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ALBANIA SHQIPERI

MINISTRY OF TRANSPORT AND INFRASTRUCTURE (EBRD TECHNICAL COOPERATION FUNDS) MINISTRIA E TRANSPORTIT DHE E INFRASTRUKTURES (EBRD FONDI I KOPERIMIT TEKNIK)

**DETAILED DESIGN OF RAILWAY LINE DURRES - TIRANA PUBLIC TRANSPORT TERMINAL (PTT)
AND OF THE NEW RAILWAY CONNECTION TO RINAS AIRPORT (TIA)
AND FINANCIAL / ECONOMIC APPRAISAL OF THE WHOLE ALBANIAN RAILWAY NETWORK**
PROJEKTI I DETAJUAR I LINJES HEKURUDHORE DURRES - TIRANE TERMINALI PUBLIK I TRANSPORTIT (TPT)
DHE I LINJES SE RE HEKURUDHORE PER NE AEROPORTIN NDERKOMBETAR TE RINASIT (ANR)
SI DHE VLERESIMI FINANCIAR DHE EKONOMIK I GJITHE RRJETIT HEKURUDHOR SHQIPETAR

**ENVIRONMENTAL IMPACT ASSESSMENT STUDY OF RAILWAY LINE DURRES-TIRANA PUBLIC TRANSPORT TERMINAL (PTT)
RAILWAY AND THE NEW RAILWAY CONNECTION TO RINAS AIRPORT (TIA)**
VLERESIMIN E NDIKIMIT NE MJEDIS TE THELLUAR PER LINJA HEKURUDHORE DURRES-TIRANE, TERMINALI PUBLIK I
TRANSPORTIT (TPT) DHE LINJA E RE HEKURUDHORE PER NE AEROPORTIN NDERKOMBETARE RE RINASIT (TIA)

STAKEHOLDER ENGAGEMENT PLAN (english version) Plani Angazhimi i grupeve të interesit (versioni anglisht)

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Stakeholder Engagement Plan (SEP)

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ABBREVIATIONS

ALUIZNI	Agency of legalizing, urbanization and integration of informal areas/ informal construction
AKRT	National Territorial Planning Agency
EIAS	Environmental Impact Assessment Study
DCM	Decision of the Council of Ministers
EBRD	European Bank of Reconstruction and Development
ESAP	Environmental and Social Action Plan
HSH	Albanian Railways (Hekurudha Shqiptare)
JV	Joint Venture
LAF	Land Acquisition Framework
NGO	Non-governmental organization
NTS	Non-technical Summary (of the Project)
MTI	Ministry of Transport and Infrastructure
PAP	Project Affected People
PSS	Preliminary Socio-economic survey
PR	Performance Requirement
PTT	Public Transport Terminal
SE	Stakeholder Engagement
SEP	Stakeholder Engagement Plan
SIA	Social Impact Assessment
TIA	Tirana International Airport



Stakeholder Engagement Plan (SEP)

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1. Background and Objectives of the SEP

The existing railway system of Albania was developed between 1947 and 1986. The entire network is a single track, non-electrified, with passing loops at stations. It connects the port of Durres with industrial and mining areas to the East around the area of Elbasan and to cement-producing areas (Elbasan, Fushe-Kruja). The network also connects several important cities, the most important passenger connection being between Durres and Tirana.

Currently the infrastructure is in very poor condition resulting in very slow speeds. In urgent need of rehabilitating the existing railway system, the Government of the Republic of Albania intends to rehabilitate and improve the existing railways. The elaboration of the technical design and the environmental studies of this project have been assigned to the Joint Venture (JV) RAILCON¹ by the Ministry of Transport and Infrastructure (MTI) of Albania, upon a grant provided by the Technical Cooperation Fund of the European Bank for Reconstruction and Development (EBRD).

This document is the Stakeholder Engagement Plan (SEP) for the “rehabilitation works of the existing railway line Durres - Tirana Public Transport Terminal (PTT) and the implementation of the new railway connection to Rinas Airport (TIA)” (hereinafter 'the project'). This SEP describes the RAILCON's approach to engaging with stakeholders. It is a strategy for the provision of timely information on the Project and details of the grievance mechanism(s) that will be utilized throughout the Project lifecycle.

This SEP accompanies the Environmental Impact Assessment Study (EIAS) and was developed for this project in conjunction with the Land Acquisition Framework (LAF), Environmental and Social Action Plan (ESAP), Preliminary Socio-economic Survey (PSS) and a project Non-technical Summary (NTS).

All these documents are available electronically in Albanian and English languages. Paper copies will be made available in Albanian language in a number of locations easily accessible to interested parties, including the following:

- MTI, Tirana;
- Albanian Railways (HSH);
- Each municipality involved.

English and Albanian versions of these documents will also be disclosed on the EBRD website and at the EBRD Resident Office in Tirana.

EBRD Tirana Resident Office
Torre Drin Building, 4th Floor
Abdi Toptani Street
Tirana, Albania
Tel: +355 4 2232 898

Electronic documents will be made available to the public for the lifetime of the Project, and will be updated if necessary.

2. Project Description

The Project consists of:

- Rehabilitation and upgrade of 34.2 km railway line between the Tirana Public Transport Terminal and the city of Durres, and
- Construction of a 4.75 km railway line between the Tirana PTT and the Tirana International Airport, with additional spurs measuring 950m and 800m to connect the new line to the PTT and city of Durres respectively.

¹ DROMOS LTD | DROMOS INC | ENVECO SA | EDAFOMICHANIKI SA | DOMI SA | EMBIRIA SA.

a) Railway line Durres – Tirana

The Durres - Tirana railway line (*Figure 1*), of total length 37km, was initially rehabilitated between 1996 and 1998. The line is open to access² along practically its entire length, except for the bridges and the tunnel. The Durres - Tirana -line accommodates both passenger and freight traffic. It currently operates with four stations: Shkozë, Sukth, Vore and Kashar. The former Tirana terminal station at the centre of the city has been demolished, and a new terminal is to be integrated (new Tirana Public Transport Terminal) which is in a distance of about 3.5 km from the old Tirana Railway Station. In addition to accommodating passenger and freight facilities, intermediate stations also operate as passing loop for the crossing of opposing direction train movements along the single line.

The existing line Durres – Tirana features 14 legal - authorized crossings and at least 15 unauthorized vehicular crossings, varying from rural roads to level crossings for access to premises, along with a number of designated pedestrian paths/ crossings of the line.

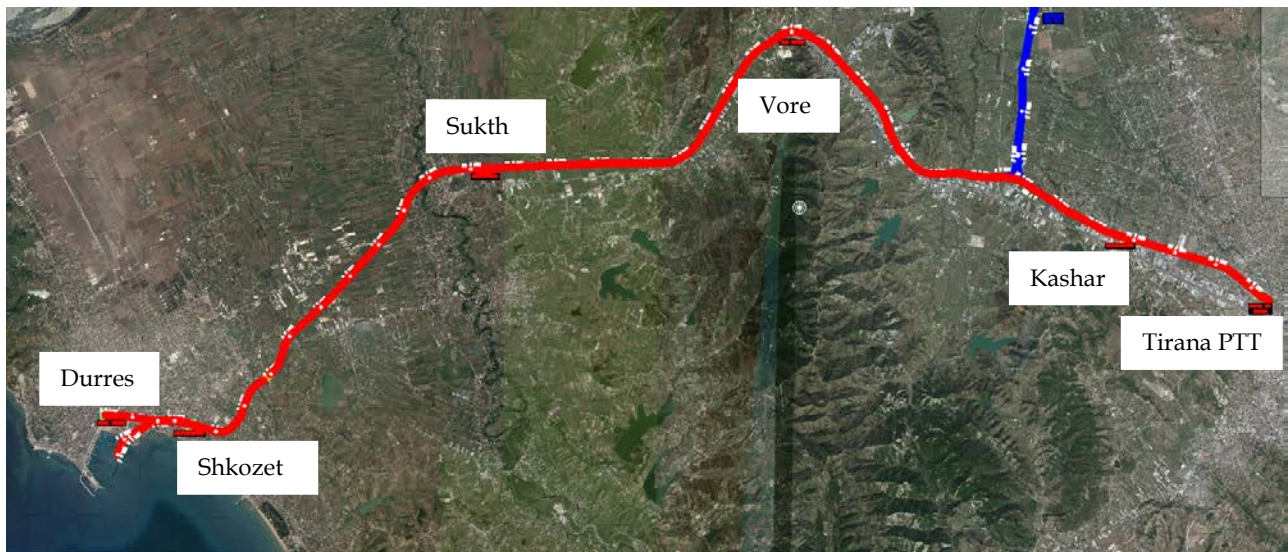


Figure 1. Durres - Tirana Railway Line (red line)

b) Railway line Tirana – Airport

For the new railway line to the airport, three alternative solutions were examined (*Figure 2*). Solution 2 was chosen as the optimum solution, since it causes minor impact on the landscape and ecosystem, reduced cost of expropriation, and reduced impact to the irrigation network compared to other solutions.

