

STAKEHOLDER ENGAGEMENT PLAN (SEP)

**Contract title: "Urban Infrastructure Regeneration of Durres
Entrance and Taulantia Promenade"**

Contract Ref. No. EBRD/AITP/W/2023/29

1. INTRODUCTION

The Stakeholder Engagement Plan (SEP) has been prepared for the project "**Reconstruction of the Urban Infrastructure Regeneration of Durrës Entrance and Taulantia Promenade**", The project is implemented by the Albanian Development Fund (ADF) within the framework of the Albanian Infrastructure and Tourism Enabling Programme (AITP). The programme is financed through a grant from the European Union and a loan from the European Bank for Reconstruction and Development (EBRD).

The construction works are being carried out by **G.P.G Company Ltd** as the Contractor, under Contract Ref. No. **EBRD/AITP/W/2023/29**. The Contractor is responsible for the implementation of construction activities and for ensuring effective engagement with affected communities, businesses, and other stakeholders during the construction period.

This SEP establishes the framework for transparent, inclusive, and continuous communication between the Contractor, ADF, local authorities, affected parties, and other interested stakeholders throughout the project lifecycle.

The SEP defines the methods and procedures for information disclosure, stakeholder consultation, management of feedback and concerns, documentation of engagement activities, and implementation of the grievance mechanism.

The purpose of this SEP is to identify project stakeholders, define communication methods, and establish procedures for consultation and grievance management in accordance with EBRD Performance Requirement 10 (PR10).

1.1 Objectives and Purposes of the Stakeholder Engagement Plan

The main objectives of this SEP are to:

- ensure timely and transparent communication regarding project activities, construction progress, potential impacts, and mitigation measures;
- identify project stakeholders and define appropriate engagement methods according to their level of interest and potential impact;
- provide affected communities, businesses, and other stakeholders with opportunities to receive information, provide feedback, and raise concerns;
- ensure that stakeholder comments and concerns are properly recorded, evaluated, and addressed during project implementation;
- maintain effective communication with local authorities, utility providers, and other relevant institutions to facilitate coordinated implementation of works;
- ensure that vulnerable persons and persons with reduced mobility are considered during construction activities and stakeholder engagement processes;
- establish and maintain an accessible grievance mechanism for receiving, recording, and resolving complaints related to project activities;
- maintain records of stakeholder engagement activities, consultations, grievances, and corrective actions throughout the construction period.

2. PROJECT DESCRIPTION

“Reconstruction of the Urban Infrastructure Regeneration of Durrës Entrance and Taulantia Promenade” is a sub-project implemented by the Albanian Development Fund within the framework of the Albanian Infrastructure and Tourism Enabling Programme. This initiative supports innovative models of local economic development that leverage tourism potential and is financed through a loan from the European Bank for Reconstruction and Development (EBRD).

The project includes the reconstruction of:

1. “Adria” Road, located east of the railway station.
2. Taulantia Promenade, located in the city centre of Durrës.

This investment aims to improve urban infrastructure, mobility, public spaces, and to increase the attractiveness of Durrës as a tourist and economic destination.

➤ **Adria Road**

Adria Road is one of the main roads in Durrës. The project area starts from the overpass at Dajlan Bridge and ends at the roundabout connecting with Egnatia Road. The Durrës railway station runs parallel to Adria Road.

The section of Adria Road included in the works is approximately 1.7 km long. The road is asphalted and the pavement layers are generally in good condition, except for some minor areas. In cross-section, the road width varies from 16 m to 25 m. At the beginning of the road, in the section between the two roundabouts near Dajlan Bridge overpass, the road has no sidewalks.

The main works included in the construction of Adria Road are:

- Demolition, clearing and site preparation works,
- Earthworks (excavation and filling)
- Road Works
- Installation of engineering networks for stormwater drainage and irrigation systems
- Electrical works

➤ **Taulantia Promenade**

Taulantia Promenade is one of the most frequented public spaces in the centre of Durrës. The section of the promenade from the main road to Sfinksi Square has not been rehabilitated for more than ten years and now requires intervention to ensure functional and visual continuity with other previously reconstructed parts of the promenade.

In addition, the urban furniture in this area is significantly damaged and no longer meets aesthetic and safety standards.

The section to be rehabilitated is approximately 215 meters long and covers an area of about 3,735 m². It starts approximately 90 meters from Sfinksi and extends to the seaside track, which also requires full rehabilitation to restore its functionality and appearance.

