

Social Monitoring Report

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Semestral Report (July–December 2021)
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Georgia: East–West Highway (Shorapani–Argveta Section) Improvement Project

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ABBREVIATIONS

ADB	Asian Development Bank
AIDS	Acquired Immune Deficiency Syndrome
AP	Affected Person
AIDS	Acquired Immune Deficiency Syndrome
CR	Compliance Report
CSC	Construction Supervision Consultant
DP	Displaced Person
EBRD	European Bank for Reconstruction and Development
EMC	External Monitoring Consultant
ETCIC	Eurasian Transport Corridor Investment Center
GEL	Georgian Lari
GoG	Government of Georgia
HH	Household
HIV	Human Immunodeficiency Virus
IA	Implementing Agency
IFC	International Finance Corporation
IP	Indigenous People
IR	Involuntary Resettlement
LARF	Land Acquisition and Resettlement Framework
LARP	Land Acquisition and Resettlement Plan
LE	Legal Entity
RDMRDI	Ministry of Regional Development Infrastructure
RD	Roads Department
NGOs	Non-Government Organizations
PAM	Project Administration Manual
PCP	Public Communication Policy
PPE	Personal Protection Equipment

GLOSSARY

Compensation	Payment made in cash or kind to the project affected persons/households at the replacement cost of the assets acquired for the project, which includes the compensation provided under the Land Code of the Republic of Georgia (GE Rules for Expropriation of Ownership for Necessary Public Need July 23, 1999, Civil Procedural Code of Georgia, November 14, 1997, Public Register (No 820-Il; December 19, 2008, Recognition of Property Ownership and other subsequent rules that refers stipulated in the Land Acquisition and Resettlement Plan (LARP).
Cut off Dates	These are the dates on which censuses of the project-affected persons and their assets to be affected are commenced in a particular area. Assets like houses/ structures and others, which are created after the cut-off dates, and the persons or groups claiming to be affected, become ineligible for compensation and assistance.
Displaced Person (DP)	Any person who has to involuntarily change his/her place of residence and/or workplace or place of business/livelihood from the current location as a result of the project. This may include moving out from his/her land or building.
Encroacher	A person who has extended his property into public land; a person who has trespassed on government land, adjacent to his/her own land or asset, to which he/she is not entitled, and derives his/her livelihood or extended his/her property prior to the cutoff date.
Entitlement	Refers to mitigation measures, which include cash payments at replacement cost or through replacement land equal in value/ productivity to the plot lost and at a location acceptable to APs where feasible as stipulated in the LARP. Entitlements include compensation for structure (permanent & temporary), crops, trees, business, wage, etc., for which compensation is already paid.
Household	A household is a group of persons who commonly live together with common incomes and take their meals from a common kitchen.
Income Restoration	Refer store-building the capacity of the project affected household store-establish income sources at least to restore their living standards to the pre-acquisition levels.
Indigenous Peoples	Indigenous Peoples are those who are identified in particular geographic areas based on these four characteristics: (i) self-identification as members of a distinct indigenous cultural group and recognition of this identity by

others; (ii) collective attachment to geographically distinct habitats or ancestral territories in the project area and to the natural resources in these habitats and territories; (iii) customary cultural, economic, social, or political institutions that are separate from those of the dominant society and culture; and (iv) an indigenous language, often different from the official language of the country or region.

Involuntary Resettlement The unavoidable displacement of people and/or impact on their livelihood, assets, and common property resulting from development projects that create the need for rebuilding their livelihoods, sources of income, and asset bases.

Legal Entity Legally registered enterprise established by two or several individuals or companies vested with its separate property, rights, and liability such as a limited liability partnership (LLP), and joint-stock company (JSC).

NGO Non-Government Organizations (NGOs) are private voluntary organizations registered with the Georgian Government. There are a number of NGOs working in Georgia performing activities to relieve suffering, promote the interests of the poor, protect the environment, provide basic social services, or undertake community development, etc.

Participation/ Consultation Defined as a continuous two-way communication process consisting of: 'feed- forward' the information on the project's goals, objectives, scope, and social impact implications to the project beneficiaries, and their 'feedback' on these issues (and more) to the policymakers and project designers. In addition to seeking feedback on projects specific issues, the participatory planning approach also serves these objectives in all development projects: public relations, information dissemination, and conflict resolution.

Physical Cultural Resources Defined as movable or immovable objects, sites, structures, groups of structures, and natural features and landscapes that have archaeological, paleontological, historical, architectural, religious, aesthetic, or other cultural significance. Physical cultural resources may be located in urban or rural settings and may be above or below ground, or underwater. Physical cultural resources are important as sources of valuable scientific and historical information, as assets for economic and social development, and as integral parts of a people's cultural identity and practices. Their cultural interest may be at the local, provincial or national level, or within the international community.

Project Affected Person/ Persons/households/Legal Entities whose livelihood and living standards are adversely affected by the acquisition of lands, houses, and other assets, loss of income sources, and the like, due to the undertaking of the project.

**Household/
Legal Entities**

Rehabilitation Refers to improving the living standards or at least re-establishing the previous living standards, which may include re-building the income earning capacity, physical relocation, rebuilding the social support and economic networks.

Relocation Moving the project-affected households/Legal Entities to new locations and providing them with housing, water supply, and sanitation facilities, lands, schools, and other social and healthcare infrastructure, depending on locations and scale of relocation.

Replacement Cost The Asian Development Bank’s Safeguard Policy Statement (SPS) 2009 describes “replacement cost” as the method of valuation of assets that helps determine the amounts insufficient to replace lost assets and cover transaction costs. In applying this method valuation, depreciation of structures and assets is not taken into account. For losses that cannot easily be valued or compensated for in monetary terms (e.g. access to public services, customers, and suppliers; or to fishing, grazing, or forest areas), attempt share made to establish access to equivalent and culturally acceptable resources and earning opportunities. Where domestic law does not meet the standard of compensation at full replacement cost, compensation under domestic law is supplemented by additional measures necessary to meet the placement cost standard.

Land Acquisition & Resettlement Plan (LARP) A time-bound action plan with a budget, setting out resettlement policy, strategy, objectives, options, entitlements, actions, approvals, responsibilities, monitoring, and evaluation.

Severely Affected Households As per SPS 2009 households/ entities losing more than 10% of his/her income/productive assets are called severely affected.

Squatter Household or person occupying public lands without legal arrangements with the Government of Georgia or any of its concerned agencies is a squatter to the lands.

Stakeholder Refers to recognizable persons, and formal and informal groups who have direct and indirect stakes in the project, such as affected persons/households, shop owners, traders in roadside markets, squatters, community-based, and civil society organizations.

State Land

State lands are public lands that are not recorded in the name of any private citizen/entity of the country. Local & Regional Governments of the respective region is the custodian of all state lands within their jurisdiction.

Vulnerable Household

Households with an average per capita income below the poverty line are considered vulnerable and are entitled to get the vulnerability allowance. It includes very poor, women-headed households, old, aged, and handicapped.

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I. INTRODUCTION

A. Objective of the Report

1. This semi-annual Social Monitoring Report (SMR) for the East-West Highway F4 (Shorapani-Argveta) road project in Georgia covers the period from July to December 2021. The objective of the report is to provide an overview of the information on social safeguards activities related to the preparation and implementation of the LAR plans (LARP) as well as safeguards issues raised during the construction period and social impact mitigation measures. It describes the project's performance in dealing with community consultation and stakeholders' participation, impacted assets registration/records and compensation processes, and grievances received and redressed. Lessons learned and the recommendations for the implementation of the safeguards component of the project in the next stage of the program are summarized at the end of the report.

B. Background Information

2. Georgia, due to its geographic location, provides the shortest transit link between Central Asia and Europe. Transport plays a pivotal role in supporting the national economy, and the development of the transport infrastructure is vital to increasing the economy of the region through reduced transport costs and increased transit revenue. In addition, the project road will enhance and improve the connectivity & speed up the flow of regional and inter-regional traffic and trade thereby strengthening regional economic integration and development. With improved road traffic worthiness, accident reductions lower road user costs, the project road will also facilitate easier access to the local farmers, communities, and traders opening vistas for harnessing local resources and development in general; upgrading social and economic avenues to markets within the corridor that will help generate more income to augment the Government's effort in achieving social development and poverty reduction in the region.

3. The Government of Georgia (GOG) has received a loan from the Asian Development Bank (ADB) for implementing the Road Corridors Development Program (the Program) to rehabilitate, improve or construct several roads in various regions of Georgia. The program includes the Khevi – Ubisa – Shorapani.

4. However, this project section deals with F4 Shorapani to Argveta section (E60 Highway Route) which will be financed under different funds.

5. The LARP for the East-West Highway (Shorapani–Argveta Section) Improvement Project was accepted in October 2019.

6. The total length of Section F4 is 14+747.78 km on the Tbilisi-Argveta carriageway (TA) and of 14+729.87 on the Argveta-Tbilisi carriageway (TA). In FS the length was about 15+800 km.

7. There are 12 bridges for this section and one Underpass. The first, the second, and the fourth bridge are Steel bridges with big spans (smallest in 48 m). The first and the second bridges are crossing the turns of the Dzirula River. The fourth steel bridge is crossing the Kvirila River. The third, fifth, and sixth bridges are not crossing a flowing river but small streams. They are reinforced concrete structures with pre-stressed beams.

8. Overall, the Shorapani-Argveta section represents an important section of the motorway; it is located in complicated topographic and geological conditions. This section represents the extension of the Zestaponi- Kutaisi motorway. The design section starts at km 185 of the Tbilisi-Senaki-Leselidze motorway and ends at km 200 of the same road in Argveta. This section is directly connected to the Argveta interchange which is under construction.

9. Road axis has been designed separately for two independent right and left lanes. The axis is located on the outer edge of the paved section (1.0 m) of the central reserve: Tbilisi-Argveta direction TA, Argveta- Tbilisi direction AT.

10. The alignment passes hilly-mountainous relief from km 0+000 to km 1+300, on the left side of the existing road both as an exposed road and through two tunnels. The alignment runs in the gorge of the river Dzirula from km 1+300 to km 3+000, crosses the river Dzirula several times. The alignment runs on the left side of the existing road, crosses the river Borimela, enters the tunnel, and joins the existing road in Shorapani from km 3+000 to km 4+300. Design road follows the existing road from km 4+300 to km 5+640.

