce potential losses during disasters.</p>
<p>Component 2: Improving Hydrometeorological Services</p> <p><i>Subcomponent 2.1: Modernization of Hydrometeorological Observation Systems and ICT Capabilities</i></p> <p><i>Subcomponent 2.2: Improving SHS Service Delivery by Enhancing SHS</i></p>	<p>The improvements in the SHS is expected to provide climate services to the <u>entire population of the country, but the rural and poor population</u> whose livelihood depends on agriculture are expected to benefit more. Similarly, institutional improvements in emergency preparedness stand to benefit the entire population of Moldova</p>

<p><i>Forecasting Capabilities, Institutional Strengthening, and Regional Collaboration</i></p>	<p>Local government officials including municipal administration and environmental protection authorities responsible for meteorological and hydrological services will be impacted by this component</p> <p>Businesses, and individual entrepreneurs, especially those who involved in agriculture sector, will benefit from improved weather forecasting and climate services, which will help them make informed decisions and mitigate risks related to weather events, such as droughts and floods.</p>
<p>Component 3: Policy and Regulatory Support for Risk Reduction of Critical Infrastructure and Fiscal Resilience</p> <p><i>Subcomponent 3.1: Policy and Regulatory Support to Reduce Seismic Risk</i></p> <p><i>Subcomponent 3.2: Feasibility Studies for Selected Risk Reduction Investments of Critical Infrastructure</i></p> <p><i>Subcomponent 3.3: Financial Protection to Mitigate Disaster Impacts</i></p>	<p>The beneficiaries/affected parties of the second component are also expected to be the entire population of the country as the development of a national methodology for seismic risk assessment and alignment to European building code will affect positively and indiscriminately all the citizens of the country. The expected development of a set technically sound interventions into Moldova’s key public infrastructure, such as schools and hospitals are expected to provide benefits to the entire population as they will be used for seismic improvements of critical public infrastructure.</p> <p>The retrofit of the Moldovan financial protection system is expected to benefit the entire population of the country as an improved system can respond faster and more effectively to the consequences of natural disasters and climate change. An improved system is likely to benefit the poorest sections of society, located in rural areas, who could expect to receive more timely and commensurate financial assistance in case of disaster as a result of the improvements in the national financial protection framework.</p>

5.2.2. Other interested parties

Interested Parties include stakeholders who may not experience direct impacts from the project but who consider or perceive their interests as being affected by the project and/or who could influence the project and the process of its implementation in some way. Specifically, this category will include the following individuals and groups:

Project Component	Other Interested Parties	Area of Interest/Impact
<p>Component 1: Investments and Institutional Strengthening for Emergency Preparedness and Response</p>		
<p><i>Subcomponent 1.1: Public Warning System</i></p>	<p>Ministry of Internal Affairs via the General Inspectorate for Emergency Situations</p>	<p>the public bodies responsible for the policy and provision of disaster response services</p>

<p><i>Subcomponent 1.2: Emergency Response Vehicles</i></p> <p><i>Subcomponent 1.3: Community Emergency Preparedness</i></p>	<p>Regional authorities LPAs</p> <p>Public policy NGOs and think tanks, NGOs representing the vulnerable and disadvantaged groups</p>	<p>Regional and local governments who provide public services, including emergency response in coordination with GIES and which are the closest spatially to citizens, including the poorest and most affected</p> <p>civil society organizations interested in improved public policies and programs, including emergency response and climate services (agricultural NGOs) and those that ensure the inclusion of the most vulnerable and disadvantaged groups</p>
<p>Component 2: Improving Hydrometeorological Services</p>		
<p><i>Subcomponent 2.1: Modernization of Hydrometeorological Observation Systems and ICT Capabilities</i></p> <p><i>Subcomponent 2.2: Improving SHS Service Delivery by Enhancing SHS Forecasting Capabilities, Institutional Strengthening, and Regional Collaboration</i></p>	<p>the Ministry of Environment via the State Hydrometeorological Service via</p> <p>Public policy NGOs and think tanks, farming associations, NGOs representing the vulnerable and disadvantaged groups</p>	<p>the public bodies responsible for the provision of climate data and services</p> <p>civil society organizations, professional associations interested in improved public policies and programs in climate services</p>
<p>Component 3: Policy and Regulatory Support for Risk Reduction of Critical Infrastructure and Fiscal Resilience</p>		
<p><i>Subcomponent 3.1: Policy and Regulatory Support to Reduce Seismic Risk</i></p> <p><i>Subcomponent 3.2: Feasibility Studies for Selected Risk Reduction Investments of Critical Infrastructure</i></p>	<p>Ministry of Infrastructure and Regional Development</p> <p>Regional authorities LPAs Ministry of Education Ministry of Health</p>	<p>the public body that is responsible for developing construction norms and standards resilient to earthquakes</p> <p>public bodies that manage the school and hospital stock and who are interested in ensuring the schools and hospitals are</p>

<p><i>Subcomponent 3.3: Financial Protection to Mitigate Disaster Impacts</i></p>	<p>Ministry of Finance Ministry of Agriculture</p>	<p>retrofitted to improved seismic standards public body responsible for development DRM financing policy and programs</p> <p>public body overseeing agricultural policy. Droughts is a frequent natural disaster that particularly affects the farmers and rural area residents. The component may develop/re-align existing policies/programs to make them more responsive to the needs of the farming community.</p>
	<p>Regional authorities LPAs</p>	<p>Regional and local governments who provide public services, including financial assistance to the poorest and most affected, and which are the closest spatially to citizens</p>
	<p>Public policy NGOs and think tanks, NGOs representing the vulnerable and disadvantaged groups, engineering associations</p>	<p>civil society organizations, professional associations interested in improved public policies and programs in construction and those that ensure the inclusion of the most vulnerable and marginalized in the provision of public services, such as compensations following disasters</p>

Relevant Non-governmental sector organizations will be further identified (and included to an Annex 3 to the SEP) and consulted. They are expected to be involved in activities related to information, training, piloting, research, and communication, specifically Congress of Local Authorities which is the association of local governments that has the objective of advancing an effective and efficient local government system as a bedrock of democratic development by serving as a platform of communication, information exchange and learning.