The main works included in the construction of the promenade are:

- Demolition, clearing and site preparation works
- Earthworks
- Promenade works
- Structural works
- Stormwater drainage system and coastal protection measures.
- Electrical works

3. REGULATORY REQUIREMENTS FOR STAKEHOLDER ENGAGEMENT

Stakeholder engagement for the project "Reconstruction of the Urban Infrastructure Regeneration of Durrës Entrance and Taulantia Promenade" is carried out in accordance with the Albanian legal framework, the requirements of international financing institutions, and international best practices for transparent communication, consultation, and public participation. This chapter defines the main legal and institutional requirements related to access to information, stakeholder consultation, and the management of concerns and grievances during project implementation.

3.1 Legislation on the Access to Information

Stakeholder engagement for the “**Reconstruction of the Urban Infrastructure Regeneration of Durrës Entrance and Taulantia Promenade**” shall be undertaken in accordance with the applicable legislation of the Republic of Albania governing public participation, transparency, and access to information.

The principal legal framework includes **Law No. 119/2014 "On the Right to Information"**, which establishes the public's right to obtain information held by public authorities and promotes transparency in decision-making processes. In addition, stakeholder consultation shall be conducted in accordance with relevant provisions of **Law No. 146/2014 "On Notification and Public Consultation"**, which regulates public participation in administrative decision-making, as well as applicable environmental legislation governing public consultation during environmental assessment procedures.

Where relevant, the Project shall also comply with the requirements of the **Law on Territorial Planning and Development**, the **Law on Environmental Protection**, and other applicable regulations concerning land acquisition, public infrastructure, occupational health and safety, and community protection.

Project information shall be disclosed in a timely, transparent and accessible manner, enabling affected communities, local authorities, businesses, road users and other interested parties to understand the Project, provide comments and raise concerns throughout the implementation

period. Requests for information shall be managed in accordance with applicable legal requirements, while ensuring the protection of confidential and commercially sensitive information where applicable.

3.2 EBRD Requirements for Stakeholder Engagement

The project is financed by the European Bank for Reconstruction and Development (EBRD) and is implemented in accordance with its environmental and social requirements, including Performance Requirement 10 (PR10) – Information Disclosure and Stakeholder Engagement. According to EBRD requirements, stakeholder engagement shall be a continuous, inclusive, and transparent process throughout the entire project lifecycle. It shall ensure that affected parties and other interested stakeholders have access to relevant information, opportunities to express their concerns, and receive appropriate responses.

In accordance with EBRD requirements, this Stakeholder Engagement Plan aims to:

- identify stakeholders and determine their level of interest and the potential impact of the project on them;
- ensure timely dissemination of clear and understandable information regarding project activities and potential impacts;
- conduct effective consultations with affected communities, businesses, and other relevant stakeholders;
- ensure that opinions, comments, and concerns raised by stakeholders are documented and considered during project implementation;
- ensure the establishment and operation of an effective grievance mechanism for receiving and addressing complaints;
- ensure the inclusion of vulnerable groups and persons with limited opportunities for participation in consultation processes.

GPG Company, as the Contractor, shall implement the measures defined in this SEP to ensure continuous communication, effective management of concerns, and constructive relationships with the community throughout the construction period, in accordance with the project requirements and applicable environmental and social obligations.

4. STAKEHOLDER IDENTIFICATION

4.1. Methodology

Stakeholder identification has been carried out to determine the individuals, groups, institutions, and organisations that may be affected by the project or may have an interest in its implementation.

The identification process considers the nature of the project activities, the location of the works, the potential social impacts during the construction period, and the level of influence or interest of different stakeholders.

Stakeholders have been classified into three main categories:

- **Affected Parties** – individuals, groups, or organizations that may be directly affected by project activities, including residents, businesses, road users, and pedestrians within or near the project area.
- **Other Interested Parties** – institutions, organizations, and groups that may have an interest in the project due to their responsibilities, activities, or connection with the local community.
- **Vulnerable Groups** – individuals or groups who may experience difficulties in accessing project information, participating in consultation processes, or may be disproportionately affected by project activities due to their specific circumstances.

The stakeholder engagement approach will be adapted according to the characteristics, interests, and potential impacts associated with each stakeholder group. Engagement methods will include information disclosure, direct communication, coordination meetings, consultation activities, and the grievance mechanism established by the Contractor.

