

Independent Social Risk Assessment Study

Kryvyi Rih Tram Project

Client: International Finance Corporation. Cities Advisory Program.

Authors:

Denis Tantsiura (Independent E&S Consultant based in Kiev) and

Olga Bashmakova (Independent Social Consultant, based in Kryvyi Rih).

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Abbreviations

E&S	Environmental and Social
EHS	Environmental, Health and Safety
EHSP	Environmental, Health and Safety Plan
EIA	Environmental Impact Assessment
ESMS	Environmental and Social Management System
FB	Final Beneficiary
GHG	Green House Gas
GM	Grievance Mechanism
GIP	Good International Practice
HW	Hazardous Waste
ILO	International Labor Organization
IFC	International Financial Organization
KR	Kryvyi Rih
ME ST	Municipal Enterprise "Shvidkisny tramvai"
NHW	Non-hazardous Waste
OHS	Occupational Health and Safety
PHS	Public Health and Safety
PJSC AMKR	Private Joint Stock Company Arselor Mittal Kryvyi Rih
PPE	Personal Protective Equipment
ToR	Terms of References
WHO	World Health Organization
WMP	Waste Management Plan

Content

Executive Summary	8
Introduction	10
Methodology and Workplan	11
Project Scope and Location	12
Municipal and Private Transport Network	15
Changes in movement plan for a period of reconstruction	17
Ecological Situation in Kryvyi Rih	20
Overview of Project Risks and Benefits	21
Stakeholders and Area of Impact	23
Overview of Social Infrastructure	29
Local business	33
Demographic Characteristics	34
Economic Characteristics	37
State of Health	39
Stakeholder Engagement	40
Regulatory Context National Stakeholder Engagement Requirements & Legislation	40
Applicable Social Requirements of the International Finance Corporation	43
Identification of Project Stakeholders	45
Identification of Vulnerable Groups	50
Grievance Mechanism	51
Key Environmental and Social Impacts and Risks	54
Basic COVID-19 Spread Prevention Measures	54
Worker' Code of Conduct	56
Workplaces and working environment	56
First Aid	57
Personal Protective Equipment (PPE)	57
Medical Examinations and Professional Diseases	58
Noise and Vibration	58
Electrical Safety	59

Working With Open Flames, Welding, Cutting or Grinding	59
Working at Heights	60
Road Safety	60
Emergency Prevention, Preparedness, and Response	61
Community Health And Safety	62
Conclusions	64

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Executive Summary

Financing of reconstruction of the Kryvyi Rih city's electric rail system including the procurement of modern tram vehicles and the upgrade of the tramway in the center of the city is associated with site-specific E&S impacts that can be managed via the implementation of a good environmental and social stewardship practices, proper information of local residents and in line with the Social Performance Standards of the Lender.

The construction works will be held from April 2021 through December 2021. They include dismantling the tram lines, dismantling the catenary network, laying new tracks, mounting the catenary lines, and landscaping of the site.

This assessment of the social risks is concluded on the basis of the primary and secondary data collection, official research studies, relevant media coverage, observation and record of objects, processes, activities at the proposed project site in June 2020, the study of the actual city plan and schedule for tram municipal transport, mapping up main groups, which use the tram routes to be affected via construction works. Semi-structured phone interviews with local authorities, respective city tram management.

The Project E&S impacts are temporally (during the demolition/construction period). They include:

Noise, dust, generation of household, and operational waste around the construction site in Metallurgiyne district – one of the 7 city districts. This is a residential area with a limited number of businesses, which will not be affected by construction. No obstacles in access can be expected. Pedestrian spaces will be preserved.

Change in public traffic routes according to the temporary movement plan is presented by the City in August 2020. According to the plan, the city will implement one temporary bus route during construction, with ticket price equal to city tram and free for pensioners, disabled people, children from large families and other privileged categories of the population, and two tram shuttle routes to substitute tram lines, which will be out of operation. A number of minibuses operating the lines 205, 286 will be increased during the cold season to reduce the waiting time.

At the same time the project will have several direct benefits for Kryvyi Rih city and its citizens:

- reduce the level of noise and vibration during operation,
- provide more comfortable and safe public transport,
- reduce the maintenance costs of Municipal Enterprise "Shvidkisny tramvai" and
- extend life expansion of the city tram line.

Besides, the use of comfortable electric public transport will reduce total energy consumption/fuel consumption.

The three groups of people can be affected more than others during the course of the project. They are low-income residents, which use municipal transport free of charge (incl. pensioners, families with many children and other privileged categories of the population); families with children from nearby residence houses using park area; tram drivers of Municipal Enterprise "Shvidkisny tramvai", which will need retraining for new vehicles.

The Project provides a grievance mechanism that is accessible to all stakeholders, in particular impacted individuals and groups, the ability to channel their concerns and provide feedback, and, thereby, access information and, where relevant, seek recourse and remedy.

Introduction

This document prepared in line with the Letter of Appointment No.000569822000208 dated May 19, 2020, between World Bank Group and Denys Tantsiura, and ToR of the study for KR Tram Project from May 11, 2020.

Kryvyi Rih Tram Project involves the procurement of modern tram vehicles and the upgrade of tramway tracks on Sobornosty street, an important tram route artery in the center of the City.

The project will include;

- Rehabilitation of the tramway line in Sobornosty Street (it is referred to as “street” as well)
- The procurement of around 50 modern tram vehicles

Sobornosty Street is one of the main east-west transport arteries in the City center. The tram infrastructure is located in the middle of the street, with two lines. Metalurgiv Avenue to Svyatogeorgiivska street section of the Sobornosty Street (around 900 m long with a total 1.8 – 1.9 km of tram lines), will be rehabilitated.

The construction works are expected to start in April 2021 and to be completed in December 2021. The work involves dismantling the tram lines, dismantling the catenary network, laying new tracks, mounting the catenary lines, and landscaping of the site.

For convenience, we propose to divide the reconstruction into 2 stages:

Phase I – Reconstruction of the tramway tracks on the Sobornosty Street from Metalurgiv Avenue to Svyatogeorgiivska Street (without a zone of adjunction to Svyatogeorgiivska Street). Estimated time for construction work – 5 months.

Phase II – Reconstruction of the tramway tracks at the area of adjunction to Svyatogeorgiivska Street. Estimated time for construction work – 1 month.

Methodology and Workplan

This study is based on the primary and secondary data collection obtained during the site visit and from open data of the State Statistics, the Ministry of Finance, the State Unemployment Service and documents of district and city authorities posted on their official web sites as well as official research studies, search through local media coverage relevant to the project activities in a period January – May 2020. Limited information is taken from the most recent All-Ukrainian Population Census of 2001. Social and economic situations considerably changed in the area of the project since the time of the last census.

Stakeholder and site information is acquired via:

- Observation and record of objects, processes, activities at the proposed project site (June 2020);
- Study of the actual city plan and schedule for tram municipal transport; Mapping up main groups, which use the tram routes to be affected by the proposed project construction works;
- Semi-structured interviews through remote media (telephone) with local authorities, respective city tram management aimed to clarify core questions that arise after primary data collection.
- Informal evaluation of attitudes of local residents/businesses to possible proposed project implementation through talking to different people, informally observing things when visiting the area.

This study and proposed Action Plan have been developed in accordance with the IFC Performance Standards on Environmental and Social Sustainability (2012), IFC Disclosure Policy, IFC Good Practice Note On Addressing Grievances From Project-Affected Communities, Official IFC Guidelines on COVID-19 in order to access and plan the process of informing the public as well as engaging them in the decision-making process. It also introduces a grievance mechanism for stakeholders, in particular impacted individuals and groups, the ability to channel their concerns and provide feedback, and, thereby, access information and, where relevant, seek recourse and remedy.

Project Scope and Location

[Kryvyi Rih](#) is a city in Central Ukraine, it is the 7th-most populous city in the country. It lies within a large urban area, administratively incorporated with Kryvyi Rih Municipality as a city of



Figure 1. Map of Ukraine

regional significance.

Located at the confluence of the Saksahan and Inhulets rivers, Kryvyi Rih has been a major settlement for most of its history. It was founded as a postal city in 1775 by the Cossacks.

Kryvyi Rih's urbanization was unplanned and stimulated by mining exploitation.

French and English investment contributed to a boom in metallurgy, iron mining, and investigation of rich deposits of iron ore. The Yekaternynska Railway was built in 1884 to transport iron ore to the Donbas. This catalyzed the growth of Kryvyi Rih into a major industrial town; it gained city status in 1919.

As of 2016 Kryvyi Rih is arguably the main steel-industry city of Eastern Europe. It is a large, globally important center of the iron-ore mining and metallurgy region, known as the Kryvbas.

Kryvyi Rih Tram Project located in Metalurhiynny Rayon of Kryvyi Rih on Sobornosty Street between Svyatogeorgiivska Street and Metalurhiv Avenue.

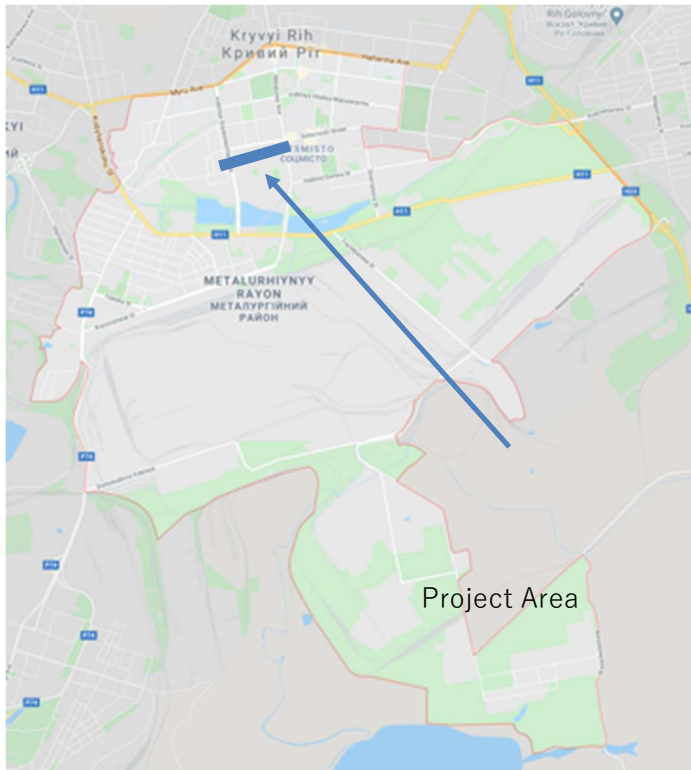


Figure 2. Project Area Location

The Metalurhiynny Rayon of Kryvyi Rih is one of the first three districts formed on the territory of the city in the summer of 1936. The district owes its birth to the industrial growth of the Kryvyi Rih basin, the development of the FE Dzerzhinsky ore management, and the Kryvyi Rih metallurgical plant.