The implementation process will also require engagement with the following international and local development partners (more broader list presented in Annex 3):

- United Nations High Commissioner for Refugees/International Organization for Migration (refugee issues);
- United Nations Children's Fund (UNICEF) (issues related to children's education for prevention and actions in emergency situations);

- United Nations Development Program (for disaster risk management issues and volunteering, prevention in emergency situations).
- Additionally, relevant actors from the academic environment, the business sector, and development partners.
- Embassy of Japan (firefighting vehicle insurance);
- Embassy of the United States of America (construction/reconstruction of fire station headquarters);
- Solidarity Fund PL in Moldova (volunteer development in emergency situations);
- Austrian Development Agency.

5.2.3. Disadvantaged/vulnerable individuals or groups

Excluding disadvantaged or vulnerable individuals or groups from Disaster Risk Management Projects, starting from the initial design through implementation and project preparation, can lead to adverse consequences. These groups, including the elderly, people living with disabilities, and households living in poverty, are at a higher risk of vulnerability during disasters or emergencies. Therefore, an inclusive national system for responding to different types of disasters could save the lives of many people in vulnerable categories. Strengthening the Public Warning System (PWS), Early Warning System (EWS), and response systems will particularly benefit these groups, as they often have increased exposure and lower capacity to mitigate the negative effects of disasters.

The Strengthening Moldova's Disaster Risk Management and Climate Resilience Project includes different types of investments where disadvantaged and vulnerable groups potentially may be disproportionately affected. Under Component 1 it is planned designing, preparing, and launching public warning system where persons with disabilities will require notifications in accessible formats, such as through audio or visual alerts or assistive technologies. For Public Warning System, individuals' characteristics and abilities can, among other factors, enable people to receive and understand a warning or hinder them from doing so (e.g., if they have visual or hearing impairments or do not have the appropriate means or technology to receive a warning, such as access to the Internet, a cell phone, or a radio). Even if they receive a warning, they might be unable to respond given limited mobility, lack of resources, or other factors. Tailored approaches are essential to ensure that those receiving the warnings are contributing to the design and development of the Public Warning System so that their needs are met. Thus, engagement during the Project with NGOs, CSOs, government entities, and experts specializing in disadvantaged and vulnerable groups is crucial to understand the needs of these groups and prepare an inclusive approach to ensure their involvement throughout the Project implementation.

In addition, planned by the Project the public broadcasting system, depending on the design and transmission mechanisms, may not adequately reach the vulnerable groups who may not be in possession of the receiver tools, such as mobile phones or TV sets. Also, the most vulnerable and poorest may not be aware of the existence of the public broadcasting system and how it can specifically benefit them in case of natural disasters, that's why the Project communication and engagement approach should also consider these groups.

Feasibility studies for selected risk reduction investments in critical infrastructure under Component 2 should consider the needs of persons with disabilities and vulnerable groups. These studies should aim to promote inclusion and reduce vulnerability. Therefore, engagement and consultations with NGOs, CSOs,

government entities, and experts specializing in disadvantaged and vulnerable groups are highly important during the elaboration of feasibility studies.

The table below describes vulnerable or disadvantaged groups within Project Area of Influence:

Vulnerable/Disadvantaged Groups	Barriers to Accessing Information or Project Benefits
Persons with Disabilities and Caretakers	Physical accessibility barriers for notifications (audio, visual, assistive technologies), communication challenges, and stigma
Elderly People	Limited digital literacy, limited mobility, hearing impairments
Low-Income Communities	Limited access to technology, lack of awareness about project benefits
Rural Communities	Limited access to technology and information, restricted internet, and mobile network coverage
Roma communities and other minorities	Language barriers, cultural differences
Women-Headed Households	Limited access to resources, potential gender-based discrimination
Children	Limited understanding of risks, dependence on caregivers for information
Refugees and foreigners	Limited familiarity with local context, potential language and cultural barriers
Sexual and Gender Minorities	Social stigma, potential discrimination, and limited awareness

Vulnerable groups within the communities affected by the project will be further identified and consulted through dedicated means, as appropriate. Description of the methods of engagement that will be undertaken by the project is provided in the following sections.

6. Summary of stakeholder engagement and consultations that were done.

During the preparatory phase of the project, a series of technical and official meetings were conducted, fostering collaboration between key stakeholders involved in the Strengthening Moldova’s Disaster Risk Management and Climate Resilience Project. These engagements took place at both the Ministry of Internal Affairs and the World Bank Office in Chisinau. The focus of these meetings was on enhancing national capacities to respond and manage the effects of emergency and exceptional situations, aligning with the Republic of Moldova's status as a candidate country for EU membership. Refer to Annex 1 for details.

Key Project Activities Discussed:

- 1) Purchase of Special Vehicles and Intervention Equipment: Technical discussions and instructions regarding the acquisition of specialized vehicles and intervention equipment essential for effective emergency response and effective movement;
- 2) Implementation of the Public Early Warning System: Detailed deliberations on the design, implementation, and functionality of the system for timely public alerts and warnings;

- 3) Improving Disaster/Emergency Prevention and Preparedness Capabilities: Strategic planning and discussions on initiatives aimed at enhancing disaster and emergency prevention and preparedness capabilities at the national level.
- 4) Elaboration of the National Methodology for Seismic Risk Assessment for Buildings: In-depth discussions on the development of a comprehensive national methodology for assessing seismic risks in buildings.
- 5) Investments to Reduce Seismic Risk in Chisinau Municipality: Detailed project discussions and assessments focused on investments aimed at reducing seismic risks, particularly in the urban area of Chisinau.

A dedicated World Bank team conducted a preparatory mission from November 13 to 17, 2023, with specific objectives:

- Reviewing technical details of key project components.
- Assessing the state of readiness for implementation.
- Finalizing implementation arrangements.
- Agreeing on next steps, including additional preparatory work.

The meetings provided a platform for robust discussions, ensuring alignment on project components, technical details, and implementation arrangements. Stakeholder input was actively sought and considered, contributing to the refinement of the project's technical aspects and readiness for implementation.

The environmental and social reports and plans were disclosed through a comprehensive strategy to ensure broad stakeholder engagement and transparency. The disclosure methods included public forums and consultation meetings, online platforms, and distribution of hard copies at government offices and community centers. These approaches aimed to make the information widely accessible to various stakeholders.

