



Metro Modernization Project
Supply of the New Rolling Stock for Tbilisi Metro

Stakeholders Engagement Plan

Tbilisi
September 2024

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Abbreviations

AIIB – Asian Infrastructure Investment Bank

ADB – Asian Development Bank

AS – Associated Facilities

EBRD – European Bank for Reconstruction and Development

EHS – Environment, Health and Safety

EPRP – Emergency Preparedness and Response Plan

ES – Environmental and Social

ESAP – Environmental and Social Action Plan

ESHS – Environmental, Social, Health and Safety

ESMP – Environmental and Social Management Plan

ESF – Environmental and Social Framework

ESP – Environmental and Social Policy

ESS – Environmental and Social Standards

ESMS – Environmental and Social Management System

EU – European Union

GHG – Greenhouse Gases

GRM – Grievance Redress Mechanism

H&S – Health and Safety

IFC – International Finance Corporation

ISO – International Organization for Standardization

OHS – Occupational Health and Safety

PIU – Project Implementation Unit

SEP – Stakeholders Engagement Plan

SC – Supervision Consultant

TTC – Tbilisi Transport Company

TUDA – Tbilisi Transport and Urban Development Agency

WB – World Bank

Executive Summary

It is anticipated that Tbilisi (Capitol of Georgia) will experience a substantial increase in passenger traffic in the coming years. This anticipation highlights the critical need for a comprehensive infrastructure upgrade to accommodate the growing demand. As the existing Tbilisi metro cars approach the conclusion of their operational life cycle, there arises a compelling urgency for the complete replacement of the metro fleet by the year 2030. In response to these imminent challenges, the foremost priority for both the Tbilisi Transport Company (TTC) and the city of Tbilisi is the procurement of new metro cars. Tbilisi Municipality and Tbilisi Transport Company (TTC) has started a discussion with the Asian Infrastructure Investment Bank (AIIB) to provide finances for a project which will enhance the efficiency, reliability, safety and sustainability of the Tbilisi Metro system through the procurement of new rolling stock under the AIIB Green Infrastructure and Technology-enabled Infrastructure financing initiatives. The **Project considers procurement of 97 electric metro cars** (comprising 13 units of 4-car and 9 units of 5-car metro trains). This initiative aims to replace the existing metro cars scheduled for decommissioning between 2025 and 2030 due to safety reasons and operational life span limitations.

Given the potential environmental and social impacts associated with the Project (classified as Category B according to the AIIB Environmental and Social Framework - ESF), TTC prepared Environmental and Social Management Plan (ESMP) to mitigate adverse impacts to ensure compliance with AIIB Environmental and Social Standard ESS1 - Environmental and Social Assessment and Management. The AIIB standards ESS2 and ESS3 – are not triggered as no land acquisition, no resettlement and no adverse impacts on livelihood and indigenous peoples are anticipated. This document represents the **Stakeholder Engagement Plan (SEP)** as part of the Environmental and Social Management Plan (ESMP) prepared for the Project. The overall objective of the Stakeholder Engagement Plan (SEP) is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the procurement, purchase and operation of the new rolling stock for Tbilisi Metro.

Several **previous stakeholders engagement activities** have been undertaken during the period 2018-2023 by TTC for various investment projects financed by EBRD and ADB. Recently, within the “Tbilisi Metro Project - Capacity Building and Stakeholder Participation Program”, funded by EBRD, with the active collaboration of TTC and the Transport and Urban Development Agency of the Tbilisi City Hall (TUDA) the Consultant (Dornier Consulting International GmbH and Saunders Group LTD) has developed a comprehensive Stakeholder Participation Program (SPP). The implementation actions started in 2023 and the final document has been presented in April 2024.

Within the current Tbilisi Metro Modernization Project (Procurement of the New Rolling Stock for Tbilisi Metro) financed by AIIB, the **project-specific consultation meetings with the stakeholders** have been held by TTC on 29th and 30th of August 2024. The purpose of the meetings was to inform stakeholders focus groups on the goals and objectives of the procurement of new rolling stock for Tbilisi Metro Modernization. The TTC has presented to stakeholders the information related to procurement of new rolling stock within the framework of Tbilisi Metro Modernization Project, financed by AIIB. It was mentioned that AIIB considers the critical role of stakeholder engagement throughout the various stages of project implementation to ensure enhanced service quality. Project SEP and GRM have been explained, as well as the AIIB PPM (Project-affected People’s Mechanism). Concerns were raised about the company's infrastructure and staff preparedness to maintain the new vehicles, about the anticipated procurement timeline, how the new metro cars would enhance passenger service for disabled individuals. In response to stakeholders’ queries the TTC representatives have briefed stakeholders on the current condition of the metro infrastructure, provided information

on the terms of metro car purchase and delivery. It was further underscored that the new metro cars will significantly improve accessibility and comfort for individuals with special needs. Recommendations provided by stakeholders have been noted and documented by the TTC.

A comprehensive approach has been used for **identifying, mapping and analyzing the stakeholders** (Section 6) during the preparation of this stakeholder engagement plan. After evaluation of interests and level of influence of the stakeholders, their possible expectations have been defined and the preliminary assessment of the Project impact on each stakeholder category has been performed. The results of stakeholder analysis encompassing their interests, influence, and potential impacts of the Project flow into a stakeholder engagement strategy to manage their expectations, involve them in decision-making processes and mitigate any potential conflicts or challenges that may arise during the Project's lifecycle. Considering the level of influence and role of each stakeholder category, the relevant information content is produced and delivered with the most effective communication tools.

The **stakeholder engagement strategy** (presented in Section 7) has been developed to fulfil local (Georgian) and the AIIB ESF requirements for public participation, with the overarching aim of ensuring the fair and meaningful engagement of all stakeholders. This includes giving special consideration to vulnerable groups who may be affected differently by TTC services. Proposed methodology considers:

- Organizing consultative meetings or interactive online sessions with focus groups, where stakeholders can discuss specific topics, brainstorm ideas, and provide input.
- Using digital/online platforms and social media to engage stakeholders who may not be able to attend consultative meetings or the forum.
- Providing regular updates and transparent communication (information sharing) about project progress and decisions.

The proposed stakeholder **communication and consultation plan** (presented in Section 8) ensures that stakeholders are informed, engaged, and their input is valued. The communication campaign will not only inform, but also persuade and engage the public and stakeholders by highlighting the advantages of improvements in metro services, and the customer-centric approach of the public transport company. A comprehensive Public Relations (PR) initiative is undertaken by TTC, utilizing social media, radio, television, and a mobile application. The existing PR efforts will disseminate information regarding ongoing metro modernization with a particular emphasis on replacement of old cars and introduction of the new rolling stock. Advance public notification of an upcoming consultation meeting will be given, and it will be available via publicly accessible channels. In terms of vulnerable groups of stakeholders - TTC took specific measures to identify individuals and groups who may be unequally or disproportionately impacted by TTC's services due to their disadvantaged or vulnerable status. TTC aimed to ensure that these groups or individuals receive pertinent information from the TTC and City Hall and could provide their input when applicable.

The communication channels for the information campaign will be internal (email updates, staff meetings) and external (consultative meetings, social media posts, newsletters). The timeline for communication campaign will be as follows:

- Month 1 – preparation of information materials for the stakeholders
- Month 2 - Planned stakeholder consultations (consultative meetings), and feedback collection.
- Month 3: Analysis of feedback and preparation of recommendations.

The feedback mechanisms will be as follows:

- Online surveys after information dissemination, consultative meetings and public forum.
- Dedicated email address for stakeholder inquiries.
- Feedback forms at public events.

Three **focus groups** 1) the City and the Company; 2) public transport users (including vulnerable groups); 3) media, NGOs and others, - will be established to streamline communication within a small cross-sector team of engaged stakeholders, enabling the exchange of ideas and receiving their input and facilitate public consultations effectively. This approach will ensure equitable representation and a comprehensive understanding of the perspectives and requirements of each stakeholder category. The schedule for the focus groups (FG) will be determined by the Metro Modernization Project and approved by TTC, ensuring regular and meaningful interactions with stakeholders. TTC plans to conduct regular FG meetings with key stakeholders at least once a month to ensure a consistent exchange of information and feedback during the implementation of the Project. The proposed strategy for further consultations during the implementation phase is provided in Subsection 8.1

- The Grievance Redress Mechanism (presented in Section 9) has been developed within the Project SEP, based on existing TTC ESMS GRM procedure, to ensure that anyone (TTC consumers/passengers, TTC personnel/workers, other stakeholders or project-affected persons) will be able to submit a grievance to the TTC if they believe a practice is having a detrimental impact on the city community, the environment, or on their personal safety or quality of life. GRM is described in detail in Section 9. The main objective of GRM is to establish a formal mechanism for affected people and employees to raise complaints or grievances and develop an organizational framework to address and resolve the grievances of individual(s) or community(s), fairly and equitably. The document describes the following processes: submission of grievance, grievance resolution (*Step 1: Receive Complaint; Step 2: Acknowledgement; Step 3: Investigation; Step 4: Resolution; Step 5: Follow Up*), confidentiality and anonymity, AIB Policy on PPM, disclosure of GRM.