11. Widening of the road takes place at the expense of cutting into the slope on the left, then the alignment turns to the right, crosses the river Kvirila and the railway two times, then the alignment develops northward of Zestaponi through three tunnels. From km 9+670 to the end of the route design road bypasses Zestaponi, joins the interchange under construction at km 14+720 at the village Argveta located on the Zestaponi-Kutaisi motorway.

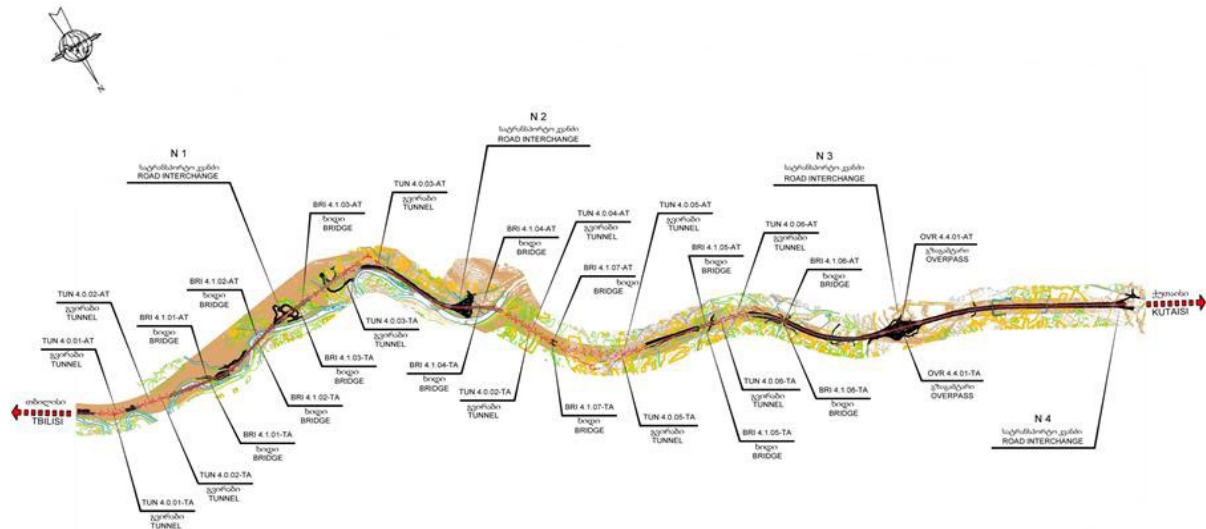
12. An interchange is a system of interconnecting roadways which consists of a combination of ramps and grade separations at the junction of the highway with other roads. Interchanges are utilized to reduce or eliminate traffic conflicts, to improve safety, to increase traffic capacity, and most of all to allow accessibility at the highway. Not only may the topography of the terrain but also the type of traffic classification affect the interchange design. Interchange types are characterized by the shape of ramps such as diamond, loop, hook, directional, or variations of these types.

13. Crossing conflicts at interchanges are eliminated by using different levels for the crossings. Turning conflicts are either eliminated or minimized, depending upon the type of interchange design.

14. Design parameters for interchange ramps are the following:

- Interchange-1 (Shorapani) This IC 1 is located around Ch 3+000 under bridge BRI 4103 TA/AT. Its type is "Diamond" with Roundabouts located on both sides of the Highway. These two roundabouts are connected with the existing main road and a Local road. In the area of this IC-1 will be located also the Base camp.
 - Interchange-2 (Zestaponi - East) This IC-2 is located around ch 5+800 before BRI 4104 TA/AT. Its type is "Trumpet" with one Roundabout. The Roundabout is on the existing main road and it is connecting the local traffic.
 - Interchange-3 (Zestaponi - West) This IC-3 is located around 11+800. Its type is "Diamond" with two Roundabouts. There is an Underpass over the Ramp connected to two Roundabouts. These two roundabouts are connected with the existing local roads in these areas.
- Interchange-4 (Argveta) This IC-4 is at the end of the F4 section. The project road location map is provided in Table 1.

Figure 1: Project location map



C. Objective and Scope of the Monitoring

15. The major objective of the Social Monitoring Report (SMR) is to analyze the implementation status of the LARP and other associated social safeguards issues.

16. The ultimate objectives of the monitoring report are to:

- Verify the status of resettlement implementation for the project that complies with the approved LARP;
- Verify the status of up to date compensation payment to affected persons (APs);
- Verify implication of grievance redress mechanism to solve AP's grievances & status of grievances received from the APs/local people so far; and
- Satisfaction of APs with the process of their compensation & amount of compensation; and other social safeguards issues such as:
 - Wage laborers and labor issues;
 - HIV/AIDS; and
 - Grievances/complaints received during construction/resolved, etc.

D. Methodology Followed under Monitoring Program

17. The monitoring has been conducted mostly relying on the project documents LARP and Semi-annual Social Monitoring Reports, etc. through review and analyze, a compilation of necessary data from aforesaid documents. In addition, the consultant also had conducted consultations/meetings among the APs, roadside village communities and towns, and other project stakeholders through regular site visits. Also, such consultations and meetings were conducted with the team of Contractors, External Monitoring Consultant (EMC), Roads Department (RD), Ministry of Regional Development and Infrastructure of Georgia (MRDI), and

other relevant project stakeholders. The findings of consultations/meetings that emerged during public consultations with roadside villages and towns are outlined below:

- Local communities have appreciated the project road construction work;
- Project road will provide accessibility to markets and agriculture operations;
- Project construction work has generated employment opportunities;
- Reduction in travel time, traffic congestion, and vehicle operating cost;
- Better access to health care, education, market, and other social services; and
- Better quality of life and living standards.

E. Social Safeguard/Resettlement Categorization

18. Prior to civil works implementation, the projects selected for construction or development to be screened and classified using ADB's classification system as follows:

- Category A: Projects proposed for construction or development, will fall under this category, if, it caused a significant involuntary resettlement impact with a physical displacement of 200 or more persons from their residences, or 200 or more persons lose 10% or more of their productive or income-generating assets, or more persons or 200 or more persons experience a combination of both.
- Category B: Any proposed subproject that includes involuntary resettlement impacts but are not deemed significant considering loss of shelter/houses or productive or income-generating assets will be considered for category B.
- Category C: A proposed subproject that has no involuntary resettlement impact.

19. As per ADB Safeguard Policy Statement (SPS) (2009) the East-West Highway F4 (Shorapani-Argveta) Improvement Project falls under Category A, considering the significant involuntary resettlement issues.

20. According to ADB SPS (2009) definition, "no indigenous peoples" (IPs) have been identified and will not be triggered in this project.

II. OVERVIEW OF THE LARP AND ASSOCIATED IMPACTS

A. LARP and Allied Documents Preparation

21. The LARP was approved in October 2019. Afterward, adjustment of the LARP was required due to the emergence of some new impacts (to include or exclude) caused due to adjustments of the right of way (RoW) through design considerations considering the existing condition.

22. During the implementation of the LARP of Khevi-Argveta F4 several AP expressed their worries about the safety of the buildings during construction of the project. LARP team received several calls with concerns and worries. After this, LAR and Design team started reviewing the buffer zone again and it was decided to include 12 additional residential land plots in the resettlement buffer of the project under the LARP Addendum-I (Fall 2018), each case was studied carefully.

23. Main reason to include additional land plots in the buffer was the distance from the buffer: in the case of 4 land plots distance of residential buildings from the buffer is between 2.1m to 8m, 6 residential lands were included in the addendum because they are located above tunnel portal and it's considered that this will worsen their living conditions during and after construction of the road. An example is shown in Annex 1-1 below. Two affected households (AHs) residential land plots are registered in two parts, which causes the difference between the number of land plots and the number of residential buildings.

24. In 2020, preparation of an addendum for the LARP was required due to the emergence of some new impacts related to access roads.

25. The second LARP addendum (November 2020) covers 46 land plots impacted by two access roads. One of the access road (PK 83+00-PK 91+00) with the length of 1.3 km is for connection of Zestaponi to the land plots on the other side of the highway and the second road with a length of 340 m is to access tunnel portals (at PK 71+00) during the construction and operation phase.

26. The new design proposed that the variation in the Tunnel 6 envisages the construction of a highway instead of Tunnel 6. In particular, the mentioned section will be excavated. The maximum height of the land excavation (cut) from the level of the variation highway is up to 22 meters. Throughout the length of the open excavation, protective measures will be implemented for slope stability. As the land will be excavated, it is planned to construct the overpass and access roads (in strict compliance with the safety standards) for local people to access to both sides of the road. Based on the design variation, a total of 69 facilities properties (57 land plots and 12 apartments) will be affected by the design variation. The Addendum to LARP is under preparation and will be submitted to ADB in the next reporting period (February 2022).

III. LARP IMPLEMENTATION

A. General

27. The LARP implementation started in May 2018. It is important to note that at this stage of project implementation, RDMRDI, the IA made compensation payment to the APs for their lost properties only for the sections cleared to make encumbrance free for handing over to start construction activities by the contractor. To comply with ADB policy, EMC also conducted a compliance monitoring exercise with required report preparation, which was subsequently approved by ADB for those sections, completed LARP implementation, and compensation payment as well. Two Compliance Reports were approved as of the reporting date, while CR 3 is under preparation. Table 2 below summarizes the overall status of LARP implementation and compliance monitoring as of the reporting date.