Feedback received during consultations was centered around the following key points:

- Stakeholders emphasized the importance of clear communication and accessibility of project information, particularly for vulnerable groups such as the elderly and persons with disabilities;
- Concerns were raised regarding the potential environmental impacts of the project, prompting a detailed discussion on measures to mitigate and manage these impacts effectively;
- Stakeholders expressed a strong interest in the project's long-term strategic implications for disaster risk management and climate resilience in Moldova, emphasizing the need for sustained support beyond immediate interventions;
- The alignment of the project with Moldova's EU pre-accession process was highlighted, with stakeholders emphasizing the significance of preparing activities that could be financed through potential EU pre-accession funds or other development partner support;
- Stakeholders provided insights into the specific needs and challenges faced by vulnerable groups, including refugees and foreigners, urging the project team to incorporate inclusive measures;
- This feedback was actively considered and taken into account by the project implementation team during the development and refinement of the Strengthening Moldova's Disaster Risk Management and Climate Resilience Project.

Feedback received during consultations was taken into account by the key counterparts during the development and refinement of the Strengthening Moldova's Disaster Risk Management and Climate Resilience Project.

7. Stakeholder Engagement Program

7.1. Engagement methods and tools

The project intends to utilize various engagement methods as part of its continuous interaction with stakeholders. To ensure effectiveness and meaningfulness, a range of techniques tailored to identified stakeholder groups will be applied. Methods for consulting with officials may differ from those used for liaising with local communities.

Every consultation activity should meet general accessibility requirements, such as being held at easily reachable venues without long commutes. They should also be culturally appropriate, respecting local customs and norms, and inclusive of all segments of society, including disabled persons, the elderly, minorities, and other vulnerable individuals. If necessary, logistical assistance should be provided to enable participation from remote areas, individuals with limited physical abilities, and those with insufficient financial or transportation means to attend public meetings scheduled by the project.

Ensuring the participation of vulnerable individuals and groups in project consultations may require the implementation of tailored techniques. Since their vulnerable status may lead to diffidence, reluctance, or physical incapacity to participate in large-scale community meetings, visiting them at home or holding separate small group discussions at an easily accessible venue can help reach out to groups who may otherwise be insufficiently represented at community gatherings.

The proposed engagement and communication methods aim to inform stakeholders, facilitate communication, and minimize potential risks:

Online Platform	A dedicated webpage, official social media platforms will provide core project information, accept online feedback, and support citizen engagement activities. It will also publish ESF documents and advertise public consultation events.
Public Consultations/Virtual Consultations	Organized for project design, ESF documents, and ongoing citizen engagement throughout the project cycle.
Workshops	With experts and stakeholders to consult on policy development, project benefits, implementation procedures, and GRM.
Beneficiary Surveys	Will be conducted throughout the Project
In-depth Interviews	With relevant experts, particularly for specific project activities
Leaflets/Informative Notes	Developed and distributed in meetings and public institutions to highlight project benefits.
Information Boards	Established in project areas and communities to provide project-related information

Letters	Used to facilitate collaboration between implementing entities and stakeholders
Reports	Used to monitor project implementation and keep stakeholders informed
E-mails	Facilitate communication between implementing entities, exchange of official letters for high-level government officials
Grievance Redress Mechanism (GRM)	Established in line with World Bank's ESS-10 requirements, allowing stakeholders to raise grievances anonymously by phone, online, or through the project's digital platform.
Grievance Log	Records and maintains grievances, including those received through the online platform, for follow-up and resolution

7.2. Engagement program

Project Preparation Stage

Stakeholder Engagement Area	Some Suggested Topics	Target Stakeholders	Timing	Engagement Methods	Responsible
All Project Components					
Proposed Project Components	<ul style="list-style-type: none"> Issues with current status; Proposed Project improvements; Any suggestions, feedback from participants in relation to Project design 	All	Prior to Project Appraisal	Public hearings; placement on the website, official social media platforms; official invitation letters	GIES, MOI with PIU support
Stakeholder consultations on all draft documents: ESMF SEP GRM ESCP	Stakeholders will be consulted and informed on the ESCP and ESS documents (ESMF, SEP including GRM) and Projects' --risks and impacts and opportunities and their points of view have been addressed and considered in the ESS tools/documents	All	Prior to Project Appraisal The documents will be available to the public for a period of 10 days to provide comments and suggestions	Public hearings; placement on the website, official social media platforms; official invitation letters	GIES, MOI with PIU support

Inclusive Project design	<ul style="list-style-type: none"> • Presentation of the inclusive approach to the Project design of each component • Presentation of engagement approach for vulnerable and disadvantaged categories during Project implementation • Gathering feedback from participants 	NGOs, CSOs, government organizations, and think tanks that specialize in vulnerable and disadvantaged categories.	Prior Project effectiveness	Official letters, meetings, focus groups, in-depth interviews	GIES, MOI with PIU support
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Project implementation Stage

Stakeholder Engagement Area	Some Suggested Topics	Target Stakeholders	Timing	Engagement Methods	Responsible
All Project Components					
Report on Implementation of SEP	Stakeholders have been informed about the outcome of the SEP implementation and GRM reviews and they had the opportunity to provide feedback into the process and assess how previous feedback was incorporated; discuss the dissemination of the GRM and SEP implementation	All	Semi-annually and on need basis	Placement on the website, official social media platforms;	GIES, MOI with PIU support
Report/Disclosure of the GRM	Report/Disclosure of the GRM	All	Semi- annually and on need basis	Placement on the website, official social media platforms;	GIES, MOI with PIU support
Report/Contract or - ESMP	Stakeholders including Contractor's worker have been informed on existing E&S policies and capacities including stakeholder engagement,, codes of	All	Before Contractor Works commence	Placement on the website, official social media platforms;	GIES, MOI with PIU support Contractor