The **monitoring and reporting system** (presented in Section 10) has been developed to ensure that stakeholder participation remains dynamic, effective, and responsive to the changing needs and expectations of the various groups involved in the project. The following **monitoring and reporting mechanisms** will be used:

Monitoring Mechanisms:

- Undertaking semi-annual stakeholder feedback surveys (online, via phone or in-person)
- Conducting focus groups or one-on-one interviews with key stakeholders.
- Documenting key discussions from meetings with stakeholders (MoMs and records).
- Analyzing trends in stakeholder engagement and participation levels.
- Using issue tracking system to monitor stakeholder concerns, complaints, and suggestions.
- Developing and monitoring key performance indicators (KPIs) related to stakeholder engagement (satisfaction levels, response times, effectiveness of communication channels).
- Maintaining engagement logs or records of all interactions with stakeholders

Reporting Mechanisms

- Preparing and distributing regular (semi-annual) progress reports to stakeholders,
- Holding review meetings with key stakeholders to discuss the progress of the engagement plan, gather feedback, and make necessary adjustments.
- Providing updates to the stakeholder groups through newsletters, websites, or social media.
- Conduct periodic reviews or audits of the stakeholder engagement process to assess its effectiveness and make improvements.

Using these monitoring and reporting mechanisms helps ensure that stakeholder engagement is not only well-managed but also transparent and accountable, fostering stronger relationships and better

project outcomes. The SEP will be periodically reviewed and updated bi-annually during project implementation to ensure that the information presented herein is consistent and is the most recent, and that the identified methods of engagement remain appropriate and effective in relation to the project context and specific phases of the project. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP.

The last section of the SEP describes **TTC responsible managers, their contacts and the budget for SEP implementation**. The Project PIU established within TTC will oversee implementation of the Project, including Project ESMP and the Project SEP. The TTC Head of Donor Relations and Project Management Division, TTC Community Liaison Officer (CLO), TTC Public Relations (PR) Manager and TTC ES Manager will be responsible for the implementation and monitoring of SEP. The Semi-annual Report on Stakeholders Engagement will be prepared jointly and submitted to PIU and AIIB for review prior to disclosure at the TTC website.

The tentative annual budget for SEP implementation is US\$40 000 and includes wages allocated within the TTC annual budget for HR, PR Managers and CLOs working for the Project and the allocated expenses for preparation, printing and dissemination of promotional/information materials, as well as for organizing stakeholders meetings/consultations.

1. Introduction

Tbilisi is the capital and largest city of Georgia with population of 1.48million. The urban area of Tbilisi city has a total length of about 35 km from north to south, and the narrowest part is about 5 km wide from east to west, and traffic is concentrated along this city area. The 100% government-owned Tbilisi Transport Company (TTC, former “Tbilisi Metro”) was created in 1966, when the first metro line was opened. The company manages public transportation services in Tbilisi, including the metro system, buses, and cable-cars.

Over the past decade, Tbilisi has experienced significant urban transformations, particularly in the expansion of its development of residential areas. Furthermore, the country's emphasis on tourism development has heightened the utilization of public transport. Also, based on the urban transformation the city is facing, the growth of private vehicles is causing congestion in urban areas.

The metro system is the backbone of the urban transport system of Tbilisi. Currently, Tbilisi Metro System spreads over 27.3 km with 23 stations on two lines. The Tbilisi Transport Company oversees the metro operations, managing a fleet comprised of 192 metro cars. These metro cars, originally designed with a manufacturing lifecycle of 35 years, have undergone a strategic extension, now extending their operational lifespan to 50 years. The company continually evaluates opportunities for technological upgrades and potential fleet expansions, aiming to uphold high standards of service and contribute to the overall enhancement of Tbilisi's public transportation infrastructure.

It is anticipated that Tbilisi will experience a substantial increase in passenger traffic in the coming years. This anticipation highlights the critical need for a comprehensive infrastructure upgrade to accommodate the growing demand. Concurrently, as the existing Tbilisi metro cars approach the conclusion of their operational life cycle, there arises a compelling urgency for the complete replacement of the metro fleet by the year 2030. In response to these imminent challenges, the foremost priority for both the transportation company and the city of Tbilisi is the procurement of approximately 200 new metro cars. The acquisition of modern and technologically advanced metro cars is essential not only for meeting current passenger needs but also for enhancing the overall reliability, safety, and capacity of the public transportation network in the years to come.

Asian Infrastructure Investment Bank (AIIB) will provide finances to Ministry of Finance and Tbilisi Transport Company (TTC) for the project which will enhance the efficiency, reliability, safety and sustainability of the Tbilisi Metro system through the procurement of new rolling stock under the AIIB Green Infrastructure and Technology-enabled Infrastructure financing initiatives. The Project considers **procurement of 97 electric metro cars** (comprising 13 units of 4-car and 9 units of 5-car metro trains). This initiative aims to replace the existing metro cars scheduled for decommissioning between 2025 and 2030 due to safety reasons and operational life span limitations.

Given the potential environmental and social impacts associated with the Project (classified as Category B according to the AIIB Environmental and Social Framework - ESF), the AIIB requires preparation of **Environmental and Social Management Plan (ESMP)** to mitigate adverse environmental and social impacts to ensure compliance with AIIB Environmental and Social Standard ESS1 - Environmental and Social Assessment and Management. The AIIB standards ESS2 and ESS3 –

are not triggered as no land acquisition, no resettlement and no adverse impacts on livelihood and indigenous peoples are anticipated.

This document represents the Stakeholder Engagement Plan (SEP) as part of the Environmental and Social Management Plan (ESMP) for the Project.

2. Objectives

The overall objective of this Stakeholder Engagement Plan (SEP) is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the procurement, purchase operation and maintenance of the new rolling stock for Tbilisi Metro. The SEP outlines the ways in which the project will engage different stakeholders, labors, and contractors, and provide them with a mechanism through which people can raise concerns, provide feedback, or make positive and negative complaints about the project.

The involvement of the local population and interested stakeholders is essential to the success of the project to ensure collaboration between TTC, and Tbilisi citizens - the metro consumers/passengers to minimize and mitigate environmental and social risks related to the proposed project.

According to AIIB ESF requirements - the stakeholder engagement is an inclusive process conducted throughout the project life cycle. Where properly designed and implemented, it supports the development of strong, constructive and responsive relationships that are important for successful management of environmental and social risks identified in a project. Communicating early, often, and clearly with stakeholders helps manage expectations and avoid risks, potential conflicts and project delays throughout the lifespan of the project, to interact effectively with stakeholders to support project interests.

The key objectives are:

- Providing meaningful information in a format and language that is readily understandable and tailored to the needs of the target stakeholder group(s) including all affected and interested groups, including women and vulnerable groups;
- Providing information in advance of consultation activities and decision-making;
- Disseminating information in ways and locations that make it easy for stakeholders to access it;
- Respect for local traditions, languages, timeframes and decision-making processes;
- Two-way dialogue that gives both sides the opportunity to exchange views and information, to listen, and to have their issues heard and addressed;
- Inclusiveness in representation of views, including women, vulnerable and/or minority groups
- Processes free of intimidation or coercion;
- Clear mechanisms for responding to people's concerns, suggestions, and grievances;
- Incorporating feedback into Project or program design and reporting back to stakeholders.

This Stakeholders Engagement Plan:

- Involves interactions between and among identified groups of people and provides stakeholders with an opportunity to raise their concerns and share their opinions and ensures that this information is taken into consideration when making decisions pertaining to the project.
- Begins early during the project planning process to gather initial views on the project proposal and design.

- Encourages stakeholder’s feedback in the identification and mitigation of project environmental and social risks and impacts.
- Ensures prior disclosure and dissemination of relevant, transparent, objective, meaningful and easily accessible information in a timeframe that enables meaningful consultation with stakeholders in a culturally appropriate format, in relevant local languages and is understandable to stakeholders.
- Ensures disclosure of information that will allow stakeholders to understand the risks and impacts of the project as well as potential opportunities.
- Considers and responds to feedback.
- Supports active and inclusive engagement with project affected parties, project beneficiary group, and interested parties.
- Ensures that implementation of the SEP will be documented and disclosed prior to Project appraisal.
- Suggests creation of Grievance Redress Mechanism so that people can raise their concern without any fear.
- Provides stakeholders with access to information, as early as possible before the AIB proceeds to project appraisal, and in a timeframe that enables meaningful consultations with stakeholders.

3. Project Description and Location

To enhance the efficiency, reliability, safety and sustainability of the Tbilisi Metro system the project encompasses the procurement of 97 new electric metro cars (comprising 13 units of 4-car and 9 units of 5-car metro trains). This initiative aims to replace the existing metro cars scheduled for decommissioning between 2025 and 2030 due to safety reasons and operational life span limitations.

The Tbilisi Metro system is located in Tbilisi, the capital and largest city of Georgia with population of 1.48million. The urban area of Tbilisi city has a total length of about 35 km from north to south, and the narrowest part is about 5 km wide from east to west. Currently, Tbilisi Metro System spreads over 27.3 km with 23 stations on two lines.

