

**Albania**  
**Citizen Centered Public Services Project**

**Environmental Management Plan for new construction of  
Public Service Mall**

April 2015

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# 1 Introduction

The development objective of the Citizen Centered Public Services Project, under the title of “Innovation against corruption: Building a citizen-centric service delivery model in Albania” (ISDA) is to improve efficiency, quality, and access to administrative services in Albania. This objective is expected to be achieved through innovative citizen-centric design of delivering government services and through developing a new service culture. The project will also contribute to reducing petty corruption by reducing opportunities for gate-keeping, greater transparency and oversight in service provision.

The government of Albania is planning to construct a new building in the center of Tirana that will house the one-stop-shop Public Service Mall (PSM). It will provide over 300 administrative services in one place. Although this new construction is not directly financed under the Citizen Centered Public Services Project, it will need to abide by the World Bank environmental safeguards, specifically OP 4.01 on Environmental Assessment, and this Environmental Management Plan (EMP) that has been developed as guidance. Furthermore, the fact that the area master plan and PSM concept idea are under design will require that the EMP is subsequently reviewed and adjusted as needed to fully reflect any additional, site-specific environmental concerns.

## *1.1 Legislation and institutional set up*

Economic activities that could have a significant impact on the environment or are connected with the use of natural resources are permitted only after an Environmental Impact Assessment (EIA).

- The newest Law regarding EIA, is the Law no. 10 440, dated 7.07. 2011, on “Environmental Impact Assessment”. This law entered into force in early 2013. In the law the general procedures of EIA, the authorities which formalize and approve procedures are given. Two types of EIA, namely “full-grade” and “preliminary” are also provided and described. The classification of EIA categories in respect of investments are given in the annex I (full-grade EIA) and II (preliminary EIA) of this Law. In the law, the requirements for “Environmental Permit” for both EIA categories are defined, and the National Environment Agency (NEA, as mentioned in the environmental basic Law No. 10 431, dated 9.6.2011, “On Environmental Protection”) is re-declared the competent authority for the definition of the conditions for the Environmental Permit. The Law gives also the rules regarding Public Information during the EIA process.
- The Law No. 10448, dated 14.07.2011, “On Environmental Permits”, gives rules and procedures related to the EIA process, categorization and permits. This law describes the types of Environmental Permits, defines the competent authority for verification of each type of license, provides consultation procedures, etc. The Law also describes the importance of the Best Available Techniques (BAT) for the determination of the Environmental Permit category and underlines that the documentation should be presented at the National Center of Licensing (NCL) after consultation with NEA for the level of EIA (“full-grade” or “preliminary”). The required documentation needed to be delivered in the NCL for the request of Environmental Permit in respect with all EIA categories is also shown in the Law. The law categorizes activities in terms of issues, discharges and risks

into three classes: A, B, and C. Regarding impact significance, the Law defines three level of Environmental Permit:

- a) Permit of Type A, obligatory for activities listed in category A (annex 1/A of this Law);
  - b) Permit of Type B, obligatory for activities listed in category B (annex 1/B of this Law);
  - c) Permit of Type C, obligatory for activities listed in category C (annex 1/C of this Law);
- The DCM no. 13, dated 4.1.2013, on "Approval of the rules, responsibilities and deadlines for development of EIA procedures" gives details for the procedures, clarifies the documentation needed for Environmental Permit requests, defines consultation procedures. The EIA should be delivered at NCL, revised by NEA and RED, with the support of technical/scientific/research institutions, and their comments will be represented at NCL, which inform the client on reviewer requests. The client, after fulfilling the decision makers' requirements, presents the revised study at NCL, waiting for investment permission from the environmental point of view. The time period for revising of ESIA by decision makers (without the time of fulfilling requirements from revising process) is 20-30 days.
  - In the Guideline dated 02.12.2013, on "Obligatory documentation requested to get the environmental Permit of type A, B, C, for new and existing activities", additional requirements for documentation and procedures and for environmental permit are given, regarding activities listed in annex 1/A, 1/B and 1/C of the Law No. 10448, dated in 14.07.2011, on "Environmental Permits".
  - DCM No. 419, dated 25.06.2014, on "Approval of requests for environmental permits of type A, B and C", deals with transferring of such permits from one entity to another, conditions of respective environmental permits, as well as several detailed regulations for permits revising from competent authorities till such permissions to be delivered from NCL.

Since the project is categorized as a World Bank Category B project, no activities that correspond to the category A of either the World Bank or the Albanian legislation on EIA can be financed.

The PIU and/or the responsible agency constructing the new Center, will be responsible to meet all of the Albanian environmental requirements as well as to integrate this EMP with the permitting requirements.

## **2 Identification of environmental impacts**

Adverse environmental impacts that could arise from activities to be supported under this sub-component are expected during construction and operation phases. Prevention of negative impacts should be also addressed at preparation/ design phase.