	conduct which should include specific provisions against SEA and GBV . Clear communication to stakeholders on how to address grievances related to the activities of the Contractors, including both works on the project site(s) and in any ancillary facilities and infrastructure				
Beneficiary feedback surveys	Conduct beneficiary feedback surveys Submit results to the Project implementing agencies and the WB Team	Citizens of Republic of Moldova	TBD	Face-to-face interviews, focus groups, in-depth interviews.	GIES, MOI with PIU support
Component 1: Investments and Institutional Strengthening for Emergency Preparedness and Response					
Public Broadcasting System	<ul style="list-style-type: none"> The functionalities of the system What the transmission channels/mechanisms are to be used What disasters does the system warn about How the system is going to address the needs of the disabled, visually impaired 	General populations Rural population NGOs, including those representing vulnerable groups, think tanks	Before the roll-out of the public broadcasting system	Information and awareness campaign (written and video) with the vulnerable, rural and disabled incorporated as target groups Information sessions for rural population (information materials to be distributed during such sessions)	GIES, MOI with PIU support GIES offices as part of sub-component 1.3
Component 2: Improving Hydrometeorological Services					
Improved climate information/services developed by SHS with	<ul style="list-style-type: none"> Improved climate information and services to be delivered by the SHS 	General population, rural population engaged in agriculture	Before the roll-out of an improved climate information	Information and awareness campaign	SHS and Ministry of Environment with PIU support

improved equipment acquired under the project	<ul style="list-style-type: none"> The essence of improved services and how they stand to benefit the general population and specific stakeholders, e.g. farmers. 	farming associations NGOs, policy think tanks, environmental groups	set and/or service	Information sessions for rural population (information materials to be distributed during such sessions)	GIES offices as part of sub-component 1.3
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Component 3: Policy and Regulatory Support for Risk Reduction of Critical Infrastructure and Fiscal Resilience

Methodology for Seismic Risk Assessment	<ul style="list-style-type: none"> Objectives of the component Expected results How it is going to affect the construction industry, engineering supervision profession The proposed roll-out of the new regulations Description of seismic methodology Set of recommendations for seismic retrofitting of public buildings (schools/hospitals) 	Engineering associations, NGOs and policy think tanks, representatives of the construction industry Technical university representatives Representatives of the Ministry of Education/Health Representatives of LPAs and regional authorities via CALM	Before the inception of the activities After activity completion	Roundtable to introduce the proposed activity and expected results Roundtable to present the final results and the proposed roll-out Development and posting of user-friendly guidance on the regulations/methodologies on the MIRD website for the general public	MIRD with PIU support
Overhauled Financial Protection System	<ul style="list-style-type: none"> Objectives of the activity Expected results Changes in rules, eligibility rules Methodology for assessing fiscal risks 	Line ministries as policy makers in specific sectors Farming and business association representatives	Before the inception of the activities After activity completion	Roundtable to introduce the proposed activity and expected results Roundtable to present the final results and the proposed roll-out Development and posting of user-friendly guidance on the	MoF with PIU support

				regulations/methodologies on the MoF website for the general public	
Project/ESMF/SEP reporting	<ul style="list-style-type: none"> Report on the progress and outcome indicators of the project and the corrections required. Changes to the ESMF/SEP during implementation 	All stakeholders	Annually and on as-needed basis in case of changes/updates to the ESMF/SEP	Placement of progress reports on PIU websites for access by the general public	

7.3. Proposed strategy for inclusion and communication with vulnerable groups

The project will make a concerted effort to target all the vulnerable groups identified in the SEP. As part of its visibility/communication strategy, the Project will promote and highlight social benefits for disadvantaged groups and individuals. Project will continue to consult with and engage all relevant stakeholders and interested parties in different stages of planning and implementing this project.

Project will organize different techniques to include vulnerable groups. Part of the techniques will include, but not limited to:

1) Involving NGOs and CSOs. NGOs, CSOs play a crucial role in advocating for the rights and interests of vulnerable groups. They will be actively engaged in the project through consultations, workshops, and partnerships to ensure that the needs of vulnerable groups are adequately addressed.

2) Actively engage and involve government officials. Government officials, particularly those responsible for policy and decision-making, will also be key partners in the strategy. They will be engaged through consultations, workshops, and regular updates to ensure that policies and programs are inclusive and responsive to the needs of vulnerable groups.

3) Broadcasting. The broadcasting system will be used as a means of reaching a wide audience, including vulnerable groups, with important information about the project. Radio and television broadcasts will be used to disseminate information about the project, raise awareness about its benefits, and provide updates on its progress. This will ensure that even those without internet access or limited literacy can stay informed about the project and participate in its activities.

4) Addressing risk of exclusion of these groups during ESF documents preparation and implementation: (i) through the ESIA/ESMP and C-ESMP preparation for each sub-project that will assess the risk and propose adequate mitigation measures, which will, consequently, be integrated in project designs and (ii) through the stakeholder engagement processes.

7.4. Information Disclosure Approach

The table below provides a preliminary summary of the suggested information to be disclosed based on the project design and topics that might be of interest to stakeholders. The table is a living document that may be modified and changed following input and suggestions from project stakeholders:

Project component	List/ Type of information to be disclosed	Methods of disclosure proposed	Timing/Frequency	Target stakeholders	Responsible stakeholders
Project preparation					
All	Draft ESCP and ESMF, SEP documentation that is required for disclosure by the WB.	Implementation entities websites, but primarily MoI;	Prior to the Project appraisal	All	Beneficiary ministries, particularly MoI and MoF
All	Final ESF documentation, including all comments and suggestions.	Placed on the PIU website and the beneficiary ministries websites	Prior to the Project effectiveness	All	PIU, Beneficiary ministries
All	Project operational Manual	Placed on the PIU website and the beneficiary ministries websites	Prior to the Project effectiveness	Implementation entities	PIU, beneficiary ministries
All	Regulation and procedures on GRM operation	Placed on the PIU website and the beneficiary ministries websites	Prior to start of the Project implementation	All	PIU
Project implementation					
Component 1	General overview and detailed how-to guides on the use of the public broadcasting system for the general public	Post on the website of the GIES, MoI	After operationalization of the public broadcasting system	All	GIES, MoI with PIU support
Component 2	List of services/improved/digitized climate data available at the SHS	Post on the implementation entities websites.	After activity completion	All	SHS, MinEnv
Component 3	T Seismic regulations and methodology Regulations for the revamped Emergency Fund	Post on the implementation entities websites.	After completion of activity	All	MIRD, MoF
All	Project's progress reports, including implementation of	PIU website	Semiannually	All	PIU