In the 1950^s and 1960^s, housing and socio-cultural construction in the area became significant. New powerful construction organizations are created, metallurgical, construction, coke-chemical technical schools, a branch of the metallurgical institute, new educational buildings of the mining and

ore institute are opened. The district becomes a business and educational center, which concentrates higher education institutions of the city.

The 1980s in the history of the district were marked by the launch of a [high-speed tram](#), and modern high-rise buildings appeared.

The district was further developed in the new economic conditions of the independent state. Significant changes have given a powerful impetus to market processes. The metallurgical district has become a pioneer in the birth and development of small and medium enterprises of the city, attractive for the investment climate. Significant positive changes have taken place in other spheres of life. The district has a high intellectual potential, the basis of which is the Kryvyi

Rih National University, which was established on the basis of all leading universities in Kyryvi Rih.

Municipal and Private Transport Network

The project of reconstruction of the tram line will directly affect to 12 (routes 1; 2; 5; 7; 9; 10; 11; 12; 14; 22; 25; 27) from 17 actual aboveground tram routes and one Minibus Route# 205.

As for the moment of Report preparation, the Consultant was not provided with the scheme of rerouting of municipal and private passenger transport due to reconstruction works at the tram line on Sobornosty Street between Svyatogeorgiivska Street and Metalurhiv Avenue.

The figure below shows an overview of the affected transport routes, for more details please refer to the [interactive map](#).

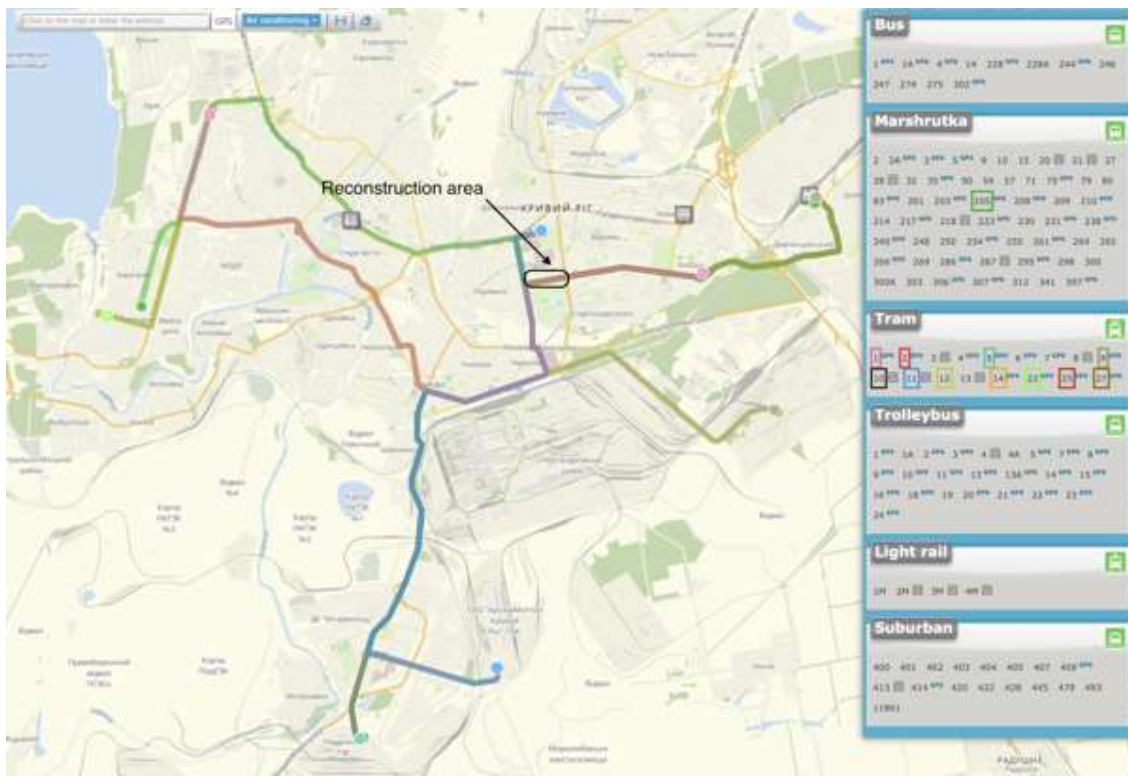


Figure 3. An overview of the affected transport routes

The Consultant has prepared the analysis of risks and impacts due to reconstruction works on the tram line.

The reconstruction of the tram line on Sobornosty Street between Svyatogeorgiivska Street and Metalurhiv Avenue will lead peoples to change their habits and traveling routes, divide direct

route to parts and as a result, this will increase expenses and time to the traveling, during a temporary period of time that is needed for the construction activities.

Changes in movement plan for a period of reconstruction

The information on changes in the Municipal and Private transportation network of Kryvyi Rih was received in response letter from Transport Department of Kryvyi Rih City Council received by email on August 19, 2020.

According to the approved scheme of tram routes of Kryvyi Rih the following trams run along Sobornosty and Svyatogeorgiivska streets:

##	Tram line number	End Stations	No of vehicles
1	1	Domnobudivnykiv Square — Pivzavod	2
2	2	Domnobudivnykiv Square — Bukovins'ka Street	8
3	5	Domnobudivnykiv Square — PJSC PGZK	5
4	7	Domnobudivnykiv Square — Zbahachuval'na Street	3
5	9	Station Kryvyi Rih Holovny — Akzionerna Street	7
6	14	Heroiv ATO Street — Station Kryvyi Rih Holovny	7
7	22	Bukovins'ka Street — Pivzavod	2
8	25	PJSC PGZK — Station Kryvyi Rih Holovny	2
9	27	Station Kryvyi Rih Holovny — Zbahachuval'na Street	3
10	10	Heroiv ATO Street — PJSC PGZK	1
11	11	Heroiv ATO Street — Zbahachuval'na Street	1
12	12	Heroiv ATO Street — Akzionerna Street	1

During **Phase I** of the reconstruction of the tramway tracks in Sobornosty Street from Metalurgiv Avenue to Svyatogeorgiivska Street (without a zone of adjunction to Svyatogeorgiivska Street)

the scheme of tram routes No 1,2,5,7 will be changed. The end stop for these routes will be “Heroiv ATO Street». The operation of tram routes No 9,10,11,12,14,22,25,27 will be temporarily suspended. Other tram routes will operate as usually.

In addition, four tram vehicles will operate on the temporal tram route No 28 “Domnobudivnykiv Square — Station Kryvyi Rih Holovny”. Two tram shuttles No 0 will operate on the temporal route “Domnobudivnykiv Square — Rynkova”.

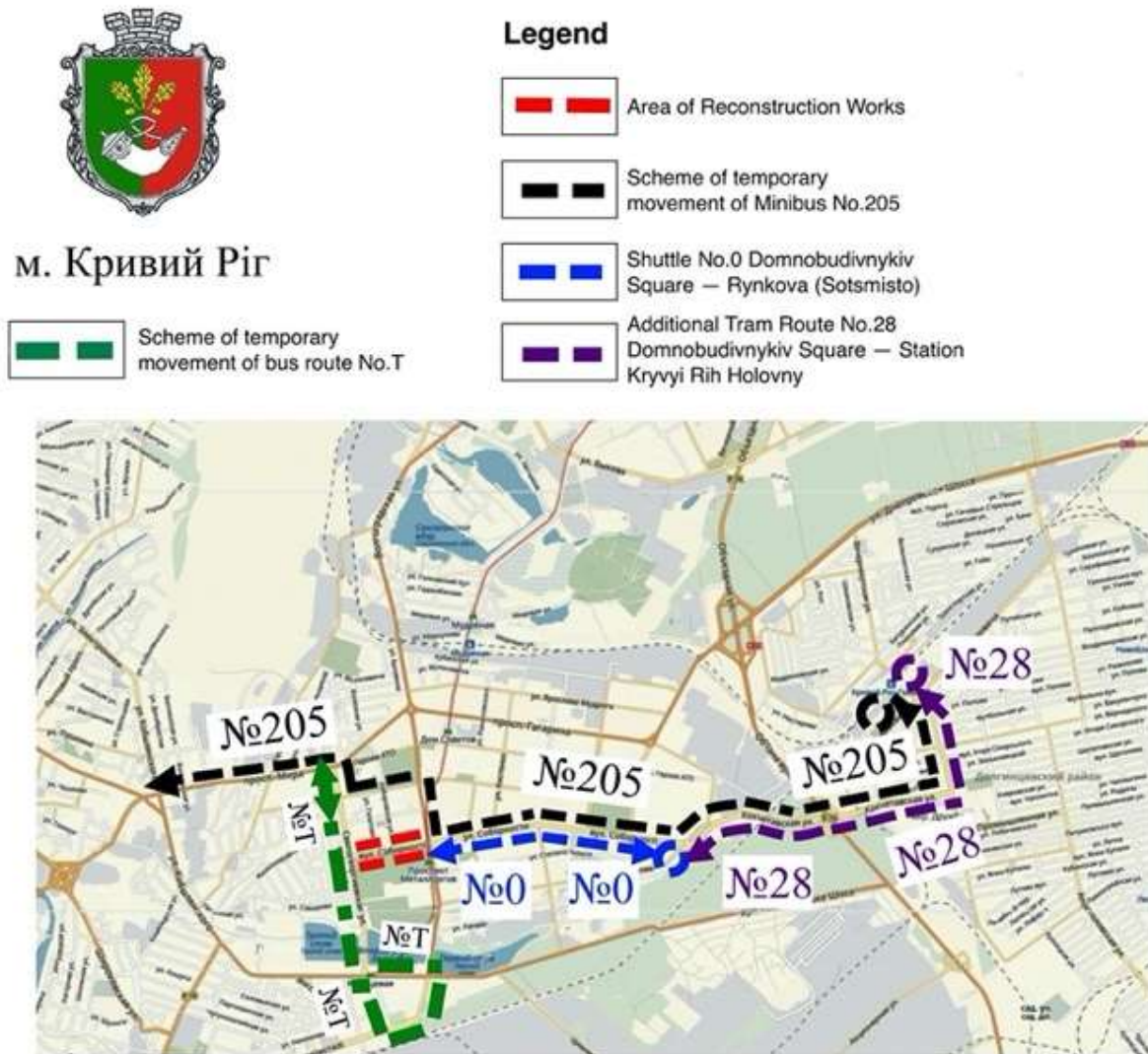


Figure 3. Municipal Transport Rerouting Scheme

During **Phase II** of the reconstruction of the tramway tracks in Sobornosty Street (including a zone of adjunction to Svyatogeorgiivska Street), the scheme of tram routes No 1,2,5,7 will be

changed. The end stop for these routes will be the “PJSC AMKR”. The operation of the tram routes No 9,10,11,12,14,22,25,27 will be temporarily suspended.