The main impacts that can be expected in the construction phase are linked to:

- General impacts from construction activities on neighbors and workers;
- Generation of construction wastes;
- Generation of sanitary wastes and wastewater on the building site;
- Dust and noise emissions;
- Handling of hazardous materials; and
- Impacts on traffic and pedestrian safety.

In the operation phase, the main adverse impacts are expected in relation to the energy efficiency, generation of wastewater, heating systems and generation of wastes.

A more detailed identification of impacts is included in the section 6 (Mitigation plan).

### **3 Mitigation**

#### **3.1 Design**

In the design phase, care will be taken that adequate choices are made in respect to layout of premises and construction materials as to ensure that environmental impacts are minimized in the operation phase. Particular attention should be paid to energy efficiency. The design should also aim to create premises that are accessible, in line with all relevant legal requirements, and are well integrated into natural and built environment on the location.

#### **3.2 Construction**

In the construction phase, mitigation measures will focus on eliminating, reducing or offsetting negative environmental impacts that arise from construction works. Issues that require implementation of appropriate mitigation measures include: a) management of construction wastes; b) minimization of dust and noise; c) construction site management and restoration; d) temporary storage of materials (including hazardous); e) procurement of construction materials; and f) chance finds. Attention also needs to be paid to working hours, possible encroachment into the neighbors' territory, increased traffic and to workers safety.

##### Construction wastes

Waste separation, reuse and recycling should be applied to construction wastes that will be generated during the execution of works, in line with relevant legislation. For wastes that are not reusable or recyclable, adequate disposal should be arranged with municipal waste utilities. Open burning and illegal dumping of any waste is strictly prohibited.

Besides the construction wastes, it is possible that some quantities of hazardous wastes will be generated on the site, including for example paints residues, enamels, oiled packaging, oils, materials contaminated with oil, possibly insulation materials containing asbestos etc. Handling of these types of waste should be done in line with relevant regulations.

##### Noise reduction

Before works are initiated, it is recommended to inform neighbors on the planned activities. The noise should be limited by using good site management practice and appropriate working hours. The equipment and machinery should comply with relevant noise regulations.

##### Dust minimization

For transportation of earth like or any other dusty material to/ from the construction site, watering or coverage of the cargo should be applied, and speed of the transportation vehicles should be adjusted. Reduction of dust on the site itself can be also achieved by watering (while bearing in mind the need to use water rationally) or by covering dusty materials. Keeping the surrounding environment (sidewalks, roads) free of debris will also help dust minimization.

#### Procurement of construction material

Environmentally sound materials should be selected.

#### Site management and restoration

Construction site should be fenced off in order to prevent entry of public and general safety measures should be imposed. Temporary inconveniences (e.g. increased traffic and others) due to construction works should be minimized through planning and coordination between contractors, neighbors and authorities. Sanitary wastes and wastewater from the building site should be handled in line with regulations. After completion of works the site should be restored as planned in the design. All wastes and machinery should be removed from the location.

#### Temporary storage of materials (including hazardous materials)

Stockpiling of construction material should be avoided if possible. If not, construction materials should be stored on the construction site, and protected from weathering. Hazardous materials like paints, oils, enamels etc. should be kept on impermeable surface, and adsorbents like sand or sawdust should be kept for handling small spillages.

#### Encroachment into neighboring territory

Encroachment into neighboring territory should be avoided.

#### Chance finds

If encountering archaeological finds during preparatory or other works, contractor should immediately stop the works and notify the competent authority for protection of cultural heritage and monuments.

#### Working hours

Works should be conducted in a daily shift; for other working hours special permits are required. Contractor will respect any other working hours requirements set in the applicable regulations and/ or restrictions imposed by local authorities.

#### Workers safety

Appropriate signposting will be ensured to inform the workers of the key rules and regulations. Personal protection equipment (PPE) will be in compliance with international good practice.

### **3.3 Operation**

During the operation, mitigation should focus on proper waste management and waste water discharges, as well as energy efficiency measures (other than those implemented during construction) and the heating system.

## **4 Public consultation**

The public consultation on the Environmental Management Plan took place on April 27, 2015. The consultation invitation and agenda was published at the official website of the Ministry of Innovation and Public Administration: [www.inovacioni.gov.al](http://www.inovacioni.gov.al) on April 22, 2015. The consultation notice was also posted in public sight in the nearby area, while individual invitations

were sent to representatives of the academia, different state ministries and agencies, local government, NGOs, professional associations, neighbors, area businesses as well as media.

The public consultation process was completed with the following recommendations:

- Strict abidance by the EMP by the construction company;
- Attention should be paid to the disposing of solid waste and waste water during the construction stage;
- Care should be taken in noise pollution control while construction to avoid disturbing the communities.

