REPUBLIC OF ARMENIA
MINISTRY OF LABOR AND SOCIAL AFFAIRS
SOCIAL PROTECTION ADMINISTRATION II PROJECT
LOAN N 5398-AM

ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN
REHABILITATION OF PREMISES
FOR AMASIA COMPLEX SOCIAL SERVICES TERRITORIAL CENTER

AUTHORS:
Environmental specialist - A. OSIPOVA
Social Safeguards specialist - N. GRIGORYAN

MAY 2016
## PART A: GENERAL PROJECT AND SITE INFORMATION

### INSTITUTIONAL & ADMINISTRATIVE

<table>
<thead>
<tr>
<th>Country</th>
<th>Republic of Armenia</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project title</td>
<td>Social Protection Administration Project 2 (SPAP II), Rehabilitation of Premises for Amasia Complex Social Services Territorial Center</td>
</tr>
<tr>
<td>Scope of site-specific activity</td>
<td>The following activities shall be implemented at the site: complete reconstruction of the building, including seismic strengthening, metal, thermal insulation, demolition and construction of the separating walls, replacement of floors, replacement of doors, external doors and windows installation, as well as finishing of internal walls and ceilings, thermal insulation of external walls, mounting of internal infrastructures, construction of wheelchair ramps, demolition of the adjacent garage, improvement of the yard, construction of a parking lot.</td>
</tr>
</tbody>
</table>

| Institutional arrangements (WB) | Ivan Drabek, Marina Petrovic | Darejan Kapanadze, Environment Specialist Sophia Georgieva, Social Specialist |
| Implementation arrangements (RoA) | Ministry of Labor and Social Affairs (MLSA) | Shinprogress LTD | Akhuryan Kopshin |

### SITE DESCRIPTION

| Name of institution whose premises are to be rehabilitated | Amasia Complex Social Services Territorial Center (CSSTC) |
| Address and site location of institution whose premises are to be rehabilitated | Building N 4, 25 str., Amasia community, Shirak marz, Republic of Armenia |
| Who uses the land (formal/informal)? | Resolution N13-A, dated 18.07.2015, of the Head of Amasia rural community of the RoA Shirak marz |
| Cadastral number | 08-010-0074-0018 |
| Target use | public |
| Building surface | 606.68 sq. m |
| Land surface | 82.55 sq. m |
| Type of ownership | state property |
| The land is owned by state and will be used by the CSSTC. |
| Description of physical and natural environment around the site | Building was constructed in the beginning of 1980-s, it is located in the central part of the community. All the institutions of public significance of the community, town hall, bank, post, are nearby. The intended building is in a very convenient place for the beneficiaries. It has a large green area around which can be nicely improved. All the trees and plants will be preserved during the rehabilitation works. The external |
electricity, natural gas, water supply and wastewater disposal of the CSSTC are currently in place and will remain unchanged; and the internal communications and infrastructures, electricity wires and water pipes, will be fully replaced. No additional land will be allocated for the construction of the parking lot; the frontal part of the building will be improved to make space for the parking lot. This land plot is a state property, and cannot be used for private reasons or profit.

The civil works will not interfere with everyday life of nearby residents. The bus stop is nearby, which will also be very convenient for the beneficiaries in terms of transportation availability including for those beneficiaries traveling from village communities. The civil works will not interfere with the activity of the public transportation.

The rehabilitation works will take 23 months from the start of works.

Locations and distance for material sourcing, especially aggregates, water, stones?

The necessary aggregates and other construction materials are available from vendors in Gyumri.

Water required for construction works is available inside the building, provided through the municipal service.

There is sufficient space for parking construction vehicles and machinery on the territory adjacent to CSSTC and to establish a temporary warehouse for the building materials and construction waste.

LEGISLATION

National & local legislation & permits that apply to project activity

The following Armenian legislation defines a legal framework applicable to project activities:


The purpose of Law on Atmospheric Air Protection is to define main principles of the RoA, directed to provision of purity of atmospheric air and improvement of air quality, prevention and mitigation of the chemical, physical, biological and other impacts on air quality and regulation of public relation.