4. Potential Impacts and Risks

The Project will contribute to enhance the efficiency and safety of Tbilisi Metro. The potential negative environmental impacts during the operation of the new rolling stock and decommissioning of old rolling stock, are associated with generation of waste including hazardous waste, wastewater, noise and vibration, and occupational health and safety impacts. Best international industry practices, reliable mechanisms, safety standards, and precautionary measures will be used to manage risks and impacts in a predictable manner in the ESMP. There is no potential adverse social impact. The Project will improve the mobility of men and women and will contribute towards additional employment generation in formal and informal sectors. The only anticipated social risk is related to gender-based violence (GBV) and harassment. The existing TTC system and project level GRM will be used to resolve any complaints related to GBV and harassment. .

5. Stakeholder Engagement Activity

5.1 Previous Stakeholder Engagements

In 2017-2018 The European Bank for Reconstruction and Development (EBRD) has provided financing to TTC for the procurement of a fleet of Euro VI (fuel quality) 12 m city buses. This was the first stage in the replacement of the TTC's existing bus fleet. As part of EBRD's investment Mott MacDonald has been contracted to provide TTC with institution-building assistance in the form of a Corporate Development Program and Stakeholder Participation Program (SPP). The SPP comprised two overarching strands: Information Disclosure and Stakeholder Consultation and Participation. The final version SEP has been prepared by Mott MacDonald in 2019, outlining the basic principles of stakeholder's engagement, identification of stakeholders and communication methods for TTC projects, information disclosure channels, distribution of roles and responsibilities between TTC and the Municipal Transport Authority/Agency in terms of working with stakeholders. These principles, methods and channels have been used during the preparation of this SEP.

In 2020 the update revision of the existing Stakeholder Engagement Plan (prepared by Mott Macdonald in 2019) has been undertaken by AVG Consultants as a part of EBRD assignment for "Metro Cars and Bus Depot Extension Project". To ensure that the SPP is completed in compliance with the policy requirements of the EBRD, the updated Stakeholder Engagement Plan (SEP) has been designed to promote TTC's approach to stakeholder engagement throughout the lifecycle of the Stakeholders Participation Program (SPP). The updated SEP is a strategic document for planning a comprehensive and culturally appropriate approach to consultation and disclosure for the lifecycle of the SPP. The purpose of the updated SEP was to provide a framework consultation and participation strategy for the SPP.

In 2022 the Asian Development Bank (ADB) supported the project for "Universal access and inclusive mobility to the Tbilisi metro system" where the "Stakeholder Communication, Participation and Consultation Program" has been implemented. The program presents the stakeholder consultation and communication roadmap determined at the beginning of the project with the formats and associated stakeholders (through the results of stakeholder mapping). Stakeholder analysis, timeline, facilitation skills, tools to be mobilized and expected outcomes are presented in the report. The result of the focus group discussions as well as the metro station study on the bases of the informant interviews revealed that there is highly positive assessment of the intended changes presented through the project and the target audience considers that the universal access model would have societal benefits for all representatives of the society, not only the PwDs but the other vulnerable group representatives.

In 2023, within the "Tbilisi Metro Project - Capacity Building and Stakeholder Participation Program", funded by ADB, with the active collaboration of TTC and the Transport and Urban Development Agency of the Tbilisi City Hall (TUDA) the Consultant (Dornier Consulting International GmbH and Saunders Group LTD) has developed a comprehensive Stakeholder Participation Program (SPP). The implementation actions started in 2023 and the final document has been presented in April 2024. The primary goal of SPP is to enhance public ownership by encouraging the use of public transport, increasing publicity on the improvement of public transport services (service quality and rehabilitation activities) and raising public awareness on issues related to Metro Project implementation. Furthermore, the SPP integrated poverty and social issues into the proposed tariff reforms and social support plan. The SPP outlines clear and well-defined objectives for the stakeholders' participation (improvement of the awareness of stakeholders and the public transport users about changes in

services; promotion of public transport usage), and describes a series of activities aimed at achieving them (raising customer awareness, fostering and sustaining dialogue, organizing stakeholder meetings and forum, assisting in the enhancement of an effective grievance mechanism). At all of these activities, including meetings, the enhancement of reliability and safety of the Tbilisi Metro system, including through (among other measures) the procurement of new rolling stock, have been considered and discussed.

The consultation meeting with the stakeholders focus groups regarding metro modernization within the “Tbilisi Metro Project Capacity Building and Stakeholder Participation Program” (GrCF2 W1-Tbilisi Metro Project) was organized by Consultants in February 2024. The following entities have been presented at the meeting: Tbilisi Transport Company, Tbilisi Transport and Urban Development Agency (TUDA), Georgia Blinds Union, Movement of the Blind in Georgia “I saw Progress”, Anti-Violence Network of Georgia, NGO “Child and Mother”, other. The members of the focus group presented the needs of the specific target group that still require improvement. For example, the provision of access for baby carriages, adaptation of escalators (installation of sound signals) to the needs of the blind, clearer signage designating the seats for blind passengers, benefits for women victims of violence, etc. All opinions and recommendations expressed by the various participants of the focus groups have been documented and will be considered by the Transport and Urban Development Agency, as well as Tbilisi City Hall (the decision-making bodies) in order to better tailor the transport network to the needs of various (including vulnerable) groups.

5.2 Current Stakeholder Engagement

The Project-specific consultation meetings with the stakeholders for the Metro Modernization Project (Procurement of the New Rolling Stock for Tbilisi Metro) have been held by TTC on 29th and 30th of August 2024. The purpose of the meetings was to inform stakeholders focus groups on the goals and objectives of the procurement of new rolling stock for Tbilisi Metro Modernization. The following entities have been presented at the meetings: Tbilisi Transport Company, Tbilisi Transport and Urban Development Company, Transport Commission of Tbilisi City Council, NGO Urban Lab, Tegeta Motors, SMEC Gender Specialist and EHS Specialist. Some of the invited members of the focus groups who cannot attend the meeting mentioned informally that they are welcoming and supporting the replacement of old rolling stock by new and see only benefits and positive impact of the Project.

The TTC presented to stakeholders the information related to procurement of new rolling stock within the framework of Tbilisi Metro Modernization Project, financed by AIIB. It was mentioned that AIIB considers the critical role of stakeholder engagement throughout the various stages of project implementation to ensure enhanced service quality. Project SEP and GRM have been explained, as well as the AIIB PPM (Project-affected People’s Mechanism).

Stakeholders expressed understanding of the benefits related to the purchasing and operating of new metro cars, replacing the old, depreciated rolling stock to improve safety. Concerns were raised about the company's infrastructure and staff preparedness to maintain the new vehicles. Stakeholders inquired about the anticipated procurement timeline. Additionally, interest was expressed in how the new metro cars would enhance passenger service, with particular emphasis on accessibility for disabled individuals.

In response to stakeholders’ queries the TTC representatives have briefed stakeholders on the current condition of the metro infrastructure, provided information on the terms of metro car purchase and delivery. They informed stakeholders that the new metro cars will feature a three-year warranty, which will be used to train technical staff for maintaining these new vehicles. The training program involves

sending several instructors to the manufacturing company for certification, upon their return, they will then train the remaining staff. To further enhance staff proficiency, the TTC emphasized the purchase of a simulator to facilitate ongoing retraining and skill development. It was further underscored that the new metro cars will significantly improve accessibility and comfort for individuals with special needs.

Recommendations provided by stakeholders have been noted and documented by the TTC. The Minutes of the Meetings (MoM) are presented as Annex 1 to this SEP. The Project SEP and GRM will ensure that these inputs are carefully considered to better tailor the metro services to the needs of vulnerable groups.

TTC representatives have assured the participants that similar meetings will be held regularly, within the SEP implementation process, to foster enhanced stakeholder engagement throughout the project's implementation.

6. Stakeholder Identification and Analysis

A comprehensive approach has been used for understanding and mapping the stakeholders, similarly as it was made during the preparation of the Stakeholder Participation Program for Tbilisi Metro Project. The main stakeholders have been categorized in three main groups:

Primary Stakeholders - individuals or entities who will directly experience the Project's impacts, either positively or negatively.

Key Stakeholders - individuals or entities with important roles in the Project, influencing Project activities and outcomes.

Interested Parties: NGOs, private sector/commercial organizations, and Mass media.

These groups of stakeholders include entities responsible for executing major transport activities as well as actors that may facilitate the successful implementation of the Metro Project.