In addition, four tram vehicles will operate on the temporal tram route No 28 “Domnobudivnykiv Square — Station Kryvyi Rih Holovny”. Two tram shuttles No 0 will operate on the temporal route “Domnobudivnykiv Square — Rynkova”.

The Communal Company ST will implement one temporal bus route No T “Sobornosty Street – Heroiv ATO”. Two bus vehicles, type PAZ, will operate with ticket prices equal to the city tram.

In 2019, by the decision of the Kryvyi Rih City Council of April 24, 2019 No 3683, the utility company "Center Of Electronic Payments" of the Kryvyi Rih City Council was established. One of its objectives is to monitor urban passenger transport. This utility company will monitor the work of public transport routes by GPS.

In order to minimize the additional risk for all passengers, during the construction works in the cold season, the number of the rolling stock of minibusses on routes No. No.205 and 286 will be promptly increased due to the reserve of private carriers, if necessary.

No changes are planned for the minibus route No 286. The route of the minibus No 205 will be shifted from Sobornosty Street to V. Byzov street.

It should also be mentioned that the city route network has alternatives to the existing bus routes No 205 and 286, which connect the railway station "Kryvyi Rih Holovny" with other districts of the city. They are trolleybuses No 20, 21, and bus No 302. All routes are operated by the municipal company "City Trolleybus" and provide free tickets to vulnerable people and people with disabilities. Other passengers pay the minimum fare.

Regarding the movement of freight transport, no changes are expected during the period of works. The freight transport is forbidden through the private residential area at Sobornosty Street and Svyatogeorgiivska Street.

Ecological Situation in Kryvyi Rih

According to information received from industrial enterprises, the emissions of pollutants into the city's air in 2019 amounted to 269.9 thousand tons, which is 1% more than in the same period last year.

Emissions were increased by enterprises: PJSC "ArcelorMittal Kryvyi Rih" by 11% (in the total emissions in the city are 85%), LLC "METINVEST-KRMZ" - by 11%, PJSC "INGZK" by 4%.

The volume of generation and disposal of industrial waste in 2019 amounted to 240.0 million tons and almost 158.1 million tons, respectively. Compared to 2018, the generation and disposal of industrial waste increased by 3.2%. At the same time, the volumes of reuse and utilization increased by 3.3%.

The volume of wastewater discharged into surface water bodies in 2019 remained at the level of 2018 (93.2 million m³). At the same time, the consumption of drinking water by the city population was reduced by 4.4%.

Within the framework of the City Ecological Program for Solving the Environmental Problems of Kryvbas and Improving the State of the Environment for 2016-2025 (hereinafter referred to as the City Ecological Program) for 2019.

For detailed information please refer to the Kryvyi Rih City council official website

https://kr.gov.ua/karta_saytu_pidrozdili_vikonkomu/upravlinnya_ekologii/ekologichna_situatsiya_u_misti_krivy_rig

Overview of Project Risks and Benefits

The Kryvyi Rih Tram Line Reconstruction Project does not belong to environmentally hazardous objects and activities according to the national building standards. (DBN 2.2-1-2003, Annex E). Possible sources of environmental and social impact are temporally (during demolition/construction period) and include:

- noise;
- dust;
- more intensive traffic at the construction site;
- change of approaches for private/public cars;
- generation of household and operational waste;
- change in public traffic routes.

At the same time the project will have several direct benefits for Kryvyi Rih city and its citizens:

- reduce the level of noise during operation;
- reduce the level of vibration during operation;
- provide safer and more comfortable public transport;
- reduce the maintenance costs of ME ST;

Pensioners, school pupils, students from big families, disabled people and other privileged categories of the population have a free pass to any municipal transport. Low-income residents prefer municipal transport because a one-way ticket is almost three times cheaper than the same ticket for a minibus. The cost of transportation is not expected to change after construction. The mentioned categories will mostly benefit from new safe tram cars.

During the reconstruction of the electric cable line along Sobornosty street, new supporting poles will be installed. Guys attached to nearby residential houses will be removed. This will considerably reduce vibration and enable local residents to make thermo-modernization of outside walls.

Besides, the use of comfortable electric public transport will reduce total energy consumption/fuel consumption. This will result in the reduction of Green House Gasses Emissions and will create a more comfortable and healthy environment.

The project will indirectly promote the growth of the local economy and bring benefits to local small and medium enterprises and other contractors, which will have a positive impact on the local budget.

Stakeholders and Area of Impact

The impact assessment matrix for identified potential impacts from the proposed Kryvyi Rih Tram Line Reconstruction Project is presented in Table 2 below.

Table 2. Assessment of impact significance

Topic / Project phase	Potential impact / Opportunity	Receptor sensitivity	Impact magnitude	Impact significance without mitigation / enhancement
Dust				
construction	- Mobilization and deposition of dust from dust-raising construction activities	High - surrounding residents and businesses (health, nuisance)	Low - localized spatial extent - very short duration - reliable probability - controllable intensity - reversible	Minor adverse (detectable but non-material temporary change, good construction practice is required)
Noise				
construction	Noise from construction transport and construction works at the project sites	High - surrounding residents and businesses (health, nuisance)	Low - localized spatial extent - very short duration - reliable probability - controllable intensity - reversible	Minor adverse (detectable but non-material temporary change, good construction practice is required)
operation	Opportunity to reduce the level of noise from tram line operation for	NA	NA	Beneficial, considerable decrease of noise level.

	surrounding residents and businesses			
Waste				
construction	<p>Generation of non-hazardous and hazardous waste (European Waste Code (EWC), different types):</p> <ul style="list-style-type: none"> - Waste from packaging (EWC code 15) - Construction and demolition waste (EWC code 17) - Municipal (e.g. commercial / industrial waste) (EWC code 20) 	<p>High</p> <ul style="list-style-type: none"> - surrounding residents and businesses (health, nuisance) - environmental pollution 	<p>Medium</p> <ul style="list-style-type: none"> - localized spatial extent - average duration (months) - reliable probability - controllable intensity - reversible 	<p>Moderate adverse (material but non-fundamental short-term change, proper prevention and control planning is required)</p>
Vibration				
construction	- Vibration from construction transport and works at the project sites.	<p>Medium</p> <ul style="list-style-type: none"> - surrounding residents and businesses (health, nuisance) 	<p>Low</p> <ul style="list-style-type: none"> - localized spatial extent - very short duration - reliable probability - controllable intensity - reversible 	<p>Minor adverse (detectable but non-material temporary change, good construction practice is required)</p>
	- Opportunity to reduce vibration from the tram line operation along the project area.	NA	NA	<p>Beneficial, considerable enhancement by implementing new technology and removing electric line guy</p>

				from the nearby residential building.
Climate-related issues				
operation	Energy-saving and reduced GHG emissions	Very high - international importance and scale	Very high - global scale - long-term duration - reliable probability - beneficial change	Major beneficial (long-term change)
Visual amenity				
operation	Opportunity to improve visual amenity (and overall residential visual amenity) - at the Project Area by capitalizing on modification of the tramline, road coat; - in the city by operating new tramcars.	NA	NA	Beneficial, with capacity for enhancement by implementing visual amenity related measures through design
Labor standards				
construction	Potential for national and international labor standards not being implemented by the employer(s)	High - employees/workers of Contractor and subcontractors (contract workers) - employees/workers of other companies (supply chain workers)	Medium - the average duration of 6 months - low to the average probability - controllable intensity - reversible	Moderate adverse (material but non-fundamental, proper prevention and control planning is required)

operation	Opportunity for safer and more comfortable working conditions for 222 tram drivers (151 females and 71 males).	NA	NA	New tram cars provide better environmental, hygienic, safety standards for the driver.
Health, safety, and security				
construction	Potential for health and safety standards, not being implemented by Contractor or subcontractors	<p>High</p> <ul style="list-style-type: none"> - surrounding residents and businesses - employees/workers of Contractor and subcontractors (contract workers) - employees/workers of other companies (supply chain workers) 	<p>Medium</p> <ul style="list-style-type: none"> - the average duration of 6 months - low to the average probability - controllable intensity - reversible 	<p>Moderate adverse (material but non-fundamental, proper prevention and control planning is required)</p>
	Potential for disturbances in access of public transport due to the change of public traffic routes	<p>High</p> <ul style="list-style-type: none"> - low-income residents, which use municipal transport free of charge: pensioners, families with many children, etc.) - children and parents, visiting sports facilities nearby to the project construction site. 	<p>Medium</p> <ul style="list-style-type: none"> - the average duration of 5-6 months - low to the average probability - controllable intensity reversible 	<p>Moderate adverse (material but non-fundamental, proper public information and temporally traffic planning is required)</p>