Project component	List/ Type of information to be disclosed	Methods of disclosure proposed	Timing/Frequency	Target stakeholders	Responsible stakeholders
	the ESF requirements and provisions agreed at the preparation stage.	Email to WB and interested governmental institutions.			
All	SEP and GRM implementation reports	PIU website	Semiannually	All	PIU
All	Project's Completion Report, including implementation of the safeguard requirements and plans.	PIU website Email to WB and interested governmental institutions.	Project completion	All	PIU

7.5. Timeline for Provision of Comments and Feedback

Implementation entities will provide appropriate background and relevant technical or non-technical information to stakeholders' whose feedback is sought on with sufficient advance notice (5-10 business days) so that the stakeholders have enough time to prepare to provide meaningful feedback. The PIU team will gather (written and oral comments), review and summarize them and commit to report back to stakeholders on how those comments were incorporated, and if not, provide the rationale for reasons for why there were not within 10 to 30 working days from the stakeholder engagement event either.

Comments, suggestions, and feedback to Project disclosed documents can be provided as follows:

By Email to the address: <https://ogpae.gov.md/en/contacte/>

8. Resources and Responsibilities for implementing stakeholder engagement activities.

8.1. SEP Management procedure and responsibilities

The Office for External Assistance Programs Management (OEAPM) will function as the PIU and perform all day-to-day project management functions. OEAPM will retain overall responsibility for the management and implementation of this SEP. All other implementing agencies engaged under the Project, including MIA, MoF, MoE, SHS, and MoIRD, will be responsible for implementing the SEP within their respective components. The coordination of roles and responsibilities of each Ministry will be overseen by OEAPM through Steering Committees. OEAPM shall appoint a staff member to coordinate, document, track, and manage all SEP activities. It is recommended that this role fall under a person responsible for all Environmental and Social aspects of the Project, such as the E&S specialist. The E&S specialist is expected to work closely with stakeholder engagement and communication specialists, as well as the entire Project Team. The E&S specialist will report monthly on all aspects of the Project, including the SEP and GRM directly to OEAPM senior management.

8.2. Monitoring and reporting

The SEP will be periodically revised and updated as necessary during the Project implementation to ensure that the information presented remains consistent and up to date. The identified methods of engagement will also be reviewed to ensure their appropriateness and effectiveness in the project context and specific phases of development. Any major changes to project activities or schedule will be reflected in the SEP.

Information on public engagement activities conducted by the Project throughout the year will be shared with stakeholders through the OEAPM, MIA, MoF, MoE, SHS, and MoIRD websites. This will include a summary of all engagement activities, including details such as location, number of participants, and key points raised during the meetings. Additionally, OEAPM will provide recommended measures to address any issues raised during these engagements.

Reports on stakeholder engagement activities will be prepared by the PMT Social Development Specialist and will be shared through email and/or physical versions to specific groups. Monthly summaries and internal reports on public complaints, inquiries and incidents, together with the status of implementation of the correction/prevention associated with the actions will be compiled by the responsible staff and sent to the PIU. Monthly summaries will inform the number and nature of complaints and requests for information, as well as the project's ability to address them in a timely and effective manner. The quarterly report on stakeholder engagement will be prepared by the Social and Environmental Specialist and submit it to the World Bank. In addition, these quarterly reports will be transmitted to stakeholders in two possible ways:

- Publication of an annual report on the project's interaction with stakeholders;
- Regularly monitoring of some key SEP performance indicators as follows.

The SEP includes Key Performance Indicators (KPIs):

- Number of community meetings. Indicator: the frequency and number of community meetings held to discuss project progress, updates, and gather feedback.

- Information boards and materials. Indicator: the number and visibility of information boards, pamphlets, brochures, and other materials displayed in the community to disseminate project-related information.
- Level of stakeholder satisfaction. Indicator: stakeholder satisfaction surveys and assessments to gauge overall satisfaction with the engagement process and perceived benefits.

The SEP includes Key monitoring activities.

- A regular reporting schedule outlining the frequency and format of progress reports, summarizing engagement activities, and highlighting key outcomes.
- Conducting periodic surveys and interviews with stakeholders to gather in-depth insights into their experiences, concerns, and suggestions regarding the project and engagement activities.
- Conducting spot checks and site visits to assess the visibility and effectiveness of information boards, community outreach materials, and the overall impact of engagement efforts.
- Regular reviews and assessments by the project team to evaluate the implementation of the Stakeholder Engagement Plan and identify areas for improvement.
- Establishing stakeholder committees or advisory groups that actively participate in monitoring and reviewing engagement activities, providing valuable input to enhance the engagement plan.

8.3. Estimated budget for SEP

The following table provides preliminary information from the project budget on stakeholder engagement-related activities:

Budget Category	Quantity	Unit Costs	Times/Years	Total Costs	Remarks
2. Events					
2a. Project launch event					Kick-off event to inaugurate the project
2b. Community consultation meetings					Meetings to gather community input and feedback
2c. Focus group discussions					In-depth discussions with targeted groups for detailed insights
2d. Closing event					Event to mark the conclusion of project activities
3. Communication campaigns					
3a. Posters and flyers campaign					Design and distribution of promotional materials
3b. Social media campaign					Online promotion through social media platforms
4. Trainings					
4a. Training on emergency response and preparedness (cell phone public warning system)					Training sessions for relevant stakeholders on emergency response using cell phone public warning systems

4b. Training on emergency response vehicles and equipment					Training sessions focusing on the proper use of emergency response vehicles and equipment
4c. Capacity building and technical assistance (ta) training					Capacity-building sessions and technical assistance training for project staff
4d. Training on seismic and disaster risk assessment methodology					Training programs on seismic and disaster risk assessment methodologies
5. Beneficiary surveys					
5a. Mid-project perception survey					Costs for conducting mid-project perception survey
5b. End-of-project perception survey					Costs for conducting end-of-project perception survey
6. Grievance Mechanism					
6b. Suggestion boxes in Ministries					Costs for procuring and installing suggestion boxes
6c. GM communication materials					Costs for designing and printing Grievance Mechanism communication materials
TOTAL STAKEHOLDER ENGAGEMENT BUDGET:					

9. Grievance Mechanism

Transparency and accountability are core elements of the Strengthening Moldova's Disaster Risk Management Project and Climate Resilience Project. For this purpose, the project will include a Grievance Redress Mechanism (GRM) that is already used in a different project funded by the World Bank. The goal of the GRM is to strengthen accountability to beneficiaries and to provide channels for project stakeholders to provide feedback and/or express grievances related to project supported activities. The GRM is a mechanism that allows for the identification and resolution of issues affecting the project. By increasing transparency and accountability, the GRM aims to reduce the risk of the project inadvertently affecting citizens/beneficiaries and serves as important feedback and learning mechanism that can help improve project impact.