Table 1. Mapping stakeholder groups and their role of involvement

Stakeholders	Role of the Involvement
Primary Stakeholders	
Public Transport Users	Tbilisi citizens and the general public who rely on public transportation
Vulnerable Groups	Women, the elderly, disabled individuals, and low-income populations who are particularly sensitive to transportation changes
Employees of the TTC	The Project directly and beneficially affects them through improved working conditions
Visitors and Tourists	Those who visit Tbilisi and depend on transportation services during their stay
Students	Both local and foreign students
Citizens	Those who rely on public transportation to access public services such as: educational institutions, banks, medical services and other necessary facilities

Stakeholders	Role of the Involvement
Key Stakeholders	
Tbilisi Transport Company	The organization responsible for the Project's execution and management
Governmental Bodies	Tbilisi City Hall, Tbilisi Transport and Urban Development Agency (TUDA), Ministry of Health, Labour and Social Welfare, Ministry of Environment, Ministry of Internal Affairs, Ministry of Economy, Social Service Agency, as they oversee and regulate transportation matters
Tbilisi Districts Administrations	The ten districts of Tbilisi, which are directly impacted by transportation changes and improvements
Interested Parties	
Transport operators	Tbilisi Railway, Shota Rustaveli Tbilisi International Airport, taxi companies, and microbus operators
Commercial Organisations	Georgian National Committee of the International Chamber of Commerce (ICC Georgia), Georgian Chamber of Commerce and Industry, Georgian National Tourism Administration - all having interests in transportation to facilitate trade and tourism
Non-Governmental (NGOs)	CENN - Caucasus Environmental NGO Network; Women's Information Centre (WIC); Anti-Violence Network of Georgia (AVNG); Tourism Industry associations; Movement Accessible Environment for Everyone (MAEFÉ); Coalition for Independent Living (CfIL); Georgian Blind Union (GBU) – all interested in social issues.
Mass Media	Central and local TV/radio channels, other information disseminators. - entities responsible for sharing information and reporting on transportation matters through various media.

After evaluation of interests and level of influence each potential Project stakeholder holds in the decision-making process, their possible expectations have been defined and the preliminary assessment of the Project impact on each stakeholder category has been performed. The results of this analysis are presented in Table 2.

Table 2. Comprehensive stakeholder analysis

Stakeholders	Inter est	Influe nce	Expectation	Project impact
Primary Stakeholders				
Public transport users, Tbilisi citizens/General Public; Local and foreign students.	●	●	Improved service quality; safety; access; costs decrease	Enhanced quality of life and convenient public transportation options for daily commuters
Vulnerable groups of citizens Women users Low-Income persons	●	●	Improved accessibility for people with disabilities and seniors is a priority. This includes ramps,	Improved safety and comfort

Stakeholders	Inter est	Influe nce	Expectation	Project impact
Elderly and Mobility Impaired Individuals			elevators, cars and clear signage; Improved service quality; safety; costs decrease	
Visitors/Tourists: Visitors from other regions/cities of Georgia. Tourists: arts, sports and recreation destination users.	●	●	Improved service quality; safety; access; costs decrease	Improved safety, quality, and comfort of the transportation services
Tbilisi Transport Company employees	●	●	Improved working conditions and career prospects	Enhanced job security and safety
Key Stakeholders				
Tbilisi Transport Company: Metro Operator	●	●	Improved service quality; ridership; financial sustainability	Increased service quality and the system capacity, reduced operating cost and energy consumption
Tbilisi City Hall	●	●	Citizens' satisfaction; increased profit	Improved public perception of city leadership and services
Transport and Urban Development Agency (TUDA)	●	●	Citizens' satisfaction; increased profit	Increased effectiveness and positive outcomes of urban development initiatives led by TUDA
Governmental bodies: Tbilisi districts (10) Ministry of Environmental Protection and Agriculture Ministry of Economy Ministry of Health, Labour and Social Affairs of Georgia (H&S Inspection) Social Service Agency.	●	●	Citizens' satisfaction, increased safety,	Recognised efforts in achieving transportation-related development objectives. Improved safety, environment.
Ministry of Internal Affairs, Patrol/Police.	●	●	The safety of citizens and guests is ensured	Enhanced public safety and reduced enforcement demands
Interested Parties				
NGOs/CBOs:	●	●	Positive Social and Environmental Impact	Potential for increased advocacy

Stakeholders	Inter est	Influe nce	Expectation	Project impact
CENN - Caucasus Environmental NGO Network Women’s Information Center (WIC), Anti-Violence Network of Georgia (AVNG) Tourism Industry associations. Coalition for Independent Living (CfIL) Georgian Blind Union (GBU)				for sustainable transport
Other local transport bodies: Georgian Railway Tbilisi Shota Rustaveli International Airport Bus Terminal “Okriba”.	●	●	Establishing good connectivity and a harmonious relationship	Improved connectivity, fostering a more integrated, safe and efficient transportation network
Business/Commercial Organisations: The Georgian National Committee of the International Chamber of Commerce, Georgian Chamber of Commerce and Industry, LEPL – Georgian National Tourism Administration.	●	●	Collaboration to create a common efficient business environment	Potential for increased business revenues due to improved transportation services and increased pedestrian traffic
Mass Media: (TV/Radio; Social networks): Georgian Public Broadcaster First Channel - 1TV, Imedi TV.	●	●	Timely update with transparent public information. Educate customers	Media recognition of positive urban transport developments
<p>Interest/influence</p> <p>● High ● Medium ● Low</p> <p>Stakeholders' interest refers to the vested interest that an individual or group has in the success, activities, or outcomes of a project, organization, or issue. These interests can be diverse and multifaceted, encompassing various aspects such as: financial interests, operational interests and social interests.</p> <p>Stakeholders' influence refers to the ability to participate in decision-making, determining the extent of impact on specific decisions and the project impact.</p>				

Effective coordination and cooperation among these groups will lead to a more efficient, accessible, and sustainable transit system that benefits the entire city community. Various stakeholders, driven by their unique interests and motivations regarding this Project, assume distinct roles vital to advancing the enhancement of Tbilisi public transport and metro in particular. These stakeholders encompass a wide range of individuals, organizations, and entities, each contributing in their own way to the development of public transportation in Tbilisi. Their prospective roles and responsibilities, each contributing uniquely to the Project’s success.

Table 3. Different Stakeholders and their roles and responsibilities

Stakeholders	Roles and Responsibilities within the Project
Primary stakeholders	
Public transport users, Tbilisi citizens/General Public, Local and foreign students.	<p>Passengers can provide valuable feedback to transportation authorities about issues they encounter, such as broken equipment, riding quality, frequency of trains, cleanliness concerns, or safety hazards. Reporting such issues will help to improve the quality of public transportation.</p> <p>Environmental responsibility: using public transport is often promoted as an environmentally friendly choice. Passengers can contribute to sustainability by opting for public transport over private vehicles.</p> <p>Awareness and Information: staying informed about routes, schedules, and any service disruptions is essential. Public transport users can serve as advocacy groups or engage in community efforts to promote and improve public transportation services.</p>
Vulnerable groups of citizens, Women users, Low-Income persons, Elderly and Mobility Impaired Individuals.	Can form advocacy groups; actively participate in the improvement of public transportation and advocate for their unique needs; vulnerable individuals should promptly report any accessibility challenges, safety concerns, or incidents they encounter while using public transportation. This feedback is invaluable for transportation authorities in identifying areas for improvement; and encourages transportation authorities to prioritise accessibility and inclusivity in public transit planning and design.
Visitors/Tourists: Visitors from other regions/cities of Georgia, Foreign Tourists, Destination users of touristic attractions, historic sites, arts, sports and recreation areas.	Can provide feedback on the accessibility, convenience, and reliability of public transportation, especially in relation to metro quality. Users can advocate for transportation improvements to ensure that touristic attractions and other destinations are easily accessible via public transit including metro.
TTC employees	<p>Safety: - Ensuring rolling stock safety, reporting safety concerns, providing quality service, assisting passengers, safety procedures.</p> <p>Security: - Ensuring security at stations and within metro cars, arranging video surveillance, timely informing police/patrol.</p> <p>Accessibility: - Assisting vulnerable passengers, report accessibility Issues,</p> <p>Timeliness and Efficiency: - Adhering to schedules,</p> <p>Maintenance of Infrastructure: - Prompt repairs, environmental responsibility,</p> <p>Communication - Maintain effective communication within the company to address operational challenges and improve service quality.</p>
Key stakeholders	
Transport Company, Metro Operators	<p>Ensuring TTC employees fulfil responsibilities listed above.</p> <p>TTC and metro operators are directly impacted by the restructuring of the public transport system. They must be actively involved in the planning and implementation process (governed by City Hall and TUDA) to ensure their needs are taken into consideration.</p>