	Potential for road safety standards not being implemented by the minibus route 205, which will have to go round the construction site through the streets of the private sector or roads not intended for public transport.	Medium - surrounding residents and pedestrians	Medium - the average duration of 5-6 months - low probability - unknown intensity - unknown reversibility	Minor adverse (detectable but non-material temporary change, proper information of local population is required, implementation of a grievance mechanism, speed limits, the arrangement of safe crossings and road signs, where required)
	Potential of occurrence of inappropriate conduct toward workers and/or local community members from security personal or construction workers to be provided by the contractor	Medium - local residents - employees/workers of a contractor/subcontractor	Low - unknown spatial scope - low probability - unknown intensity - unknown reversibility	Moderate (detectable but non-material temporary change, good construction practice is required)
Emergencies				
construction	Potential of occurrence of an event of an emergency situation during construction that could impact the population and/or environment in the Project area	High - surrounding residents and businesses - employees/workers of Contractor and subcontractors	Medium - unknown spatial scope - very short duration (minutes/hours), but long to very long effect	Moderate adverse (material but non-fundamental, proper prevention and control planning is required)

		<p>(contract workers)</p> <ul style="list-style-type: none"> - employees/workers of other companies (supply chain workers) - environmental pollution 	<ul style="list-style-type: none"> - low probability - unknown intensity - unknown reversibility 	
Secure access to basic social services				
construction	<p>Potential for disturbances in approaching for ambulances, fire brigades, rescue units, police</p>	<p>High</p> <ul style="list-style-type: none"> - surrounding residents and businesses 	<p>Low</p> <ul style="list-style-type: none"> - unknown spatial scope - very short duration (minutes/hours), but long to very long effect - low probability - unknown intensity - unknown reversibility 	<p>Moderate adverse (detectable temporary change, proper information of local population and social services is required, temporally traffic planning including identification of “emergency corridor” is required)</p>

Overview of Social Infrastructure

The construction works of the proposed Kryvyi Rih Tram Line Reconstruction Project will be implemented in Metallurgiyne district – one of the 7 city districts. It was one of the first three districts formed the city in 1936 as a result of the iron ore mining and processing industry in Kryvyi Rih. At the same time, the whole city will benefit from the implementation of the proposed project.

The total area of the Metallurgiyne district is 44,27 km². The district borders with Saksagansky, Dovhyntsiivsky, Tsentralno-Mysky, and Inguletsky districts of the city.

An overview of the social infrastructure is given below (The red marker shows the social objects in direct vicinity to the construction site) :

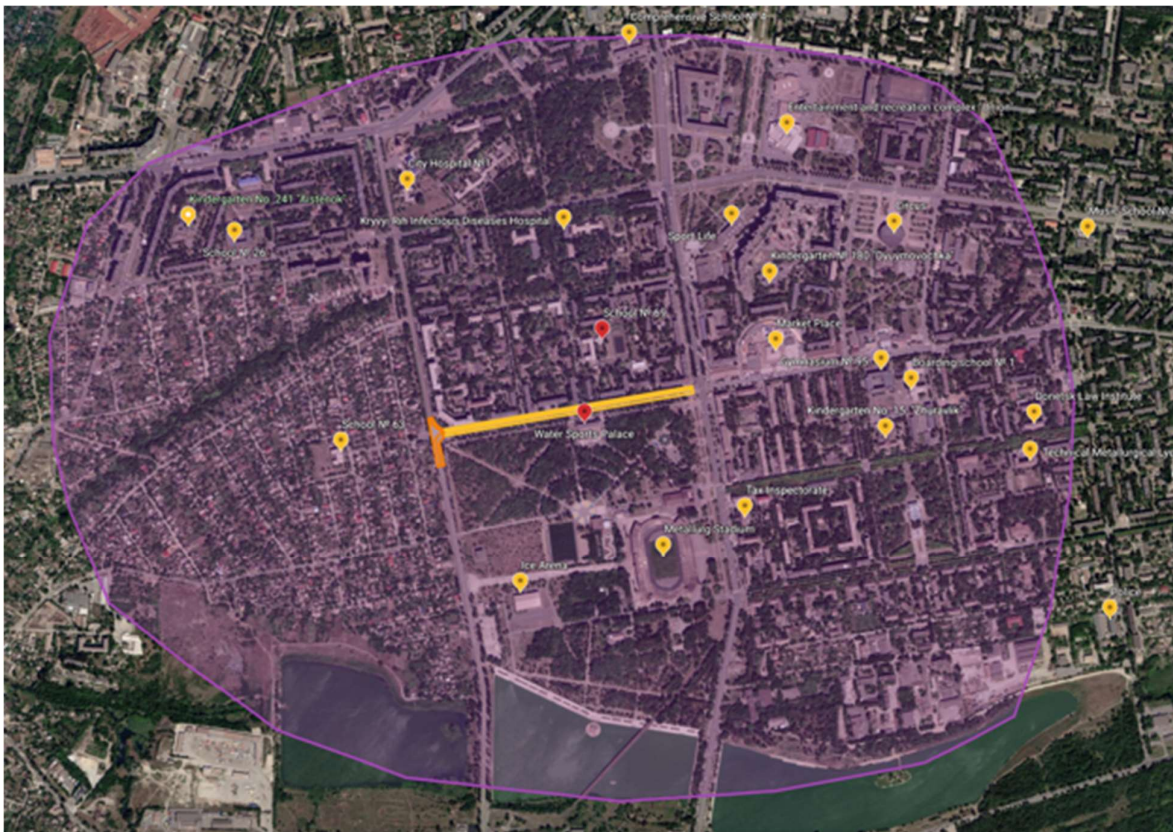


Figure 4. An overview of the social infrastructure

Kindergartens: At the beginning of the new 2019/2020 school year, the city had 152 preschools, 12 educational complexes, and 1 training and rehabilitation center, which held more than 22

thousand children. All facilities are owned by the city. 21 preschool educational institutions are located in Metallurgiyne district, as follow:

1. **Municipal combined preschool educational institution № 13, Nakhimova Street, 36-a**
2. Municipal preschool educational institution №. 15, Stepana Til'gy Street, 15
3. **Municipal preschool educational institution № 44, Gagarin Avenue, 32**
4. Municipal preschool educational institution №. 51, Galatova Street, 9
5. Municipal preschool educational institution №. 79, Ryzanova Street, 7
6. Municipal combined preschool educational institution №. 82, Oleynikova Street, 19-a
7. Municipal "Preschool educational institution (nursery - kindergarten) №. 94, Vokzalna Street, 8
8. Municipal combined preschool educational institution №. 102, Heroev ATO Street, 42
9. Municipal special preschool educational institution №. 120, Sobornosty Street, 54-a
10. Municipal preschool educational institution №. 123, Heroev ATO Street, 60
11. Municipal preschool educational institution №. 129, Kostenka Street, 35
12. Municipal preschool educational institution №. 136, Tsiolkovsky Street, 14
13. Municipal special preschool educational institution №. 147, Sobornosty Street, 65
14. Municipal special preschool educational institution №. 148, Sobornosty Street, 67
15. Municipal preschool educational institution №. 180 Vitaly Matusevich Street, 8
16. Municipal sanatorium type preschool educational institution №. 186, Stepana Til'gy Street, 18
17. Municipal preschool educational institution №. 189, Vadyma Gurova Street, 27-a
18. Municipal preschool educational institution №. 225, Veteraniv Truda Street, 66
19. Municipal combined preschool educational institution №. 231, Mira Avenue, 48-a
20. Municipal combined preschool educational institution №. 241, Mira Avenue, 18
21. Municipal preschool educational institution №. 246 Vokzalna Street, 8-a

Schools: There are 146 institutions of general secondary education, including 6 lyceums, 7 gymnasiums, 8 specialized schools with advanced study of individual subjects, 18 educational complexes, 94 secondary schools, 5 boarding schools, 6 training, and rehabilitation centers and 2 evening schools. More than 68,000 students receive a general secondary education. 14 institutions of the general secondary education are located in Metallurgiyne district as follow:

1. Gymnasium No. 95, Sobornosti Street, 20A
2. Technical Metallurgical Lyceum No. 16, Stepana Til'gy Street, 22
3. Comprehensive School No. 4 with advanced foreign languages, Heroev ATO Street, 15
4. Comprehensive School No. 7 with advanced biology, Heroev ATO Street, 48
5. Comprehensive School No. 15, Kryvorizhstal Street, 40
6. Municipal institution "Kryvyi Rih educational complex" Secondary school of I-II degrees - preschool educational institution "No. 18, Shyferna Street, 35
7. Comprehensive School No. 26, Vladimir Byzov street, 7A
8. Comprehensive School of II-III degrees "Education Center", Tsiolkovsky Street, 20
9. Comprehensive School No. 63, Agafonova Street, 14A
10. Secondary School No. 66, Vokzalna Street, 6
11. **Secondary School No 69, Khabarovsk Street, 4**
12. Comprehensive School No. 75, Heroev ATO Street, 52
13. Comprehensive School No. 103, Kostenko Street, 23
14. Boarding school No. 1, Sobornosty Street, 20D

High Schools: There are 29 institutions of high education, including 15 institutions of higher education of I-II levels of accreditation and 14 institutions of III-IV levels of accreditation (3 universities, 5 institutes, 6 branches of national educational establishments). This provides quality higher education to more than 20,000 students.

The network of higher education institutions has expanded by 2 institutions of III-IV levels of accreditation: Donetsk Law Institute and M. Tugan-Baranovsky Donetsk National University of Economics and Trade moved to Kryvyi Rih due to military activities in the East of Ukraine.