Table 3: Summary of LARP Implementation and Compliance Reporting per Segments

Description	No of CR	Segment under CR	Start (km)	End (km)	Length (km) of Segment	Date of ADB approval
Entire Section F4 covered	n/a	n/a	0.00	14.7	14.7	October 2019

Description	No of CR	Segment under CR	Start (km)	End (km)	Length (km) of Segment	Date of ADB approval
under the approved LARP						
Compliance Report No1 (CR1)	CR1	Segment 1	0.00	1.70	1.70	October 2020
		Segment 2	2.50	5.58	3.08	
		Segment 3	5.64	7.02	1.38	
		Segment 4	7.05	8.10	1.05	
		Segment 5 (Addendum 2020)	8.30	10.05	1.75	
		Segment 6	13.68	14.72	1.04	
		Segment 7	10.14	11.00	0.86	April 2021
Sub-total CR1 7 Segments			Sub-total CR1 10.86km			
Compliance Report No 2 (CR2)	CR2	Segment 8	1.700	2.500 (except land plot 32.17.32.186)	0.80	May 2021
		Segment 9	5.580	5.640 (except land plot 32.19.32.313)	0.06	
		Segment 10	7.020	7.050	0.03	
		Segment 11	8.100	8.300	0.20	
		Segment 12	11.000	12.980	1.98	
Sub-total CR2 5 Segments			Sub-total CR2 3.07km			
Compliance Report No (CR3)	CR3	Segment 13	10.05	10.14	0.09	Under preparation
		Segment 14	12.98	13.68	0.70	
Sub-total CR3 2 Segments			Sub-total CR3 0.79km			

Table 3: LARP Implementation Status (Including LARP Addendums)

#	Particulars	Status
1	Total number of land plots - 818	100%
2	Acquired – 752	91.9%
3	To be acquired - 6	0.7%
4	Under Expropriation - 3	0.4%
5	Newly affected land plots- 57	7%

28. LARP Implementation Compliance Report No 3 (CR3) (Segment 13: Km 10.050 - Km 10.140; Segment 14: Km 12.980 - Km 13.680) for E60 Highway Shorapani-Argveta F4 Project will be submitted to ADB in January 2022. A portion of three land plot (0.4%) is under expropriation, which is owned by Ms. Nana Melkadze (Director of Holding Ltd (404397274)) who demands full redemption of the land plot from her along with the building located on it.

29. RD signed the contract between the contractor (Guizhou Highway Engineering Group Co. Ltd. and China National Technical Import & Export Corporation Joint Venture) on 16 January 2020. The physical construction activities of the Shorapani-Argveta F4 Section were suspended, because of the COVID-19 pandemic, but now it is actively underway. As of 31st December 2021, the Contractor has access to the following section of the construction site:

- Km 0+000-Km1+700 (1.7 Km)
- Km 1+700-Km 2+500 (0.8 Km)
- Km 2+500-Km5+580 (3.08 Km)
- Km 5+580-Km5+640 (0.06 Km)
- Km 7+020-Km7+050 (0.03 Km)
- Km 8+100-Km8+300 (0.2 Km)
- Km 8+300-Km10+050 (1.75 Km)
- Km 10+140-Km11+00 (0.86 Km)
- Km 11+000-Km 12+980 (1.98 Km)
- Km 13+680-Km 14+720 (1.04 Km)

B. Maintaining Core Labor Standard

30. Here is the number of Employees according to the monthly reports from the Contractor.

Table 4: Number of Employees

	JUL		AUG		SEP		OCT		NOV		DEC	
Citizenship	Geo	Foreign	Geo	Foreign	Geo	Foreign	Geo	Foreign	Geo	Foreign	Geo	Foreign
Management, administration, technical personal	28	129	31	134	35	138	45	142	46	129	66	131
Workers, Skilled Workers, Foremen, Drivers, Operators	190	57	185	51	211	34	221	44	252	35	319	51
Total	404		401		418		452		462		567	

C. Child Labor in the Project Activities

31. During the field monitoring period, no child labor (below the age of 18 years) was found engaged in the project works.

D. Forced or Compulsory Labor

32. All workers are deployed according to their eligibility and willingness. The female workers who are mostly engaged in cooking and cleaning are also deployed based on their eligibility and willingness.

E. Discrimination in Respect to Employment

33. During monitoring, no discrimination was identified among the workers in terms of gender, locality, nation or religion, and wages/salary.

F. Health and Safety and HIV/AIDS Awareness Program

34. The current monitoring also found that the Contractor has arranged a medical office and employed Doctors for the treatments of the staff/employees of the Contractor.

35. The Contractor has appointed an accident prevention officer at the Site, who is responsible for maintaining safety and protection against accidents. He was found available on site every day.

36. The Contractor has been instructed to comply with the requirements of clause 6.7 of GCC and includes an alleviation programmer for Site staff and labor and their families in connection to Sexually Transmitted Infections (STI) and Sexually Transmitted Diseases (STD) including HIV/AIDS under this program for submission under Sub-Clause 8.3.

37. When the first case in Georgia was confirmed, and numbers began to crawl up, the Contractor started to develop preventive measures and response to this pandemic. The Engineer was constantly collaborating with the Contractor during this process and giving the necessary instructions Management Team and Committee to fight COVID-19 was developed including Project top management, HSE specialists, Project physician, and Camp Boss. The instructions of the Government of Georgia and the WHO recommendations were taken into consideration during the development of the COVID-19 response plan.

38. In particular, the Contractor launched a poster campaign providing necessary instructions (information posters) within all Camp facilities and worksites. Strict procedures were developed for entering the Contractor's facilities, such as thermal screening by a touch-free thermometer, adequate provision of a rapid test at the project site offices, provision of disinfectant of alcohol-based sanitizer at the project site office and worksites, adequate sanitation facilities at project office and worksites, face mask to all project staff and daily enforcement on compliance, display of COVID-19 messages with regard to IEC materials at various locations along the project road, enforcement on physical distancing both in the project office and the worksites. Alcohol-based solutions and liquid soap are available at worksites and Camp facilities and designated persons are monitoring that employees are following the personal hygiene procedures, the establishment of emergency contacts from nearby health Centres, and the COVID-19 emergency team. Disinfection of accommodation facilities, offices, and project vehicles are carried out periodically by the certified Sub-Contractor Company and also an adequate provision of safe transport for project staff to work sites and back to home.

39. All the training was postponed that required the groups of people, and the number of meetings was reduced together with the number of attendees. Social distance is practiced during

the necessary toolbox talks. Personnel is entering the dining facilities in small groups and tables are distanced from each other.

40. All these control measures are being supervised by the Contractors management team, in order to stay in compliance. The Engineer is constantly monitoring this process. A view of COVID-19 RTPCR testing is shown at the project site office Figure 2.

Figure 2: COVID-19 Testing at Project Site Office



G. Accident Record Log

41. No physical injuries or incidents were registered during this period on the Shorapani-Argveta road section.

IV. SAFEGUARDS COMPLIANCE STATUS

A. Status of Recruitment/Mobilization of Safeguard Team

42. The CSC has the position of International and National Resettlement Specialist with their intermittent input of 14 months and 24 months, respectively. These Experts have been mobilized since May 2021 (international) and since January 2021 (national). They are assisting/supporting RDMRDI in the monitoring of LARP implementation and other social safeguards issues that arise about construction activities, especially in the context with the establishing of the campsite and batching plant, dumping area, and other required facilities to be set up before the construction work. Keeping in view the available and required input of the expert, the National Resettlement Specialist works typically for five days each week while the International Resettlement Expert gives his inputs remotely as and when needed.

43. Additionally, the RDMRDI has taken up on board the Resettlement Division & Resettlement Unit at the PIU level, and all the required positions are filled. The concerned officials

are working since the beginning of the project to facilitate the APs in addressing their grievances related to the project activities.

V. GRIEVANCE REDRESS MECHANISM AND GRIEVANCE REDRESS STATUS

A. Formation of Grievance Redress Committee

44. A grievance redress mechanism (GRM) will be available to allow an AP to appeal any decision on which they disagree, practice, or activity arising from land or other assets compensation. APs will be fully informed of their rights and of the procedures for addressing complaints whether verbally or in writing during the consultation, survey, and time of compensation. Care will always be taken to prevent grievances rather than going through a redress process. This can be obtained through careful LAR design and implementation, by ensuring full participation and consultation with the APs, and by establishing extensive communication and coordination between the affected communities, the EA, and local governments in general. Complaints and grievances will be addressed through the process described below.

45. The GRM consist of project-specific systems established at the municipal level and regular system established at RDMRDI. Grievance Redress Committee (GRCE) was established at the municipal level as a project-specific instrument, functional for the whole period of the project implementation. Grievance Redress Commission (GRCN) is formed as an informal structure within the RDMRDI to ensure grievance review, resolution, and record.

46. GRCN is formed by the order of the Head of RDMRDI as a permanently functional informal structure, engaging personnel of RDMRDI from all departments having regard to the LAR issues and complaint resolution. This includes top management, Safeguard or LAR Units, Legal Departments, PR department, and other relevant departments (depending on the specific structure of the Implementing Agency - IA). The GRCN is involved at Stage 2 of the grievance resolution process. The Order shall also state that, if necessary, representatives of local authorities, NGOs, auditors, APs, and any other persons or entities can be included in the commission as its members.

47. GRCE is an informal, project-specific grievance redress mechanism, established to administer the grievances at Stage 1. This informal body will be established at a community level in each affected Municipality (village/community authority). The GRCE shall include representatives of Municipal LAR Teams and local communities. The RD representative in the Municipal LAR Team shall coordinate the GRCE formation. He/she will then be responsible for the coordination of GRC activities and organizing meetings (Convener).

48. If considered necessary, GRCEs will be established at the community level with an official order from the RD with the provision of 7 members of the following composition: 1. Representative of Resettlement Unit of IA: Convener; Contact Person 2. Representative Rayon LAR team: Member Secretary 3. Representative of the Municipality Mayor in the administrative unit: Member 4. Representative of APs: Member 5. Representative of NGO: Member 89 6. Representative of Civil Works Contractor: Member 7. LAR Specialist of Supervision Consultants: Member.

49. Representative of the Resettlement Unit of IA is coordinating the work of the Committee and at the same time, he/she is nominated as a contact person for collecting the grievances

and handling the grievance log. The local authorities at the municipal level, civil works Contractor, Supervising Company (Engineer), as well as APs (through informal meetings) are informed about the contact person and his contact details are available in offices of all mentioned stakeholders.

50. The Contact Person collects and records the grievances, informs all members of the Committee and the management of RD regarding the essence of the problem, engages the relevant stakeholders in discussions with the applicant of grievance, handles the process of negotiation with AP at stage 1 of the grievance resolution. The Contact Person prepares the minutes of meetings and ensures signatures. In case the grievance is resolved at stage 1, the Contact Person records the fact of closing the grievance in his log and informs RDMRDI management about this in writing. If the complainants are not satisfied with the GRC decisions, they can always use the procedures of Stage 2 of the grievance resolution process. In that case, the Contact Person helps the AP in lodging an official complaint (the complainant should be informed of his/her rights and obligations, rules and procedures of making a complaint, the format of complaint, terms of complaint submission, etc.).