According to this law contractor shall undertake repairs activities as well as transportation and temporary storage of wastes the way to minimize dust and other emissions to the air.


The law provides the legal and economic basis for collection, transportation, disposal, treatment, re-use of wastes as well as prevention of negative impacts of waste on natural resources, human life and health. The law defines the roles and responsibilities of the state authorized bodies as well as of waste generator organizations in waste management operations.

According to this law, the waste generated during renovation of the building should be recycled as appropriate, or disposed of in designated locations.


The law defines types of activities which are subject to environmental impact assessment and ecological expertise.

According to this law, works for the rehabilitation of premises for the CSSTC are not subject to the ecological expertise.


Taking into account the nature protection, economic and social significance of the land, the Land Code defines the basic directions of State regulatory system concerning land relations, development of various organizational and legal forms of land economy, fertility of
land, land use efficiency raise, protection and improvement of an environment – favorable for human vitality and health, the legal framework concerning the protection of the rights on land, as well as regulation of resettlement and evacuation problems. 

Rehabilitation of Amasia CSSTC will not cause resettlement neither as defined by this law nor as by OP/BP 4.12 of the World Bank.


The law defines types of activities which are subject to construction permitting.

According to this law, rehabilitation works (except for construction, reconstruction) planned at institution do not require obtaining of the construction permit.

PUBLIC CONSULTATION

When / where the public consultation process will take /took place

Present draft ESMP was disclosed through the webpage of MLSA in Armenian and English languages upon clearance by the World Bank.

Public consultation on the draft ESMP was announced and held within 10 days after disclosure and announcement. Consultation was held in the Amasia community in the location preliminarily agreed with the Head of the territorial social services. The venue of the public consultation meeting was preliminarily agreed with the Heads of the territorial social services, and subsequently disclosed on the MLSA official website (www.mlsa.am) and in the same community.

All the interested citizens and organizations (community leadership, heads and employees of territorial social services, local NGO-s) of each community are notified about the public consultation meeting by SPAP II PCU through an electronic invitation letter, as well as telephone calls and web-site post. Afterwards the announcement-leaflets are posted at central, visible and crowded parts of each community to disseminate the information among the community population and beneficiaries.

Brief information on the planned works, and contact information of contractor for addressing questions and grievance will be placed at the work site and/or in its immediate surroundings.

ATTACHMENTS

Attachment 1: Site map/photo
Attachment 2: Ownership certificate of the building N 4 on 25 str., Amasia community, Shirak marz
Attachment 3: Conclusion of the Seismic Resistance Test
Attachment 4: Minutes of public consultation meeting and announcement-invitation Attachment
Attachment 5: Agreement for the waste disposal
## ENVIRONMENTAL /SOCIAL SCREENING

<table>
<thead>
<tr>
<th>Activity/Issue</th>
<th>Status</th>
<th>Triggered Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Building rehabilitation</td>
<td>[✓] Yes [ ] No</td>
<td>See Section A below</td>
</tr>
<tr>
<td>B. New construction</td>
<td>[ ] Yes [✓] No</td>
<td>See Section A below</td>
</tr>
<tr>
<td>C. Individual wastewater treatment system</td>
<td>[ ] Yes [✓] No</td>
<td>See Section B below</td>
</tr>
<tr>
<td>D. Historic building(s) and districts</td>
<td>[ ] Yes [✓] No</td>
<td>See Section C below</td>
</tr>
<tr>
<td>E. Acquisition of land(^1)</td>
<td>[ ] Yes [✓] No</td>
<td>See Section D below</td>
</tr>
<tr>
<td>F. Hazardous or toxic materials(^2)</td>
<td>[ ] Yes [✓] No</td>
<td>See Section E below</td>
</tr>
<tr>
<td>G. Impacts on forests and/or protected areas</td>
<td>[ ] Yes [✓] No</td>
<td>See Section F below</td>
</tr>
<tr>
<td>H. Handling / management of medical waste</td>
<td>[ ] Yes [✓] No</td>
<td>See Section G below</td>
</tr>
<tr>
<td>I. Traffic and Pedestrian Safety.</td>
<td>[✓] Yes [ ] No</td>
<td>See Section H below</td>
</tr>
</tbody>
</table>

\(^1\) Land acquisitions includes displacement of people, change of livelihood encroachment on private property this is to land that is purchased/transferred and affects people who are living and/or squatters and/or operate a business (kiosks) on land that is being acquired.