Railway line to Rinas airport features:

- Construction of new railway line / link to connect the existing Durres to Tirana PTT line with the Tirana International Airport, with a length of 4.7km³.
- Construction of a railway terminal at the Tirana International Airport.
- Provision of an intermediate rail stop at the area of Epoka University.
- Reinstatement of local road network of the area across the new railway line.
- Installation of a new signaling - telecommunications system, integrated with the Durres - Tirana line system.

² The term access does not only refer to level road crossings, authorised or informal, but to physical access from the surrounding area by pedestrians, animals, herds etc.

³ There are two separate entities of new railway line construction:

- The triangular railway intersection which facilitates the branching of the new line of the Tirana International Airport (TIA) allowing connection to both directions. The intersection consists of three (new) line segments, as follows: (i) a deviation of the existing Durres - Tirana railway line of a total length of 1700m, (ii) the Tirana PTT - TIA branch of the intersection, with a total length of 950m and (iii) the Durres - TIA branch of the intersection with a total length of 800m.
- The branch to Tirana International Airport, with a total length of 4747m (5km approximately), starting from the northern peak (turnout) of the triangular intersection until the end of the line at the head-on platform of the TIA terminal station.

Stakeholder Engagement Plan (SEP)

The new railway line includes four level crossings with the main roads and 2,350m of service roads parallel to the line, which ensure the reinstatement of connection across the line, the integration of the local road network and the access to the properties and land used in the area.

The Durres - Tirana railway line rehabilitation features rehabilitation of five major three span bridges and two small ones (of a single 6m span), most important of which are bridges at Erzeni, Limuthi and Lana rivers. The Project also includes the construction of one new bridge in replacement of the existing culvert at the crossing with Tana River, as well as the construction of two bridges at the crossings with Lana and Tirana rivers (at the new railway line to the airport).

The alternatives reviewed considered technical, economic, environmental and land acquisition needs. Efforts were made to minimize physical and economic displacement in assessing the project alternatives and alignments.

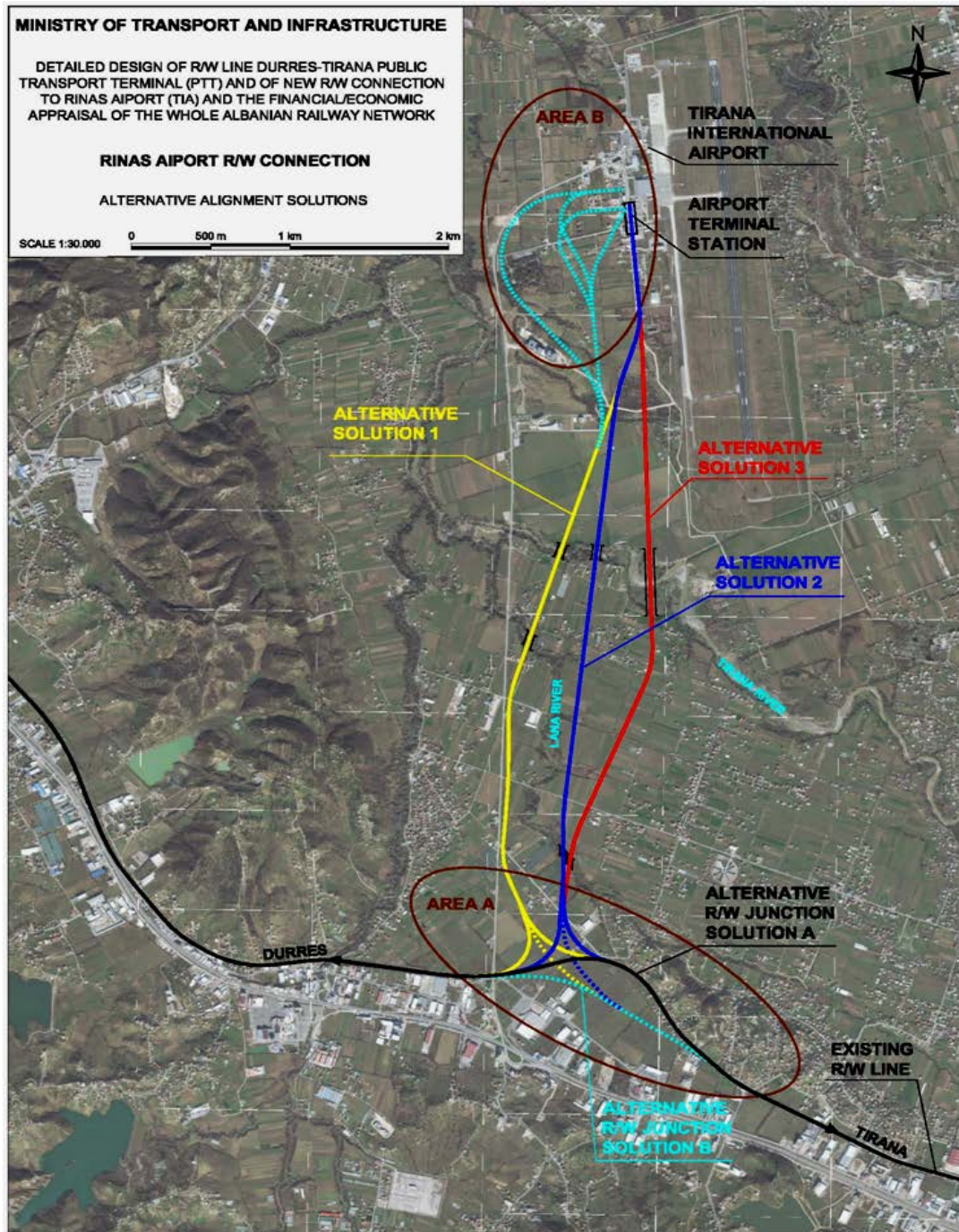


Figure 2. Rinas Airport railway connection alternative alignments. Alternative alignment 2 is the proposed solution

3. Regulations and Requirements

This SEP has been developed in accordance with the national requirements of Albania and good international practice, as provided by the requirements of the European Bank for Reconstruction and Development (EBRD), specifically, the EBRD Performance Requirement (PR) 10: Information Disclosure and Stakeholder Engagement of the EBRD's Environmental and Social Policy (2014).

Regulations and requirements on consulting and disclosing information to public applicable to this Project include national regulations with regard to assessment of environmental impacts and acquisition of land, EBRD Requirements, EU and International Regulations. Key applicable requirements are presented in Appendix I of this SEP.

4. Previous Stakeholder Engagement Activities

Stakeholder engagement activities for the project are being undertaken in two phases.