Stakeholders	Roles and Responsibilities within the Project
Tbilisi City Hall	Develop comprehensive transportation strategies and policies to enhance public transportation, reduce traffic congestion, and improve overall mobility within the city. Prioritise infrastructure investments in public transportation, including the expansion and maintenance of metro lines. Set and enforce accessibility standards for public transportation, ensuring that services are accessible to individuals with disabilities and elderly citizens. Engage with the public, local communities, and stakeholders through public consultations, meetings, and forums to gather input on transportation projects and priorities.
Transport and Urban Development Agency (TUDA)	TUDA is responsible for planning, regulating, and managing urban passenger transport. Design and oversee the construction of transportation infrastructure, ensuring it aligns with urban development objectives. Ensure public transport (Metro, Buses) transit operations; Promote eco-friendly transportation solutions, such as electric buses and energy-efficient metro systems, to reduce emissions and environmental impact. Collaborate with other government agencies, the private sector, and international organisations to secure funding, expertise, and support for transportation projects. Engage with the public, local communities, and stakeholders through public consultations, meetings, and forums to gather input on transportation projects and priorities.
Ministry of Environment Protection and Agriculture	The national focal point for climate policies and coordinates the inter-ministerial activities related to climate mitigation and adaptation. Ensure that public transportation and metro projects comply with environmental regulations and standards. Conduct environmental impact assessments to evaluate the effects of transportation projects on air quality, noise levels, and local ecosystems. Collaborate with transportation authorities to develop strategies for reducing air pollution from public transportation vehicles through emission standards and technology upgrades. Organise workshops and seminars for transportation staff and urban planners on incorporating environmental sustainability into transportation planning. Develop educational programs and campaigns to raise public awareness about the environmental benefits of using public transportation and metro services.
Ministry of Economy	Responsible for the attribution of budgets to the sector ministries' allocated government funds to support public transportation projects, including infrastructure development, maintenance, and modernisation. Explore and promote various financing mechanisms, such as public-private partnerships/ grants, to secure additional resources for transportation improvements. Collaborate with transportation authorities to establish and enforce regulations that promote efficient and sustainable transportation services.
Ministry of Internal Affairs - Patrol / Police Department	Ensure the safety and security of passengers and the efficient operation of public transportation and metro services in Tbilisi, contributing to the overall improvement of the transportation system. Ensuring the safety and security of passengers and public transportation infrastructure; implementing crime prevention strategies to reduce incidents of theft, vandalism, and harassment within the public transportation network including metro stations and trains. Develop and coordinate emergency response plans for

Stakeholders	Roles and Responsibilities within the Project
	transportation-related incidents, accidents, or crises, such as accidents, natural disasters, or security threats. Utilise surveillance systems, including cameras and sensors, to monitor public transportation facilities and detect security threats or incidents. Conduct safety awareness campaigns and workshops for passengers and transportation staff.
Ministry of Health, Labour and Social Affairs of Georgia	Provide public health protection; provide social programs and benefits for low-income populations; conduct health impact assessments to evaluate the effects of transportation policies, such as air quality and physical activity levels, on public health; develop and implement public health campaigns that promote the use of active transportation (e.g., walking, cycling) and public transit to reduce sedentary lifestyles and air pollution. collaborate with transportation authorities to establish and enforce safety regulations, ensuring the safety of passengers and pedestrians. coordinate emergency response plans with transportation agencies to address health-related incidents, accidents, or emergencies involving public transportation; work with transportation authorities to set accessibility standards for public transportation, ensuring that services accommodate passengers with disabilities and vulnerable populations, collaborate with transportation authorities, social service agencies, and other relevant stakeholders to develop and implement health-focused transportation policies and initiatives.
Social Service Agency	Ensure that vulnerable populations, such as low-income individuals, the elderly, and those with disabilities, have access to affordable and accessible transportation options, administer financial assistance programs or subsidies to help disadvantaged individuals afford public transportation fares, work to improve accessibility features in public transportation, including the availability of accessible vehicles, ramps, and assistance services for disabled passengers. Conduct educational campaigns to inform vulnerable populations about available transportation options and accessibility services. Raise public awareness about the availability and importance of transportation services for accessing social services, healthcare, and employment opportunities.
Interested Parties	
Non-governmental and community organisations	Explore potential environmental advantages of public transportation, which encompass decreased pollution and energy usage, enhanced air quality, enhanced road safety with reduced risk of traffic accidents, and improved mobility for individuals with physical or other limitations
Other local Transport Bodies: Georgian Railway, Tbilisi Shota Rustaveli International Airport, Bus Terminal “Okriba”.	Collaborate with other public transportation providers, such as buses, railway, to create seamless connections and integrated ticketing solutions; Improve transportation links between the airport or railway station, and the bus terminal with the city centre. The stakeholder could show their interest in achieving coordinated work in planning the shuttle services, taxis, public transit connections, bus schedules, routes, and stops to optimise public transportation within the city, etc.

Stakeholders	Roles and Responsibilities within the Project
<p>Business/Commercial Organisations:</p> <p>The Georgian National Committee of the International Chamber of Commerce,</p> <p>Georgian Chamber of Commerce and Industry,</p> <p>LEPL – Georgian National Tourism Administration.</p>	<p>The private sector is closely related to urban transport and may be affected economically (positively or negatively) by the implementation of the project. They can explore opportunities for public-private partnerships to invest in and operate transportation projects; offer digital solutions that integrate various modes of transportation, making it easier for passengers to plan and pay for their journeys. Collaborate with public authorities to offer discounted transportation options for low-income individuals and vulnerable populations.</p>
<p>Mass Media: TV/Radio; Social networks</p>	<p>Media provides timely updates, disseminates accurate and up-to-date information about public transportation schedules, route changes, service disruptions, and fare adjustments; creates informative/educational content that educates the public about the benefits of using public transportation, including its environmental advantages and cost savings. Report on public consultations, meetings, and forums related to transportation planning, allowing the community to stay informed and engaged; offer a platform for the public to voice their concerns, suggestions, and experiences related to public transportation. Advocate for improved accessibility in public transportation, including features for individuals with disabilities, the elderly, and vulnerable populations; support and promote public transportation campaigns and initiatives launched by government agencies, advocacy groups, or transportation providers.</p>

The results of stakeholder analysis encompassing their interests, influence, and potential impacts of the Project flow into a stakeholder engagement strategy to manage their expectations, involve them in decision-making processes and mitigate any potential conflicts or challenges that may arise during the Project’s lifecycle. Considering the level of influence and role of each stakeholder category, the relevant information content is produced and delivered with the most effective communication tools.

7. Stakeholders Engagement Strategy

The Stakeholder Engagement Strategy has been developed to fulfil local (Georgian) and the AIIB ESF requirements for public participation, with the overarching aim of ensuring the fair and meaningful engagement of all stakeholders. This includes giving special consideration to vulnerable groups who may be affected differently by TTC services.

The Project establishes a **strategy** for stakeholders engagement including information sharing, communication and consultations with the stakeholders groups identified. The main objective of the strategy is to ensure ongoing communication with those who may be affected by the Project and other relevant stakeholders throughout the project lifecycle. This involves providing them with regular information about current activities, Project performance, development achievements, and updates on Project progress.

The general **purpose** of stakeholder engagement is to foster meaningful interactions and collaborations with stakeholders to gather insights, address concerns, and build relationships. This process ensures that stakeholders' perspectives are considered in decision-making, leading to more informed and inclusive outcomes of the Project.

Proposed **methodology** considers:

- Organizing consultative meetings or interactive online sessions with focus groups, where stakeholders can discuss specific topics, brainstorm ideas, and provide input.
- Using digital/online platforms and social media to engage stakeholders who may not be able to attend consultative meetings or the forum.
- Providing regular updates and transparent communication (information sharing) about project progress and decisions.

For this particular Project (procurement of new metro cars to replace depreciated metro fleet) - the above activities are proposed to facilitate a two-way dialogue between interested/affected groups and the TTC regarding the metro modernization, to gather feedback and public opinion in order to meet the needs of different groups of Tbilisi metro users.

The **frequency** of engagement activities should be tailored to the needs of the stakeholders and the project timeline/lifecycle. Key considerations include:

- Monthly Updates - providing consistent updates on project developments, especially during critical phases or milestones.
- Timely Responses - addressing stakeholder concerns and feedback promptly to maintain trust and transparency.
- Continuous Improvement - periodically improving engagement strategies based on feedback and evolving stakeholder needs.

8. Communication and Consultation Plan

The proposed communication and consultation plan ensures that stakeholders are informed, engaged, and their input is valued. Regular evaluation and adaptation of the plan based on feedback will enhance its effectiveness in achieving organizational goals and building strong stakeholder relationships. The communication and consultation plan ensures effective information sharing and two-way communication with stakeholders, identifies the channels and tools to be used for communication, such as meetings, workshops, newsletters, websites, or social media.

The communication campaign will not only inform, but also persuade and engage the public and stakeholders by highlighting the advantages of improvements in metro services, and the customer-centric approach of the public transport company.

A comprehensive Public Relations (PR) initiative is undertaken by TTC, utilizing social media, radio, television, and a mobile application. The PR effort will disseminate information regarding ongoing metro modernization with a particular emphasis on replacement of old cars and introduction of the new rolling stock. **Advance public notification** of an upcoming consultation meeting will be given, and it will be available via publicly accessible channels. The primary means of notification may include mass media and the dissemination of posters/ advertisements in public places. The project keeps proof of the publication (e.g., a copy of the newspaper announcement) for accountability and reporting purposes. For this Project the notice will be given through email, phone calls, through websites etc.

In terms of **vulnerable groups of stakeholders** - TTC took specific measures to identify individuals and groups who may be unequally or disproportionately impacted by TTC's services due to their disadvantaged or vulnerable status. TTC aimed to ensure that these groups or individuals receive pertinent information from the TTC and City Hall and have the opportunity to provide their input when applicable. The following groups are recognized as potentially vulnerable and will be taken into consideration during the planning of consultation activities:

- Low-income persons may struggle with the financial costs associated with using public transportation.
- Women are likely to face instances of physical and sexual harassment and safety concerns when using public transport.
- Individuals with diverse mobility needs, those with limited mobility, pregnant women, people accompanying multiple children, and elderly individuals who may encounter challenges in accessing public transportation and participating in consultation events due to accessibility issues. Notably, as Tbilisi's population ages, an increasing proportion of city residents may face mobility issues, especially elderly women.