\(^2\) Toxic / hazardous material includes but is not limited to asbestos, toxic paints, noxious solvents, removal of lead paint, etc.
## PART C: MITIGATION MEASURES

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>PARAMETER</th>
<th>MITIGATION MEASURES CHECKLIST</th>
</tr>
</thead>
</table>
| General Conditions | Notification and Worker Safety | (a) The local construction and environment inspectorates and communities have been notified of upcoming activities  
(b) The public has been notified of the works through appropriate notification in the media and/or at publicly accessible sites (including the site of the works)  
(c) All legally required permits have been acquired for construction and/or rehabilitation  
(d) The Contractor formally agrees that all work will be carried out in a safe and disciplined manner designed to minimize impacts on neighboring residents and environment.  
(e) Workers’ PPE will comply with international good practice (always hardhats, as needed masks and safety glasses, harnesses and safety boots)  
(f) Appropriate signposting of the sites will inform workers of key rules and regulations to follow. |
| A. General Rehabilitation and/or Construction Activities | Air Quality | (a) Demolition debris shall be kept in controlled area and sprayed with water mist to reduce debris dust  
(b) During pneumatic drilling/wall destruction dust shall be suppressed by ongoing water spraying and/or installing dust screen enclosures at site  
(c) The surrounding environment (sidewalks, roads) shall be kept free of debris to minimize dust  
(d) There will be no open burning of construction / waste material at the site  
(e) There will be no excessive idling of construction vehicles at sites |
| | Noise | (a) Construction noise will be limited to restricted times agreed to in the permit. The civil works will cause some noise mostly in defined working hours, however the Contractor shall maximally reduce inconvenience caused to the nearby residents  
(b) During operations the engine covers of generators, air compressors and other powered mechanical equipment shall be closed, and equipment placed as far away from residential areas as possible |
| | Water Quality | (a) The site will establish appropriate erosion and sediment control measures such as e.g. hay bales and/or silt fences to prevent sediment from moving off site and causing excessive turbidity in nearby streams and rivers. |
| | Waste management | (a) Waste collection and disposal pathways and sites will be identified for all major waste types expected from demolition and construction activities.  
(b) Mineral construction and demolition wastes will be separated from general refuse, organic, liquid and chemical wastes by on-site sorting and stored in appropriate containers.  
(c) Construction waste will be collected and disposed properly by licensed collectors  
(d) The records of waste disposal will be maintained as proof for proper management as designed.  
(e) Whenever feasible the contractor will reuse and recycle appropriate and viable materials (except asbestos) |
| B. Traffic and Pedestrian Safety | Direct or indirect hazards to public traffic and pedestrians by construction activities | (a) In compliance with national regulations the contractor will insure that the construction site is properly secured and construction related traffic regulated. This includes but is not limited to  
• Signposting, warning signs, barriers and traffic diversions: site will be clearly visible and the public warned of all potential hazards  
• Traffic management system and staff training, especially for site access and near-site heavy traffic. Provision of safe passages and crossings for pedestrians where construction traffic interferes.  
• Adjustment of working hours to local traffic patterns, e.g. avoiding major transport activities during rush hours or times of...
<table>
<thead>
<tr>
<th>livestock movement</th>
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</thead>
<tbody>
<tr>
<td>• Active traffic management by trained and visible staff at the site, if required for safe and convenient passage for the public.</td>
</tr>
<tr>
<td>• Ensuring safe and continuous access to office facilities, shops and residences during renovation activities, if the buildings stay open for the public.</td>
</tr>
</tbody>
</table>
### PART D: MONITORING PLAN