The mechanism focuses not only on receiving and recording complaints but also on resolving them. While feedback should be handled at the level closest to the complaint, all complaints should be registered and follow the basic procedures set out in this chapter. SEP applicable to the Project contains more detailed information about GRM.

Definition of GRM

For the purposes of SEP, a Grievance Redress Mechanism is a process for receiving, evaluating, and addressing project-related complaints from citizens and affected communities at the level of the project.

The terms 'grievance' and 'complaint' are used interchangeably.

GRM scope and use

SCOPE: Project Grievance Redress Mechanism will be available for project stakeholders and other interested parties to submit questions, comments, suggestions and/or complaints, or provide any form of feedback on all project-funded activities.

GRM's users: Project beneficiaries, project workers, project affected people (i.e. those who will be and/or are likely to be directly or indirectly affected, positively or negatively, by the project), as well as the broader interested citizens can use the GRM for the above purposes (see Scope).

GRM's management: The GRM for the Strengthening Moldova's Disaster Risk Management Project is managed by the OEAPM.

Submission of complaints: Complaints can be expressed at any time throughout project implementation.

Procedures

Channels to make complaints

Project establishes the following channels through which citizens/beneficiaries/Project Affected Persons (PAPs) can make complaints regarding project-funded activities:

- a. By Email: ogpae@ogpae.gov.md
- b. Internet: <https://ogpae.gov.md/en/contacte/>
- c. In writing: str. Mitropolitul Banulescu Bodoni 57/1, oficiul 304-307, Chisinau, Moldova
- d. By phone: +373 22 232 963
- e. By fax: +373 22 238 248

The project shall ensure flexibility in the channels available for complaints, as well as ensure accessibility to the contact information for individuals who make complaints.

Confidentiality and conflict of interest

Complaints may be made anonymously, and confidentiality will be ensured in all instances, including when the person making the complaint is known. For this reason, multiple channels to submit complaints will be established and conflicts of interest will be avoided. Thus, at the Ministries premises will be established boxes for submitting anonymous complainants; at each LPAs involved to the Project will be established informational board with project information as well as channels for submitting complainants including anonymous ones.

Receipt and recording of complaints

Any comments or concerns can be brought to the attention of the PIU verbally or in writing or by filling in a grievance form (the grievance form is attached to the Annex 1 of the document). The grievance form and information on the procedure (including contact persons) will be made available on the PIU website,

during consultations and other engagement activities. Information banners will also be placed on designated noticeboards at each construction site. All grievances, including anonymous submissions, will be recorded in the grievance log. The grievance is first registered by the PIU in the grievance log, allocated a reference number and appropriately tracked with recorded actions. The documentation on grievances will include:

- Name and contact details of the complainant;
 - Date and nature of the complaint;
 - Name of the PIU specialist / staff charged with addressing the complaint;
 - Follow up actions taken;
 - Proposed resolution of the complaint; and
 - How and when relevant Project decisions were communicated to the complainants.
- Complaints can be submitted in written and verbal form, by email (PIU email) or by phone call (PIU PHONE)

Grievance Resolution

The assigned PIU specialist will reply within 5 days for complaints from external stakeholders, and within 1 day if from a governmental department, stating their acknowledgment of the grievance and proposed resolution. If grievances are submitted anonymously, the PIU will develop an Informative Note stating that the response cannot be returned directly to the complainant. Two stages of grievance resolution will then be carried out:

- Stage I: The grievances will be recorded, examined by the PIU specialist, referred to the appropriate implementing agency for a proposed response and solved no later than 3 weeks (15 working days) from their receipt.
- Stage II: If the response is not satisfactory, then complainants and feedback providers have the option to contact the PIU directly to follow up on the issue. In these cases, a Project Grievance Committee, to be established by the PIU, will meet and seek to resolve complaints. The specific composition of the Project Grievance Committee may vary depending on the nature and details of a grievance, and will include the contact person from the associated implementing agency and other technical specialists as needed to provide a qualified response.

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. 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. Information about the Grievance Mechanism, including its functions, procedures, contact persons and rules of making complaints, will be shared with stakeholders during the different engagement methods shown in this document.

Roles and Responsibilities

The PIU has overall responsibility for project implementation and safeguard compliance. For ensuring all project related activities are carried out in accordance with Moldovan legislation as well as International Financial Institution’s policy. Contact details can be found at: <https://ogpae.gov.md/en/contacte/>

World Bank Grievance Redress System

Communities and individuals who believe that they are adversely affected by a World Bank (WB) supported project may submit complaints to existing project-level grievance redress mechanisms or the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals may submit their complaint to the WB's independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank's corporate Grievance Redress Service (GRS), please visit <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>. For information on how to submit complaints to the World Bank Inspection Panel, please visit www.inspectionpanel.org.

10. Reporting in half-yearly and annual progress reports submitted to the World Bank

In the semi-annual project implementation reports submitted to the World Bank, OEAPM shall include a GRM section, which provides updated information on the following:

- Status of establishment of the GRM (procedures, staffing, awareness building, etc.);
- Quantitative data on the number of complaints received, the number that were relevant, and the number resolved;
- Qualitative data on the type of complaints and answers provided, issues that are unresolved;
- Time taken to resolve complaints;
- Number of grievances resolved at the lowest level, raised to higher levels;
- Any particular issues faced with the procedures/staffing or use;
- Factors that may be affecting the use of the GRM/beneficiary feedback system;
- Any corrective measures adopted.