8 institutions of high education located in Metallurgiyiny district, as follow:

1. Kryvyi Rih Branch of the National University" Odessa Law Academy ", Mira Avenue, 22
2. Mykhailo Tugan-Baranovsky Donetsk National University of Economics and Trade, Tramvaina Street, 16
3. Donetsk Law Institute of the Ministry of Internal Affairs of Ukraine, Stepana Til'gy Street, 21

4. Kryvyi Rih State Pedagogical University, Gagarin Avenue, 54
5. Kryvyi Rih Metallurgical Institute of the National Metallurgical Academy of Ukraine, Stepana Til'gy Street, 5
6. Kryvyi Rih National University, Vitaliy Matusevych Street, 11
7. Training and Consulting Center of the National Transport University in Kryvyi Rih, Vitchyzny Street, 9a
8. Private Institute of Business Administration, Heroev ATO Street, 81

A number of administrative and health care establishments are located at the territory of in Metallurgiyny district:

administrative

- The executive committee of the Kryvyi Rih City Council, Metallurgiv Avenue, 36B
- Municipal institution "Territorial center of social service (provision of social services) in the Metallurgiyny district", Heroes ATO, 55
- District Service Center of the Main Department of the Pension Fund of Ukraine in Dnipropetrovsk Oblast, Stepana Til'gy Street, 20
- The executive committee of the Metallurgiyny district council, Metallurgiv Avenue, 16

health care

- Municipal non-profit enterprise "Kryvyi Rih Infectious Diseases Hospital No.1", Yuri Kaminsky Street, 5
- Municipal non-profit enterprise "Center of primary health care No.5", Kryvorizhstal Street, 2
- Municipal non-profit enterprise "Kryvyi Rih Children's Dental Clinic", Vitaliy Matusevych Street, 39
- Municipal non-profit enterprise "Kryvyi Rih City Dental Clinical Polyclinic No.2" Metallurgiv Avenue, 12
- Communal enterprise "Kryvyi Rih city hospital No.1", Svyatogeorgiivska street, 8A
- Kryvyi Rih Blood Transfusion Station, Medichna Street, 12
- Communal enterprise "Kryvyi Rih Center for AIDS Prevention and Control", Nikopolske Shosse Street, 4D
- Municipal institution "Kryvyi Rih Health Center, Kryvorizhstal Street, 2L

- Kryvyi Rih Emergency Medical Station, Nikopolske Shosse Street, 8

14 Fire Rescue Unit operates in the district. It locates at Bykova Street, 8 (<http://dp.dsns.gov.ua>)

Local business

There are three relatively popular places located at the cross of Svyatogeorgiivska street and Sobornosty street: private notary, cafe, and organization of dog trainers. These establishments will not be affected economically, while the cafe may even expect to raise in sell. Then, there are two bank branches and one discount shop along the project construction area at Sobornosty street. Pedestrian spaces will be preserved during the construction period. Visually no obstacles in access can be expected. Thus, no impact to local businesses can be expected. Local businesses as well as local residents will need the arrangement of safe crossings through the construction area during the whole construction period.

Demographic Characteristics

Kryvyi Rih had **624,579** inhabitants as of 01.01.2019 and a total area of 430 square km. Population density is 1 553 persons / km². There is a tendency to a natural decrease in population, as follow: *Source: [Ministry Of Finance Of Ukraine](#):*

Date	Total number	Decrease,	Decrease,
people	%		
01.01.2015	647727	-4410	-0,68
01.01.2016	642333	-5394	-0,83
01.01.2017	636294	-6039	-0,94
01.01.2018	629695	-6599	-1,04
01.01.2019	624579	-5116	-0,81

Such figures result from the fact that (1) mortality in Kryvyi Rih exceeds fertility, and (2) the population leaves the city in search of better-paid jobs.

Since July 2014 the city received more than 17 thousand internally displaced people from the eastern and southern regions of Ukraine. 7,600 remained to live and work in the city.

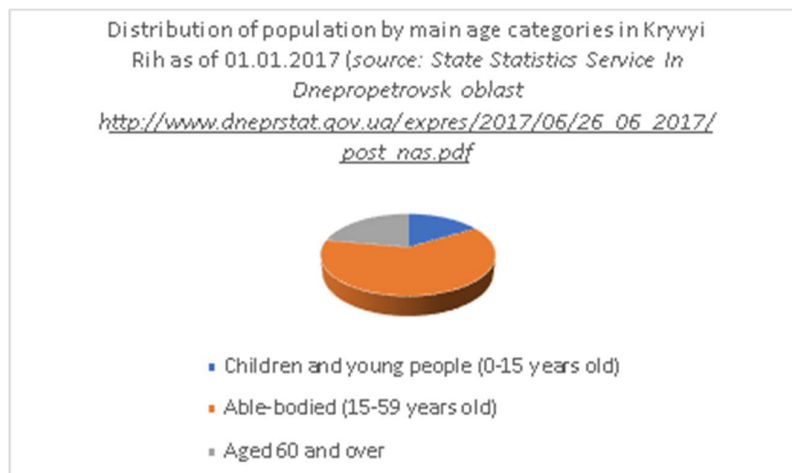


Figure 5. The proportion of males and females in a total population

The proportion of males and females in the total population is 45% and 55% accordingly.

Table 3. Distribution of population by nationality in Kryvyi Rih (Census 2001)

National identity	%
Ukrainians	79,09%
Russians	17,71%
Belarusians	0,92%
Jews	0,26
Armenians	0,22
Azerbaijani	1,18
Romans	0,17
Moldovans	0,13
Tatars	0,11
Others	4,3

The population is expected to decline by 2030 by 13% - up to 577 thousand people (314.5 thousand women and 262.5 thousand men). Due to low birth rates, the population of Kryvyi Rih will continue to age. In 2030, the share of people older than working age will be 26%, compared to 24% in 2011. At the same time, the share of children will remain 15% (*Source: Demographic forecast until 2030 for Kryvyi Rih. The report was prepared within the International Technical Assistance Project "Capacity Building for Economic sound planning of development of regions and cities of Ukraine "* http://www.irm.kr.ua/files/pdf/kryvyi_rih_ukr.pdf).

Economic Characteristics

The economy of Kryvyi Rih is dominated by industry. This sector accounts for 80% of non-financial enterprises and 53% of the total number of employees in the city. Within the industrial sector of the city mining industry and metallurgy play a particularly important role, as industry to a large extent develops around the extraction of iron ore, its enrichment, and the production of steel and metal products.

The labor force in the city is concentrated in large enterprises, institutions, and organizations, where around 78% of the city's full-time employees work. Thanks to the mining and metallurgical industries, Kryvyi Rih is also a leader in terms of exports in the Dnipropetrovsk region. Such an export orientation makes Kryvyi Rih vulnerable to external adverse influences.

Therefore, the main city-forming industry, which consistently determines the profile of the city in the territorial division of labor, is ferrous metallurgy: one of the world's largest metallurgical plants - Arcelor Mittal Kryvyi Rih, five mining and processing plants (GOK) - Northern GOK (PivnGOK), Southern GOK (PivdGOK), Central GOK (CGC), Novokrivoris'ki GOK and Ingulets GOK (InGOK), three repair plants and others.

2,673 unemployed people were registered at the Kryvyi Rih Employment Center as of 01.07.2019. Most of whom were women - 68%. Every third unemployed person belonged to a vulnerable group. (*Source: Department of Statistics of the Kryvyi Rih Employment Center*)

There is a tendency to reduce the number of registered unemployed. Thus, at the end of each year, the status of the officially unemployed in the city had 3,284 people (2017), 2,927 people (2018), 2,673 people (2019).

The unemployment rate in the Dnepropetrovsk region as of 01.01.2019 was 7,9. This lower than average for Ukraine for the same period. According to the Ministry Of Finance, the average unemployment rate was 9,1%. (<https://index.minfin.com.ua/ua/labour/unemploy>).

The average monthly wage of full - time employees in Kryvyi Rih as of December 2018 amounted to 11020 UAH/395 USD. For reference: the median income for Ukraine for the same period was 10.573 UAH/379 USD.

State of Health

The health status of the population in the area of the project is poor. In terms of morbidity, the Dnipropetrovsk region has an average and high rates in Ukraine. Thus, according to the State Statistics population morbidity (number of first reported cases of diseases) in 2017 in Dnipropetrovsk region amounted to 2875.0 thousand, including:

- respiratory diseases - 1157.6 thousand;
- diseases of the genitourinary system - 264.9 thousand;
- diseases of the circulatory system - 201.4 thousand;
- diseases of the musculoskeletal system and connective tissue - 201.2 thousand;
- diseases of the skin and subcutaneous tissue - 200.3 thousand;
- injuries, poisoning, etc., - 143.2 thousand;
- diseases of the nervous system - 57.2 thousand;
- neoplasms - 42.4 thousand;
- congenital anomalies - 3.9 thousand.

The Dnipropetrovsk region has a high level of morbidity of the population for malignant tumours, tuberculosis, HIV / AIDS, cardiovascular, infectious, and parasitic diseases.

The morbidity of the population is a result of a low standard of living and sanitary culture, insufficient and poor nutrition of large groups of the population, increasing number of homeless and unemployed; unavailability of medical care and medicines; shortcomings in the organization and coordination of preventive measures; insufficient funding of health care, abandoned facilities, and equipment.

Both deterioration or improvement of the state of health of the local population will depend on increasing or decreasing the social and living conditions of the population.

Stakeholder Engagement

Regulatory Context National Stakeholder Engagement Requirements & Legislation

The Constitution of Ukraine (1996) guarantees Ukrainian citizens' right to participate in public consultation, to have access to environmental information, and to appeal against authority decisions. The following laws and legal acts are applied for the stakeholder consultation and public participation for this Kryvyi Rih Tram Line Reconstruction Project:

- The Law of Ukraine on Regulation of Urban Planning Activities (3038-VI dated 17.02.2011). Article 21 of the Law outlines a procedure for resolving consultations-borne disputes and requires the authorities to disclose the consultations' evaluation results and explain how these have been considered;
- The Law of Ukraine on Environment Protection (1264-XII dated 25.06.1991). Its chapter II – Ecological rights of the citizens of Ukraine, states that each citizen of Ukraine has a right to participate in the discussion and making proposals to the drafts of normative and legislative acts and materials related to location, construction, and refurbishment of the objects which may negatively affect the environment.
- The Law of Ukraine On Public Appeals (No. 653-XIV dated 13.05.1999) defines the procedure of consideration of public appeals, clearly states the obligations of the state authorities and management of the companies, which are subject to such appeals, and guarantees that all appeals shall be considered without exception.
- The Law of Ukraine on Environmental Impact Assessment (2059-VIII dated 23.05.2017) and related Resolutions of the Cabinet Of Ministers Of Ukraine below define EIA procedure:
 - Resolution No. 1026 "On Approval of the Procedure for the Transfer of Documents to Provide an Opinion on Environmental Impact Assessment and Financing of Environmental Impact Assessment and the Procedure for maintaining the Unified Register for Environmental Impact Assessment" dated December 13, 2017.
 - Resolution No. 1010 "On approval of criteria for the definition of planned activities that are not subject to environmental impact assessment and criteria for defining

extensions and changes in activities and objects that are not subject to environmental impact assessment" dated December 13, 2017.

- Resolution No. 989 "On approval of the procedure for holding public hearings in the process of environmental impact assessment" dated December 13, 2017.