<table>
<thead>
<tr>
<th>Activity</th>
<th>What</th>
<th>Where</th>
<th>How</th>
<th>When</th>
<th>Why</th>
<th>Who</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provision of construction materials</td>
<td>Purchase of construction materials from the registered providers</td>
<td>Provider's office or warehouse</td>
<td>Verification of labels of the materials and/or certificates</td>
<td>During conclusion of supply contracts</td>
<td>Ensure reliability of construction materials and their safety for human health</td>
<td>MLSA</td>
</tr>
<tr>
<td>Generation of construction waste</td>
<td>- Temporary storage of construction waste in especially allocated areas; - Timely disposal of wastes to the formally designated locations</td>
<td>Work site</td>
<td>Inspection</td>
<td>Periodically during reconstruction and upon its completion</td>
<td>- Prevent pollution of territory - avoid accidents at construction site due to scattered fragments of construction materials and debris - retain esthetic appearance of the reconstruction site and other floors</td>
<td>MLSA</td>
</tr>
<tr>
<td>Transportation of construction materials and waste</td>
<td>- Technical condition of vehicles and machinery; - Confinement and protection of truck loads with lining; - Respect of the established hours and routes of transportation</td>
<td>- Construction site - Routes of transportation of construction materials and wastes</td>
<td>Inspection of roads adjacent to the construction object in the direction of the movement route</td>
<td>Selective inspections during work hours</td>
<td>- Limit pollution of soil and air from emissions; - Limit nuisance to local communities from noise and vibration; - Minimize traffic</td>
<td>Traffic Police</td>
</tr>
</tbody>
</table>
| Workers’ health and safety | - Provision of constructors with working clothes and PPE;  
- Strict compliance with the rules of construction equipment operation and usage of PPE;  
- Presence of fire extinguishing and medical aid kits at work site | Work site | Inspection | Entire period of works | Reduce probability of traumas and accidents | MLSA |
|---------------------------|-------------------------------------------------------------------------------------------------|-----------|-------------|------------------------|---------------------------------------------|------|
| Traffic and road safety   | - Presence of traffic regulation and warning signs as needed;  
- Construction site demarcated/fenced, and all construction activities confined to the site;  
- No construction materials and waste piled up or scattered outside the construction site | Adjacent area to the construction site | Inspection | Entire period of construction works | Prevent the violation of interests of the passengers and/or pedestrians because of the construction works | MLSA |
| Site reinstatement        | Land plot around the reconstructed premises cleared of any residual waste and reinstated | Construction site | inspection | Final stage of works | Ensure complete close-down of the construction site with no residual trash left behind | MLSA |
| Public information and grievance redress | Information board installed at the work site carrying:  
- the name of works provider (contractor), works commissioner (MLSA), and works financing Project (SPAP);  
- contact information / hotline in MLSA for local communities to refer complains on the nuisance caused by construction | Field office of the contractor and construction site | Inspection of documents | Before and during the construction works | Communicate with the residents or employees as well as other stakeholders of the area adjacent to the construction site and register the complaints | MLSA |
<table>
<thead>
<tr>
<th>Works</th>
<th>Operation Phase</th>
<th>CSSTC space</th>
<th>Inspection of office area</th>
<th>Entire period of office operation</th>
<th>CSSTC administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational waste management - Organized collection of household waste generated during office operation inside CSSTC; - Arrangements in place and operational for removal of household waste from CSSTC</td>
<td>CSSTC space</td>
<td>Inspection of office area</td>
<td>Entire period of office operation</td>
<td>Ensure sanitary safety and favorable conditions for CSSTC staff</td>
<td>CSSTC administration</td>
</tr>
<tr>
<td>Maintenance of internal communication systems Electric wiring and water/waste water pipes maintained in good operation condition</td>
<td>CSSTC space</td>
<td>Inspection of office area</td>
<td>Entire period of office operation</td>
<td>Exclude risks of electric shocks, short circuits, and leakage of pipes</td>
<td>CSSTC administration</td>
</tr>
<tr>
<td>Improved space (premises) Exterior area of the building kept clean and groomed</td>
<td>Premises of the CSSTC</td>
<td>Inspection</td>
<td>Entire period of works implementation</td>
<td>Ensure favorable social impact of the improved premises on the beneficiaries attending the center.</td>
<td>CSSTC administration</td>
</tr>
</tbody>
</table>
Attachment 1. Site plan and photo documentation of premises before repair
Attachment 2
Ownership Certificate of the Building