The first phase included consultations with MTI, HSH, Ministry of Environment and National Environmental Agency (NEA). Scoping phase has been completed with the "Notification report" which has been carried out in October 2015 for the initiation of the procedure for the environmental approval of the Project. The necessity of the elaboration of the EIAS was officially confirmed by the Direction of Environment of the Ministry of the Environment and the Decision of the NEA in the frame of the examination of the Notification report. The EIAS was submitted for consultation to relevant stakeholders. Additionally a public hearing took place on 5 May 2016 as part of the EIAS development and approval process. The purpose of the public hearing was to inform and involve the public and interested institutions into discussion over the EIA developed for the Project. The hearings took place in MTI (Tirana). Issues discussed during the public hearing included:

- Crossings for pedestrians and vehicles, overpasses, bridges and fencing of the railway lines, necessary for the safety of residents and animals living in the surrounding areas;
- Environmental impacts of the project during the construction and operational phase of the Project, including possible effects on different points of the area ecosystem like water bodies, air, land, flora and fauna and possible socio-economic effects. Special attention was given to the possible air pollution and traffic noise emissions for the operation of the railway lines in 2035;
- Mitigation measures proposed by the EIAS and the monitoring program for the Project.

The participants were mostly interested in the importance of this study and the mitigation measures effects. They gave their approval for the proposed project, didn't ask for possible amendments of the EIA report and signed the Public Hearing report.

The second phase of stakeholder engagement included a preliminary socio-economic study during which 6 consultation meetings with local authorities and 9 focus group meetings were held, aiming to identify, inform and interview project-affected communities and more specific stakeholder groups. In particular 60 persons participated in the focus group meetings for the Durres-Tirana railway line and 29 persons participated in the meetings for the Tirana-Rinas airport railway line. These activities were undertaken in September-October 2016. The results of this stakeholder engagement also inform the project LAF. Information on specific meetings undertaken during this stage and issues raised are provided in *Appendices II, III and IV* (Stakeholder Engagement Activities Conducted are presented in *Appendix II*; Summary report of the consultation meetings is presented in *Appendix III*; Summary of focus group meetings reports, findings and recommendations, are presented in *Appendix IV*).

Further stakeholder engagement activities will be undertaken (prior to construction). They will include disclosure of environmental and social documentation developed for the project to date, undertaking a detailed socio-economic survey and census of affected people, meetings with affected people, landowners etc. These activities will constitute the third phase of stakeholder engagement and are included in the Stakeholder Action Plan outlined in section 6 of this report.

Stakeholder Engagement Plan (SEP)

5. Identification and analysis of stakeholders

Stakeholders are persons and/or entities who:

- are directly and/or indirectly affected by the Project (or the company's operations);
- have "interests" in the Project or a Company that determine them as stakeholders; and/or
- have the potential to influence project outcomes or company operations.

Based on the stakeholder engagement and the preliminary socio-economic survey undertaken to date, the following potentially affected communities have been identified and are presented in *Table 1*.

Table 1. Communities in the Project's area

Municipality	Communities
Durres	Katund i ri
	Maminas
	Rrashbull
	Xhafzotaj (Borake, Guzaj, Maminas, Karec)
	Sukth
Vore	Gerdec
	Fushe Preze
	Marqinet
	Berxulle (Bruke)
	Domje
	Rinas
Kamez	Koder Kamez
Tirana	Laprake, Don Bosko, Kashar, Yrshek, Mezez

Table 2 below presents key stakeholder groups identified to date and their main issues/interests in relation to the project.

Table 2. Project Stakeholders

Stakeholder Group	Stakeholders	Main Issues/Interests
National Authorities		
Ministry of Transport and Infrastructure, Ministry of Agriculture	Directory of Railway	Responsible for implementing the project.
Ministry of Environment	National Environmental Agency	Implementing procedures on approval of EIA.
Ministry of Urban Development and Territory Planning	National Agency of Territory development	Permitting procedures.
	National Agency of Territory planning	Permitting procedures for construction phase.
	Agency of legalizing, urbanization and integration of informal areas/ informal construction (ALUIZNI)	Expropriation and resettlement procedures.
Regional Authorities		
Regional Council of Durres	Coordinator/specialists of the development policies	Railway technical design and regional planning.
Regional Office of Agriculture, Durres	Farmers' policy specialist	Agricultural activities and railway lines.
Regional Directory of Health, Durres	Hygiene Specialist	Environmental issues related to pollution.
Regional Directory of Aluizni Durres	Specialist of expropriations	Agricultural activities and railway lines.



Stakeholder Engagement Plan (SEP)

Stakeholder Group	Stakeholders	Main Issues/Interests
Regional Directory of Agriculture in Tirana	Agricultural Specialist	Agricultural activities and railway lines.
Regional Directory of Health in Tirana	Director	Environmental issues related to pollution.
Local Authorities		
Municipality of Tirana	Sector of Environment	Environmental impact and mitigation measures.
	Sector of Social Services	Expropriation issues, social impacts and mitigation measures.
	Sector of territory planning and urban development	Regional and urban planning issues.
	Deputy Major	Environmental impacts and mitigation measures.
Municipality of Kamza	Sector of Urban Development	Urban Planning and Railway lines.
	Sector of Social Services	Social impact and expropriation issues.
Municipality of Vora	Sector of Urban Development	Urban Planning and Railway lines.
	Sector of Social Services	Social impact and expropriation issues.
	Sector of Agriculture	Agricultural activities and railway lines.
	Sector of Public informing	ELAS and Project disclosure.
Municipality of Durrës	Sector of Urban Development	Regional and urban planning issues.
	Sector of Social Services	Social impact and expropriation issues.
	Sector of Agriculture	Agricultural activities and railway lines.
	Sector of Urban Development	Regional and urban planning issues.
	Chief of Cabinet	Urban Planning and Railway lines.
Affected or impacted parties and local inhabitants		
Residents of the communities near the Project	As listed in the Table 1 above	Crossing changes; noise and traffic patterns, safety, also potential customers of new rail travel.
Vulnerable groups	Roma people, low-income and unemployed people, disabled people, elderly people, young people and children, women)	Potential loss of livelihood, construction and operation nuisances, health and safety. May not have the resources to access information or consultation and need additional project assistance measures and informational support.
Landowners	Owners of project affected land with formal or customary rights to land.	Potential loss of livelihood, construction and operation nuisances, health and safety. Will be contacted individually about their specific impacts/ mitigation in accordance with the Land Acquisition Plan.
Land users	Farmers and Herders	Potential loss of livelihood, construction and operation nuisances, health and safety. Municipalities' Heads and services will help contact the farmers and herders as practically as possible. Additionally contacts are established with the representatives of regional agricultural offices during the consultation meetings and will help with the information about farmers in the project area.
Project affected businesses	Formal and informal businesses (owned or tenanted) and their employees	Potential loss of livelihood, construction and operation nuisances, health and safety.

Stakeholder Engagement Plan (SEP)

Stakeholder Group	Stakeholders	Main Issues/Interests
General public	Local communities, businesses and traditional transport patterns.	The number of railway crossings will be reduced resulting in changes in vehicle routes. Information on changes, new route options, and dates of closing existing (road and pedestrian) crossings affected will therefore have to be effectively communicated.
Organizations whose utility networks will be affected by the Project		Infrastructure development and adaptation
Albanian Railways staff		Organisational changes / upgrades of internal systems. Should be contacted individually about their specific needs.
Non-governmental organisations (NGOs)	Selected relevant NGOs will be identified, including those listed in Appendix VII.	Potential loss of livelihood affecting communities especially vulnerable groups, road safety, environmental issues. They will be contacted individually about the evolution of the Project via email, phone or social media (see Appendix VII).
Contractors, sub-contractors and suppliers		Labour conditions, project financial performance and schedule, procurement opportunities.
Media/ press	TV: Panorama, Shekulli, Tema, Radio: Top Albania, etc. Social networks.	Potential negative press about the project. Disclosure of information about the project.
Rail users		Should be informed through project leaflets, billboards, a telephone line for the Project, HSH website etc.