Besides, there are legal acts of local democracy, which provide for the right for information and public meetings:

- Article 140 of the Constitution of Ukraine provides for the possibility, "on the initiative of residents, to create a house, street, district committees and other bodies of self-organization and make them part of their own competence, finance, and property".
- The Law of Ukraine on Local Self-Government in Ukraine (280/97- B P dated 21.05.1997) guarantees tools for direct local democracy that can be used by community members. These are the budget of participation, local initiative, local public meetings, electronic petition, and others among them.
- The Law Of Ukraine On Access To Public Information (2939-VI dated 13.01.2011) ensures access to information by systematic and prompt disclosure of information in official printed publications, on official websites/Internet sites, on the state web portal of open data, on information stands and in any other way; as well as to provide information on request.
- The Law of Ukraine on Information (2657-XII dated 02.10.1992) guarantees the right to information and provides for the duty of authorities to inform the public and the media about their activities and decisions, to appoint responsible persons to ensure public access to information.
- The Law of Ukraine about Citizens' Appeals (393/96- B P dated 02.10.1996) describes the practical implementation procedure of the right granted by the Constitution of Ukraine to make proposals, complaints, comments.

The requirements to inform and take the public interests into account are also set out by the State Building Standards of Ukraine DBN A.2.2-1-2003 "Structure and Content of Environment Impact Assessment Prepared for Design and Construction of Enterprises, Buildings, and Structures." Several provisions of the Aarhus Convention have been incorporated into this standard following the ratification of the Convention by Ukraine in 1999, in particular:

- communicate information about the planned project to the public through the local authorities;
- define the place and procedure of public hearings;

- collect the public comments and suggestions and take them into consideration; and publish “Statement of Intent” and “Statement of Environmental Consequences of Activity” in the mass media.

Applicable Social Requirements of the International Finance Corporation

The proposed Kryvyi Rih Tram Line Reconstruction Project will follow the social performance standards of the International Finance Corporation. There is a series of E&S Sustainability Standards, which provides clear guidance on the expectations of the IFC in terms of project scope, assessment and environmental and social performance expectations, including provisions for (1) an adequate engagement with Affected Communities throughout the project cycle on issues that could potentially affect them, (2) disclosure and dissemination of relevant environmental and social information (*IFC PS 1 – Assessment and Management of Environmental and Social Risks and Impacts*), (3) Where individuals or groups are identified as disadvantaged or vulnerable, implementing differentiated measures so that adverse impacts do not fall disproportionately on them (*IFC PS 1 Para.12*)

This standard, accompanied by IFC Disclosure Policy, promotes the early and ongoing engagement with the community that is affected by the project. The value of public participation in the decision-making process is stressed throughout the preparation, implementation, and monitoring phases of a project.

An effective grievance mechanism is required to receive and respond to the community concerns within the scope of Kryvyi Rih Tram Line Reconstruction Project in accordance with IFC Performance Standard 1.

Additional guidance as for scope and procedure is provided in the IFC Good Practice Note On Addressing Grievances From Project-Affected Communities.

The responsibility of the ME ST and Kryvyi Rih City Council to avoid or minimize the risks and impacts to community health, safety, and security that may arise from the project is ensured by (1) establishment of control measures according to good international industry practice (GIIP), such as in IFC's General Environmental, Health and Safety Guidelines (EHS Guidelines)¹, (2) avoidance of transmission of communicable diseases that may be associated with the influx of temporary or permanent project labor (Interim Advice by IFC on Preventing and Managing Health

¹<https://www.ifc.org/wps/wcm/connect/29f5137d-6e17-4660-b1f9-02bf561935e5/Final%2B-%2BGeneral%2BEHS%2BGuidelines.pdf?MOD=AJPERES&CVID=jOWim3p>

Risks During Covid-19)², (3) establishment of an effective response plan to emergency situations in cooperation with the Affected Communities, local government agencies and other relevant bodies (see also Interim Advice by IFC on Developing a Covid-19 Emergency Preparedness and Response Plans)³, (4) ensuring that security personal (private or public) are not implicated in past abuses, trained adequately in the use of force (and where applicable, firearms), and appropriate conduct toward workers and Affected Communities. (*IFC PS 4 – Community Health, Safety, and Security*), (5) Measures are developed to ensure safe pedestrian access near construction sites.

IFC requirements correlate in most cases with the requirements of the legislation of Ukraine, however, they still differ in a number of aspects. These differences can be summarized as follows:

- IFC Performance Standards on Environmental and Social Sustainability (2012) consider a stakeholder engagement as an ongoing process that involves:
 - stakeholder analysis and planning;
 - disclosure and dissemination of information identification;
 - consultation and participation;
 - introduction of a grievance mechanism;
 - provision of ongoing reporting to interested parties.

²https://www.ifc.org/wps/wcm/connect/topics_ext_content/ifc_external_corporate_site/sustainability-at-ifc/publications/publications_tipsheet_covid-19-ohs

³https://www.ifc.org/wps/wcm/connect/topics_ext_content/ifc_external_corporate_site/sustainability-at-ifc/publications/publications_tipsheet_covid-19_eprp

Identification of Project Stakeholders

The stakeholder groups which may be affected by and/or interested in the implementation of the Kryvyi Rih Tram Line Reconstruction Project, as well as proposed communication methods for each group, presented below:

Table 4. Stakeholder Identification

Stakeholders	Type of Communication	Responsible	Timing
External Stakeholders			
Residents of Sobornosty ave., which may be affected during construction – nearby residential buildings, private companies registered at the ground floor of residential buildings.	<p>Notifications on Intention incl. Scope and schedule of work</p> <p>Regular updates on the Kryvyi Rih City Council web-site.</p> <p>Grievance mechanism.</p> <p>Publication/information in local media. Eg includes: Weekly newspaper „Domashnya Gazeta“, Metalurgiv street, 30, tel.: (0564) 927161, https://www.facebook.com/GazetaDomashka/</p> <p>OR Local advertisement newspaper “Zvezda 4”, Metalurgiv street, 32, tel.: (0564) 927062 https://zvezda4.com.ua</p> <p>Information at municipal TV and Radio Company “Rudana”, Gagarina ave., 68, tel.: (0564) 40-00-99 https://rudana.com.ua</p> <p>Information, warning signs at construction place.</p>	<p>ME ST</p> <p>Local City Council</p>	<p>Before demolition /construction works start.</p> <p>Consultation via grievance mechanism – ongoing</p>
The local staff of sports facilities located in the Park area nearby Sobornosty ave between Svyatoheorgievs’ka str. to Metalurgiv str.	<p>Information meetings</p> <p>Information boards at sports facilities.</p> <p>Temporally traffic plan, scope, and schedule of work</p>	<p>Kryvyi Rih City Council</p>	<p>In the early stages of implementation of</p>

	Grievance Mechanism Information, warning signs at construction place.	Contract or	subproject s Ongoing During the constructio n and commissio ning stage.
Parents and children attending sports facilities located in the nearby park area	Information meetings Information boards of sports facilities. Temporally traffic plan, scope, and schedule of work Grievance Mechanism Information, warning signs at construction place.	Kryvyi Rih City Council in cooperati on with heads of the sport facilities	Public consultatio ns – during decision- taking about the allocation of tender lots. During Project design, constructio n. Consultatio n – ongoing
Kryvyi Rih residents	Temporally traffic plan, scope, and schedule of work Grievance mechanism. Publication/information in local media Information, warning signs at construction place.	ME ST / Kryvyi Rih City Council	Before constructio n. Ongoing
Local community representatives (local Deputies Corps of Kryvyi Rih)	Regular communication by phone, website or through joint meetings	Kryvyi Rih City Council	At all stages of the Project
Relevant international, national, and local level authorities: IFC	Monitoring/reporting schedule.		During Project design,

<p>Ministry of Communities and Territories Development of Ukraine</p> <p>Ministry of Energy and Environmental Protection Of Ukraine (incl. regional administration)</p> <p>The State Emergency Service of Ukraine</p> <p>State Architectural and Construction Inspection of Ukraine in Dnepropetrovsk region.</p>	<p>Procurement process from drafting tender documents and awarding contracts through to implementing contracts.</p> <p>Permitting procedures</p>	<p>ME ST / City Council</p>	<p>implementation, commissioning, and operation.</p> <p>During Project design, implementation and commissioning</p>
<p>Kryvyi Rih City Council</p> <p>https://kr.gov.ua</p>	<p>Official correspondence/meetings</p> <p>Grievance Mechanism</p>	<p>ME ST</p>	<p>During project design, construction, commissioning, operation</p>
<p>Local Fire Rescue Unit</p> <p>Local Ambulance Service</p> <p>Local suppliers of services (water, waste, discharge)</p>	<p>Temporally traffic plan indicating approaches to residential buildings and sports facilities located in the parking area nearby Sobornosty ave between Svyatoheorgievs'ka str., to Metalurgiv str.</p> <p>Official coordination meeting with representatives of fire rescue service, ambulance service, local street committees (private sector houses), or domestic committees (multi-store houses).</p> <p>Official correspondence/meetings/contracts</p>	<p>Kryvyi Rih City Council</p>	<p>Before the start of construction.</p> <p>During project design, implementation, and commissioning</p>

<p>Local weekly newspaper „Domashnya Gazeta“, Metalurgiv street, 30, tel.: (0564) 92-71-61, https://www.facebook.com/GazetaDomashka/</p> <p>Municipal TV and Radio Company “Rudana”, Gagarina ave., 68, tel.: (0564) 40-00-99, https://rudana.com.ua</p> <p>TV Company “1 Mis'ky Kanal”, Myru ave.,44A, tel.: (067) 827-00-30, 1tv.kr.ua@gmail.com, https://1kr.ua</p>	<p>Notifications, interviews (Incl. Temporally traffic plan, scope and schedule of work, grievance mechanism)</p>	<p>Kryvyi Rih City Council / ME ST</p>	<p>According to legal requirements. One publication per stage at least</p>
<p>Local NGOs and other organizations</p>	<p>Local media, web-site, correspondence when needed</p> <p>Temporally traffic plan, scope, and schedule of work</p> <p>Grievance Mechanism</p>	<p>Kryvyi Rih City Council / ME ST</p>	<p>Upon request</p> <p>During project design, construction, commissioning, and operation</p>
<p>Internal Stakeholders</p>			
<p>Local ME ST employees</p>	<p>Bulletin board</p> <p>Meetings</p> <p>Grievance mechanism</p> <p>Internal Rules</p>	<p>ME ST Senior Management</p>	<p>Throughout Project implementation and operation</p>
<p>Temporary construction workers and subcontractors</p>	<p>Bulletin board</p> <p>Information in the contract</p> <p>Health and safety training</p> <p>Special provision in construction contracts on waste management.</p>	<p>ME ST Senior Management / Kryvyi Rih City Council</p>	<p>In the course of selection of subcontractors and during Project implementation</p>