(Non-official translation)

Republic of Armenia
Certificate of State Registration of the Rights over
Real Estate

This Certificate confirms the state registration of the rights over real estate in the integrated registry of state registration of rights over real estate on September 23, 2015 by the following details:

1. **Entity(s) of registered right**
   Republic of Armenia

2. **The place and name of the real estate**
   4 building, 25 str., Amasia community, Shirak marz

3. **Documents on which the registration is based:**
   Resolution N13-A, dated 18.07.2015, of the Head of Amasia rural community of the RoA Shirak marz

4. **Land characteristics**
   Cadaster Code – 08-010-0074-0018
   Surface – 0.13 (ha)
   Target use – public
   Type of registered right - gratuitous use

5. **Building characteristics**
   1) Target use – public
   2) Characteristics of the separate buildings:

<table>
<thead>
<tr>
<th>N</th>
<th>Cadaster Code</th>
<th>Type</th>
<th>Surface</th>
<th>Type of registered right</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>08-010-0074-0018-001</td>
<td>Yard</td>
<td>606.68 sq. m</td>
<td>Ownership</td>
</tr>
<tr>
<td>2</td>
<td>08-010-0074-0018-002</td>
<td>Garage</td>
<td>52 sq. m</td>
<td>Ownership</td>
</tr>
<tr>
<td>3</td>
<td>08-010-0077-0018-001</td>
<td>Fence</td>
<td>29.75 sq. m, 59.5 cubic m, 59.5 m</td>
<td>Ownership</td>
</tr>
</tbody>
</table>

Additional Notes and Information
The property is attached to the “RoA Ministry of Labor and Social Affairs” state administration body.

Registering official – Roman Harutyunyan

Position – Real estate register of the Shirak marz subdivision of the State Committee of the Real Estate Cadaster adjunct to the RoA Government.

Certificate number – 23092015-08-0056, password – UH1UEXN2HQA
Conclusion of the Seismic Resistance Test

Summary-Excerpt from the

Conclusion on the Technical State of the Complex Social Services Territorial Center Located at 25 str., Amasia community, Shirak marz, Republic of Armenia

The conclusion is provided by “HABSHIN NAKHAGITS” LLC authorized company (license number 14973).

Visual examination revealed.

The examination of the building was implemented through the visual inspection of the bearing and covering structures revealing cracks in both bearing and covering structures. Currently the structures of the building and the schemes of the walls do not comply with the acting seismic norms. Basalt basis is partially dilapidated.

Recommendations

The following activities should be implemented to increase the seismic resistance of the building:

- Build cross-monolithic frames inside the building, the distance between the walls not more than 9 m.
- Continue the cross wall of the first floor up in the second floor.
- Clear the walls from plaster, implement one-sided reinforced plaster over the external walls and two-sided reinforced plaster – over the internal walls, reinforce with metal mesh and stucco with sand/cement mortar not less than 5 cm thick.
- Demolish the roof, reinforce the covering layers, and repair the water-proofing and insulating layers.
- Reconstruct the roof rafters and covers complete with organized water drainage system.
- Clear the intermediate floor layers, reinforce a metal mesh over it fastening them with the panels of the ceiling stuccoing with 5 cm thick B20 class concrete.
- Knock down the weakened stones of the basalt basis.
- Cover the wall with reinforced mesh and stack the stones fastening to the mesh.
- Lay new protective paving around the building and ensure wastewater disposal.
- Demolish the garage adjacent to the building.
- Demolish the roof, clear the layers over the roof, reinforce the roof panels, reconstruct the roof layers and make a new roofing.