51. The APs are informed about the available Grievance Redress Mechanism (GRM). This has been achieved through implementing information campaigns, distributing brochures (e.g. Communication Plan as enclosed Appendix 2), Keeping all focal points up-to-date and maintaining regular communication with them, allowing multiple entry points for complaints, introducing forms for ease of reporting complaints.

Table 5: Grievance Resolution Process

Steps	Action Level	Process
Step1	Negotiations with APs	The complaint is informally reviewed by the grievance redress committee (GRC), which takes all necessary measures to resolve the dispute amicably.
Step2	GRC Resolution	<p>If the grievance is not solved during the negotiations, the GRC will assist the aggrieved APs to formally lodge the grievances to the GRC. The aggrieved APs shall submit their complaints to the GRC within 1 week after completion of the negotiations at the village level. The aggrieved AP shall produce documents supporting his/her claim. The GRC member secretary will review the complaint and prepare a Case File for the GRC hearing and resolution. A formal hearing will be held with the GRC at a date fixed by the GRC member secretary in consultation with Convener and the aggrieved APs. On the date of hearing, the aggrieved AP will appear before the GRC at the Representative of the Municipality Mayor in the administrative unit for consideration of grievance. The member secretary will note down the statements of the complainant and document all details of the claim.</p> <p>Response time for the GRC to acknowledge receipt is 14 days and after the date of hearing for Respond/resolve maximum time is 10 days. The decisions from the majority of the members will be considered final from the GRC at Stage 1 and will be issued by the Convener and signed by other members of the GRC. The case record will be updated and the decision will be communicated to the complainant AP.</p>

Steps	Action Level	Process
Step3	The decision from central RDMRDI	If any aggrieved AP is unsatisfied with the GRC decision, the next option will be to lodge grievances to the RDMRDI at the national level. The RDMRDI shall review the complaint in compliance with the procedures specified in the Administrative Code of Georgia. Response time according to the Administrative Code of Georgia is 30 days, but Internally, according to the RD's internal electronic correspondence system, the mandated time for response is 10 days). GRC should assist the complainant in lodging an official complaint (the complainant should be informed of his/her rights and obligations, rules and procedures of making a complaint, the format of complaint, terms of complaint submission, etc.). The complainant shall be informed of the decision.
Step4	Court decision	If the RDMRDI decision fails to satisfy the aggrieved APs, they can pursue further action by submitting their case to the appropriate court of law (Rayon Court) without any reprisal. The aggrieved AP can take legal action not only about the amount of compensation but also any other issues, e.g., occupation of their land by the contractor without their consent, damage or loss of their property, restrictions on the use of land/assets, etc.

52. Grievance Status from the commencement of the Project to 31st December 2021. A total of 77 grievances were received, wherein 44 related to Damaged structure/Assets, 13 complaints logged were pertinent to design issue/inclusion in LARP, 16 Restriction or Loss of Access, 3 Disturbance: Noise / Vibration / Dust, and Other 1 is related to the local residents' demand to construct additional structures. Out of 77 grievances, 22 have been resolved, 15 are forwarded to RD for necessary action, 32 are forwarded to the Contractor for their necessary remedial actions and 8 is under review of the Engineer to investigate the matter and then forward to the Contractor or RD, as indicated in Table 6.

Table 6: Status of the Logged Grievances (covering entire project period up to December 2021)

N	Nature of Grievances	No. of Total Grievances	Status			
			Resolved	Unresolved		
				Forwarded to RD	Forwarded to CC	Under review
1	Damage to Infrastructure / Assets	44	14	2	22	6
2	Inclusion in LARP	13	2	9	2	0
3	Restriction or Loss of Access	16	6	4	5	1
4	Disturbance: Noise / Vibration / Dust	3	0	0	3	0
5	Other	1	0	0	0	1
	Total	77	22	15	32	8

Remarks:

(1) Among the 30 unresolved grievances related to Damaged structure/Assets: **a) 19 units cases** are concerning the risk of damage to the private buildings/structures due to the planned Project construction works in the particular section. Therefore, these 19 grievances are forwarded to the construction contractor to survey the pre-construction condition of the private buildings/structures in order to carry out monitoring during the construction works. The survey is in progress and is planned to complete in one month's time; **b) 3 grievances** are concerning the already damaged or the risk of damage to the infrastructure/assets, which are forwarded to the Contractor for further remedial/preventive actions; **c) 2 grievance** is related to the destroyed pasture area and perennial trees by the Project alignment, which is forwarded to RD for further discussion; **d) 6 units** are under the Engineer's review to investigate the matter and afterward to forward it to the Contractor or RD accordingly.

(2) Among the 11 unresolved grievances related to Inclusion in LARP: **a) 9 units** are related to design issues and pose the risk of adverse impact on the households at the operational stage. Hence, these grievances are forwarded to RD for further discussion; **b) 2 grievances** are about the possible adverse impacts at the construction stage and at the operational stage, hence the households demanded inclusion in LARP. The RD was informed about the issues in detail, but these grievances were forwarded to the Contractor for instrumental monitoring of the environment. The monthly instrumental monitoring is ongoing.

(3) Out of the 10 unresolved grievances related to Restriction or Loss of Access: **a) 4 grievances** are about the design issue and they are under the RD's review; **b) Among 5 grievances** forwarded to the Contractor, 4 units are about the design issue and the Contractor along with the Engineer are working to prepare and submitted design and estimated costs of the alternative accesses for RD's approval. The remaining 1 grievance was forwarded to CC to improve the deteriorated access road; **c) 1 grievance** is under the Engineer's investigation.

(4) The 3 unresolved grievances are about the possible adverse impact on the households' living conditions with noise and dust due to the ongoing construction activities. Therefore, the grievances are forwarded to the Contractor for instrumental monitoring of the environment. The monthly instrumental monitoring is ongoing.

(5) The remaining 1 unresolved grievance is about the local residents' demand to construct a retaining wall, drainage channel, and drainage grill on the Local Road N3 to protect the project slopes, to prevent potential flooding, and to provide a connection between the existing village roads and Local Road N3. The issue is under the Engineer's review.

Note: Separately should be outlined the grievances of Mamuka Peranidze's, Aza Bregvadze's and Neli Mchedlidze's households concerning disturbance with operation and close location of Batching Plant N2 to their residential houses. The grievance is already closed as the Contractor stopped operating of Batching Plant N2 since 10th December 2021 and started dismantling of the facility.

53. Grievance Status from 1st July to 31st December of 2021. A total of 45 grievances were received, wherein 28 related to Damaged structure/Assets, 2 complaints logged were pertinent to

design issue/inclusion in LARP, 11 Restriction or Loss of Access, 3 Disturbance: Noise / Vibration / Dust, and Other 1 is related to the local residents' demand to construct additional structures. Out of 45 grievances, 14 have been resolved, 4 are forwarded to RD for necessary action, 19 are forwarded to the Contractor for their necessary remedial actions and 8 is under review of the Engineer to investigate the matter and then forward to the Contractor or RD, as indicated in Table 7.

Table 7: Status of the Logged Grievances (period from 1st July to 31st December of 2021)

N	Nature of Grievances	No. of Total Grievances	Status			
			Resolved	Unresolved		
				Forwarded to RD	Forwarded to CC	Under review
1	Damage to Infrastructure / Assets	28	10	1	11	6
2	Inclusion in LARP	2	1	1	0	0
3	Restriction or Loss of Access	11	3	2	5	1
4	Disturbance: Noise / Vibration / Dust	3	0	0	3	0
5	Other	1	0	0	0	1
	Total	45	14	4	19	8

B. Public Consultation and Information Dissemination

54. According plan as developed for the project road is enclosed with this report as **Appendix 2**. A series of consultation meetings were held during the reporting period by the Engineer with the various stakeholders, including representatives of the Employer, the representatives of the Mayor of Zestaponi, including the local community to discuss the various issues in terms of land acquisition, issues related to vibration, cracks in the buildings, noise, dust and loss of access, road safety and other social issues were addressed accordingly. A view of public consultation sessions as organized along the project road corridor is shown in Figure 3.

Figure 3: A View of Public Consultations Along the Project Road







VI. VIBRATION MONITORING ACTIVITIES

55. Vibration monitoring activities are being conducted in accordance with the criteria BS 6472 and German standard DIN 4150-3: 1999 for damage to structures, there is no damage likely to structure building due to vibration at PPV less than 5mm/sec, risk of cosmetic damage from 5-15 mm/sec and risk of structural damage at PPV greater than 15 mm/sec. The objective of vibration monitoring is to check the vibrational levels considering any critical conditions and/or changes in the situation before work and the operating conditions, in defined points. The vibration monitoring ensures adequate knowledge and control of the phenomenon of vibration, in relation to potential effects induced by project road construction works. The effects of vibrations on buildings can vary from a nuisance to people when the vibration can be sensed but no actual damage occurs to structural damages. The methodology was adopted to carry out a study to estimate vibrations induced in the receptors i.e. buildings and to evaluate its effects in terms of damage to buildings in terms of vibration caused by works of project road construction. Following procedural steps were performed.

- Identification of buildings potentially impacted;
- Analysis of the construction project with particular attention to the sections of the motorway nearby the buildings;
- Analysis of the geotechnical/dynamic characteristics of the foundation soils;
- List of heavy machinery used in the construction of the project road;
- Analysis and adoption of available data concerning the spectra of the vibrations generated by the employed construction machines;
- Estimation of the level of vibrations, in order to evaluate the attenuation due to the propagation of waves in the ground;
- Evaluation of vibration levels set up by comparison with the limits set by the regulations; and
- Identification of critical issues and possible mitigation measures.

56. Month-wise vibration monitoring activities conducted are presented in the subsequent section with photographs.

57. Vibration monitoring activities in the month of August 2021. Monitoring activities were conducted on 12th August 2021 at 7 locations, namely Batching Plant 2, Near BP_2- opposite side, Near BP_2 (1), Near BP_2 (2), KM 9.2 (Tunnel 6), Km 13.3, and KM 4.4 as shown in Figure 4.