4.2. Stakeholder identification and analysis

Categories include “Affected Parties”, “Other Interested Parties”, and “Vulnerable Groups”.

The analysis of the stakeholders will be provided in a table format:

Identified Stakeholder	Specific issues or interests (potential)	Communication and engagement objectives	Communication and engagement methods
Project-affected parties			
Residents living near Adria Road and Taulantia Promenade	Potential temporary disturbance from construction activities, including noise, dust, traffic changes, pedestrian access restrictions, and general concerns regarding project impacts	Ensure residents are informed about construction activities, schedules, potential impacts, and mitigation measures; provide opportunities to raise concerns	Site information boards, direct communication when required, public notices, grievance mechanism

Local businesses operating along the project areas	Potential impacts related to access restrictions, reduced customer accessibility, noise, construction activities, and temporary disruption of business activities	Maintain communication with businesses and address concerns related to construction impacts and access conditions	Direct communication, meetings when required, advance information on planned works, grievance mechanism
Pedestrians and road users	Temporary changes to pedestrian and vehicle circulation, safety risks, and access limitations during construction	Ensure safe movement and provide timely information regarding temporary arrangements	Site signage, traffic and pedestrian management information, public notices
Local community and visitors of Taulantia Promenade	Interest in maintaining access to public spaces and understanding project benefits and construction progress	Increase awareness of project objectives and minimise inconvenience during works	Information boards, public communication, site notices
Other interested parties			
Albanian Development Fund (ADF) / The Employer	Monitoring of overall project implementation, compliance with contractual, environmental and social requirements, coordination with financing institutions and relevant authorities	Ensure effective project monitoring, receive information on stakeholder engagement activities, and ensure compliance with project requirements	Progress reports, formal correspondence, coordination meetings, review of project records
Supervision Consultant / the Engineer (JV. "P.A.C.E. / ERALD-G)	Supervision of construction works, quality control, monitoring of progress, compliance with technical specifications and contract requirements	Ensure that construction activities are properly supervised and that issues identified during implementation are addressed	Site inspections, construction meetings, technical reports, communication with Contractor
The Contractor (G.P.G. Sh.p.k.), its Subcontractors and Suppliers	Construction programme, safety, logistics and coordination	Ensure efficient project execution through effective communication and coordination	Daily briefings, toolbox talks, coordination meetings, progress meetings
Municipality of Durrës /The	Coordination of local issues, public services, traffic management, and	Maintain cooperation and coordination during	Coordination meetings, official correspondence

Beneficiary Institution	communication with local communities	construction activities	
Utility providers (water, electricity, telecommunications)	Potential coordination requirements related to existing and relocated utilities	Ensure timely coordination and minimise disruption to services	Technical meetings, formal communication, coordination prior to commencement of works
Environmental and Regulatory Authorities	Environmental compliance, permit, environmental monitoring	Ensure compliance with applicable environmental legislation and permit conditions	Submission of monitoring reports, inspections, formal correspondence
Emergency Services (Police, Fire Brigade, Ambulance)	Emergency access and public safety	Maintain uninterrupted emergency access and coordinate temporary traffic arrangements	Coordination meetings, emergency response planning, advance notifications
Local NGOs and community organisations	Interest in transparency, community impacts, and public participation	Provide access to project information and receive feedback when relevant	Information sharing, meetings when required
Media representatives	Interest in project progress and public information	Ensure accurate and transparent communication regarding project activities	Public information, official communication channels
Vulnerable Groups			
Elderly persons, persons with disabilities, and persons with reduced mobility	Potential difficulties in accessing project information, moving safely around construction areas, or using temporary pedestrian routes	Ensure that the needs of vulnerable persons are considered during construction planning and that they have access to information and grievance channels	Accessible communication methods, ensuring safe pedestrian access, direct communication where necessary, grievance mechanism

4.3. Previous Stakeholder Engagement activities

Prior to and during the implementation of the construction works, several stakeholder engagement activities have been undertaken to ensure that affected parties and relevant institutions are informed about the project, construction activities, and potential temporary impacts.