In the semi-annual project implementation reports submitted to the World Bank, OEAPM shall include a stakeholder engagement section, which provides updated information on the following:

1. Report on issues and topics identified during consultations and responses provided: provide a bulleted summary of substantive issues raised by proponents and stakeholders at each event. This should be understandable to laypersons and demonstrate that a meaningful two-way feedback response process has occurred describing the results of the engagement (ie. what issues, ideas, concerns were raised by whom and how the project responds). Describe any communications resulting from use of social and conventional media and at consultation events.
2. Describe engagement with the range of stakeholders identified in the SEP including beneficiaries, vulnerable groups: demonstrating that stakeholders who are benefiting or will be affected are included in discussions, their concerns identified and addressed.
3. The report should address the contents of the engagement strategy and action plans described in the SEP to demonstrate progress on SEP implementation indicating deadlines, delays and revised timeframes

Annex 1. Grievance/inquiry record

GRIEVANCE/INQUIRY RECORD (Form A)				
<i>Instructions: This form is to be completed by staff receiving the inquiry or grievance and kept in the Project's file. Attach any supporting documentation/letters as relevant.</i>				
Date Grievance Received:		Name of Staff Completing Form:		
Grievance Received (check <input type="checkbox"/>): <input type="checkbox"/> National <input type="checkbox"/> Oblast <input type="checkbox"/> Rayon <input type="checkbox"/> Village				
Mode of Filing Inquiry or Grievance (check <input type="checkbox"/>): <input type="checkbox"/> In person <input type="checkbox"/> Telephone <input type="checkbox"/> E-mail <input type="checkbox"/> Phone Text Message <input type="checkbox"/> Website <input type="checkbox"/> Grievance/Suggestion box <input type="checkbox"/> Community meeting <input type="checkbox"/> Public consultation <input type="checkbox"/> Other _____				
Name of Person Raising Grievance: <i>(information is optional and always treated as confidential)</i>				
Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female				
Address or contact information for Person Raising Grievance: <i>(information is optional and confidential)</i>				
Location where grievance/problem occurred [write in]				
National:	Oblast:	Rayon:	Village:	
Brief Description of Grievance or Inquiry: <i>(Provide as much detail and facts as possible)</i>				
	Category 1	Social Safeguards		
	Category 2	Environmental Safeguards		
	Category 3	Grievances regarding violations of policies, guidelines and procedures		
	Category 4	Grievances regarding contract violations		
	Category 5	Grievances regarding the misuse of funds/lack of transparency, or other financial management concerns		
	Category 6	Grievances regarding abuse of power/intervention by project or government officials		
	Category 7	Grievances regarding PIU staff performance		
	Category 8	Reports of force majeure		
	Category 9	Grievance about project interventions		
	Category 10	Other		
Who should handle and follow up on the grievance:				
Progress in resolving the grievance (e.g answered, being resolved, settled):				

Annex 2. Records of meetings or consultations

Table 1. Template to Capture Consultation Minutes

Complete table below.

Stakeholder (Group or Individual)	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)

Annex 2 should be completed and/or updated after consultations

Annex 3. The list of organizations (governmental and non-governmental) to engage in consultations

The list is tentative and will be added on to throughout project implementation

Policy Think Tanks	Area of Interest/Mission	Contact Information
Expert-Grup	think-tank specialized in economic and public policy research, positioned as a politically and ideologically neutral think-tank, not representing any economic, corporate and political interests.	Email: info@expert-grup.org Phone: +373 22 999 312 +373 22 999 314
Idis-Viitorul	multi-issue think tank, working through a web of professional clusters. Our approach to the idea of think tanks role in Moldova is to achieve professional credibility in the areas of national security, welfare, foreign policy, sustainable development, and competitiveness, fairness, working both with decision-makers, academia, and young leaders, creating real alternatives in all aspects of policy-making.	office@viitorul.org tel:+373 22 21 09 32
Institutul de Politici Publice	Engages government, civil society and academia in open debates about significant issues for the well-being of Moldovan society; Produces independent and rigorous analysis of critical challenges and opportunities for the Republic of Moldova; Offers new ideas to decision-makers on how these could be tackled from the near- to the long-term. The current focus is on educational policies and law and enforcement policies.	e-mail: ipp@ipp.md tel. +373 22 276 785
Center for Innovation and Policies	founded with the mission to bring Moldovan citizens closer to European values and economic opportunities. In order to achieve our mission, we focus mainly on education reform, anticorruption reform and sustainable development in the Republic of Moldova.	Email: office@cipm.md Phone: +373 68459217
Contact	Platform for analysis, advocacy, debate and communication for active people, community leaders and civil society organizations who want to contribute to the development of a strong, credible and influential civil society with a high degree of participation of women and men and with transparent and accountable public authorities.	Email: info@contact.md Phone: (+373) 022 23-39-46
NGOs Vulnerable Groups	Area of Interest/Mission	Contact Information

Keystone Moldova	Active in promoting human rights, working toward inclusion, and establishing community-based systems of social care services. Partnering with national and local governments and advocates, Keystone Moldova works to reform the social protection system and develop sustainable community-based services so people with disability can leave the institutions and live valued lives in the community with full access to their human rights.	Email: Moldova@khs.org Tel: +373 22 929411 Office Manager: +373 68208202
Regina Pacis	public benefit, nonpolitical and non-commercial organization. the Mission of the Foundation is to create a protective environment for the development of children and young people at risk, vulnerable households and to increase the quality of life of older people.	Email: chisinau@reginapacis.org Phone: 022 212 977
Alliance of Organizations for Persons with Disabilities (AOPD)	The mission of AOPD is to improve the quality of life of people with disabilities in the Republic of Moldova by collaborating with the public authorities of the state in order to create an environment with equal opportunities to realize the potential for people with disabilities. Vision: People with disabilities socially integrated and with equal opportunities to realize their potential in the Republic of Moldova.	Email: info@aopd.md Phone: +373 79 22 25 05
Center for the Rights of People with Disabilities	The vision of the association is included in our commitment to contribute to the creation of an inclusive society in which all men and women, boys and girls with disabilities in the Republic of Moldova, without discrimination, enjoy respect for their human dignity. Our mission is to promote and protect the rights of people with disabilities, regardless of race, color, nationality, ethnic origin, language, religion or belief, gender, sex, age, opinion, political affiliation or any other similar criterion, to favor social inclusion and their spiritual fulfillment through monitoring actions, advocacy and programs to develop their potential.	Email: info@cdpd.md Phone: +373 (22) 28 70 90
Roma National Center	Center dedicated to the promotion of Roma rights	Email: lepdatu.ana75@gmail.com Telephone: +373 22 227099"
Roma Youth Union "Tărnă Rom"	Union of Roma youth dedicated to the promotion of Roma's economic, social and human rights	Email: allamarin7@yahoo.com