Figure 4: A View of Vibration Monitoring Activities in the Month of August 2021



58. Vibration monitoring activities in the month of September 2021. Monitoring activities were conducted on 10th September 2021 at 7 locations, namely Batching Plant 2, Near BP_2- opposite side, Near BP_2 (1), Near BP_2 (2), KM 4.4 (Puti Road), Km 13.3, and KM12.6 as shown in Figure 5.

Figure 5: A View of Vibration Monitoring Activities in the Month of September 2021



59. Vibration monitoring activities in the month of October 2021. Monitoring activities were conducted on 8th October 2021 at 2 locations, namely Near Batch Plant 2/1 and Near Batch Plant 2, opposite sides as shown in Figure 6.

Figure 6: A View of Vibration Monitoring Activities in the Month of October 2021



A. Mitigation Measures

60. The Contractor developed a detailed Tunnel Blasting Plan (TBP) as part of the overall construction schedule. The TBP shall specify, to a reasonable level of accuracy, the schedule for the boring of each tunnel and will include the results of all of the surveys undertaken. The TBP also includes a vibration monitoring plan to monitor vibration levels and frequency around the blasting sites. The objectives of the monitoring:

- Ensure the vibration levels in the communities are within the adopted criteria levels;
- Maintain a record of vibration to settle any potential conflicts; and
- Monitor changes in the vibration levels due to possible changes in the rock formation and take appropriate corrective actions.

61. Vibration data is monthly documented and shared with RD, ADB, Ministry of Environment, and the community as part of the monthly progress report. According to EIA article 808: "Vibration data will be documented, reviewed, and preserved by the Contractor. It will be regularly shared with the Engineer, RD, ADB, Ministry of Environment and the community as part of the monthly progress report."

62. However, the Contractor has not started sharing the vibration data to the community, but in some cases when there were APs' concerns, the vibration data was shared. For example, Local residents residing in St. Barbara street of Zestaponi in the vicinity of Tunnel 5.

63. The Contractor was required to start sharing the vibration data to the concerned community with signing acceptance-delivery acts and reporting to the Engineer monthly.

64. A survey is undertaken within a 250-meter corridor of all tunnels to determine the pre-blasting conditions of all buildings within the corridor. The survey is commissioned by the Contractor at his own charge and identified and recorded any existing damage to the structures. The survey covers the following aspects:

- Overall condition of the structures, both exterior, and interior;
- Documentation of defects observed in the structures using digital imagery along with notes, measurements, and sketches; and

- Documentation of pre-existing cracks using digital imagery along with notes, measurements, and sketches.

65. Approximately 270 buildings are situated within 250 meters of the Project tunnels (including Tunnel 6) and about 50 buildings are situated within 50 meters of the RoW. Therefore, about 320 buildings are subject to be surveyed.

66. However, among 320 buildings 4 are residential blocks, which include about 120 apartments. Eventually, there should be approximately 440 houses of the subject to be surveyed.

67. The cracks of the houses were marked with paper plasters. On 14.07.2021 the Engineer instructed the Contractor with the letter 0449-CSAE60F4-UBM-GE about the necessary actions to improve the survey methodology. One of the improving requirements was to use plaster instead of paper tapes to mark cracks of the houses.

68. Among 440 houses 409 have been surveyed. However, most of them (about 70%) are marked with paper tapes. The crack marking with plasters is in progress.

VII. HEALTH AND SAFETY INDUCTION TRAINING

69. Health and Safety Induction Training has been designed to address in terms of; identification of potential hazards to project workers, particularly those that may be life-threatening; provision of preventive and protective measures, including modification, substitution, or elimination of hazardous conditions or substances; training of project workers and maintenance of training records; documentation and reporting of occupational accidents, diseases, and incidents; emergency prevention and preparedness and response arrangements to emergency situations; remedies for adverse impacts such as occupational injuries, deaths, disability, and disease. Month wise health and safety training conducted during the reporting period from July-December 2021 is as follows along with photos and a list of participants in Figure 7.

70. Safety Induction Training for the Month of July 2021. Training on safety induction has been conducted for the unskilled workers, security guards and flagmen etc. for adopting safety procedures, requirements, and recommendations for the unskilled workers, security guards and flagmen.

71. Safety Induction Training for the Month of August 2021. Training/safety induction has been conducted for the unskilled workers, security guards and flagmen on 05/08/2021 and General HSE Training was conducted on 10/08/2021. As many as 6 nos. persons have attended the training.

72. Safety Induction Training for the Month of September 2021. Training/safety induction has been conducted for the unskilled workers, security guards and flagmen on 03/09/2021. As many as 15 nos. persons have attended the training.

73. Safety Induction Training for the Month of October 2021. Training/safety induction has been conducted for the unskilled workers, security guards and flagmen training on 28/10/2021 and General HSE Training on 28/09/2021. As many 14 nos. persons have attended the training.

Figure 7: Safety Induction Training Program along with the List of Participants







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培训导师
თარიღი:
DATE:
日期:

..... Interchange N2

Covid-19 coronavirus prevention measurements

..... Giorgi Kaxelidze

..... 12.08.2021

სახელი და გვარი NAME 名称	კომპანია NAME OF EMPLOYER 公司	პოზიცია position 职位	სურსათი Signature 签名
1. დავით მკვირცხიძე	GHEC	დამბაძე მკვ	[Signature]
2. ვახტანგ დანიელი	GHEC	დამბაძე მკვ	[Signature]
3. დავით გვარამია	GHEC	დამბაძე მკვ	[Signature]
4. გიორგი მკვირცხიძე	GHEC	დამბაძე მკვ	[Signature]
5. ნიკოლოზ გვარამია	GHEC	დამბაძე მკვ	[Signature]
6. დავით გვარამია	GHEC	დამბაძე მკვ	[Signature]
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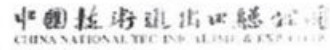
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Giorgi Keresidze

14.09.2021

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1. ივანე ზვინაძე	GHEC	შეპყრელი	(ივანე)
2. გიორგი ზვინაძე	GHEC	დაცვის მუშა	გიორგი
3. ვახტანგ ვახტანგიძე	GHEC	დაცვის მუშა	ვახტანგ
4. დავით ვახტანგიძე	GHEC	შეპყრელი	დავით
5. ვახტანგ ზვინაძე	GHEC	დაცვის მუშა	ვახტანგ
6. გიორგი ვახტანგიძე	GHEC	დაცვის მუშა	გიორგი
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8. ვახტანგ ვახტანგიძე	GHEC	დაცვის მუშა	ვახტანგ
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.....Giorgi Karelidze.....
.....20.09.2021.....

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1	სააგო ხმანჭიძე	GHEC	ელექტრიკოსი	
2	მარტინი მუხომედი	GHEC	ელექტრიკოსი	
3	ბიჭია ვახუშტაძე	GHEC	ელექტრიკოსი	
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GHEC office

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Giorgi Karelidze

8.10. 2021

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1. დავით გუგუნიძე	GHEC	მუშაკი	
2. ანდრეი ბარბაქაძე	GHEC	მუშაკი	
3. ბიკო გუგუნიძე	GHEC	მუშაკი	
4. გიორგი ყაპანიძე	GHEC	მუშაკი	
5. დიმიტრი მარტოვი	GHEC	მუშაკი	
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TRAINING TUTOR:
培训导师
თარიღი:
DATE:
日期:

..... GHEC office

..... Covid-19 coronavirus prevention measurements

..... Giorgi Karelidze

..... 8.10. 2021

	სახელი და გვარი NAME 名称	კომპანია NAME OF EMPLOYER 公司	პოზიცია position 职位	სურსათი Signature 签名
1	ლევან კახიანიძე	GHEC	მუშაკი	
2	თეიმურაზ მანუჩარაძე	GHEC	მუშაკი	
3	გიორგი მანუჩარაძე	GHEC	მუშაკი	
4	გიორგი მანუჩარაძე	GHEC	მუშაკი	
5	მამუკა მანუჩარაძე	GHEC	მუშაკი	
6	ნიკოლოზ მანუჩარაძე	GHEC	მუშაკი	
7	გიორგი მანუჩარაძე	GHEC	მუშაკი	
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VIII. CONCLUSION AND RECOMMENDATIONS

73. The East-West Highway F4 (Shorapani-Argveta) project implementation is ongoing, where resettlement and safeguards compliance is an important and highly valued aspect. LARP was prepared for the project, harmonizing ADB's SPS 2009 and GOG policy standards for the land acquisition and resettlement of the APs. During LARP implementation, preparation of an addendum to LARP it was necessary to make some corrections of inventory of affected properties and access roads. All road construction work is being taken up within the proposed ROW. Also, Contractors were clearly instructed to construct the road without affecting any boundary and fencing of built-up property which is falling beyond the proposed ROW. In event of any conflict, the Contractors were instructed to inform the CSC and the RD as well in advance to find out an alternate solution. In case any complaints are submitted, an effective and efficient GRC mechanism is already in place for timely and sensible hearings and facilitates solutions.

74. Further, the implementation of LARP and project conditionality is complying with provisions to monitor both internally and externally of the entire resettlement implementation. This Semi-annual SMR (covering the period July-December 2021) is prepared by the CSC for RDMRDI by the CSC's International Resettlement Specialist and there is substantial progress in LARP implementation which is being done in compliance with the ADB SPS 2009 and GOG regulations.

75. Additionally, the Contractor was advised from time to time to improve health and safety, environment and social safeguard measures by providing personal protective equipment such as protective clothing, safety gear, and safety shoes, helmets, first aid kits at all worksites and also to install traffic control measures to limit the disruption to traffic and ensure the safety of pedestrians including the sprinkling of water in roadside settlements in order to prevent dust and also organize HIV/AIDS awareness program periodically.

76. However, the contractor has not organized any HIV/AIDS training program during this reporting period, in this regard the contractor was instructed from time to time to organize the HIV/AIDS awareness programs on a routine basis all along the project road including construction camp, active work sites and also roadside villages and towns. However, the Engineer's Social Development Specialist has organized the training on HIV/AIDS and other sexually transmitted diseases/infections awareness and prevention programs on a routine basis for the project workers and local community and also the use of contraceptives for safety throughout this reporting period.