The engagement activities conducted to date include:

- Installation of project information boards and construction site signage at the project locations, providing information regarding the project, Contractor details, and relevant contact information;
- Communication and coordination with the Albanian Development Fund (ADF), the Municipality of Durrës, and other relevant authorities regarding construction progress, implementation requirements, and coordination of activities;
- Direct communication with local businesses and residents in the project areas when required, particularly regarding access arrangements, construction activities, and temporary disturbances;
- Communication with road users and pedestrians through site safety signs, temporary access arrangements, and traffic/pedestrian management measures;
- Establishment of the Contractor's grievance mechanism, including complaint boxes at Adria Road and Taulantia Promenade construction sites, as well as the maintenance of a grievance register for recording and following up concerns.

During the implementation period, no formal complaints have been received from affected communities or other stakeholders. However, informal concerns have been raised by businesses located along Taulantia Promenade regarding construction noise during specific hours. These concerns were addressed through operational measures, including coordination of working schedules and communication with affected businesses.

All stakeholder engagement activities, communications, and grievances received are documented and maintained by the Contractor throughout the construction period to ensure transparency and compliance with applicable national legislation and international good practice.

4.4. Stakeholder Engagement Program

The SEP has been developed to ensure effective, timely and transparent communication with all stakeholders throughout the Project lifecycle. Engagement activities will be adapted to the specific phase of the Project and the nature of the stakeholder's interest or potential impact. The program will be reviewed periodically and updated as necessary to reflect changes in project activities, stakeholder needs or regulatory requirements.

Target stakeholders	Reason of engagement	Communication methods	Responsibilities
Pre-construction phase			
Residents near Adria Road and Taulantia Promenade	Inform stakeholders about planned works, construction schedule, potential impacts, and mitigation measures	Public information notices, site information boards, direct communication where required	Employer, Supervision Engineer, Contractor (Project Manager / Community

			Liaison Representative)
Local businesses in the project areas	Inform about possible access restrictions, construction impacts, and planned work activities	Direct meetings, individual communication, notices	Employer, Supervision Engineer, Contractor (Project Manager / Community
Municipality of Durrës and relevant authorities	Coordinate permits, traffic arrangements, public services, and implementation requirements	Coordination meetings, official correspondence	Employer, Supervision Engineer, Contractor (Project Manager / Community
Utility providers	Coordinate existing infrastructure and avoid disruption of services	Technical meetings and formal communication	Employer, Supervision Engineer, Contractor (Project Manager / Community)
Construction phase			
Residents living near construction areas	Provide updates on construction progress, working hours, temporary impacts, and mitigation measures	Site notices, direct communication, grievance mechanism	Employer, Supervision Engineer, Contractor (Project Manager / Community)
Local businesses along Taulantia Promenade and Adria Road	Address concerns related to noise, access, pedestrian routes, and business continuity	Direct communication, meetings when required, complaint mechanism	Employer, Supervision Engineer, Contractor (Project Manager / Community)
Pedestrians and road users	Ensure safe movement and awareness of temporary arrangements	Safety signs, pedestrian management measures, public notices	Employer, Supervision Engineer, Contractor (Project Manager / Community)
Vulnerable persons and persons with reduced mobility	Ensure access to information and minimise difficulties caused by construction activities	Accessible information, direct assistance when required, safe access arrangements	Employer, Supervision Engineer, Contractor (Project Manager / Community)

Municipality of Durrës and institutions	Maintain coordination and resolve implementation issues	Progress meetings, reports, official communication	Employer, Supervision Engineer, Contractor (Project Manager / Community)
Operational phase			
Municipality of Durrës and local service providers	Ensure coordination regarding maintenance of rehabilitated infrastructure and public spaces after completion of works.	Official communication, coordination meetings	Employer, Supervising Engineer and Contractor (during the Defects Notification Period)
Local community, residents, businesses, and visitors	Inform stakeholders about completion of works, project benefits, and any remaining issues requiring attention.	Public information, municipal communication channels, feedback mechanisms	Employer, Supervising Engineer and Contractor (during the Defects Notification Period)

5. GRIEVANCE REDRESS MECHANISM

5.1 Purpose of the Grievance Mechanism

A Grievance Redress Mechanism (GRM) has been established for the project to ensure that affected communities, businesses, road users, visitors, and other stakeholders have an accessible and transparent channel to submit complaints, concerns, requests for information, or suggestions related to project activities.

The grievance mechanism is implemented in accordance with the stakeholder engagement requirements of the European Bank for Reconstruction and Development (EBRD) and the project-specific environmental and social requirements. The GRM aims to resolve concerns through dialogue and consultation, prevent the escalation of disputes, and strengthen communication and trust between the Project and its stakeholders.