6. Stakeholder Engagement Programme and Action Plan

The Stakeholder Action Plan includes a clear plan of actions with deadlines and responsibilities in order to ensure the maximum engagement level for all relevant stakeholders in future. An initial Stakeholder Action Plan is shown below (Table 3). This Plan will be updated regularly by HSH, in consultation with the MTI, in the course of the Project's lifetime. In addition, the Project's Land Acquisition Framework (LAF) sets provisions for the grievance mechanism, consultation and disclosure of information to the people affected by the Project's land acquisition process (see Sections 5 and 6 of LAF).

Table 3. Engagement anticipated actions

Action	Stakeholders	Timing	Responsibility	Communication/ Media tool	Opportunity for Stakeholder to comment
Pre-construction					
Appoint a Community Liaison Officer (CLO)	MTI, affected communities	4Q2016	HSH/MTI	Internal records, contacts of CLO are available on the Project website, in municipalities, Contractor offices.	N/A
Notify stakeholders of disclosure of the project documentation (EIAS, SEP, LAF, NTS, PSS and ESAP). Disclose project documentation.	All stakeholders	Q4 2016	HSH/MTI	Notification on TV, radio, in newspapers, project website, municipalities.	Project grievance mechanism and municipalities.

Stakeholder Engagement Plan (SEP)

Action	Stakeholders	Timing	Responsibility	Communication/ Media tool	Opportunity for Stakeholder to comment
Undertake stakeholder engagement activities for the purposes of the LAF and, further, the LAP.	Project affected groups specified in the LAF.	Prior to land expropriation	HSH/MTI	Records of surveys and studies, meetings, information on the Project website, facilitated by a Community Liaison officer.	Social surveys, meetings, Project grievance mechanism.
Undertake further meetings with the affected communities over the proposed pedestrian crossing at Bruke and Erzeni River.	Communities of Bruke, Berxulle and any other affected communities	Q4 2016	HSH/MTI	Notification of meetings, meeting minutes.	Project grievance mechanism and municipalities.
Undertake stakeholders engagements activities for the purpose of identification of impacts on livelihood of the vulnerable groups (including women, single parents, elderly, Roma people, low income families, and others)	Vulnerable groups	Prior to land expropriation	HSH/MTI	Semi structured interviews, meetings, information on the Project website, via a Community Liaison officer.	During the social surveys, meetings, Project grievance mechanism.
Undertake a detailed socio-economic survey and census to inform the development of the Land Acquisition Plan (LAP)	PAP (identified in LAF)	Prior to expropriation	HSH/MTI	Semi structured interviews, meetings, information on the Project website, facilitated by a Community Liaison officer.	During the social surveys, meetings, Project grievance mechanism.
Establish engagement with CSOs	CSOs	Prior to construction stage	HSH/MTI	Project website, official correspondence, , meetings.	During the social surveys, meetings, Project grievance mechanism, Project website.
Construction Stage					
Inform affected communities of anticipated construction activities	Affected communities, PAP (eg. land owners, vulnerable groups etc.), Public.	3 months prior to construction works and on-going as necessary	Contractor HSH/MTI	Project website, official correspondence, local mass media, local notice boards and premises of municipalities, meetings. (project leaflet, billboards, telephone line for the Project)	Project Grievance Mechanism, municipalities.

Stakeholder Engagement Plan (SEP)

Action	Stakeholders	Timing	Responsibility	Communication/ Media tool	Opportunity for Stakeholder to comment
				Construction Traffic Management Plan, LAP Consultation Plan, Civil Society Organisations (CSO) engagement programme.	
Undertake general awareness activities on safety during construction and operation for local community members.	Affected communities, people leaving next to the railway, vulnerable groups.	Ongoing	HSH/MTI Municipalities	Meetings, local mass media, municipalities, project website.	Project Grievance Mechanism, municipalities, contractor contact information.
Review and update SEP.	All stakeholders	At least prior to construction and prior to operation	HSH/MTI	Project website, municipalities, Contractor and MTI offices.	Project Grievance Mechanism, municipalities, contractor contact information.
Operation Stage					
Undertake further meetings with the affected communities on the operational (environmental, health and safety) impacts of the railway lines.	Affected communities	During operation	HSH/MTI	Notification of meetings, meeting minutes.	Project grievance mechanism and municipalities.

As it is mentioned before, communication with stakeholders and PAP will continue throughout the life of the Project. However special attention will be given to the pre-construction and construction period. Under this frame, communication tools that will be used are the following:

- Announcements in the newspapers: *Panorama, Shekulli, Tema*;
- Announcements at the radio stations: *Top Albania, Club fm*;
- Posters/bulletin boards in the municipalities, schools, health centers, shops, administrative units and at websites of local governments units;
- Official letters to institutions via the dedicated email for the Project⁴;
- Social media. For example updated documents in the dedicated Facebook Group for consultation meetings of the Project⁵;
- MTI web site⁶.

Additionally follow up phone calls will be made to further coordinate the meetings.

For the purposes of the Project Stakeholder Engagement, social and electronic media will be used to supplement meetings and direct communication.

For vulnerable groups which do not have the ability to be informed by the above mentioned tools, face to face meetings will be arranged, firstly by their representative and secondly by visiting them individually.

⁴ info@hsh.com.al

⁵ <https://www.facebook.com/groups/1609328436027600>

⁶ <http://www.transporti.gov.al/al/transporti/transporti-hekurudhor>

7. Contacts and Grievance Mechanism Process

HSH/MTI and the Contractor(s) will receive and consider all comments and complaints associated with the Project. A sample of the Project Public Grievance Form is provided at the end of this document (*Appendix VI*). Any person or organization may send comments and/or complaints in person, via email or in Facebook group using the contact information provided at the end of the document. All comments and complaints will be responded to either verbally or in writing, in accordance with the preferred method of communication specified by the complainant, if contact details of the complainant are provided. All grievances will be accepted in a time frame of two weeks and will be registered and acknowledged within 7 working days and responded to within 20 working days of receiving the grievance. Individuals who submit their comments or grievances have the right to request that their name be kept confidential. HSH will monitor the way in which grievances are being handled by the Contractor(s) and ensure they are properly addressed within deadlines specified above.

A sample of the Project's Public Grievance Form is provided in *Annex VII* of the SEP. Any person or organisation may send comments and/or complaints in person, by phone or via post or email using the contact information provided below.

Mrs Eneida Elezi
Foreign Affairs Albanian Railways SA
Human Resources Sector
Internal Supportive Services Unit
THE ALBANIAN RAILWAYS S.A. (HSH)
Egnatia Str. , No.3 Durrës
vod +355 69 82 20 407
info@hsh.com.al
www.hsh.com.al

All types of stakeholder grievances relating to land acquisition should be channelled to MTI through the following designated staff member:

Mrs Liljana Mekollari
Ministry of Transport and Infrastructure
Sheshi Skenderbej No 5, Tirana
Tel: 00355682081654
Email: liljana.mekollari@transporti.gov.al

The SEP contains contact details of the local municipalities (see *Appendix VIII*). Contact details of the construction Contractor(s) will also be made publically available in the local area, once a Contractor(s) is appointed.

The Grievance Form (in Albanian and English) will be made available on the MTI web site and all the concerned municipalities will receive pre-printed forms to be readily-available for the public.

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

8. Responsibilities, Monitoring and Reporting

A Communication Liaison Manager has been appointed within the HSH, who will be responsible for stakeholder engagement with the communities:

Mrs Eneida Elezi
Foreign Affairs Albanian Railways SA
Human Resources Sector

Stakeholder Engagement Plan (SEP)

Internal Supportive Services Unit
THE ALBANIAN RAILWAYS S.A. (HSH)
Egnatia Str. , No.3 Durres
vod +355 69 82 20 407
info@hsh.com.al
www.hsh.com.al

In addition the Contractor will also appoint a Community Liaison Officer or Manager to prepare and implement Contractor's SEP.