Appendix 1 – Photo Album of Work Progress

Work Progress during Reporting Month July 2021









Work Progress during Reporting Month August 2021







Work Progress during Reporting Month September 2021







Work Progress during Reporting Month October 2021





Work Progress during Reporting Month December 2021







Appendix 2 – Communication Plan

COMMUNICATION PLAN

Construction of the E60 Highway F4 Shorapani-Argveta Project Road

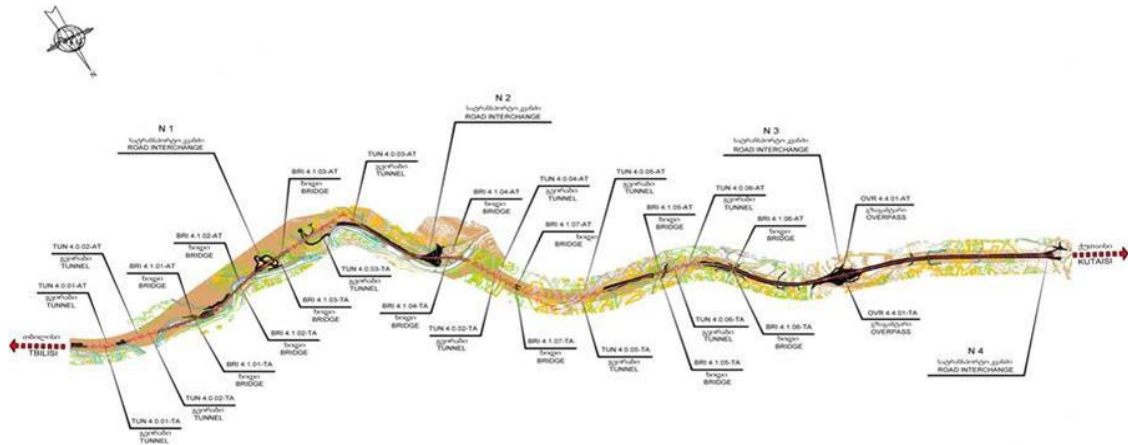
(This Communication Plan is a “draft” and still be updated based on ADB comments)

1. Project Background

The Roads Department of Georgia under the Ministry of Regional Development and Infrastructure (MRDI) has given Administrative Order to UBM Uluslararası Birleşmiş Müşavirler Müşavirlik Hizmetleri A.Ş and SMEC International Pty Ltd to commence Supervision Services for the Contract referenced SARP/CS/QCBC-01, the subject of which is the Supervision of Construction of the E60 Highway F4 Shorapani - Argveta Project Road section in accordance with the Terms of Reference (TOR) for subject Contract. The project is co-financed by the ADB. In accordance the TOR, the UBM Consultant is acting as the Engineer (hereinafter referred to as Engineer) and through the technical assistance will represent the Contracting Authority (hereinafter referred to as Employer) in the Construction of the E60 Highway F4 Shorapani-Argveta Project Road Section (Works Contract) agreeing to the FIDIC MDB Harmonized 2010 and accompanied Contract Documents (Contract Form, Particular Conditions, General Conditions, Employer's Requirements).

The total length of the project road is 14.7 km and the scope also includes the construction of 14 bridges with a total combined length of 5.0 km and 12 tunnels with a total combined length of 8.5 km. An index map showing the project road is provided in **Figure 1-1**. The project road crosses forest areas, agricultural land plots, hilly forest slopes, residential areas and riparian ecosystems. The direct beneficiaries of the Project road will be the road users, comprising drivers, passengers, and traders, operators of transport and other road-using enterprises, tourists, and other travelers. The project will benefit a project area population in terms of reductions in transport cost and times are the principal direct impact channels of the project. Other primary channels include impacts of improved road safety and greater comfort in travel, and employment opportunities provided by project road construction. Less directly, road improvements are a channel for impacts enhancing access to services and employment by all groups, including the poor and vulnerable. Impacts of improved access to markets for farmers could transmit broad impacts across the project area. Construction and traffic-serving enterprises and employment will convey significant benefits to the project area. The living situation of the poor will be improved by having more access to better and more affordable services. Having better opportunities to raise their income improve their sustainable employment and better protected them against social, economic, environmental and climate-related risks.

Figure 1-1: Index Map Showing the Project Road E60 Highway F4 Shorapani-Argveta



2. Introduction

This report presents the communication plan which has been prepared and will be implemented by the Roads Department of Georgia under the Ministry of Regional Development and Infrastructure (MRDI), for the construction of the E60 Highway F4 Shorapani-Argveta Project Road section. The objective of having a comprehensive communication plan under this project, E60 Highway F4 Shorapani-Argveta Project Road section is to keep the project beneficiaries, local people and other stakeholders informed about the activities and issues concerned to them through mobilizing community participation facilitating the multi-participatory process and developing community channels with the stakeholders. It will help to develop an in-depth understanding and awareness of stakeholders regarding the project and the project relevant to them, help mobilize local communities in project implementation through engaging local residents, communities, women and vulnerable groups through consultations and awareness programs, grievance/complaints mechanism, feedback and reporting etc. To ensure an effective communication plan with roadside residents, the surrounding community and other stakeholders, the project will adopt the following communication plan:

- Deliver relevant project information to project beneficiaries, local residents and other stakeholders possibly impacted by the project in a culturally appropriate, gender-sensitive, and timely manner, and foster a regular two-way flow of information between project implementing agencies and these stakeholders;
- Support intensive, sustained, broad and repetitive communication, education and advocacy about the benefits of the project to foster positive public behavior change and encourage widespread use of the project road in terms of various employment, business opportunities, health and education services, improvement in safety, reduction in a fatality, injury and accident rates etc. that will be explored;
- To promote and provide a means for accessible, transparent and open engagement with roadside villages and the surrounding community throughout the project lifecycle on issues that could potentially affect them and also to ensure that meaningful information on the project design and on its impacts is disclosed to the project's stakeholders; and

- To ensure that grievances/complaints from the local residents/surrounding community and other stakeholders are responded to and managed appropriately and also ensuring that vulnerable and disadvantaged groups are identified and that reasonable measures are implemented to include them in ongoing public consultations and group meetings following the COVID-19 protocol.

The Roads Department, consultant, contractors and subcontractors will be responsible for implementing and monitoring all communication, education, and information dissemination and disclosure as explained in the following sections.

3. Stakeholder’s Identification

A stakeholder is an individual, group, or institution that has a defined and recognized interest in the project. For the purpose of this communication plan, stakeholders are defined as persons or groups; who are affected or likely to be affected directly or indirectly by the project or may have an interest in the project such as directly affected people, government agencies, interested groups and business, surrounding communities etc. Stakeholders could also be individuals and organizations that may be directly or indirectly affected by the project either in a positive or negative way, who wish to express their views. The stakeholders as identified for the E60 Highway F4 Shorapani-Argveta Project road section are outlined below.

- **Local Citizens and Individuals:** Identified individuals or groups refer to those who may be more likely to be adversely affected by the project impacts would include local residents, surrounding communities, physically challenged, women and elderly;
- **Interested Groups and business stakeholders:** These include potential consultant, contractors, sub-contractors, NGOs and local associations, community leaders, village heads and town representatives, electronic and print media can have the role of informing the general public about the project’s impacts and benefits;
- **Government Agencies:** Roads Department of Georgia, Ministry of Regional Development and Infrastructure, Municipal and Regional Administrations, Ministry of Environment Protection and Agriculture, Mountain and Forest Development Agency, National Environmental Agency, Police and National Tourism Administration; and
- **Project Financier:** Organization providing finance for the development of the project road i.e. ADB.

4. Key Issues/Impacts and Mitigation Measures

The key issues and potential impacts and mitigation measures for the E60 Highway F4 Shorapani-Argveta Project Road section are documented in **Table 1-1**.

Table 1-1: Key Issues/Impacts and Mitigation Measures

Key Issues/ Impacts	Mitigation Measures and Communication Strategies
Schedule of preparation and construction	<ul style="list-style-type: none"> • Pre-construction planning and site preparation prior to construction. • Communication of grievance mechanism.

Key Issues/ Impacts	Mitigation Measures and Communication Strategies
	<ul style="list-style-type: none"> • Negotiation and implementation of safeguard plans with local residents, surrounding communities, women, elderly and vulnerable groups. • Communication through posting of public notices about the commencement of construction activities on installed informatory notice boards in roadside villages and surrounding community at least 2 weeks prior to starting of construction. • Communication through the delivery of project information to local residents/businesses through leaflets and public meetings, as well as informatory notice boards.
Grievance redress mechanism	<ul style="list-style-type: none"> • GRM will be communicated in the project area for local residents including the surrounding communities and registering their complaints and grievances. • Communication through public consultations and posting of GRM in roadside villages and town's public notice boards. • The contractor will set up and publicize a 24-hour hotline for complaints and also ensure that names and contact numbers of contractor's representatives will be placed on the notice boards outside the establishment of the construction camp.
People at risk of being affected by the project; by disturbance due to noise/vibration/dust, damage to their infrastructure/assets, restriction or loss of access, inclusion in LARP and other risks during construction; risk of HIV/AIDS transmission and human trafficking	<ul style="list-style-type: none"> • Local residents and surrounding community will be provided with contact points to obtain information and access to GRM. • Communication through awareness programs on noise and vibration monitoring at the identified sensitive locations. • Communication through awareness programs on HIV/AIDS for construction workers, local residents and the surrounding community. • Awareness programs and public education talks will be organized for construction workers, local residents and the surrounding community in the project area. • Communication through public consultation, posters, pamphlets advertisements.
Schedule of construction works and construction impacts	<ul style="list-style-type: none"> • Schedule of construction works and construction impacts with opportunities for feedback from local residents and surrounding community. • Public meetings will be held to allow local residents and the surrounding community to voice their concerns and issues that can be remedied.
Road safety awareness	<ul style="list-style-type: none"> • Public education talks for local residents and surrounding communities in the project area, schools, teachers, students, NGOs etc. • Communication through public consultations, pamphlets and posters hoardings. • Communication through clear signage in construction areas to ensure public safety.
Disruption, delays, temporary closures, reduced speed limits and other traffic control measures and increase in	<ul style="list-style-type: none"> • Local residents and surrounding community will be notified about any potential disruptions, delays, temporary closures, reduced speed limits and other traffic control. This will include notifications, traffic alerts and variable message signs.