For the purposes of this Project, the following definitions apply:

- **Complaint:** An expression of dissatisfaction related to a Project activity or its impacts, affecting an individual or group. Complaints generally concern matters of a less serious nature, such as dust emissions, noise, vibration, temporary traffic disruptions, access restrictions or other construction-related nuisances.
- **Grievance:** A formal concern or claim raised by an individual or group who considers that the Project has adversely affected their livelihood, health and safety, property, environment, cultural heritage, or quality of life. If not addressed appropriately, grievances may adversely affect relationships with stakeholders and potentially impact Project implementation.

All grievances shall be managed through a process that is transparent, culturally appropriate, easily accessible and understandable to all stakeholders. The mechanism shall be available free of charge, without discrimination or retaliation, and shall not prevent complainants from seeking resolution through judicial, administrative or other legal remedies available under the legislation of the Republic of Albania.

The objectives of the Project GRM are to:

- Provide stakeholders with an accessible channel to submit complaints and grievances.
- Record, classify and prioritize all grievances received.
- Investigate grievances in a fair, objective and timely manner.
- Resolve grievances through consultation with the affected parties.
- Communicate the outcome of investigations and proposed corrective actions to the complainant.
- Monitor implementation of agreed corrective measures.
- Escalate unresolved grievances to the appropriate authority where necessary.
- Maintain records of all grievances and their resolution to support continuous improvement.

5.2 Types of Grievances

Stakeholders may raise concerns related, but not limited, to:

- temporary access restrictions to properties, businesses, or public areas;
- construction noise, dust, vibration, or other temporary disturbances;
- traffic management and pedestrian safety issues;
- damage potentially caused by construction activities;
- disruption to utilities or public services;
- environmental and community health and safety concerns;
- requests for information or clarification regarding construction activities.

All complaints, whether formal or informal, will receive appropriate consideration and will be recorded and followed up.

5.3 Grievance Submission Channels

Stakeholders may submit grievances through the following communication channels:

- Complaint boxes installed at:
 - Adria Road construction site;
 - Taulantia Promenade construction site.
- Direct communication with the Contractor's site representatives;
- Telephone contact:

Site Engineer: Eng. Angjelos Tola

Telephone: +355685355903

G.P.G Company Ltd.

E-mail: gpgkompani@gmail.com

- Communication through ADF, Municipality of Durrës, or Supervision Engineer representatives.

The grievance mechanism is available free of charge and can be accessed by all stakeholders without discrimination.

The Grievance Form is provided in **Annex 2** to this Stakeholder Engagement Plan.

Grievances may be submitted in writing or verbally. Anonymous grievances shall also be accepted and investigated to the extent possible based on the information provided.

The Grievance Form for the construction phase of the project will be revealed on the:

- Website of Municipality of Durres (<https://bashkiadurres.gov.al/>)
- Website of Albanian Development Fund (<https://www.albaniandf.org/en/>)
- In the premises of Municipality (printed copies)
- At the Contractor's Site Office

5.4 Grievance Management Procedure

The Project shall implement the following grievance management procedure:

1. Receipt of grievance.
2. Registration of the grievance in the Project Grievance Register.
3. Acknowledgement of receipt to the complainant.
4. Investigation of the issue and assignment of responsibility.
5. Consultation with the complainant, where necessary.
6. Identification and implementation of corrective actions.
7. Communication of the proposed resolution.

8. Verification that the corrective actions have been completed.
9. Closure of the grievance and recording of lessons learned.

The Contractor shall acknowledge receipt of each grievance within **five (5) working days** and aim to provide a proposed resolution within **thirty (30) calendar days**, depending on the complexity of the issue. Where additional time is required, the complainant shall be informed of the reason for the delay and the anticipated timeframe for resolution.

Accessibility of the Grievance Mechanism

The Grievance Mechanism shall be easily accessible to all Project stakeholders.

Information regarding the grievance procedure and contact details shall be made available through:

- The website of the Municipality of Shkodër (where applicable).
- The website of the Albanian Development Fund and/or Albanian Road Authority.
- Project information boards located at construction sites.
- Printed copies available at the Municipality and Contractor's Site Office.
- Public consultation meetings and stakeholder engagement activities.

The Grievance Form shall be available in **Albanian and English**. Where necessary, reasonable assistance shall be provided to vulnerable persons or individuals who require support in completing or submitting a grievance.