List of attendees and Minutes of Meeting from the consultations are included in Annex 1 and 2 of this EMP. Local media also covered the PSM EMP presentation.

## **5 Institutional capacity building**

The EMP will be an integrated part of the bidding and contractual documents for the construction of the building. As such, the obligation to implement the mitigation measures will be transferred to the Contractor.

The site Supervisor will be made familiar with the requirements of the Environmental Management Plan and will conduct a training of all employees, both from the Supervision and Contractor sides in order to be familiar with the requirements and to facilitate implementation. This will also help the supervisor submit regular reports which shall include a section on environmental management.

## 6 Mitigation plan

<b>Design phase</b>				
<b>Issue</b>	<b>Mitigation measures</b>	<b>Costs</b>	<b>Institutional responsibility</b>	<b>Comments</b>
Detailed design	Integration of energy efficiency requirements, use of environmentally friendly construction materials, minimization of visual impacts, etc.		Engineer/Designer Contractor's design team PIU	

<b>Construction phase</b>				
<b>Issue</b>	<b>Mitigation measures</b>	<b>Costs</b>	<b>Institutional responsibility</b>	<b>Comments</b>
Construction and other wastes	<p>Separation of wastes (construction waste from general refuse, organic and liquid wastes), storage in separate containers; reuse and recycling whenever possible.</p> <p>Disposal of non-recyclable waste organized with municipal service providers; no burning or illegal dumping. Records of waste disposal will be kept</p> <p>Hazardous wastes (possible small quantities, e.g. paints, oils) handled separately, according to relevant regulations; handling of hazardous wastes has to be documented</p>	Contractor's cost	Contractor and other entities responsible for disposal (depending on the Contract)	Will be specified in bidding documents (compliance with EMP)
Noise and air emissions from machinery	<p>Working hours limited to daily shifts</p> <p>Use of attested machinery</p> <p>Keep machinery engine covers closed during operation and place equipment as far away from residential premises as possible</p> <p>Limit idling of machinery on site.</p>	Contractor's cost	Contractor	Will be specified in bidding documents (compliance with EMP)

Dust	Watering or coverage of dusty materials; adjusting the speed of vehicles in transport  Spray dusty materials and debris with water mist to reduce dust; keep surrounding environment free of debris	Contractor's cost – approximate cost of 1m <sup>3</sup> of water to be supplied to the working site (app. € 0.9 per m <sup>3</sup> plus related costs – trucks, workers)	Contractor	Will be specified in bidding documents (compliance with EMP)
Construction materials	Requirements for energy efficient and environmentally friendly materials integrated in procurement notices, and adequate choices made at procurement		Engineer/Designer Contractor PIU	Design documents to include specifications
Site organization and restoration	Plans to minimize disturbances to the neighborhood made (including plans to avoid traffic jams)  Fencing off the construction site  The site will be cleaned from all debris and waste materials and restored to the state planned in the designed upon completion of works; all machinery will be removed  Handling of sanitary waste and wastewater from the building site will be in line with local regulations.	Contractor's cost	Contractor	Design documents to include specifications for site restoration
Temporary storage of materials and possible soil pollution by leaks	Stockpiling avoided whenever possible; otherwise, orderly storage and protection from weathering  Temporary storage of hazardous materials in safe containers and with appropriate labeling, and on impermeable surfaces; absorbents kept to handle small accidental spillages	Contractor's cost	Contractor	
Chance finds	If encountering archaeological findings during construction works, contractor should stop operations and notify competent authorities		Contractor	

<p>Safety and notifications</p>	<p>All legally required permits acquired for construction</p> <p>Local inspectorates and communities/ neighbors notified about works</p> <p>Appropriate signposting to inform workers and neighbors/ bypasses of the risks and rules</p> <p>Workers PPE comply with international good practices</p> <p>Working hours regulations respected</p>	<p>Contractor's costs</p>		
<p>Heating system</p>	<p>Heating system should be using environmentally friendly energy</p> <p>All risks associated with fire hazards, storage of fuel, operation of furnace must be adequately managed.</p>	<p>Contractor and end user</p>		

## 7 Monitoring plan

<b>Design Phase</b>					
<b>WHAT Parameter to be monitored</b>	<b>WHERE Is the parameter to be monitored</b>	<b>HOW Is the parameter to be monitored</b>	<b>WHEN To monitor the parameter (frequency)</b>	<b>COSTS If not included in the project budget</b>	<b>RESPONSIBILITY</b>
Design plans include requirements from the ToR and the EMP	In the design documents	Visual inspection	Before bids are issued		PIU Engineer or designer
<b>Construction Phase</b>					
<b>WHAT Parameter to be monitored</b>	<b>WHERE Is the parameter to be monitored</b>	<b>HOW Is the parameter to be monitored</b>	<b>WHEN To monitor the parameter (frequency)</b>	<b>COSTS If not included in the project budget</b>	<b>RESPONSIBILITY</b>
Construction works are conducted in line with construction permit	On the site	Through regular inspections	During construction		Site supervisor May be subject to local inspections
Construction waste management (including hazardous)	On the site	Inspection of the site (if waste management system is existing and operational) and of waste records	At start of the works and every 30 to 60 days thereafter		Contractor, Site supervisor May be subject to local inspections
Noise and dust emissions	On the site	Inspection	At start of the works and every 30 to 60 days thereafter		Contractor, Site supervisor May be subject to local inspections
Restoration of the site	On the site	Visual inspection	Upon completion of works		Contractor, Site supervisor May be subject to local inspections