Key Issues/ Impacts	Mitigation Measures and Communication Strategies
traffic movements practically heavy vehicles	<ul style="list-style-type: none"> • Traffic impacts will be managed in accordance with the traffic management plan. • Respond quickly to enquiries and complaints in accordance with the grievance handling mechanism and enquiries protocol.
Pedestrians, animal movement	<ul style="list-style-type: none"> • Temporary access and diversion will be provided. • Adequate signages for pedestrians. • Fencing wherever cattle movement is expected. • Communication through clear signage in construction areas/ active worksites to ensure public safety.
Accident risk to local community	<ul style="list-style-type: none"> • Adequate signages will be provided for safe traffic movement. • A sustained communication, education, behavior change and advocacy campaign will be implemented. • Communication through signage's and traffic safety activities with community consultation.
Road safety for school children	<ul style="list-style-type: none"> • Contractor will provide a series of road safety awareness sessions for school children in the project area. • Community-based traffic safety activities with mobilizing community participation. • Communication through public consultation, posters and banners advertisement and road safety campaign.
Impact of project on-road and other access for potentially affected communities	<ul style="list-style-type: none"> • Access roads, crossing points, walking pavements will be constructed and traffic will not be hampered and overall access will be maintained for local residents including moving livestock. • Communication through signage's and public consultations.
Project employment opportunities for local residents and surrounding community	<ul style="list-style-type: none"> • Local population will be given preference for project employment opportunities. • Communication through advertisement in the local newspaper for vacancies. • The contractor may contact with village office/surrounding community for recruitment of staff including construction workers.
House/property damage from construction	<ul style="list-style-type: none"> • Property condition reports will be completed for directly impacted residents and property owners. • Pre-construction surveys will be conducted for all houses/properties within 250 meters of the tunnels to identify potential vibration impacts during construction indicating frequency and details of monitoring. • Appropriate mitigation actions and compensation will be provided. The contractor will monitor vibration onsite. • Compensation will be provided in case of construction-caused damage. • Respond quickly to enquiries and complaints in accordance with the project complaints and enquiries protocol.
Impact of construction camps	<ul style="list-style-type: none"> • Commitment made in EIA/EMP to locate construction camps >500 meters from residential and settlement areas. • Communication through public consultation and disclosure of EIA/EMP.

Key Issues/ Impacts	Mitigation Measures and Communication Strategies
Impacts on the environment in terms of air quality and noise	<ul style="list-style-type: none"> • Standard dust management measures will be implemented such as water sprinkling for dust suppression on project road. • Construction works to be carried out in accordance with relevant legislation and standards of the noise management plan. • Communication through public consultations and group meetings.
Disposal of project spoil and waste	<ul style="list-style-type: none"> • Contractor will be obliged to ensure appropriate waste management as specified in EIA/EMP. • Communication through public consultation and site visits.
COVID-19	<ul style="list-style-type: none"> • Awareness of the spread of COVID-19 for construction workers, local residents and the surrounding community. • Communication through public consultation, training programs and posters, pamphlets and banners and WhatsApp messages and mobile phones.

5. Stakeholder’s Communication Plan

The Communication Plan has been prepared to meet the requirements of the Georgian legislation and ADB’s Safeguard Policy Statement 2009 (SPS) and ADB Public Communication Policy 2011 (PCP). The overall objectives of the stakeholders’ communication plan are the following:

- To promote the improved social performance of the project through effective and ongoing engagement with the project’s stakeholders including local residents and the surrounding community;
- To outline a systematic approach to stakeholder engagement that will help the proponent build and maintain a constructive relationship with stakeholders, in particular directly affected communities;
- To promote and provide a means for accessible, transparent and open engagement with affected communities throughout the project lifecycle on issues that could potentially affect them;
- To ensure that meaningful information on the project design and on its social impacts is disclosed to the project’s stakeholders including local residents and the surrounding community;
- To ensure that grievances/complaints from affected communities and other stakeholders are responded to and managed appropriately; and
- Ensuring that vulnerable groups including women, elderly and disabled are identified and that reasonable measures are implemented to include them in ongoing consultations.

In order to mobilize the community participation and other stakeholders in the project, the stakeholder’s communication plan for the project road E60 Highway F4 Shorapani-Argveta section is provided in **Table 1-2**.

Table 1-2: Stakeholder’s Communication Plan

Purpose	Activities and Tools	Action	Stakeholders	Responsible
Schedule of construction works and construction impacts	<ul style="list-style-type: none"> Information dissemination regarding schedule of construction works and construction impacts. Communication through public consultations in order to allow local residents and the surrounding community to voice their concerns and issues that can be remedied. 	Local residents and the surrounding community will be informed about construction activities, construction impacts and mitigation measures in accordance with feedback from the affected community	Local residents and the surrounding community	Contractor/ Consultant
Inform the local residents and the surrounding community about the upcoming work	Public announcement through posters, phone calls and door knocks household letter	Draft letter and obtain approvals and contact directly affected local residents and the surrounding community	Directly affected local residents and the surrounding community	Consultant/ Contractor
Impact of establishment of the construction camp	<ul style="list-style-type: none"> Information dissemination for the establishment of construction camps. Communication through site visits and public consultation. 	Local community will be informed about the location and establishment of the camp	Local residents and the surrounding community	Contractor
Grievance redress mechanism (GRM)	<ul style="list-style-type: none"> The contractor will constitute a GRM for registering the complaints/grievances of local residents and the surrounding community. Communication through public consultations and announcement of a 24-hour hotline for complaints. Names and contact numbers of the contractor’s representatives will also be placed on the notice board outside the construction camp. 	Local residents and the surrounding community will be informed for registering their grievances/complaints if any	Local residents and the surrounding community	Contractor

Purpose	Activities and Tools	Action	Stakeholders	Responsible
<p>Presentation of planned activities and schedule; anticipated impacts and mitigation measures including restricted access, vibrations, noise, dust, disruptions, hazards, road safety</p>	<ul style="list-style-type: none"> • Planned activities and schedule of work • Anticipated impacts due to restricted access, vibration, noise, disruptions, hazards and road safety. • Communication through public consultations and notice posting on informatory signboards, and also announcement through phone calls and WhatsApp and mobile phones. 	<ul style="list-style-type: none"> • Local community will be informed through public consultation, and notice posting on roadside informatory signboards, and also announcements through phone calls and WhatsApp messages. 	<p>Local residents and the surrounding community</p>	<p>Contractor</p>
<p>Impact of the project due to noise, vibration and dust on households, damage to their infrastructure/assets, restriction or loss of access, inclusion in LARP and other risks during construction</p>	<ul style="list-style-type: none"> • Vibration: Pre-construction surveys will be conducted for all built-up properties/households within 250 meters to identify potential vibration impacts during construction. • Appropriate mitigation measures and compensation will be provided if there is any loss/damage to the house/built-up property. The contractor will monitor vibration on site, particularly in sensitive locations where buildings are in poor condition. • Noise: Barriers will be installed to ensure that project standards are met. • Identification of sensitive areas and places to monitor the noise, crack and vibration on all weekdays. 	<ul style="list-style-type: none"> • Regular monitoring of noise and blasting vibration levels at selected sensitive receptors, with additional monitoring undertaken during particular activities considered likely to generate elevated noise and/or vibration levels on all weekdays. • Local community will be informed through public consultation and notice posting on informatory sign boards, and also announcement through phone calls and WhatsApp messages. Any complaints to be investigated and action will be taken where appropriate. • Compensation will be provided in case of construction caused damage. Pre-construction, the contractor will do house/built-up property inventories as necessary. 	<p>Local residents and the surrounding community</p>	<p>Contractor</p>

Purpose	Activities and Tools	Action	Stakeholders	Responsible
Opportunities for employment in project	<ul style="list-style-type: none"> Information dissemination for employment opportunities in project work. Announcement of vacancies through local newspapers, public notices, local employment offices. Contractor/Consultant may contact with local people for employment in project work. 	<ul style="list-style-type: none"> Announcements of vacancies will be made through public notices/ local newspapers/ local employment office and public consultations. Local residents will be given preference for project employment opportunities. 	Adult members in affected families/local residents and the surrounding community including women	Consultant/ Contractor
HIV/AIDS and human trafficking mitigation	<ul style="list-style-type: none"> Awareness program on HIV/AIDS mitigation and human trafficking. Communication through public education talks, group meetings and training. 	Program on HIV/AIDS mitigation and human trafficking will be organized for construction workers and the surrounding community	Construction workers and the surrounding community	Contractor
Road safety awareness	<ul style="list-style-type: none"> Organizing road safety awareness program. Communication through public education talks and training programs. Community-based traffic safety activities with community mobilization and campaign. Communication through clear signage in construction areas to ensure public safety. 	Road safety awareness programs will be organized for construction workers, local communities in the project areas, schools, teachers, students, etc.	Construction workers and the surrounding community, schools, teachers, students, etc.	Contractor
Road safety for school children	<ul style="list-style-type: none"> Road safety awareness programs for school children. Communication through public consultations, public education talks and training programs. 	<ul style="list-style-type: none"> A series of road safety awareness sessions for school children and livestock. The contractor will provide a series of road safety awareness sessions for schools in the project area. 	Local residents and the surrounding communities in the project area, school teachers, students, etc.	Contractor
Disposal of project spoil and waste	<ul style="list-style-type: none"> Contractor will be obliged to ensure appropriate waste management as specified in EIA/EMP. Communication through consultation and site visits. 	The contractor will confirm all spoil sites will be located outside of the extended boundary as specified in EIA/EMP.	Local residents and the surrounding community	Contractor