The results of the stakeholder engagement process will be included in the Project Monitoring Reports. They should include the following information on the stakeholder engagement:

- Place and time of carried out public consultative meetings (including other types of engagement activities);
- Information on the participants;
- Issues and concerns raised during the consultative meetings;
- List of number and types of grievances raised in the reporting period and the number of resolved and/or outstanding grievances;
- Information on how the issues raised during the meetings were taken into consideration
- By the organization in charge of the Project implementation.
- The Reports will also include a summary of implemented corrective measures meant to address the grievances.
- The Monitoring reports will be made public on the Facebook group and on the MTI web site⁷

MTI will accept all comments and complaints associated with the Project and in connection with the land acquisition process, submitted either verbally or in writing. MTI recognises that consultation is an ongoing process, and different concerns may arise as the Project moves into the land acquisition and construction phases.

HSH will monitor the process of comments and complaints and the information will be summarised in Annual Environmental, Health, Safety and Social report, which will be prepared and posted on its website.

HSH is responsible to update and implement the SEP (undertake consultations, interviews, social surveys, providing of project information etc.).

All contractors who will work on specific Project activities are obliged to implement the SEP. The provisions of SEP implementation, including the grievance mechanism, entrusted to contractors will be included in legal contracts with the contractor.

⁷ <http://www.transporti.gov.al/al/transporti/transporti-hekurudhor>

APPENDIX I – KEY APPLICABLE REQUIREMENTS LIST

Regulations and requirements on consulting and disclosing information to public applicable to this Project include:

1. Law no. 10431 date 09.06.2011 "For Environmental Protection", as amended;
2. Law no. 10440 date 07.07.2011 "For environmental impact assessment", as amended;
3. Law no.10006, date 23.10.2008 "For the protection of wild fauna"
4. Law no. 8906, date 6.6.2002 "For the protected zones" changed by the law Nr.9868, dated 04.02.2008 "On some amendments and changes to Law No. 8906 date 6.6.2002" For the protected zones"
5. Law No. 10 253, date 11.03.2010 "On hunting"
6. Law no. 68/2014 "For some amendments to Law no. 9587, date 07.20.2006, "For the protection of biodiversity", as amended.
7. Law no. 162/2014 "The protection of air quality in the environment"
8. Decision no. 686, date 07.29.2015 "On approval of rules, responsibilities and timelines for developing the procedure Environmental Impact Assessment (EIA) and the procedure of the decision transfer and environmental statement;
9. Decision no. 247, date 30.04.2014 "On establishing the rules, requirements and procedures for informing and involving the public in environmental decision-making"
10. Law no. 10463, date 22.9. 2011 "For integrated waste management", as amended;
11. Decision no. 575 date 06.24.2015 "For the approval of applications for management of solid waste"
12. Decision No. 175, date 19.1.2011 "For the approval of the national strategy waste management plan and national waste management"
13. Decision no. 371, date 11.06.2014 "For establishing the rules for hazardous waste transfer and approval of the document delivery of hazardous waste"
14. Decision no. 418, date 25.06.2014 "For the separate collection of wastes at the source"
15. Decision no. 229, date 23. 04. 2014 "For approval of rules for the transfer of non-hazardous waste and document delivery of non-hazardous waste"
16. Decision no.519 date 30.6.2010 "Regional Nature Parks"
17. Decision no.897. date 21.02.2011 "Approval of Rules of the promulgation of special areas of conservation"
18. Decision no. 221, date 20.02.2013 "Designation of Areas as Tirana Green Belt"
19. Decision no. 532, date 05.10.2000 "For approval of the study" Strategy and Action Plan for Biodiversity "
20. Decision no. 676, date 20.12.2002 "For declaration of the protected area of Albanian monuments of nature"
21. Decision no. 594, date 10.09.2014 "For approval of the National Strategy for environmental air quality"
22. Decision no. 435, date 12.09.2002 "For approval of the air emission norms in the Republic of Albania"
23. Decision No. 352, date 04.29.2015. "For the assessment of ambient air quality and requirements for certain pollutants in connection with".
24. Law 8561 of 22.12.1999 on expropriation and temporary use of private property for public interest".
25. Law no. 7850 on Civil Code (1994), with amendments: 8536, 8781, 17/2012, 121/2013.
26. Law no. 9072 on Power Sector (2003), with amendments: 9512, 9626, 9750, 9776, 9913, 9997, 10196, 10362, 10485.
27. Law no. 107/2014 on Territorial Planning and Development.
28. Law no. 8417, dated 21.10.1998, amended with the law no. 9675, dated 13.01.2007 and law no.9904, dated 21.04.2008.

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29. Number 33/2012 approved by the Parliament on 21.03.2012 published in the Official Journal issue number 34/2012 of 13.04.2012.
30. The Council of Ministers decision nr 89 dated 03.02.2016 for the approval of the land value map in Albania
31. EBRD Performance Requirement (PR) 1: *Assessment and Management of Environmental and Social Impacts and Issues.*
32. EBRD Performance Requirement (PR) 5: *Land Acquisition, Involuntary Resettlement and Economic Displacement.*
33. EBRD Performance Requirement (PR) 10: *Information Disclosure and Stakeholder Engagement.*
34. Directive 2002/49/EC of the European Parliament and of the Council of 25 June 2002 relating to the assessment and management of environmental noise - Declaration by the Commission in the Conciliation Committee on the Directive relating to the assessment and management of environmental noise

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APPENDIX II - STAKEHOLDER ENGAGEMENT ACTIVITIES CONDUCTED

#	Performance Activity	Type of Communication and Proposed Method	Venue	Timing	Comments
1	Consultation meeting with central government representatives, during scoping phase	Information delivered to Central government representatives; Project Presentation; Notification report;	Respective Ministries and Offices	Q4 2015	1 meeting with Ministry of Transport and Infrastructure 1 meeting with Albanian Railways 1 meeting with Ministry of Environment 1 meeting with National Environmental Agency
2	Public hearing	Project Presentation; EIA disclosure; Public hearing report	MTI	May 2016	The participants were mostly interested in the importance of the Project's EIA and the mitigation measures. They gave their approval for the proposed Project, didn't ask for possible amendments of the EIA report and signed the Public Hearing Report.
3	Consultation meeting with central government representatives	Information delivered to Central government representatives; Project Presentation; EIA document copy; Attendance sheet; Photo from the meeting; Official Letter; Performance questionnaire Meeting Report	Respective Ministries TBC	3-11 October 2016	1 meeting with Ministry of Agriculture and its Depending Authorities 1 meeting with Ministry of Environment and National Agency of Environment 1 meeting with Ministry of Urban Development, (ALUIZNI & AKPT) 1 meeting with General Directory of Roads, MTI 1 meeting with Ministry of Social Welfare
4	Consultation meeting with regional government authorities	Project Presentation; EIA document copy; Official Letter Stakeholder Engagement plan – clarification if there are any additional groups that may need information. Request participation of authorities in key public meetings? Meeting Report	Regional Council, in the offices of each institution	3-11 October 2016	1 meeting in Tirana Regional Council & 1 meeting in Durres Regional Council (Regional Office of State Social Service, Regional office of Public Health, Regional office of rural Development, Regional Development sector for environment, agriculture and business)



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#	Performance Activity	Type of Communication and Proposed Method	Venue	Timing	Comments
5	Consultation meeting with Local Municipal Authorities (Tirana, Vora, Kamza, Durres, Sukth, Rashbull) including departments in charge of environmental protection, urban development, agriculture and social services	Information delivered to Central government representatives Project Presentation; EIA document copy; Attendance sheet; Photo from the meeting; Official Letter; Performance questionnaire Meeting Report	Municipality	3-11 October 2016	1 meeting in Tirana & 1 meeting in Durres (sector of Social Services, sector of Environment, sector of Urban Development) Municipalities have clearly recommended the consultation with locals focusing mostly on the expropriation and the use of electric trains instead of diesel ones.
6	9 Focus groups with identified groups of Interest: <ul style="list-style-type: none"> • People on low incomes and unemployed people, including people working part time and those claiming state benefits; • Disabled people, including people with mobility limitations, sensory disabilities and people with mental wellbeing disabilities; • Older people, including Direct retired people (aged 60/65 and over) and, potentially, older working aged people (aged over 55); • Younger people and children, including younger adults aged 16-24; • Gender groups, and women in particular; People from Roma communities; • People living in remote areas, such as rural areas or urban peripheries • Employees and workers working in the airport • Farmers; • Business community in the area • Potential people affected by the project 	Information delivered to disaggregated groups of local community based on social and economical conditions through focus Group Questions; List of Attendance; Photos; Focus Group report	CSDC office; Local authority office	29 Sep – 5 Oct 2016	1 meeting in Durres Municipality 1 meeting in Vora Municipality 1 meeting in Kashar 1 meeting in Rinas Area 1 meeting in Sukth (by Erzeni River) 1 meeting in Rashbull