Conclusion

After relevant reinforcement and reconstruction works at the building N 4, 25 str., Amasia, Shirak marz, RoA, it will be possible to ensure the further safe and secure operation of the building.
Constructor-Expert (signed) A. Hovhannisyan
26.08.2015
ANNOUNCEMENT-INVITATION

Open public consultations on **Environmental and Social Management Plan of Reconstruction of Amasia Complex Social Services Territorial Center (CSSTC)** will be held on June 03, 2016, at 14:00 in the Conference Room of the Amasia CSSTC administrative building (Village Municipality, Amasia community, Shirak marz, RoA).

“Social Protection Administration II Project” Coordination Unit (SPAP II PCU) of the RoA Ministry of Labor and Social Affairs invites all the stakeholder physical and legal entities to participate in the consultations of this draft Project.

You can send your recommendations and observations through **infospap@mlsa.am** electronic mail or submit by the following address: Office # 361, Government bld. 3, Republic Square, Yerevan not later than June 02, 2016.

Documents can be accessed on the website of the RoA Ministry of Labor and Social Affairs - [http://www.mlsa.am](http://www.mlsa.am) as well as at the following address: Office # 361, Government bld. 3, Republic Square, Yerevan, tel.: 010 54 15 72.

**“Social Protection Administration II Project” Coordination Unit (SPAP II PCU) of the RoA Ministry of Labor and Social Affairs**

**MINUTES OF THE PUBLIC CONSULTATION MEETING ON**

**THE REHABILITATION WORKS AND POSSIBLE ENVIRONMENTAL, SOCIAL AND ADMINISTRATIVE PROBLEMS OF AMASIA COMPLEX SOCIAL SERVICES TERRITORIAL CENTER (CSSTC)**

Date 03.06.2016
Meeting duration 14:00 - 16:00

After the official publication ([http://www.mlsa.am](http://www.mlsa.am), 26.05.2016) of the Armenian and English language announcement regarding the public consultation of the rehabilitation works, as well as the Environmental and Social management Plan of the Amasia Complex Social Services Territorial Centre (hereinafter CSSTC) a public consultation meeting was held at the village administration building with the purpose of raising awareness among the employees of the future CSSTC, its beneficiaries and other stakeholders - interested citizens and organizations by the Project Coordination Unit (PCU) of the joint
Social Protection Administration II Project (SPAP II) of the RoA Ministry of Labour and Social Affairs and the World Bank. About 12 stakeholders (including 6 women) consisting of representatives of the local service office of the State Committee of the Real Estate Cadastre adjacent to the RoA Government, local secondary school, local Higher Educational Institution, local NGO, etc. actively participated in the public consultation meeting.

**AGENDA**

1. The main changes related to the introduction of the Complex Social Services System in the social services system provided to the RoA population.
   Speaker – Vardan Gevorgyan – Social Protection Projects Implementation Specialist of SPAP II,
2. Introduction of the design-cost estimate works of the CSSTC to be rehabilitated in Amasia.
   Speaker – Artashes Meliksetyan – SPAP II Engineer-Consultant,
3. Works aimed at the solution of possible environmental problems related to the establishment of Amasia CSSTC.
   Speaker – SPAP II Environmental Specialist Asya Osipova
4. Works aimed at overcoming the possible unfavorable social impacts related to the establishment of Amasia CSSTC.
   Speaker – Nane Grigoryan – SPAP II Social Safeguards Specialist.
5. Questions and answers.

The Following Was Presented During the Public Consultation Meeting:

SPAP II Social Protection Projects Implementation Specialist Vardan Gevorgyan thoroughly introduced the major changes aimed at the introduction of the Integrated Social Services System (ISSS) in the Republic of Armenia. He stressed that the ISSS introduction reform was initiated in 2010. Its purpose is to ensure a various social services (SS) provision to the people/families in difficult life situations from one window by an integrated methodology through meeting their needs as much as possible based upon a comprehensive evaluation of their real needs. A number of legal, institutional/organizational type of activities have been implemented for the ISSS introduction since 2010. He briefly introduced the legal acts associated with the ISSS. He also mentioned that a series of institutional changes have been made for the introduction of ISSS, namely: through locating 4 different institutions (Territorial Employment Centers (TEC), Medical-Social Expertise Commissions (MSEC), Social Security Territorial Departments (SSTD) and Social Assistance Territorial Departments/Agencies (SATD/A)) providing SS to the beneficiaries and functioning under the subordination of the RoA MLSA and RoA Marzpetarans and Municipalities in 18 RoA areas the Complex Social Services Territorial Centers (CSSTC-s) were established. Besides the above-mentioned 4 institutions, the CSSTC-s have a new unit – the integrated reception which has the functions of receiving the citizens’ applications and answering them from one window. The establishment of CSSTC-s leads to another institutional change in the SS system: the institute of a social worker is introduced, which will be a key element in organizing the provision of SS to the population at the CSSTC-s. One of the essential institutional changes is the establishment of an integrated body of cash payments which is envisaged to realize in 2017. The RoA MLSA has separated a subsystem coordinating the activity of the ISSS.

SPAP II Engineer-Consultant Artashes Meliksetyan thoroughly described the main works aimed at the rehabilitation of the CSSTC to be established. He mentioned that it is envisaged to reinforce the internal and external walls of the building with monolithic iron/concrete layer. The following activities shall be implemented at the site: complete reconstruction of the building, including seismic strengthening, metal roof reconstruction, thermal insulation, demolition and construction of the separating walls, replacement of floors, replacement of doors, external doors and windows installation, as well as finishing of internal walls.
and ceilings, thermal insulation of external walls, mounting of internal infrastructures, construction of wheelchair ramps, demolition of the adjacent garage, improvement of the yard, construction of a parking lot. The building is located in the central part of the community. All the institutions of public significance of the community, town hall, bank, post, are nearby. The intended building is in a very convenient place for the beneficiaries. It has a large green area around which can be nicely improved. He also added that the entrance hall, reception, consultation room, medical rooms for the MSEA, resource center will be located on the first floor, on the second floor there will be a conference hall, offices of the Heads of three different institutions and employees’ rooms, kitchen, technical room and archive. The necessary aggregates and other construction materials are available from vendors in Gyumri.

SPAP II Environmental Specialist Asya Osipova introduced the Environmental and Social Management and Monitoring Plan with the relevant mitigation measures.

The importance of local self-governing bodies was stressed with regard to the construction works, as well as all the necessary licenses and permissions have to be in place before the reconstruction works start. Osipova mentioned that as far as the works will be implemented in a densely populated residential area, all the environmental norms have to be maintained, particularly the working hours of all the construction equipment and machinery which should be kept in good condition, the engines should be turned off if no works are executed to avoid unnecessary noise and not to disturb the nearby residents. The application of safety tapes, signs and fencing is mandatory on the floors and will be monitored. Technical supervisors shall monitor the implementation of all the mitigation measures in compliance with the ESMP and in case of violations report to the SPAP II PCU and the respective contractor.

Osipova stressed the possible negative environmental impacts related with the Project implementation, including air pollution, accumulations of construction waste and waste transportation. It was mentioned that it will be necessary to sprinkle water at the construction site territory, additional construction material and waste/debris shall be arranged in specifically separated corners at the construction area and periodically taken out to avoid excessive accumulations. Additional construction material and waste/debris should be transported by covered trucks; the constructors and other stuff should be provided with masks, clean drinking water and toilets. Osipova explained what measures should be taken to mitigate the possible negative impacts, including the transportation of construction waste. It was also mentioned that the transportation and removal of the waste and debris shall be implemented in accordance with the ESMP. Osipova concluded by mentioning that as soon as the construction works are completed, the building, as well as the surrounding area of the building shall completely be cleaned of all the materials and waste in compliance with the environmental norms.

SPAP II Social Safeguards specialist N. Grigoryan stated that the overall social impact of the construction works of Amasia administrative building is evaluated as positive. There will be no resettlement or evacuation problems. As soon as the construction works start a public awareness panel with contact information of the works executor (contractor), Client (MLSA), as well as the PCU of SPAP II shall be installed at a visible place of the construction site. For grievance redress the MLSA hotline telephone number “114” is provided.