Identification of Vulnerable Groups

Some of the identified local stakeholder groups may be more vulnerable towards the project impacts than others because of their social, physical disadvantages, or gender. Although the envisaged impacts are time-limited, reversible, and manageable. The list of the vulnerable groups is, presented below:

Table 5. Summary Of Local Vulnerable Groups (the high-level score is 3, the middle-level score is 2, the low-level score is 1)

Vulnerable Groups	Level of impact	Level of vulnerability	Cumulative Effect
Low-income residents, which use municipal transport free of charge (incl. pensioners, families with many children)	2	2	4
Families with children from nearby residence houses using park area	1	2	3
Female tram drivers of Kryvyi Rih ST, which may need retraining	1	2	3

Grievance Mechanism

Opinions and complaints can be submitted at all stages of the project by e-mail, letter or during personal meetings in accordance with the IFC Good Practice Note on [Addressing Grievances from Project-Affected Communities](#) (September 2009)

The contact details are given below. Every inquiry is registered in the Complaint Log. Every response given by a respective manager is registered, too.

The following time-frame will be applied:

- Written confirmation of receipt of a comment/complaint: within 15 business days of receipt
- Written provision of an answer / proposed solution: within up to 4 weeks of receipt of the comment/complaint.

As regards the project itself, the procedure will additionally include:

- Information on the submitted comments/complaints will be provided on the project website.
- The person responsible for the management of the submitted comments, and the communication with the public will be ST Deputy Director On Operations.

Contractors/subcontractors involved in the construction process will be informed by the Local City Council and ST Management on their role in the grievance mechanism and on the need for the implementation it for their employees.

In order to ensure the assessment of the mechanism's efficiency, periodic internal audits of its operation will be carried out.

Kryvyi Rih ST/Local City Council will consider all comments and complaints related to the Project. According to the law, all comments and complaints are responded to either verbally or in writing, in accordance with the preferred method of communication specified by the complainant.

All anonymous applications will be registered and reviewed.

CONTACT DETAILS FOR THE PUBLIC

Communal Company “Kryvorizky Shvydkisny Tramway”

Maidan Prazi, 1

50057 Kryvyi Rih, Ukraine

Contact person:

Klimenko Ivan Vasyliovych – Deputy Director on Operations

Tel. +38 (097)-352-68-41

Brazhko Yuliya Vasylivna – secretary-referent of ST

Tel. (056) 409-12-97

Kpsttram86@gmail.com

Besides the project-specific grievance mechanism, the Kryvyi Rih residents can approach the City Council and ask questions, report the problem and receive an answer to their e-mail address with help of:

- mobile application "My Kryvyi Rih - Smart City" (*source: web page of Kryvyi Rih City Council https://kr.gov.ua/ua/news/pg/90620468307274_n/*);
- filing an appeal through an electronic web portal of the city resource center (<https://krmisto.gov.ua/ua/komcentr/register/komcentr.html>).

The city has ongoing hotlines for citizens, as follow:

(056) 492-13-05 - telephone address to the Mayor;

(056) 492-49-09 - telephone address to the duty unit of Kryvyi Rih police department;

(096) 966-43-89 - assistance to victims of domestic/gender violence or harassment;

(096) 965-85-27

(0564) 92-02-45 - labor legislation issues;

(067) 838-38-39

(056) 492-13-83 - health issues.

Key Environmental and Social Impacts and Risks

Basic COVID-19 Spread Prevention Measures

In the context of the COVID-19 outbreak, the Kryvyi Rih ST and Contractors are required to undertake adequate measures in order to prevent and respond to the infection. These should be an integral part of the Health and Safety Management plans, if applicable.

All H&S information should be communicated in an accessible way and, wherever feasible, measures should be implemented in a way that is sensitive to the local social, cultural and gender norms

The following basic infection prevention measures in accordance with Interim Advice published by IFC (referenced earlier) can help the containment of the spread of the disease and protect the workers and the public and should be incorporated into Contractor's management plans:

- Promote regular and thorough hand-washing by employees, contractors, and customers;
- Discourage touching the mouth, nose, and eyes;
- Provide and enforce the use of Personal Protective Equipment (PPE), ensuring that there are adequate facilities to use and dispose safely of the PPE and that staff has been properly trained on how to use and dispose of such PPE. Ensure that they are suited to both male and female body types.
- Promote social distancing: encourage workers to stay-at-home wherever possible, facilitate teleworking when feasible, ensure a minimum distance of 2m between persons, no hand-shaking;
- Make sure workplaces are clean and hygienic, and regularly disinfect surfaces (e.g. doors, elevator buttons, floors, desks...) and objects (e.g. telephones, keyboards, machinery) ;
- Enhance air quality controls, especially in the most crowded areas (e.g. entrance, elevators, changing rooms...);
- Ensure appropriate workers to doctors/nurses ratio;
- Ensure that cleaning and disinfecting actions are also applied to food preparation;
- Keep non-critical communal areas (e.g. gyms, libraries) closed;
- Promote shift working where possible;
- Require quarantine measures for incoming expatriate workers;

- Identify the level of exposure to the virus of the workforce, clients, supply chain, visitors, and the community at large, giving special care to minimize the exposure of those more vulnerable (e.g. workers that are older, pregnant women, employees with weakened immune systems or suffering from diabetes, heart or lung diseases, etc);
- Ensure that national travel advice and restrictions are followed by both workers and contractors;
- Adjust any worker induction training to the new COVID-19 reality.

The Kryvyi Rih ST management and Contractors are encouraged to develop a response plan in case someone becomes ill with suspected COVID-19 at the workplace. The plan should cover putting the ill person in a room or area where they are isolated from others in the workplace, limiting the number of people who have contact with the sick person and contact the local health authorities. The Kryvyi Rih ST management and Contractors should encourage any individuals who show symptoms to contact their healthcare provider or the local public health department, giving them details of their symptoms. The Kryvyi Rih ST management and Contractors should further identify persons who may be at risk, and support them, without inviting stigma and discrimination into your workplace.

For more detailed information related to COVID-19 prevention measures please refer to Official IFC Guidelines on COVID-19 protection:

- [Interim Advice for IFC Clients on Preventing and Managing Health Risks of COVID-19 in the Workplace](#)
- [Interim Advice for IFC Clients on Safe Stakeholder Engagement in the Context of COVID-19](#)
- [Interim Advice for IFC Clients on Developing a COVID-19 Emergency Preparedness and Response Plan \(EPRP\)](#)
- [Interim Advice for IFC Clients on Supporting Workers in the Context of COVID-19](#)

Worker' Code of Conduct

A Workers' Code of Conduct for the proposed project of reconstruction of the tram line in Kryvyi Rih is to be established by the Contractor, addressing the following: safety rules, zero tolerance for substance abuse, gender issues and respect for the beliefs and customs of the population and community relations.

The Code of Conduct shall include a list of acts considered as serious misconduct and which must result in dismissal from the Project Area by the Contractor, or by the Kryvyi Rih ST management if the Contractor is not acting in due course, inter alia:

- Drunkenness during working hours, leading to risks for the safety of the local population, users, and personnel;
- Violent behavior, punishable statements or attitudes, and sexual harassment in particular;
- Drug use.

The Contractor will establish a record for each case of serious misconduct and shall without delay inform the Kryvyi Rih ST management.

Workplaces and working environment

Housekeeping shall be maintained on a daily basis. All work areas, workshops, and offices shall be kept clean to the extent the nature of the work allows. Walking/working surfaces shall be maintained, so far as practicable, in a dry condition. Waste receptacles that do not leak and maybe thoroughly cleaned and maintained in a sanitary condition shall be used. All sweepings, wastes, refuse, and garbage shall be removed in a timely and sanitary manner. Cleaning and sweeping shall be done in a manner, which minimizes the contamination of the air with dust.

Water facilities and containers shall be maintained, cleaned, and sanitized in accordance with applicable regulations. Adequate and fully-equipped toilets and wash stations shall be readily accessible to workers and maintained in a sanitary manner at all times.

First Aid

First aid is a set of immediate measures taken by a person who is suddenly ill or injured by external factors prior to transfer, if necessary, to the care of qualified medical personnel.

In case of an accident, the immediate site work manager is obliged to urgently arrange the provision of the first medical aid, ensure that it is delivered to a health care facility if necessary.

On the construction sites, the First Aid box shall be easily accessible and will have the necessary equipment available. First Aid kit's containing bandages etc. shall be located in appropriate areas. The location of all first aid stations on-site shall be clearly marked with appropriate signs.

The provision of First Aid response and facilities is the responsibility of the Contractors company

Personal Protective Equipment (PPE)

This section provides the requirements for the use of personal protective equipment, where alternative solutions, engineering solutions or administrative controls are inadequate to fully protect the worker's body (including eyes, face, feet, hands, head, and hearing) from hazards capable of causing injury, illness, or impairment of any bodily function.

Contractor and Subcontractor shall provide personal protective equipment to their employees in accordance with legal requirements.

According to the Law of Ukraine "On Occupational Safety" for work with hazardous and dangerous working conditions, as well as work-related to pollution or adverse meteorological conditions, workers are given free of charge clothing, work shoes, and other personal protective equipment. The procedure for the issuance, storage, and use of PPE is determined by the "Provision on the procedure for providing workers with special clothing, special footwear, and other personal protective equipment". The company is responsible for ensuring the timely provision of workers with PPE and complying with the provisions of the Regulations.

The choice of PPE to use during work depends on the harmful and dangerous factors that are specific to the particular type of work.

At a minimum, Contractors and all Subcontractors personnel shall wear safety work boots (EN ISO 20345:2011), hard hats (EN 397), long pants with robust workwear, and shirts with at least

4 cm sleeves when performing work on construction site. Personnel working outdoors or around heavy equipment shall also wear reflective high visibility (e.g., orange, yellow) safety vests (minimum EN20471 Class 2).