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#	Performance Activity	Type of Communication and Proposed Method	Venue	Timing	Comments
7	Community meetings with potential People affected by the project	Personal visits to herders and farm houses; Group Questions; List of Attendance; Photos; FG Report	Project site area	5 Oct 2016	5 consultation meetings 10-15 focus groups 10-15 key informants interview Purpose: Inform about the project; Consultation meetings are assisted by the technical team of the project.
8	Community meetings with Affected people, residents and employees of farms and villages, informal land users	Personal visits in villages along railway Line	Project site area	6 Oct 2016	
9	Community meetings with Roma and vulnerable communities respectively	Personal Visits to Roma/vulnerable people locations	Project site area	3 Oct 2016	
10	Community meetings with stakeholders who benefit from the project	Personal visits		8 Oct 2016	
11	Community meeting with pedestrians along the crossings	Personal visits	Project site crossing area, Erzeni river	4 Oct 2016	
12	Interviews with Key informants (Informal Leaders i.e. Head of villages, business community, local NGOs, Local and regional authorities)	Semi Structure interviews; List of interviewers, Photos;	Communities	29 Sep – 5 Oct 2016	10-15 Semi structure interviews
13	Site Visit Railway Tirana-Durres	Field Trip, GPS tracking; Photos; Questionnaires with local community	Field trip	1 Oct 2016	
14	Site visit new Railway Tirana- Rinas	Field Trip, GPS tracking; Photos; Questionnaires with local community	Field trip	2 Oct 2016	
15	Communication to interested NGOs and other organizations	Facebook Group (https://www.facebook.com/groups/1609328436027600/) Email address: tpt.arn.project@gmail.com	Social Media (Facebook)	5 Oct 2016	A Facebook page has been created for comments and information for the project (to be used as an additional grievance mechanisms)



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APPENDIX III - CONSULTATION MEETINGS SUMMARY REPORT

National Authorities				
Institution	Representatives	Objectives	Issues/Questions raised	Recommendations*
Ministry of Urban Development Tirana 4 th Oct 2016 at MDU	National Agency of Territory development National Agency of Territory planning Agency of legalizing, urbanization and integration of informal areas / informal construction (ALUIZNI)	<ul style="list-style-type: none"> To inform about the rehabilitation of railway line Durres – Tirana and the new railway line Tirana – Rinas airport. To assess positive and negative social impacts the railway could have on the residents and on potential vulnerable groups in the area. 	<ul style="list-style-type: none"> How will the maintenance of the railroad will work? Will it be given by concession? Does the Project it comply with the local general plan? How will the project affect Vora Municipality? As it will divide it. What is the European norm of the noise level in residential areas? Is there an evaluation of the erosion in Erzeni River for the train bridge? Where will the construction site be located? Does the infrastructure allow changing in the future from diesel trains to electric trains? <p><i>Comments during performance</i></p> <p><i>Questionnaire</i></p> <ul style="list-style-type: none"> A prior consultation should have been made. The technical design of the project should be shared with the Ministry of Urban Development and territorial Planning and its institutions. Lack of institutional coordination. Provide additional information on technical design of the project. 	<p>Social- economic plan of Tirana- Durres “Durana” should be considered.</p> <p>ALUIZNI is in the process of identification of the land owners in the railway area.</p> <p>Building of green areas in order to reduce noise in certain areas should be considered.</p> <p>The impact on climate change should be reflected in the Environmental Impact Assessment.</p> <p>Informal land owners should be considered during the expropriation as state has obligations toward service provision of housing for Albanian citizens.</p> <p>Electric trains would be a better investment.</p>



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Ministry of Environment Tirana 4 th Oct 2016 at MDU	National Environmental Agency Representatives from Directory of Agricultural in Tirana.	<ul style="list-style-type: none"> To inform about the rehabilitation of the railway line Durres – Tirana and the new railway line Tirana – Rinas airport. To assess positive and negative social impacts the railway could have on the residents and on potential vulnerable groups in the area. 	Why is the second alternative chosen as the best option for the railway?	The Environmental Impact Assessment should include assessment for all three alternative solutions for the new rail line.
Regional Authorities				
Regional Council of Durres Oct 3 rd 2016		<ul style="list-style-type: none"> To inform about the rehabilitation of the railway line Durres – Tirana and the new railway line Tirana – Rinas airport. To assess positive and negative social impacts the railway could have on the residents and on potential vulnerable groups in the area. 	<ul style="list-style-type: none"> Is electrification of the railway planned? Are the crossings planned in accordance with the Road Traffic Code? When the implementation of the project will start? Will the train stations be expanded? What will happen with the unauthorized crossings? <p><i>Comments in the performance questionnaire</i> A very efficient meeting taking into consideration the suggestions related to impacts that this project has.</p>	<p>Albanian Railways representatives suggest the revision of crossings in accordance with legislation, rules and regulations of railways operation.</p> <p>To consider carefully the technical, design and environmental and socio-economic impacts at legal and illegal crossings.</p>
Local Authorities				
Municipality of Durres, Oct 3 rd 2016	Representatives from Social services, Urban sector, agriculture, environment and the Chief of Cabinet of the Major participated.	<ul style="list-style-type: none"> To inform about the rehabilitation of the railway line Durres – Tirana and the new railway line Tirana – Rinas airport. To assess positive and negative social impacts the railway could have on the residents and on potential vulnerable groups in the area. 	<ul style="list-style-type: none"> When the construction phase is expected to commence? How long will the construction phase last? Where is the passengers' terminal in Durres expected to be located? Why is it decided to use diesel trains instead of electric trains? How much diesel trains and electric trains will cost? 	Electric trains would be a better investment.



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<p>Municipality of Tirana</p> <p>Oct 11th 2016</p> <p>Ten Center</p>	<p>Representatives from:</p> <ul style="list-style-type: none"> - Sector of Environment - Sector of Social Services - Sector of territory planning and urban development Deputy Major - Sector urban development - Sector of Social Services 	<ul style="list-style-type: none"> • To inform about the rehabilitation of the railway line Durres – Tirana and the new railway line Tirana – Rinas airport. • To assess positive and negative social impacts the railway could have on the residents and on potential vulnerable groups in the area. 	<p>Disagreement on the use of diesel trains during implementation of the project.</p> <p>There will be a negative impact on environment and quality of life if the trains use diesel.</p>	<p>To consider the use of electric trains instead of diesel one.</p> <p>All households affected by expropriation should be treated carefully.</p>
<p>Municipality of Kamza</p> <p>October 11th 2016</p> <p>Ten Center</p>	<p>Representatives of</p> <ul style="list-style-type: none"> - Sector of Urban Development; - Sector of Social Services; - Sector of Agriculture 			



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<p>Municipality of Vora</p> <p>Oct 11th, 2016</p>	<p>Representatives of</p> <ul style="list-style-type: none"> - Sector of Urban Development; - Sector of Social Services; - Sector of Agriculture, public information 		<ul style="list-style-type: none"> • According to Mr. Alban representative of Urban Development Sector in Vora Municipality, most of the lands along the railroad to TIA are sold to private businesses which plan to invest. • The chosen alternative for Tirana – Rinas Airport line, will divide Vora Municipality into three pieces. • A train with diesel will have negative impact in quality of life in Vora, because it passes through residential areas. • There will be a reduce on road traffic on Durres – Tirane highway. <p><i>Comments in the performance questionnaire</i></p> <ul style="list-style-type: none"> • Consultations and further announcement to local population should be made in the project areas especially to the areas of the new line. 	<ul style="list-style-type: none"> • Noise barriers should be installed in order to protect the residential areas from the train noise. • There should be a regular control of the fuel that will be used in order to have fewer emissions in atmosphere and consequently less negative impact on quality of life. • “Perroi i Tones” should be added in the map, as it is a very important stream for Vora. If it will be polluted accidentally, there will be an immediate effect on the city.
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* Recommendations proposed by stakeholders.