Below the summary of the main questions raised during the public consultation meeting and the provided responses are presented:

**Questions and Answers**

1. **Question.** Teacher at Amasia secondary school – L. Sahakyan
   - Will it be necessary to cut down the dead trees?

   **Answer.** A. Meliksetyan
   - Yes, it is envisaged to cut down a small number of dead and dried trees.
2. Question. Amasia State Social Security Service territorial department leading specialist A. Poghosyan
- Is it possible to make design changes during the construction works?

Answer. A. Meliksetyan
- No, it is not possible to make changes during the construction phase. If there are any complaints with regard to the CSSTC design, they have to be spoken out at the public consultation meeting.

3. Question. Real Estate Cadaster local service office leading specialist A. Manukyan
- Is it envisaged to fence the front yard of the CSSTC?

Answer. A. Meliksetyan
- Yes, fencing is envisaged under Amasia CSSTC rehabilitation plan.

4. Question. Amasia TEC leading specialist H. Hovsepyan
- When is it envisaged to start the reconstruction of the building and how long it will take?

Answer. A. Meliksetyan
- Most probably the reconstruction works will start in fall, they will take 23 months, and unfavorable weather conditions cannot hinder the construction works.

The list of the participants and the photos of the public consultation meeting are attached below.

<table>
<thead>
<tr>
<th>N</th>
<th>Name</th>
<th>Institution</th>
<th>Position</th>
<th>E-mail</th>
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<tbody>
<tr>
<td>1</td>
<td>Arakelyan Hakob</td>
<td>TEC</td>
<td>Director</td>
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<tr>
<td>2</td>
<td>Hovsepyan Hovsep</td>
<td>TEC</td>
<td>Lead Specialist</td>
<td><a href="mailto:hovsep1972@inbox.ru">hovsep1972@inbox.ru</a></td>
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<tr>
<td>3</td>
<td>Manukyan Argine</td>
<td>Cadaster</td>
<td>Lead Specialist</td>
<td><a href="mailto:argine.manukyan@mail.ru">argine.manukyan@mail.ru</a></td>
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<td>4</td>
<td>Sahakyan Liana</td>
<td>School</td>
<td>Teacher</td>
<td><a href="mailto:liana.sahakyan@mail.ru">liana.sahakyan@mail.ru</a></td>
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<tr>
<td>5</td>
<td>Poghosyan Aghasi</td>
<td>University</td>
<td>Student</td>
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<td>6</td>
<td>Poghosyan Artur</td>
<td>University</td>
<td>Student</td>
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<td>7</td>
<td>Sahakyan Stepan</td>
<td>SSSS Territorial Department</td>
<td>Senior Specialist</td>
<td><a href="mailto:stepan.sahakyan@sif.am">stepan.sahakyan@sif.am</a></td>
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<td>8</td>
<td>Poghosyan Harutyun</td>
<td>SSSS Territorial Department</td>
<td>Head of Department</td>
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<tr>
<td>9</td>
<td>Manukyan Armine</td>
<td>Social Worker</td>
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<td>10</td>
<td>Manukyan Arpine</td>
<td>Medical worker</td>
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<tr>
<td>11</td>
<td>Sahakyan Tamara</td>
<td>SSSS territorial department</td>
<td>Leading specialist</td>
<td><a href="mailto:tamara.sahakyan@sif.am">tamara.sahakyan@sif.am</a></td>
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<td>12</td>
<td>Khachatryan Narine</td>
<td>Public Development Center NGO</td>
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</table>
Attachment 5.

Agreement for the Waste Disposal

REPUBLIC OF ARMENIA

SHIRAK MARZ

AMASIA RURAL COMMUNITY

Tel.: (0246) 22310, 22925
Fax: (0246) 22310
E-mail: amasia.shirak@mta.gov.am

REFERENCE

With the following we ensure that the construction waste generated during the civil works of Amasia Complex Social Services Territorial Center will be transported and disposed at the gulch near the 8th street where the landfill is located – 1 km away from the construction site.

Head of the Community (signed) A. Amiryan