In general, the **communication channels** for the information campaign will be internal (email updates, staff meetings) and external (consultative meetings, public forum, social media posts, newsletters).

The **timeline** for future communications will be as follows:

- Month (1): preparation of information materials for the stakeholders
- Month (2): **Planned stakeholder consultations** (consultative meetings or public forum), and feedback collection.
- Month 3: Analysis of feedback and preparation of recommendations.

The **feedback mechanisms** will be as follows:

- Online surveys after information dissemination, consultative meetings and public forum.
- Dedicated email address for stakeholder inquiries.
- Feedback forms at public events.

Three focus groups 1) the City and the Company; 2) public transport users; 3) media, NGOs and others – will be established to streamline communication within a small cross-sector team of engaged stakeholders, enabling the exchange of ideas and receiving their input and facilitate public consultations effectively. It will allow the addressing of unique interests of the identified stakeholder groups. This approach ensures equitable representation and a comprehensive understanding of the perspectives and requirements of each stakeholder category.

The schedule for the focus groups (FG) will be determined by the Metro Modernization Project and approved by TTC, ensuring regular and meaningful interactions with stakeholders. For instance, in the future, within the SEP of Metro Modernization Project, TTC plans to conduct regular FG meetings with key stakeholders at least once a month to ensure a consistent exchange of information and feedback.

In addition, the FG meetings/consultations will play a crucial role in promoting active involvement from various stakeholders and in collecting insights and feedback regarding how different stakeholder groups will be impacted by TTC's services. The TTC will also prioritize the inclusion of vulnerable populations, including women, individuals with disabilities, and socially disadvantaged communities. Consultation and disclosure efforts will consider several factors, including gender roles, physical accessibility, language preferences, time constraints, and the willingness of these groups to participate in information campaigns and other Project-related activities.

The Project's information disclosure and communication channels/tools are outlined in Table 4

Table 4. Key messages and proposed communication channels/tools by stakeholders' groups

Stakeholders	Key Messages	Communication channels/tools
Primary Stakeholders		
Tbilisi citizens/General Public, Public transport users, Vulnerable groups, Students, Visitors/Tourists.	Information on achievements & impacts of the Project and SEP (e.g. better transport service, the right to participate in decision making, improved liveability of the City and social inclusion, etc.), convenience due to set schedule, reduction in social exclusion, increased accessibility to natural, touristic and heritage sites, etc.	Public consultations, Information campaign materials (e.g. leaflets, brochures, TTC website, social media, mobile app, grievance mechanism, educational workshops and seminars.
Tbilisi Transport Company employees	Enhanced safety and technologies, improved passenger experience, long-term employment stability and growth within the Company, and opportunities for training and skill development.	On-job trainings, workshops, TTC website, social media pages, grievance mechanism, information campaign materials.
Key Stakeholders		
Tbilisi Transport Company	Ownership of the project; progressing towards the sustainable urban mobility goals; improved quality of public transportation, benefits.	Focus groups meetings; public consultation; workshops; grievance mechanism; information campaign materials.
Tbilisi City Hall	Ownership of the project; progressing towards the sustainable urban mobility goals; improved mobility and quality of public transportation, benefits for economic growth, service updates including changes to fares, less service disruptions and delays.	Focus groups meetings; public consultation; workshops; information campaign materials, TTC website.

Transport and Urban Development Agency (TUDA)	Potential Benefits and profit; progressing towards the sustainable urban mobility goals; improved safety and attractiveness of services, higher revenues, etc.	Public consultations; TTC website; social media pages; grievance mechanism; information campaign materials.
Governmental Bodies: Ministries and Relevant agencies	Service improvements including changes to fares, less service disruptions and delays, investment data; contribution to the public transport sector plans enhanced coordination.	Public consultations; TTC website; information campaign materials.
Ministry of Internal Affairs; Patrol/Police	The safety of citizens and guests is ensured.	; TTC website; social media pages; GRM; information campaign materials.
Interested Parties		
NGOs Tourism Industry Association	Informing ongoing focus groups and meetings; information on achievements and impacts of the Project and SEP (e.g. better transport service, improved liability of the City and social inclusion), including environmental benefits of public transport.	Focus groups, public consultations; information campaign materials.
Other local Transport Bodies	Modernisation implemented, improved services, route information including timetables and routes; information on achievements and impacts of the Project and SEP.	Public consultations; information campaign materials.
Business/Commercial Organisations	Modernisation implemented, improved services, details on planned construction works (if/when any), route information including timetables and routes;	Focus group meetings; public consultations; information campaign materials.
Mass Media: TV/Radio, Social Network	Information on achievements and impacts of the Project and SEP (e.g. better transport service, the right to participate in decision-making, improved liability of the City and social inclusion. improved safety and mobility for those with physical or other impediments and other positive components for the society; environmental benefits of public transport including reduced pollution and energy consumption.	Press releases; advertisements; promotion video; public consultations; mobile app.

8.1 Proposed Strategy for Consultations

The proposed strategy for consultations during the implementation phase is provided in Table 5.

Table 5. Proposed Strategy for Consultations

Topic of Consultation	Method Used	Target Stakeholders	Responsibility
<ul style="list-style-type: none"> • Project progress on ongoing activities/targets and outputs • ESMP implementation • SEP implementation • GRM Processes • Occupational Health and safety concerns • Environmental and social concerns • Monitoring and reporting mechanism 	<ul style="list-style-type: none"> • Review of Project progress Reports • Emails • Meetings • ESMP monitoring reports and reviews • GRM Reports • SEP 	Officials from TTC and City Hall	<ul style="list-style-type: none"> • EHS staff of TTC- Project progress, implementation of the ESMP and the SEP, and E&S concerns • GRM Focal Point on GRM issues
<ul style="list-style-type: none"> • Project ongoing and planned activities • Implementation of ESMP • SEP & its implementation • GRM for public • Environmental and social concerns 	<ul style="list-style-type: none"> • Information resource portal on the TTC website with data pertaining to project activities and GRM information • Social media platforms 	<ul style="list-style-type: none"> • General public and transport users 	<ul style="list-style-type: none"> • EHS staff of TTC- Project progress, implementation of the ESMP and the SEP, and E&S concerns • GRM Focal Point on GRM issues
<ul style="list-style-type: none"> • Project progress on activities. • Opportunities for collaboration • ESMP and SEP & its implementation • GRM Procedures • Health and safety concerns • Environmental and social concerns 	<ul style="list-style-type: none"> • Biannual consultative meetings • Review of Project progress Reports • Information resource portal on TTC website with data pertaining to project activities and GRM information • Print, electronic and social media 	<ul style="list-style-type: none"> • Other government departments • Print and Electronic Media, • NGOs and CSOs in the area • International Organizations 	<ul style="list-style-type: none"> • EHS staff of TTC- Project progress, implementation of the ESMP and the SEP, and E&S concerns • GRM Focal Point on GRM issues

9. Grievance Redress Mechanism

9.1 Potential Complaint Categories

Anyone (TTC consumers/passengers, TTC personnel/workers, other stakeholders or project-affected persons) will be able to submit a grievance to the TTC PIU if they believe a practice is having a detrimental impact on the city community, the environment, or on their personal safety or quality of life. Grievances could include:

- Dangers to health and safety or the environment.
- Worker complaints related to fair treatment, discrimination and equal opportunity
- Failure to comply with standards or legal obligations.
- Negative impacts on a person or a community (e.g. financial loss, physical harm, nuisance).
- Harassment of any nature.
- Criminal activity.
- Improper conduct or unethical behavior.
- Financial malpractice or impropriety or fraud.
- Attempts to conceal any of these.

9.2 Objectives of GRM

The objectives of the GRM are to:

- Establish a formal mechanism for affected people and employees to raise complaints or grievances.
- Develop an organizational framework to address and resolve the grievances of individual(s) or community(s), fairly and equitably.
- Provide enhanced level of satisfaction to the aggrieved.
- Provide easy accessibility to aggrieved/affected parties for immediate grievance redress.
- Ensure that the complainants are always treated fairly.
- Protect complainants from retaliation, grant them confidentiality and enable them to remain anonymous.

9.3 Submission of grievance

Grievances/complaints will go to the TTC PIU. The grievance(s) will be reviewed, and decisions made thereafter to redress the issue. Upon receipt, the grievance will be sorted and reviewed by senior management (Community Liaison Officer (CLO), Public Relations (PR) Manager or Human Resource (HR) Manager) and it will be decided that how will it be taken into further consideration. The grievance mechanism will be notified after the project approval and made public throughout the public consultation process and will be maintained during the implementation of the project. The TTC website, the TTC page at social network, and a direct, dedicated telephone line will be available at TTC to receive complaints or concerns related to the Project. The TTC will monitor these communication sources and maintain the log (register) of all grievance submissions and calls. The information of grievances received and resolved will be included in the semiannual report submitted to the AIIB.