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Stakeholder Engagement Plan (SEP)
APPENDIX IV - SUMMARY OF FOCUS GROUP MEETINGS. FINDINGS AND RECOMMENDATIONS.
IV.1. Focus Group demographic summary

DURRES - TIRANA RAILWAY - FOCUS GROUP SUMMARY						
Area	Type of Group	Age Range	Gender		Total	Date of Focus Group (day/month/year)
			F	M		
Durres	NGOs	30 - 60	8	-	17	05/10/2016
	Vulnerable groups (people in low incomes, people with disabilities, unemployed, orphans)	25 - 59	5	4		05/10/2016
Shkozë	Roma community	25 - 65	9	-	9	03/10/2016
Rrushbull	Residents near the railroad	55 - 58	-	2	2	03/10/2016
Sukth	Women	20 - 40	3	-	18	06/10/2016
	Business Community	35 - 45	-	9		04/10/2016
	Social Assistance Group	26 - 58	6	-		04/10/2016
Vore	Vulnerable groups (people in low incomes, people with disabilities, unemployed, youth)	16 - 55	4	5	9	09/10/2016
Tirana	NGOs	23 - 34	4	2	7	07/10/2016
Total no. of people			38	22	60	

TIRANA - RINAS AIRPORT RAILWAY - FOCUS GROUP SUMMARY						
Area	Type of Group	Age Range	Gender		Total	Date of Focus Group (day/month/year)
			F	M		
Berxulle	Affected land owners	40 - 70	-	2	2	09/10/2016
Bruke	Affected land owners	30 - 66	-	3	3	09/10/2016
Kashar	Business Community	30 - 55	2	4	6	09/10/2016
Kamez	Vulnerable Community	15 - 55	3	5	8	08/10/2016
Fushe- Preze	Students	20 - 24	7	3	10	08/10/2016
Total no. of people			12	17	29	

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IV.2. Findings and Recommendations

Type of group	Area	Date	Findings	Recommendations*
NGOs	Durres	05/10/2016	<p>It will not be a major problem for people living along the railway because it is an existing line and residents are already familiar with trains.</p> <p>Overall it is a very positive project. It will cause a traffic reduce on Durres – Tirana highway.</p> <p>It will have less negative impact on environment because the number of vehicles and consequently the number of emissions in atmosphere will be reduced.</p> <p>The more people will use the train, the less traffic accidents will occur.</p>	<p>Good quality trains should be used in order to reduce the noise level in residential areas.</p> <p>All households affected by expropriation should be treated carefully even if their properties are registered or not.</p> <p>The best solution for Roma families living near the railroad in Shkozet is accommodation in social building, not the temporary rent. They will not be resettled due to the Project.</p> <p>There must be cooperation with Roma organizations who work in that area.</p> <p>The train station in Durres must be revised because the actual building is too small in proportion to the number of residents.</p> <p>There must be a regular control of the fuel that will be used in order to have fewer emissions in atmosphere and consequently less negative impact on quality of life.</p> <p>The station of fuel supply should not be in Shkozet anymore, because it is a residential area now and not an industrial area.</p>
Vulnerable groups (low-income people, people with disabilities, unemployed, orphans)		05/10/2016	<p>If the train price will be reasonable, people will use the train instead of the bus.</p> <p>The major positive impact will be on households and community economy.</p> <p>The railway will not serve passengers to Tirana only till 19:00.</p>	<p>There should be a regular line, at least every hour.</p> <p>The railroad should have noise barriers for reducing noise level as the railroad passes near residential areas.</p> <p>There should be a season ticket, student tickets, regular schedule and better quality.</p> <p>Optional tickets, student tickets, regular schedule and better quality are recommended.</p>
Roma community	Shkozet	03/10/2016	Trains have positive impact in accessing employment opportunities.	<p>Ticket should be cheaper than the van.</p> <p>Barriers and crossings are needed to avoid accidents.</p>
Residents near the railroad	Rrushbull	06/10/2016	<p>Residents use rented land for animals.</p> <p>They are willing to respect the regulation once the railway will be operational.</p> <p>Railway has positive impacts on selling of agricultural products.</p>	Safety and security measures should be considered during construction and operations to avoid accidents.
Women	Sukth	02/10/2016	<p>The railway transport will have positive impact on household economy because of the low cost.</p> <p>A faster railway transport and a fixed schedule would help people to reach their jobs in long distances.</p>	To consider the increase number of pedestrian crossings since many households are located close to the railway.



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Type of group	Area	Date	Findings	Recommendations*
Business Community, Health and education representatives		04/10/2016	Positive impact in Sukthi area. Access to facilities in the main cities. Positive impact regarding safety and security.	The barriers and crossing should be community oriented to facilitate the quality of life for locals.
Vulnerable groups including people that live by Erzeni river		04/10/2016	The railway will not serve passengers to travel to Tirana or Durres only till 17:00. Sukth community is only 12 km away from the beach and the railway may help to develop Hamallaj as a touristic village. The biggest issues in Sukth will be the land. All families who live in the centre of Sukth, has their lands on the other side of the railroad and they have to pass through almost every day.	Establishment of barrier is recommended to reduce noise level as the railroad passes near residential areas. Build up the pedestrian crossing. A parallel bridge for pedestrians and animals is recommended by Ezeni River.
Vulnerable groups (people in low incomes, people with disabilities, unemployed, youth)	Vore	9/10/2016	It will have different impact on different villages. For locals in Vora, Marqinet and Gerdec the railway will affect directly as they are closer to the train station (from 1 to 3 km). For other villages it will not affect directly as they are far away from the train station and there is no public transportation.	The first priority for local residents is safety issues (barriers, traffic lights, pedestrian crossing etc). The last station in Tirana must be near the old one or somewhere else inside the city as it could help locals. The train must have adaptability for people with disabilities such as ramps, special seats for people with wheelchairs etc. Local government should invest in public transport from different villages to Vora centre or to train station. Hire local people during the construction and operation phases.
Affected land owners	Berxulle	9/10/2016	Many people lost their lives because of road accidents in these villages so one of the priorities for local residents is safety (barriers, traffic lights, pedestrian crossings etc).	Inhabitants suggest overpasses or underground intersections instead of at grade intersections because of safety reasons. Families affected from the railway construction demand fair evaluation of the properties of households.
Affected land owners	Bruke	9/10/2016	Overall it will not have a positive impact for Bruke village as it will be divided and blocked between the highway and the railroad. The railway divides the land in two parts so farmers demand access to their land or full compensation of it. The actual main road of the village called "Bruke's Road" accessible by 90% of the residents, is proposed to turn into a pedestrian crossing by the railway project. On the other hand, the proposed at grade road intersection only serves as a main road to 10% of the families of Bruke village.	Creating underground or alternative intersections to the rail so that the whole part of the agricultural land owned by the inhabitants can be accessible. Fair evaluation of the properties of households affected by the expropriation.
Local Community	Kashar	9/10/2016	Positive impact for access and mobility of the area	Fair evaluation for the expropriation of land.



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Type of group	Area	Date	Findings	Recommendations*
Local Community	Kamez	8/10/2016	The right infrastructure in the construction site protects workers from hazards and minimizes pollution caused from construction phase.	The railway construction and rehabilitation might consider the safety distances from residential areas and houses in order to avoid accidents. Fencing should be also foreseen for safety reasons.
Students	Fushe-Preze	8/10/2016	It will have positive impact on the transportation of students and staff members of Epoka University and the area around. Decrease of travel cost to school on daily basis.	Appropriate barriers should be considered to avoid noise from the train.