Identification of Complaints

Complaints and grievances may be identified through:

- Site inspections.
- Public consultation meetings.
- Community meetings.
- Interviews with stakeholders.
- Telephone or email communications.
- Direct discussions with Project personnel.
- Formal written submissions.
- Monitoring visits by the Employer or Supervising Engineer.

Where concerns are raised informally, Project personnel shall assist stakeholders in registering the issue through the formal grievance procedure where appropriate.

Communication with the Complainant

Throughout the grievance process, regular communication shall be maintained with the complainant. The complainant shall be informed of:

- Receipt of the grievance.

- Progress of the investigation.
- Any additional information required.
- Proposed corrective actions.
- Expected resolution timeframe.
- Closure of the grievance.

If a grievance falls outside the scope of the Project or cannot be investigated through the Project Grievance Mechanism, the complainant shall receive an explanation together with guidance regarding the appropriate authority or institution responsible for addressing the matter.

Grievance Mechanism for Tourists and Seasonal Visitors

Given the location of the Project, particular consideration shall be given to tourists and seasonal visitors, who may not have the opportunity to participate in public consultation activities.

To ensure that these stakeholders also have access to the Grievance Mechanism, information boards displaying grievance procedures and contact details shall be installed at visible locations within the Project area. Information shall be provided in **Albanian and English** and shall include instructions for submitting complaints through the available communication channels.

Grievance Register and Reporting

All complaints and grievances received shall be recorded in the **Project Grievance Register**, regardless of the method by which they are submitted.

The register shall include, as a minimum:

- Grievance reference number.
- Date received.
- Name and contact details of the complainant (where provided).
- Description of the grievance.
- Location.
- Category of grievance.
- Responsible person.
- Investigation findings.
- Corrective actions undertaken.
- Date of response.
- Current status.
- Date of closure.

The Grievance Register shall be reviewed regularly by the Contractor and Supervising Engineer, and summary information shall be included within the Project's periodic Environmental and Social Monitoring Reports. Lessons learned from grievances shall be used to improve Project performance, stakeholder engagement and mitigation measures throughout the construction period.

6. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING THE STAKEHOLDER ENGAGEMENT ACTIVITIES

The successful implementation of this SEP requires the commitment of adequate human resources, clear allocation of responsibilities and effective coordination between the Employer, the Supervision Engineer, the Contractor and relevant public authorities. Stakeholder engagement shall be integrated into the overall project management process and implemented throughout the Project lifecycle.

The Contractor shall allocate sufficient personnel and resources to ensure the effective implementation of the stakeholder engagement activities described in this report. These resources shall include personnel responsible for community liaison, grievance management, public communication and coordination with local authorities and affected stakeholders.

The principal responsibilities for stakeholder engagement are summarized below:

Institution/Party	Responsibility
Project Manager / Contract Manager (G.P.G Company Ltd.)	Responsible for overall coordination and implementation of the Stakeholder Engagement Plan. Ensures communication with ADF, Supervision Engineer, Municipality of Durrës, affected stakeholders, and other relevant parties. Coordinates the management of grievances, ensures proper documentation of stakeholder engagement activities, and monitors implementation of agreed actions.
Site Engineer / Site Representatives (G.P.G Company Ltd.)	Support day-to-day communication with stakeholders, provide information regarding construction activities, receive concerns raised at site level, and report issues requiring further action.
ADF (The Employer)	Monitors implementation of stakeholder engagement requirements and ensures compliance with project and EBRD environmental and social requirements.
Supervision Engineer (JV. "P.A.C.E. / ERALD-G)	Supports review of technical issues raised by stakeholders and verifies implementation of corrective measures related to construction activities.
Municipality of Durrës (the Beneficiary)	Supports coordination with local communities and municipal services where required.

The Contractor shall maintain a **Stakeholder Engagement Register** documenting all engagement activities undertaken during the Project, including meetings, consultations, information disclosures, grievances received, actions taken and follow-up measures. The register shall be updated regularly and made available to the Employer and the Supervising Engineer upon request.

Where significant construction activities may affect local communities, businesses or road users, the Contractor shall provide advance notification through appropriate communication channels, including information boards, written notices, direct meetings and coordination with local authorities.

The effectiveness of stakeholder engagement shall be reviewed periodically throughout the Project. The Stakeholder Engagement Report and associated procedures may be updated where necessary to reflect changes in Project activities, stakeholder expectations, regulatory requirements or lessons learned during implementation.