Gender Center	Gender equality promotion in society through Information / Education / Communication	E-mail: lunguval@mcc.md Tel. +373 69182020
Caritas Moldova	The mission of Caritas Moldova consists in the exercise of Christian charity in support of the most needy, for the promotion of social equity and the defense of human dignity. Caritas Moldova aspires to create a community based on solidarity, having at the center of our concerns the promotion of human dignity, the common good, truth and freedom. The main categories of beneficiaries of Caritas Moldova are: the elderly, the abandoned, people with disabilities, children, young people, students, vulnerable families, single-parent families, the unemployed, people in risk situations and other vulnerable categories.	Tel/Fax: +373 22 29 31 49 E-mail: secretariat@caritas.md
People in Need	We help local NGOs in Moldova to tackle the wave of Ukrainian refugees	E-mail address: mail@peopleinneed.net
the National Center for Studies and Information for Women's Problems Partnership for Development (CPD)	a public institution that aims to contribute to the promotion of an integrative discourse on the issue of human genders, the status of women and equal opportunities for women and men. CPD asserts itself as a non-governmental structure that advocates for the implementation of the concept of gender equality in all areas of life, the promotion of public policies in the field, the approach to issues related to the role of women in society and their empowerment, the elimination of all forms of discrimination against women, being at the same time, a documentation, information and training center for specialized NGOs and initiative groups.	Email: cpd@progen.md Telefon/Fax: (+373 22) 20-71-58
NGOs Environment/Climate/Community Development	Area of Interest/Mission	Contact Information
Ecovisio	Vision: Moldova becoming a model-region for sustainable development, with an empowered society, a healthy environment, and a fair, vigorous economy Mission: Creating a vibrant community of changemakers by connecting more and more people who want to work on a prosperous future for the region Focused on climate, agrifood, community development, education and entrepreneurship	Email: info@ecovisio.org Phone: +373 (0)79395303
The National Environmental Center	is a civil society public association founded on March 18, 2010, with the purpose of combining the efforts of all stakeholders to address environment and climate change related issues. We aim to raise public awareness about these topics and, through a joint effort of all the actors in society,	Mail cnm@environment.md Phone +373 (0)79 812 721

	to mobilize citizens and to transform the classic development paradigm into the triad model of sustainability: balanced decision-making between economic, social, and environmental factors. We believe we can achieve this only by acting united. Therefore, we work together with partner NGOs, the media, educational institutions, local and municipal public authorities, central public authorities, and development partners.	
PA EcoContact – Aarhus Center for Information and Consultation	coContact – Aarhus Center for Information and Consultation was registered on 2 August 2010 and has a rich history that began in 2001 when Milieukontakt International started projects in Moldova on environmental and civil society issues. The main areas of activity are: Public participation and access to information on environmental issues; waste management, toxic waste (obsolete pesticides); water; soil remediation; disaster risk reduction and vulnerability ; support in drafting and promoting of policy documents on the environment at local and national levels, drafting and implementation of environmental legislation and laws for civil society	Mail: office@ecocontact.md Phone +373 (0)22 996 162
Women’s Association for the Environment Protection and Sustainable Development (AFPMDD)	A national, non-profit, non-governmental, apolitical organization, registered at the Ministry of Justice with no. 3549 of March 22, 2006, which operates in the Republic of Moldova. We organize activities aimed at increasing the efficiency of the educational process among civil society, governmental and nongovernmental organizations, regarding sustainable development, environmental protection and rational use of natural resources. The Association contributes to promotion of sustainable development in the social and economic areas; helps to develop cooperation between Moldova and other countries in the environmental protection field.	Mail mediu.afpmdd@gmail.com Phone +373 (0)78 001 026
Congress of Local Governments (CALM)	CALM aims to become a modern organization, capable of representing all local authorities in Moldova in relations with the Government, the public and other actors, protecting their interests and strengthening their capacities. CALM will seek to create effective local government as an essential foundation of democracy by advocating for an improved legal, financial and administrative environment, by providing high quality services to its members and by acting as an information and communication platform.	Email: info@calm.md Tel. +37322 22-35-09
Farming Associations	Area of Interest/Mission	Contact Information
Federation of Agricultural Producers of Moldova "FARM	The foundations of Federation of Agricultural Producers of Moldova "FARM" were laid in the TACIS project "Information Campaign on Privatization and Restructuring in Agriculture", implemented in 1998-2001 and which involved the creation	Phone +373 22 23 56 98

	of 10 information and consulting centers. In 2000, at the initiative of 13 public organizations from different regions of the Republic of Moldova, the Federation of Agricultural Producers of Moldova "FARM" was established, with the initial name of the National Federation of Agricultural Producers of Moldova AGROinform.	Email Address farm@agrofarm.md
The National Agency for Rural Development (ACSA)	a non-governmental, non-profit and non-political organization that carries out its activities throughout the entire territory of the Republic of Moldova. The mission of the Agency is the reaching of a sustainable development of rural communities through setting up and creating a professional network of information, consultancy and training service providers for agricultural producers and rural entrepreneurs.	e-mail: office@acsa.md
Engineering Associations/NGOS	Area of Interest/Mission	Contact Information
Association of Consulting Engineers	<p>is a relatively young association, but with great prospects for consulting engineers, it was founded in 2012 on the initiative, with the support and participation of 9 design and consulting companies from the republic.</p> <p>The main objectives of ARMIC, according to the Statute, are:</p> <p>development of engineering consultancy activity, support, promotion and defense of the social, economic, technical and legal rights and interests of associations in relations with state administration bodies, as well as in relations with other bodies and bodies in the Republic of Moldova and abroad;</p> <p>developing collaborative relationships with similar organizations abroad.</p>	<p>Phone: +373 22 74 58 01</p> <p>Mob: +373 691 49 305</p> <p>E-mail: armic.md@gmail.com</p>