Additionally, for this Project the following PPE is also expected to be used and available on site:

- Respiratory protective equipment, for works involving exposure to dust (cutting, sanding, cleaning, etc.) of a suitable class,
- Hand protection, with a different type of gloves suited to specific works (mechanical protection, high and low temperatures, chemical products, vibration),
- Welding mask for electric arc welding and welding glass for torch welding,
- Hearing protection for all works in potentially noisy areas,
- Safety ropes, safety belts, claws, mounting grips, and hand grippers to be used during work at height (for example while mounting scaffolding).

Medical Examinations and Professional Diseases

The contractors and subcontractors shall comply with all employee medical examinations grounds and procedures. In particular with article 169 of the Labor Code of Ukraine and article 17 of the Law of Ukraine "On Occupational Safety". Contractors and subcontractors are obliged to organize at their own expenses preliminary (when hiring) and periodic (during work) medical examinations for employees engaged in heavy work, work with hazardous or hazardous working conditions as well as annual compulsory medical examination of employees under 21 years old. These medical examinations are "labor" medical examinations aiming at the timely prevention of injuries on work sites.

These apply to all workers at the construction sites involved in the installation of energy efficiency measures and implementing construction works.

Noise and Vibration

Contractor and Subcontractor hearing conservation program must comply with Ukrainian Occupational Safety and Health requirements on occupational noise exposure.

Every feasible effort shall be made to reduce noise exposures greater than or equal to an eight-hour, time-weighted-average sound level of 85 dBA on the A-weighted scale prior to using personal hearing protection.

If noise cannot be reduced to acceptable levels, hearing protection sufficient to reduce exposure to 85 dBA time-weighted-average or below shall be required.

If work is to be performed in an environment that is suspected to exceed the allowable noise exposures, mandatory hearing protection requirements shall be implemented.

The Contractor shall survey and evaluate suspected high noise areas and work efforts and control employee exposures when noise levels meet or exceed 85 dBA as an 8-hour time-weighted-average, or if impulse noise exceeds 140 dBA maximum allowable.

Electrical Safety

The Contractor shall be responsible for the development and implementation of an electrical safety program to be followed throughout all phases of the construction project and this program shall apply to all subcontractor activities performed on the Project sites. The safe electrical work practices that are employed shall prevent electric shock, burns, arc flash or other injuries that could result from either direct or indirect electrical contact.

This program named Electrical Safety at Construction Sites shall be documented and developed in accordance with the legislation of Ukraine on labor protection and its normative act.

The use of electric equipment and tools is restricted to equipment and tools in good technical order and CE certification mark. The Contractor shall bear responsibility for the conformity of equipment and tools to technical requirements and norms.

Working With Open Flames, Welding, Cutting or Grinding

The following requirements apply to Contractor and all Subcontractors conducting activities with open flames, welding, cutting, or grinding and other flame producing tasks:

- personnel who perform these works shall be qualified and competent and proficient in the use of fire extinguishers,

- alternatives to these solutions shall always be considered (e.g., saw cutting instead of grinding wheel or torch cutting; press-type pipe fittings instead of soldered or welded fittings) should be used where practical,
- these works have to be performed in workshops or site designated areas, for example, pre-approved welding booth stations or shop areas, where/if practical. When using any welding equipment, comply with the requirements of the “Occupational Safety Rules for Welding of Metals” (Order of the Ministry of Emergency Situations of Ukraine of 14 December 2012, #1425) and “Labor Safety Instructions When Working with Tools and Devices” (Order of the Ministry of Labor of 5 June 2001, #254).

Working at Heights

Contractor and Subcontractors providing services for the Project that meet the applicability of working at heights which require personnel to work or potentially be exposed to unprotected heights (1.3 meters or more) shall have in place a Fall Protection Program ensuring that a procedure to identify and eliminate or control new and existing fall hazards is established and implemented. The program shall identify the following Administrator and the authorized person for working at heights.

Road Safety

The Project documentation for Rehabilitation works on Tram Tracks should include the Road Safety requirements.

The following basic regulations determine the requirements on how to carry out repairs and maintenance of public roads and road facilities:

- Law of Ukraine "[On Road Traffic](#)" of 30.06.1993 353353-XII;
- [Traffic rules of Ukraine](#);
- [Uniform rules of repair and maintenance of highways, streets, railway crossings, rules of their use and protection](#) (approved by the resolution of the Cabinet of Ministers of Ukraine dated 30.03.1994 №.198;
- DSTU 8751: 2017 Road safety. Protections are road and directing devices. Terms of use. General technical requirements;
- DSTU 7168: 2010 "Road safety. DSTU 7168: 2010 Road safety. Temporary fences. General technical conditions.

- DSTU B B.2.3-10-2003 "Transport facilities. Road fencing of parapet type. General technical conditions ";
- SOU 45.2-00018112-004: 2006 "Road safety. Barriers to pedestrians. General technical conditions ";
- SOU 45.2-00018112-006: 2006 "Road safety. The order of fencing and organization of traffic in places of road works on construction, reconstruction, repair, and maintenance of highways ".

In addition, we recommend using [World Bank Good Practice Note for Road safety](#).

Before the start of Construction Works, The Contractor should develop the Traffic management Plan and implement it during the Construction works.

The Contractor should regularly update their TMP as the project change.

The Contractor will be responsible for ensuring that all Contractor staff participates in training programs on E&S issues including Traffic Management and Safety throughout the course of their contract.

Emergency Prevention, Preparedness, and Response

The Contractor shall report all incidents involving injury, property damage, and near misses, no matter how minor, to the EHS manager as soon as the scene is stabilized, but in all cases, a notification shall be made as soon as possible, but within one hour of occurrence. This reporting time frame is necessary in order to begin any necessary event investigation, scene security, cleanup, and traffic rerouting, etc.

For all emergencies at the Project Sites, the Contractor shall contact the EHS manager by:

1. Dialing extension _____ from the building landline
2. By calling _____ from any outside line (cell phone)

The Contractor, as part of its emergency response plan, must designate a member (or members) of their staff, who has the authority and is capable of directing emergency response on the Project sites. This individual will act as the communication point of contact between the EHS Manager and external agencies (First aid, Ambulance, Fire Fighters, Police) and is responsible for the coordination of an on-scene emergency situation from initial response through stabilization in coordination.

The Contractor must provide and identify the method for prompt notification to the EHS Manager and agencies via landline or cell phone.

A site map showing assembly points, directions to the contractor's authorized medical facilities, evacuation routes shall be posted on-site at the project location (e.g., site project office) and included as part of its EHS Plan. A copy shall also be posted at the Contractor's project field office.

Community Health And Safety

Before the construction works start the following actions should be done:

- Prepare and implement by the Contractor a Workers' Code of Conduct to address safety rules, zero tolerance for substance abuse, gender issues, and respect for the beliefs and customs of the population and community relations. Establish a record for each case of serious misconduct.
- Prepare a traffic management plan, supported by proper site signage, induction, marking, and establishment of the clear speed limit on construction site and adjacent areas.
- Ensure pedestrian safety from around the construction site and adjacent territory including the provision of safe crossings to the parking area.
- Prepare a traffic management plan with information on changes in tramway routes and the minibus (205) that will be affected during the rehabilitation works on Sobornosty street.
- Residents and visitors should be duly informed about changes in urban transport routes.
- Inform on project-related grievance mechanism via local media and through information boards at nearby secondary school, sports facility.
- Consider measures with Stakeholders to minimize the disturbance during the construction works.
- Adopt an infection response plan.
- Promote shift working where possible;
- Ensure that all protective equipment is equally suited to male and female body types.

The following measures should be implemented during the Construction Works

- Keep records of all inquiries/complaints.

- Promote regular and thorough hand-washing by employees, sub-contractors. Provide and enforce the use of Personal Protective Equipment (PPE), ensuring safe dispose of the PPE.
- Promote social distancing.
- Require quarantine measures for non-local workers. Ensure that national travel advice and restrictions are followed by both workers and contractors.

Conclusions

As a result of the Social Impact Assessment in accordance with the Project of Reconstruction of Tram Tracks of the Kryvyi Rih on Sobornosti Street (namely: from Metalurhiv Avenue to Svyatogeorgiivska Street), the following conclusions can be made.

Reconstruction of the tramway system of the Kryvyi Rih is a necessary condition for the implementation of the process of improving the environmental characteristics of the area and the quality of life of the population as a whole. Ensuring this process should involve not only the purchase of modern tram vehicles but also the direct modernization of tram tracks in the city center, the implementation of the best environmental and social management practices during the construction works, informatization of the population, and maintaining the appropriate level of social standards.

The duration of this project involves work in the period from April 2021 to December 2021.

It should be noted possible complications that will arise during the construction works, in particular:

- formation of additional noise, dust, household, and operational waste;
- change of public traffic routes in accordance with the temporary traffic plan and, accordingly, increase the distance between the main transport hubs for local passengers (approximately 1 km.) and extension of time and cost for traveling.

These complications are of a temporary nature and at present the Transport Department of Kryvyi Rih has proposed measures to mitigate possible negative consequences (introduction of temporary transport routes, etc.).

Nevertheless, we recommend that the Transport Department of Kryvyi Rih, before the commencement of construction work, provide for and implement the necessary measures to inform the public and ensure the smooth operation of municipal and private transport in the area of work.

At the same time, it is necessary to note a number of positive changes that are expected as a result of the implementation of the Project. For example, for citizens and the city as a whole, the main advantages will be:

- reduction of the general level of vibration and noise during the operation of tramways and automotive road in a certain area;
- increasing the level of safety and comfort of public transport;
- reduction of costs for maintenance of the Kryvyi Rih ST;
- increasing the service life of tram tracks;
- modernization of the electric cable line on Sobornosti Street with the subsequent possibility of thermal modernization of the outer walls of buildings, etc.

Summarizing the above, it is possible to argue about the need to implement the Project for the reconstruction of tram tracks in the city of Kryvyi Rih on Sobornosti Street. This project will not only have a positive impact on improving the ecological condition of the area but also contribute to the growth of the local economy, opening additional opportunities for local businesses involved in repair and construction work and creating additional, albeit temporary, jobs.