Adequate financial and administrative resources shall be allocated by the Contractor to ensure that stakeholder engagement activities, public information measures and the Grievance Redress Mechanism are implemented effectively throughout the duration of the Project.

7. MONITORING AND REPORTING

7.1 Monitoring of Stakeholder Engagement Activities

Stakeholder engagement activities are monitored throughout the construction period by the Contractor to ensure effective communication with affected stakeholders and timely response to any concerns related to project activities.

Monitoring is carried out through:

- records of communication with residents, businesses, institutions, and other stakeholders;
- records of coordination meetings with ADF, Municipality of Durrës, and Supervision Engineer;
- site inspections and photographic documentation of information boards and construction signage;
- monitoring of access arrangements, pedestrian safety measures, and potential impacts on surrounding communities;
- maintenance of the grievance register.

During project implementation, the Contractor maintains communication with local businesses, residents, road users, and relevant institutions regarding construction activities, access conditions, and temporary disturbances.

7.2 Stakeholder Engagement Monitoring Records

The following records are maintained by the Contractor:

Type of record	Description
Stakeholder communication records	Communication with residents, businesses, institutions, and other interested parties
Meeting records	Coordination meetings, discussions, and consultations related to project implementation
Grievance Register	Registration and follow-up of formal complaints and informal concerns
Site information records	Photographs and records of project information boards and construction signage
Corrective action records	Measures implemented following stakeholder concerns or observations

7.3 Grievance Monitoring and Reporting

Monitoring and reporting are essential to ensure that the SEP is effectively implemented and that stakeholder concerns are identified, addressed and documented throughout the Project lifecycle. The Contractor, in coordination with the Supervision Engineer and the Employer, shall monitor the implementation of stakeholder engagement activities, assess their effectiveness and identify opportunities for continual improvement.

Monitoring shall include regular review of stakeholder engagement activities, communication with affected communities, operation of the Grievance Redress Mechanism (GRM), and verification that commitments made within this SEP are being fulfilled. Where deficiencies or emerging issues are identified, appropriate corrective actions shall be implemented promptly.

The Contractor shall maintain the following records throughout the Project:

- Stakeholder Engagement Register.
- Grievance Register.
- Public consultation records and attendance lists.
- Minutes of Meetings.
- Correspondence with stakeholders.
- Records of information disclosure activities.
- Corrective actions and follow-up measures.

The implementation of stakeholder engagement activities shall be reviewed periodically during the construction phase. Particular attention shall be given to:

- Number and type of stakeholder engagement activities undertaken.
- Number and categories of stakeholders engaged.

- Information disclosed to stakeholders.
- Number and type of grievances received.
- Response and resolution times for grievances.
- Status of outstanding grievances.
- Effectiveness of mitigation and corrective measures.
- Emerging stakeholder concerns and recommended improvements.

A summary of stakeholder engagement activities and grievance management shall be included in the Contractor's periodic Environmental and Social Monitoring Reports and Monthly Progress Reports submitted to the Supervision Engineer and the Employer.

Where significant stakeholder concerns arise or where construction activities substantially change, the SEP shall be reviewed and updated to reflect the revised Project conditions and stakeholder requirements.

Key Performance Indicators (KPIs)