Purpose	Activities and Tools	Action	Stakeholders	Responsible
Impact of project on-road and other access for potentially affected communities	<ul style="list-style-type: none"> Contractor will be obliged to ensure access for the potentially affected communities. Communication through public consultation and site visits. 	Vehicle access roads, crossing points, underpasses, walking pavements will be constructed- traffic will not be hampered and overall access will be maintained or improved for local communities, including moving livestock.	Local residents and the surrounding community	Contractor
Impact of the project on utility infrastructure	Communication through public consultation and site visits.	Utilities in the project area will be managed according to the measures outlined in safeguard plan	Local residents and the surrounding community	Contractor
Impact of construction camp	<ul style="list-style-type: none"> In accordance with the commitment made in EIA/EMP to locate construction camp >500 meters from residential areas/settlements. Communication through public consultation and site visits. 	Construction camp management and mitigation measures based on best practice are outlined in EIA/EMP	Local residents and the surrounding community	Contractor
Comments and suggestions on mitigation measures	<ul style="list-style-type: none"> Public opinion and suggestions on mitigation measures. Experts of relevant sectors, Governments, Departments and NGOs. 	Comments and suggestions on mitigation measures will be taken from experts of relevant sectors, governments and NGOs	Experts of relevant sectors, Governments Departments and NGOs	Contractor
COVID-19	<ul style="list-style-type: none"> Awareness of the spread of COVID-19. Communication through public consultation, training programs and posters, pamphlets and banners and WhatsApp messages. 	Program on the spread of COVID-19 will be organized for the safety of construction workers, local residents and the surrounding community.	Construction workers, local residents and the surrounding community	Contractor

6. Noise and Vibration

The Project has indicated that many of the roadside villages within the project road corridor will be temporarily impacted by increased levels of construction noise and dust if deemed necessary, the use of temporary noise barriers around the particularly noisy plant and equipment with cooling requirements will be given careful consideration and a sprinkling of water to prevent the dust. A vibration assessment has indicated that only a few houses/built-up properties may be impacted by road construction works, equipment and the planned tunnels within close proximity to the settlements. In this regard, regular monitoring of noise and blasting vibration levels at selected sensitive receptors, with additional monitoring undertaken during particular activities considered likely to generate elevated noise and/or vibration levels on all weekdays. A complaint response system will be maintained on-site. Such a system will enable any complaints, including those regarding vibration, to be reported and appropriate action to be taken on-site.

7. Access Road

The inclusion of tunnels and bridges in the design means that there are few areas where access is blocked due to the project road. In some of these areas, based on consultation with the local communities, underpasses will be provided or local roads diverted under bridges to allow free movement of people and cattle around the valley.

8. Community Safety

The Contractor will plan to continue with efforts to protect the project surrounding communities by ensuring they are enlightened and safe from ongoing construction and no activity poses potential safety risk to them, inclusive minimizing traffic disruption, closure of accesses, noise and vibration, over speeding trucks, dusts, nuisance, etc. It was agreed that the contractor continues to ensure community safety through the following ways:

- Avoid closure of road for a long time;
- Maintenance of temporary access roads;
- Cordoning of open excavations in the form of barricades and/or warning tapes, etc.;
- Traffic management and control as per the traffic management plan requirements;
- Continuous management of dust by watering and reduction of noise levels;
- Continuous engagement with construction workers regarding safety measures;
- Maintaining access roads to ensure they are usable all the time; and
- Fencing of the camp sites, borrow pits, quarry and bridge/box culverts sites, tunnels.

9. COVID-19 SOPs

With the outbreak and spread of COVID-19, people will be advised and mandated by Georgian Government laws and WHO and COVID-19 SOPs and to exercise and maintain physical distancing, specifically to avoid public gatherings to prevent and reduce the risk of the virus transmission. In this regard, the Contractor will ensure to implement the communication plan for COVID-19 SOP procedures excellently as per the following:

- Management of adequate provision of a rapid test at the project offices;
- Maintain daily temperature checks at project staff and visitors;
- Maintain provision of disinfectant of alcohol-based sanitizer at project office and worksites;
- Provision of adequate sanitation facilities at project office and worksites;

- Provision of face mask to all project staff and daily enforcement on compliance;
- Display of COVID-19 messages with regard to IEC materials at different locations along the project road;
- Enforcement on physical distancing both in the project office and the worksites
- Daily and strict observance of no authorized entry to the project offices;
- Establishment of emergency contacts from nearby health Centre and COVID-19 emergency team;
- Adequate provision of safe transport for project staff to work sites and back to home;
- Sanitizations of entire camp all areas every morning;
- Sanitizations of mess and accommodations after every meal and shifts;
- Hand sanitizers are placed at entry gate of camp, offices, mess;
- Sanitization of staff vehicles, LMVs and HMs, visitors' vehicles while entering;
- Restrict visit of vendors, suppliers, visitors etc. to the utmost necessity only, and use video conferencing facilities like Zoom, Skype etc;
- Controlled movement of visitors up to visitor room only, dedicated washroom for visitors;
- Ensure practice of physical distancing at all times;
- Single contact for all lunch dispatches;
- Compulsory use of PPE like masks face shield I goggles and gloves;
- Dining timings to be extended to ensure physical distancing in cafeteria/dining room;
- Food to be served by one person and self-service to be avoided;
- Washing of utensils with hot water;
- Avoid public interaction on works site;
- Exchange of tools and kits from one person to another is to be avoided;
- Wastage disposal to be every day;
- Proper allocation of accommodation with physical distancing; and
- Staff washrooms should be sanitized frequently, preferably every hour.

10. Delivering information to Local Residents and Surrounding Community

Information about the project will be provided through public consultation, door knocks household, WhatsApp messages and also notices postings on roadside informatory signboards and also village notice boards by contractors that will be disseminated to local residents and the surrounding community for the project. Information will also be shared through other culturally appropriate communication channels, and key information materials may be developed for distinct stakeholder groups. Information dissemination and in-person outreach will also be conducted with schools, colleges, hospitals, and government agencies along the project road E60 Highway F4 Shorapani-Argveta section, its convenience, and its benefits for individuals and the public at large. In accordance with ADB's communications plan, all requisite project documents will be posted on the ADB website as well as the RD website.

11. Grievance Redress Mechanism (GRM)

A GRM provides a predictable, transparent and credible process, resulting in outcomes that are seen as fair and effective. In this regard, the contractor will ensure proper communication of GRM

to construction workers and local communities in the project area. The Grievance Redress Committee (GRC) is to receive, evaluate and facilitate the resolution of local communities concerns, complaints and grievances. This will be carried out as per requirements of the ADB and the Government of Georgia laws and regulations. A detail about the GRM in terms of raising the grievances, redress process and resolution is delineated in the subsequent sections. Prior to start of site works, the contractor shall:

- Communicate the GRM to local communities in the project affected area;
- Set-up and publicize a 24-hour hotline for complaints;
- Ensure that names and contact numbers of representatives of GRC and the contractor are placed on the notice boards outside the construction camp.

Grievance information and contact numbers of representatives of GRM will be posted on the notice boards installed in roadside villages and the surrounding community for their information.

Grievance Redress mechanism through toll Free Number: A dedicated phone line shall be established which shall be operational for 8 hours every day. The dedicated phone line will be operated at the Contractor level and monitored at the Consultant level by the Team Leader for resolving each complaint. The GRM will follow the following process flow:

- Content of SMS to be sent to compliant;
- Content of SMS to be sent to consultant- A grievance has been received and registered. It is being forwarded to you through email for taking necessary action.
- Content of e-mail to be sent to consultant- After redressing the complaint, it may please be communicated to the complainant in writing and through e-mail (if e-mail address is available). In case address/e-mail address of the complainant is not available, the communication may please be sent through WhatsApp.

12. Formation of GRC and Grievance resolution process

A GRM will be established to allow local residents and surrounding community to complain about the damage to their infrastructure/assets, disturbance due to noise/vibration/dust, restriction or loss of access, inclusion in LARP and others. Grievances will be resolved through the GRM of the project. RD and Consultant will be in close cooperation throughout the cycle of the project implementation and monitoring in order to facilitate the grievance redress procedures and to make it easily available for local residents to raise their feedback and complaints if any. In addition, a channel to receive grievances in the form of a suggestion box is also to be installed at the entry gate of the construction camp for easy access of local residents. A grievance will be resolved and followed up in accordance with the procedures provided below.

Tier 1: An officer designated by the contractor to deal with a grievance at this initial stage, and in this regard an aggrieved local resident shall first present his grievance in person to the officer designated by the contractor's office for this purpose. An answer shall be given within 7 days of the presentation of the complaint by local resident/citizen.

Tire 2: If the local resident/citizen is not satisfied with the decision of the contractor or fails to receive an answer within the stipulated period, it will be escalated to the consultant for the purpose of handling grievances. The consultant shall give his answer within 14 days of the presentation of the grievance/complaint.

Tier 3: If the decision of the consultant is unsatisfactory, the aggrieved local resident/citizen may request for the forwarding of his grievance to the RD, which shall make its recommendations within 21 days of the presentation of the grievance/complaint.

The RD will review grievance records on a monthly basis. Similarly, the consultant will also monitor the same on a monthly basis that all concerns are resolved. The contractor is responsible to maintain all the records of grievances/complaints and accordingly the status of grievances/complaints will be furnished by the contractor for each respective month of the MPR. For proper monitoring, grievances to be received through various channels will be compiled in format as provided in **Table 1-3**.

Table 1-3: Format for Grievance Reporting Received Through All Channels

S. No.	Name of Complainant	Gender	Contact details	How was the complaint received (Medium)	Who received the complaint	Date of the complaint receipt	Description of the issues/ complaints	Redress actions	Date of final resolution	Date of respond	Status of the issue	Complainants satisfaction with resolution proposed	Number of days between complaint receipt and complaint resolution

13. Training Programs

The contractor will organize awareness program on HIV/AIDS, road safety, public health and hygiene, COVID-19 for the local community and also construction workers.

14. Community Feedback

Public consultations and communication through posting of public notices on installed informatory notice boards in roadside villages and surrounding community will indicate where stakeholders can get in touch with project implementing agencies and the designated focal point. Community meetings will ensure that accurate and sufficient feedback will be received from stakeholder groups.

15. Communication through Disclosure

Pursuant to ADB's Communication Plan, all requisite safeguard documents will be posted on the ADB website, and will also be shared on the RD website. Also, information will be disseminated to local residents and the surrounding community about the civil works etc. In addition, all safeguard documents including the quarterly progress reports and concurrent monitoring reports will also be disclosed.