* Recommendations proposed by Focus groups.



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APPENDIX V - PROJECT AFFECTED PEOPLE

Group	Why is this a key social group?
People on low incomes and unemployed people, including people working part time and those claiming state benefits	<p>This group of people is identified mainly in Sukth, Rashbull and Xhavzotaj.</p> <p>Travel is a significant determinant of employment opportunities.</p> <p>They cannot afford the running costs of private transport or car ownership and depend highly on public transport.</p> <p>This is a key group because:</p> <ol style="list-style-type: none"> 1) they may not be able to afford the newspapers that have announcements about meetings, 2) may not have education levels to understand detailed technical impacts, 3) may be users of unauthorized crossings and need information on closures and authorized routes, 4) May be more likely to cut security fencing to sell metal – and need clarity on hazards/risks of rail line, security.
Disabled people, including people with mobility limitations, sensory disabilities and people with mental wellbeing disabilities	<p>It is important not to make their movement difficult nor put any restrictions to their movements.</p> <p>Disabled people have been part of the focus groups in the selected sites. Local organizations and local government units and regional offices of social services are a support group to contact the disabled people. Accessibility of disabled community to rail travel came as a recommendation from local CSOs and people with disability themselves.</p>
Older people, including Direct retired people (aged 60/65 and over) and, potentially, older working aged people (aged over 55)	<p>It is important not to put any restrictions to their movements.</p> <p>Representatives of hospitals and health centers have been contacted in the selected areas of the project.</p>
Younger people and children, including younger adults aged 16-24	<p>University students and professors/staff will benefit from the new train stop at the campus. It will reduce traffic to the university, which will benefit transport to the airport. Students will be more able to live remotely and travel to classes.</p> <p>Young people are at risk from accidents along rail lines and at unauthorized crossings. Information will be provided to schools in each community along the rail line on rail safety, changes in crossings, and security of line.</p> <p>Representatives of Schools have been already contacted in selected areas of the project.</p>
Residents near the railway corridor	They may have impacts due to noise, vibrations, access restrictions.
Customers of rail service	They will be communicated with posters in rail stations on changes, leaflets on trains, where the duration of the construction period and the grievance process will be presented.
Gender groups, women in particular	<p>Fewer women hold a driving license in comparison to men</p> <p>Women use public transport more frequently than men. Young women make a significant number of trips by bus.</p>
People from Roma communities	<p>Lower levels of car ownership amongst</p> <p>Roma people Existing challenges to cost of travel and personal security</p> <p>Living in proximity to rail yards. May graze animals along rail lines, or pick up scrap metal along lines. High safety risk. May not get information through normal channels. May be affected by closure of unauthorized crossings.</p>
People living in remote areas, such as rural areas or urban peripheries	Need to be connected to the railway stations.

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Group	Why is this a key social group?
Employees and workers working in the university or airport area	There is no public transport going to the airport or university.
Farmers	New railway passes by agricultural land.
Business community in the area	Increased access for workers to get to work through improved rail service.

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APPENDIX VI - GRIEVANCE REPORTING FORM

Reference No:	
Full Name Note: you can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent	First name _____ Last name _____ <input type="checkbox"/> I wish to raise my grievance anonymously <input type="checkbox"/> I request not to disclose my identity without my consent
Contact Information Please mark how you wish to be contacted (mail, telephone, e-mail).	<input type="checkbox"/> By Post: Please provide mailing address: _____ _____ _____ <input type="checkbox"/> By Telephone: _____ <input type="checkbox"/> By E-mail _____
Preferred language of communication	Albanian Romani
Description of Incident or Grievance:	What happened? Where did it happen? Who did it happen to? What is the result of the problem?
Date of Incident/ Grievance	
<input type="checkbox"/> One time incident/ grievance (date _____) <input type="checkbox"/> Happened more than once (how many times? ____) <input type="checkbox"/> On-going (currently experiencing problem)	
What would you like to see happen to resolve the problem?	
Signature: _____ Date: _____	
Please return this form to: Mrs Liljana Mekollari Ministry of Transport and Infrastructure Sheshi Skenderbej No 5, Tirana Tel: 00355682081654 Email: liljana.mekollari@transporti.gov.al Attention: Mrs. Eneida Elezi Albanian Railways Postal Address: Egnatia Str. , No.3 Durres, Albania Telephone: +355 69 82 20 407 E-mail address: info@hsh.com.al www.hsh.com.al	



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APPENDIX VII - LIST OF NGOs

NGOs in Durres

#	NGO	Contact Person	Email	Telephone No	Website/ Facebook page
1	Gruaja ne fokus	Mimoza Selimi	gruajanefokus@gmail.com	+355 69 694 0149	https://www.facebook.com/gruajanefokus?fref=ts
2	Ne dobi te gruas shqiptare	Drita Brunga	dritabrunga@yahoo.com	+355 69 241 8422	https://www.facebook.com/N%C3%AB-Dobit%C3%AB-Gruas-Shqiptare-Durres-1314815648601043/?fref=ts
3	QZHK "Sot per te ardhmen"	Pellumbesha Hysaj Etleva Dervishi	pellumbesha_hysaj@live.com evadervishi58@yahoo.com	+355 66 216 4888; +355 68 554 2467	https://www.facebook.com/albaniancommunitycentre/?hc_ref=SEARCH
4	Qendra e Zhvillimit të Shoqërisë Civile, Durres CSDC Durres	Mirjam Reçi Migena Nako	csdcdur@icc-al.org nako.migena@gmail.com	+355 68 262 9527 +355 69 263 9825	https://www.facebook.com/CSDC-Durres-1186969804656536/?hc_ref=SEARCH
5	Qendra për Zhvillim Ekonomik, Social dhe Mjedisor Lokal (CLESED)	Floreta Kërtusha	flokertusha@gmail.com	+355 69 915 4854	
6	Shoqata e Jetimeve Durres	Marjana Biba	marjana.biba@yahoo.com	+355 68 215 9748	https://www.facebook.com/princi.vogel.982/

NGOs in Tirana

#	NGO Tirana	Contact Person	Email	Telephone No
1	Albanian Legal and Territorial Research Institute (ALTRI)	Eda Noçka	gendra.altri@gmail.com	+355 69 405 0008
2	Albanian Life Quality Union (ALQU)	Igli Xhurxhi; Armida Plangarica	info@al-qu.com	+355 68 205 4443
3	ARSIS (Organizatë shoqërore e përkrahjes së të rinjve)	Zini Kore	arsistirana@gmail.com	+355 69 763 7313
4	ECO - Partners for Sustainable Development	Ardian Maci	ardian.maci@europartners.al	+355 67 202 3612
5	Gratë në ndihmë të komunitetit	Zana Baroni Harxhi	grateperkomunitet@gmail.com	+355 69 327 1977
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7	Instituti i Komunikimit Social (IKS)	Dena Grillo	denagrillo@gmail.com	+355 69 408 9343
8	Instituti i Menaxhimit të Fermave & Agrobiznesit (IMFA)	Ilir Kapaj	ikapaj@ubt.edu.al	+355 68 401 3722
9	Mjedisi dhe Bujqësia	Gramoz Ramollari	gramoz_ramollari@yahoo.com	+355 68 268 6179
10	Qendra "Thurje"	Besjan Pesha	info@thurje.org	+355 67 405 6756
11	Rrjeti i Grave 'Barazi në Vendimmarrje'	Mimoza Haxhijaj		+355 67 259 1738



Stakeholder Engagement Plan (SEP)

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14	Instituti i Kulturës Rome në Shqipëri (IRCA)	Bledar Tahoe	institute.irca@gmail.com	+355 69 618 7840



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APPENDIX VIII - CONTACT DETAILS OF THE LOCAL MUNICIPALITIES

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