9.4 Grievance Resolution Process

In case the grievance is not connected to the project activity or in case the TTC finds that all work is consistent with applicable Georgian and international standards, the grievance will not be further processed. When this occurs, this will be explained in writing to the person who submitted the grievance. In all other cases, the TTC, (in consultation with other authorities if/as needed), will investigate whether there has been a failure to work to standards and if so, to identify measures to prevent the incident from occurring again. In general, grievances will be resolved as described below.

Step 1: Receive Complaint: Once the TTC Contact Person (CLO, PR Manager or HR Manager) receives a letter, the filled grievance form, the social network post, or is otherwise notified of a potential problem via the phone call, TTC assigns Responsible Manager/Officer for resolving the grievance, including notifying other responsible authorities of the issue.

Step 2: Acknowledgement: The Contact Person (CLO, PR Manager or HR Manager) will acknowledge receipt of a grievance by letter within 7 working days of having received the grievance. The acknowledgement will specify a contact person, their reference indicator, and an anticipated target date for resolution.

Step 3: Investigation: The TTC Contact Person (CLO, PR Manager or HR Manager) will work to understand the cause of every grievance. They may need to contact the claimant during this time. During this phase, the TTC will determine whether the grievance is related to the company operations, and if so whether the problem was caused by a failure to meet Georgian or international standards. If the problem was indeed caused by a failure to meet standards, the TTC will determine if this was a one-time occurrence or if there is an underlying problem with project activities. The TTC Responsible Manager/Officer will coordinate modifications to project activities as necessary to meet standards and avoid future problems, and for ensuring that project management and workers are properly counseled and trained to avoid future recurrences of the problem. According to Administrative Code of Georgia the target timeline for grievances investigation is 20 working days.

Step 4: Resolution: Once TTC's Responsible Manager/Officer, (with other TTC specialists if/as needed), have investigated a grievance and determined the proper course of action, the TTC Contact Person (CLO, PR Manager or HR Manager) will write to the claimant and disclose the results of the investigation and of the proposed course of action, if any. If the person who submitted the grievance considers the issue to be satisfactorily resolved, they will be asked to sign a Statement of Satisfaction. If the grievance remains unresolved it will be reassessed and there will be further dialogue with the claimant to determine if there are any further steps which may be taken.

Step 5: Follow Up: The TTC may contact the claimant at a later stage to ensure that the activities continue to pose no further problems. If there is a remaining problem, the issue will be treated as a new grievance and re-enter the process.

9.5 Confidentiality and Anonymity

A person submitting a grievance may wish to raise a concern in confidence. If the claimant asks the TTC to protect his or her identity, it will not be disclosed without consent. Details of submissions and allegations will remain secure within the team responsible for investigating the concerns. However, the situation may arise where it will not be possible to resolve the matter without revealing the claimant's identity (for instance where it is required to give evidence in court). The investigative team will discuss with the claimant how best to proceed.

In case the claimant does not disclose his identity to the TTC, it may make it more difficult to investigate the matter, to protect claimant's position, or to give feedback. TTC will consider anonymous reports but the anonymous grievance will need to include sufficient facts and data to enable the investigative team to look into the matter without any further assistance.

9.6 AIIB Policy on Project-affected People's Mechanism (PPM)

People who believe they have been or are likely to be adversely affected by a failure of the Bank to implement the ESP may submit complaints to the Bank's PPM in accordance with the "Policy on the PPM", when their Project-related concerns cannot be addressed satisfactorily through Project-level GRMs or the AIIB's management processes. Related information can be obtained by visiting the following links: <https://www.aiib.org/en/policies-strategies/operational-policies/policy-on-the-project-affected-mechanism.html>.

9.7 Disclosure of GRM

Pursuant to the provisions of Section 20.2 of AIIB ESS1, the GRM shall be disclosed at TTC website as well as in the depots and on each station. The final processes and procedures for the GRM will be translated into local language i.e., Georgian and disseminated at all project locations. Banners and posters will be displayed, as appropriate. Disclosure of GRM will also remain an agenda item for project related stakeholder consultation meetings.

Information on the availability of the AIIB PPM should be provided in an accessible and understandable manner in local (Georgian) language, including on the Client's project related website.

The sample grievance form for TTC GRM is provided in Annex 2 to this SEP.

10. Monitoring and Reporting

To ensure that stakeholder participation remains dynamic, effective, and responsive to the changing needs and expectations of the various groups involved in the project, a monitoring system has been developed. The system not only validates the efforts made but also provides valuable insights for continuous improvement and success. Consistent monitoring and evaluation build trust and confidence among stakeholders.

In order to ensure that TTC SEP is effective, and that stakeholder needs and concerns are being addressed – the following **monitoring and reporting mechanisms** will be used:

Monitoring Mechanisms:

- Undertaking semi-annual **stakeholder feedback surveys** (online, via phone or in-person)
- Conducting **focus groups** or one-on-one **interviews** with key stakeholders.
- Documenting key discussions from meetings with stakeholders (**MoMs and records**).
- Analyzing **trends in stakeholder engagement** and participation levels.
- Using **issue tracking system** to monitor stakeholder concerns, complaints, and suggestions.
- Developing and monitoring **key performance indicators (KPIs)** related to stakeholder engagement (satisfaction levels, response times, effectiveness of communication channels).
- Maintaining **engagement logs** or records of all interactions with stakeholders

Reporting Mechanisms

- Preparing and distributing regular (semi-annual) **progress reports to stakeholders** including the Bank.
- Holding **review meetings with key stakeholders** to discuss the progress of the engagement plan, gather feedback, and make necessary adjustments.
- Providing **updates to the stakeholder groups** through newsletters, websites, or social media.
- Conduct periodic **reviews or audits of the stakeholder engagement process** to assess its effectiveness and make improvements.

Using these monitoring and reporting mechanisms helps ensure that stakeholder engagement is not only well-managed but also transparent and accountable, fostering stronger relationships and better project outcomes

Reporting Back to Stakeholders

It is critical to follow-up with stakeholders at different stages of the project cycle. Once consultations have taken place, stakeholders will want to know which of their suggestions will be used, what risk or impact mitigation measures will be put in place to address their concerns, and how, for example, project impacts are being monitored.

Often the same methods used in information disclosure are applied to reporting back to stakeholders. This follow up can include large-scale forums, brochures, targeted meetings, consultation sessions, mass media, social media and TTC website.

Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders in two possible ways:

- Publication of a standalone annual report on project's interaction with the stakeholders.
- A number of Key Performance Indicators (KPIs) will also be monitored by the project on a regular basis. Based on the data collected regularly, these indicators are:
 - Number of consultation meetings and other public discussions/forums conducted semi-annually and annually.
 - Frequency of public engagement activities.
 - Number of public grievances received (semiannually and annually) and number of those resolved within the prescribed timeline.

The SEP will be periodically reviewed and updated semi--annually during project implementation to ensure that the information presented herein is consistent and is the most recent, and that the identified methods of engagement remain appropriate and effective in relation to the project context and specific phases of the project. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP.

11. TTC Responsibilities, SEP Budget, and Points of Contact

The Project PIU established within TTC will oversee implementation of the Project, including Project ESMP and the Project SEP. The TTC Head of Donor Relations and Project Management Division, TTC Community Liaison Officer (CLO), TTC Public Relations (PR) Manager and TTC ES Manager will be responsible for the implementation and monitoring of SEP. The Semi-annual Report on Stakeholders Engagement will be prepared jointly and submitted to PIU and AIB for review prior to disclosure at the TTC website.

The tentative annual budget for SEP implementation is US\$40 000 and includes wages allocated within the TTC annual budget for HR, PR Managers and CLOs working for the Project and the allocated expenses for preparation, printing and dissemination of promotional/information materials and for organizing stakeholders' meetings/consultations.

TTC Points of Contact during SEP implementation

Name	Tamar Machavariani
Position	Head of Donor Relations and Project Management Division, TTC
Project/SEP Responsibilities	Organization/coordination of stakeholder meetings and consultations
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Name	Maka Tedoradze
Position	PR Division, Manager
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Annex 1: Stakeholder Consultations - Minutes of the Meetings MoM)

Minutes of the Meeting

Date/Time: August 29, 2024; 12:00

Topic: Meeting with stakeholders within the frame of Tbilisi Metro Modernization Project.

- Agenda:**
1. Welcome and Introductions:
 - Purpose of the meeting
 - Aim and objectives of procurement of the new rolling stock for Tbilisi Metro.
 - Project Stakeholders Engagement Plan (SEP) and Grievance Redress Mechanism (GRM)
 2. Discussion with Stakeholders: Current Challenges and Issues; desired Improvements; stakeholders needs and preferences;
 - The quality, accessibility, and efficiency of public transport in Tbilisi - participants' experiences, concerns, and frustrations with the existing Metro system.
 - The diverse needs and preferences of different community members regarding the Metro.
 3. Wrap-Up and Closing Remarks.