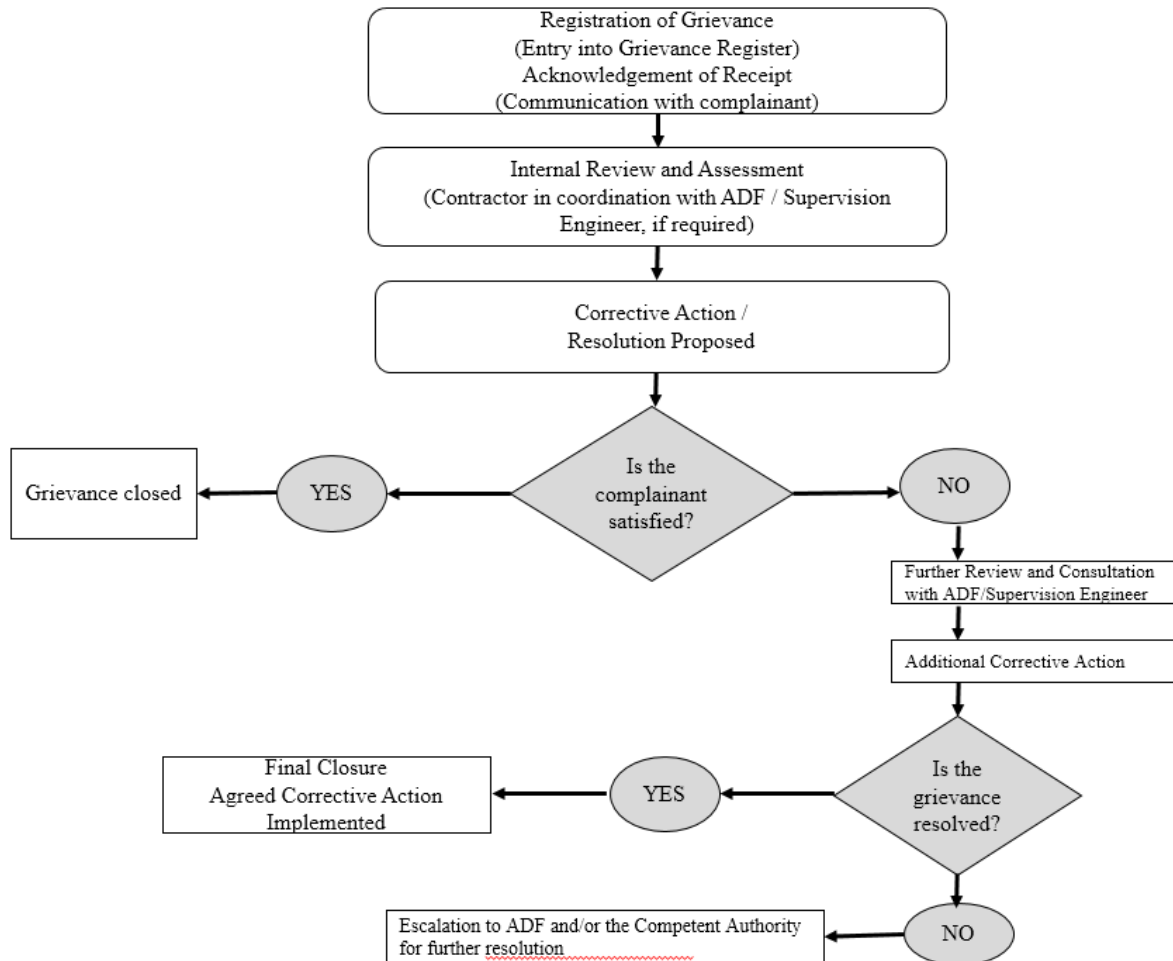
The effectiveness of stakeholder engagement shall be monitored using, as a minimum, the following Key Performance Indicators:

Indicator	Target
Stakeholder engagement activities implemented in accordance with the Stakeholder Engagement Plan	100%
Grievances acknowledged within five (5) working days	100%
Grievances resolved within thirty (30) calendar days (where practicable)	≥ 90%
Grievances recorded in the Grievance Register	100%
Stakeholder engagement records maintained and updated	100%
Environmental and Social Monitoring Reports submitted on time	100%
Outstanding grievances reviewed during monthly project meetings	100%

The monitoring and reporting process shall be considered a continuous activity throughout the Project and shall support transparent communication, timely resolution of stakeholder concerns, compliance with national legislation and the requirements of good international practice, including the EBRD Environmental and Social Policy and Performance Requirement 10 (PR10).

8. ANNEXES

Annex 1. Grievance Management Flow Chart



Annex 2. Grievance Form

Project: "Urban Infrastructure Regeneration of Durrës Entrance and Taulantia Promenade"

Reference No:	
Full Name <i>Note: you can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent</i>	First name _____ Last name _____ ... I wish to raise my grievance anonymously ... I request not to disclose my identity without my consent
Contact Information Please mark how you wish to be contacted (mail, telephone, e-mail).	☐ By Post: Please provide mailing address: _____ _____ ☐ By Telephone: _____ ☐ By E-mail: _____
Preferred Language for communication	☐ Albanian ☐ English
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	
	☐ One time incident/grievance (date _____) ☐ Happened more than once (how many times? ____) ☐ On-going (currently experiencing problem)
What would you like to see happen to resolve the problem?	
Please return this form to: Eng. Angjelos Tola ,Site Engineer , G.P.G Company Ltd., Tel.: +355685355903, E-mail: gpgkompani@gmail.com	