Participants:

- Natia Tevzadze (Gender and communication specialist, SMEC)
- Alexander Abzianidze (EHS specialist, SMEC)
- Tamar Machavariani (Head of the donor relationship and project management Department, TTC)
- Sophie Razmadze (Donor relations manager, TTC)
- Tamaz Robakidze (Media relations manager, TTC)
- Gvantsa Pirpirashvili (Metro exploitation coordinator)

No	Speaker	Topic	Result/Decision/Response
1.	Tamar Machavariani, Gvantsa Pirpirashvili	The purpose of the meeting; Procurement of the New Rolling Stock for Tbilisi Metro Modernization - Project goals and objectives. Project SEP and GRM	<ul style="list-style-type: none"> ■ The TTC presented information related to the procurement of new rolling stock within the framework of the Tbilisi Metro Modernization project. The TTC also underscored the critical role of stakeholder engagement throughout the various stages of project implementation to ensure enhanced service quality. The Project SEP and GRM (including AIIB PPM) have been explained. ■ Decision: The TTC will consider the feedback provided by stakeholders to improve Metro services.
2.	Tamar Machavariani, Gvantsa Pirpirashvili, Sophie Razmadze, Tamaz Robakidze, Natia Tevzadze, Alexander Abzianidze	Discussion with stakeholder	<ul style="list-style-type: none"> ■ The stakeholders expressed interest in the terms of purchasing and operating new metro cars. They sought information on the expected increase in passenger volume resulting from this procurement. Additionally, they inquired about the recruitment of female Metro drivers and hourly passenger activity patterns. They also inquired about how the new metro cars would be adapted to accommodate passengers with special needs, the maintenance procedures for the new vehicles, the number of new and existing metro cars, and the total number of cars in the expanded fleet. Stakeholders proposed raising awareness among passengers about proper behaviour on the metro system by incorporating metro etiquette into the educational

No	Speaker	Topic	Result/Decision/Response
			<p>curriculum through collaboration with the Ministry of Education. This proactive approach aims to prevent vandalism and maintain the new metro cars in optimal condition. Stakeholders also raised concerns about safety on the metro system. Additionally, they noted that the current level of vibration and noise is excessive, leading to discomfort and headaches for passengers wearing hearing aids.</p> <p>■ Decision: TTC provided information about the approximate terms of metro car purchase and delivery, emphasizing that it will lead to a 25% increase in passenger ridership. TTC also mentioned that the company is open to recruiting female metro drivers. The company has experience training female candidates who completed metro driving courses, though, they were unable to pass the exams. TTC has assured stakeholders that the vibration and noise levels in the new metro cars will be significantly reduced, meeting existing standards. To enhance passenger safety and security, TTC has also introduced a new tracing system. This system allows passengers to report incidents of violence or other complaints by calling a dedicated number prominently displayed within the metro cars. To accommodate passengers with special needs, the new metro cars will be fully accessible. Each car will feature designated spaces designed specifically for individuals with disabilities. Regarding maintenance, the metro cars will come with a three-year warranty from the manufacturer. Additionally, the TTC has sufficient resources and tools to ensure proper maintenance. Besides, technicians will be trained accordingly.</p> <p>All opinions and recommendations expressed by stakeholders have been noted and will be documented by the TTC. The Project SEP and GRM will ensure that these inputs are carefully considered to better tailor the transport network to the needs of vulnerable groups.</p>
4.	Tamar Machavariani, Gvantsa Pirpirashvili, Natia Tevzadze, Alexander Abzianidze	Summary and Concluding Remarks	<p>■ Stakeholders expressed gratitude for the organization of the meeting. It was noted that Tbilisi's public transportation is becoming increasingly accessible to vulnerable groups, and the introduction of new Metro cars will significantly improve service.</p> <p>■ Decision: Similar meetings will be held regularly, within the SEP implementation process, to foster enhanced stakeholder engagement throughout the project's implementation.</p>

Minutes of the Meeting

Date/Time: August 30, 2024; 12:00

Topic: Meeting with stakeholders within the frame of Tbilisi Metro Modernization Project.

- Agenda:**
1. Welcome and Introductions:
 - Purpose of the meeting
 - Aim and objectives of procurement of the new rolling stock for Tbilisi Metro.
 - Project Stakeholders Engagement Plan (SEP) and Grievance Redress Mechanism (GRM)
 2. Discussion with Stakeholders: Current Challenges and Issues; desired improvements; stakeholders needs and preferences;
 - The quality, accessibility, and efficiency of public transport in Tbilisi - participants' experiences, concerns, and frustrations with the existing Metro system.
 - The diverse needs and preferences of different community members regarding the Metro.
 3. Wrap-Up and Closing Remarks.

Participants:

- Alexander Targamadze (Project manager, TUDA)
- Tinatin Skhirtladze (Project Manager, senior specialist, TUDA)
- Grigol Khutsurauli (Director of Metropolitan and Cableway Operations, TTC)
- Shalva Obgaidze (Chairman of the Transport Issues Commission of the Tbilisi City Council)
- Giorgi Babunashvili (Head of NGO Urban Lab)
- Irakli Papiashvili (Commercial Director of Tegeta Motors)
- Anna Dzidzighuri (Project Manager of Tegeta Motors)
- Gvantsa Pirpirashvili (Metro exploitation coordinator)
- Tamar Machavariani (Head of Donor Relations and Project Management Division, TTC)
- Sophie Razmadze (Donor relations manager, TTC)
- Khatia Lomjaria (Manager at donor relationship and project management Department, TTC)
- Tamaz Robakidze (Media relations manager, TTC)

No	Speaker	Topic	Result/Decision/Response
1.	Tamar Machavariani, Gvantsa Pirpirashvili	The purpose of the meeting; Procurement of the New Rolling Stock for Tbilisi Metro Modernization - Project goals and objectives. Project SEP and GRM	<p>■ The TTC presented information related to the procurement of new rolling stock within the framework of the Tbilisi Metro Modernization project. The TTC also underscored the critical role of stakeholder engagement throughout the various stages of project implementation to ensure enhanced service quality. The Project SEP and GRM have been explained.</p> <p>■ Decision: The TTC will consider the feedback provided by stakeholders to improve Metro services.</p>

No	Speaker	Topic	Result/Decision/Response
2.	Grigol Khutsurauli, Tamar Machavariani, Gvantsa Pirpirashvili, Alexander Targamadze, Tinatin Skhirtladze, Shalva Obgaidze, Giorgi Babunashvili, Irakli Papiashvili, Anna Dzidziguri	Discussion with stakeholder	<p>■ Stakeholders expressed interest in the purchasing and operating of metro cars and their benefits. Concerns were raised about the company's infrastructure and staff preparedness to maintain the new vehicles. Stakeholders inquired about the anticipated procurement timeline.</p> <p>Additionally, interest was expressed in how the new metro cars would enhance passenger service, with particular emphasis on accessibility for disabled individuals.</p> <p>■ Decision: TTC briefed stakeholders on the current state of the metro infrastructure, as well provided information about the approximate terms of metro car purchase and delivery. The meeting highlighted that the new metro cars will feature a three-year warranty, which will be used to train technical staff on maintaining these new vehicles. The training program involves sending several instructors to the manufacturing company for certification, upon their return, they will then train the remaining staff. To further enhance staff proficiency, the TTC emphasized the purchase of a simulator to facilitate ongoing retraining and skill development. It was further underscored that the new metro cars will significantly improve accessibility and comfort for individuals with special needs.</p> <p>Recommendations expressed by stakeholders have been noted and will be documented by the TTC. The Project SEP and GRM will ensure that these inputs are carefully considered to better tailor the transport network to the needs of vulnerable groups.</p>
4.	Tamar Machavariani, Gvantsa Pirpirashvili, Grigol Khutsurauli	Summary and Concluding Remarks	<p>■ Stakeholders expressed their gratitude for the meeting and noted that the introduction of new metro cars will significantly enhance service and further contribute to a more inclusive transportation system.</p> <p>■ Decision: Similar meetings will be held regularly, within the SEP implementation process, to foster enhanced stakeholder engagement throughout the project's implementation.</p>

Annex 2: Grievance Form

SAMPLE GRIEVANCE FORM:

Reference No

<p>Full Name</p> <p>Note: you can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent</p>	<p>First name _____</p> <p>Last name _____</p> <p><input type="checkbox"/> I wish to raise my grievance anonymously</p> <p><input type="checkbox"/> I request not to disclose my identity without my consent</p>
<p>Contact Information</p> <p>Please mark how you wish to be contacted (mail, telephone, e-mail).</p>	<p><input type="checkbox"/> By Post: Please provide mailing address:</p> <p>_____</p> <p>_____</p> <p><input type="checkbox"/> By Telephone: _____</p> <p><input type="checkbox"/> By E-mail _____</p>
<p>Description of Incident or Grievance:</p>	<p>What happened?</p> <p>_____</p> <p>_____</p> <p>Where did it happen?</p> <p>_____</p> <p>_____</p> <p>Who did it happen to?</p> <p>_____</p> <p>_____</p> <p>What is the result of the problem?</p> <p>_____</p> <p>_____</p>
<p>Date of Incident/Grievance</p>	<p><input type="checkbox"/> One time incident/grievance (date _____)</p> <p><input type="checkbox"/> Happened more than once (how many times? _____)</p> <p><input type="checkbox"/> On-going (currently experiencing problem)</p>

What would you like to see happen to resolve the problem?	<hr/> <hr/>
Other Remarks	
Please return this form to:	[__name____], Public Relations (PR) Manager, [__company name____], Address _____ Tel.: _____ or E-mail: ____@____.com .