## **Annex 1: Minutes of Meeting from the Public Consultations**

### **Minutes of Public Consultation Meeting for the EMP for the project idea of the construction of the Public Service Mall (PSM) in Tirana**

April 27, 2015

“Marin Barleti University”, Aula A23

#### **Overview**

On April 27, 2015, the Ministry of Innovation and Public Administration in cooperation with the Agency for the Delivery of Integrated Services in Albania (ADISA) organized a public consultation meeting for the Environmental Management Plan for the future PSM Construction Project. The meeting was held at the main campus of the “Marin Barleti” University, which is located in the vicinity of the area of interest.

The meeting started at 1:00 p.m. and was attended by representatives of academia (Tirana University, “Marin Barleti” University); staff of the National Environmental Agency (NEA); representatives of the Local Government Unit No. 5 of Tirana municipality; representatives of NGOs (Albaforest, BIRD, PSEDA-ILIRIA, QKLA, Adriapol Institute); members of businesses operating in the area (KKG, Atelier, Gavitel Shpk); members from the Union of Architects; staff from the Albanian Development Fund, which is currently organizing the international competition for the area of interest Master plan and building concept ideas; students and citizens living in the area, as well as media (Club FM Radio and Club TV). A full list of participants is under Annex 2.

#### **Objectives**

According to the relevant stipulations of World Bank O.P 4.01, this meeting was organized to consult at an early stage all affected parties, seeking their advice or opinions on the environmental management plan of the project and collecting the input of decision makers on the environmental impact and environmental permitting from the National Environmental Agency. As such, key results of the consultation were:

1. Presentation of the concept of the one-stop-shop and in one place citizen-centric public services at the PSM;
2. Presentation of the Environmental Management Plan, emphasizing both the expected impacts and foreseen mitigation measures;
3. Exchange of opinions, comments and offering of suggestions regarding the project construction from stakeholders.

## Agenda

The meeting opening remarks were given by Mr. Albenc Koni, ADISA's General Director, who introduced the idea behind the PSM and the public service reform undertaken by the Albanian government.

The remarks were followed by a detailed presentation of the PSM idea starting with the Decision No. 11, dated February 16, 2015 of the National Council of Territory (KKT), which approved the possible area for construction of the PSM in Tirana in the southern area of the city, at the entrance of the town's central park (artificial lake). Highlighted details included the following:

- The total land area is 47,226 m<sup>2</sup>;
- In the northern part, the area is bounded by residential buildings constructed before '90;
- In the east it is bounded by Lake Street
- In the southern part it is bounded by Lake Street (the road to the artificial lake dam);
- In the west it is bounded by "Dora D'Istria" street.
- The main entrance is located in the north-eastern part of the property, creating ample opportunity for circulation access and free movement of vehicles.

Examples of similar building in Georgia were also shared with the consultation participants.

As part of the EMP presentation, the role of the EMP and its relationship with the Environmental Impact Assessment were explained, as well as the World Bank's EA Policy (OP 4.01). The expected environmental impact of the proposed project and mitigation measurements were addressed in detail. Lastly, the presentation focused on environmental monitoring issues.

At the conclusion of the presentation, the floor was opened to questions and comments.

The first exchanges among the participants were about the expected advantages of the PSM. Then the discussion continued on the confirmation that the construction is in line with the city's general plan.

In the meeting, one of the NEA representatives raised the issue of traffic and pedestrian safety during the construction stage and traffic disturbance at the PSM operations stage. The answer pointed out that in compliance with national regulations, the contractor will ensure that the construction site is properly secured and construction related traffic regulated. In addition, the construction site will be signposted. It will be clearly visible and the public warned of all potential hazards. On the traffic disturbance issue, it was mentioned that the afore-mentioned KKT Decision No. 11, dated February 16, 2015 requires the Albanian Road Authority in cooperation with Ministry of Transport and Infrastructure to design the project for the road which connects the "Frederik Shopen" square to the "Sami Frashëri" street, which will help ease the traffic in the area.

There were several questions by the participants concerning the impact of construction activities, mainly in terms of waste disposal and management. The answer explained the procedures, which were considered satisfactory.

After the conclusion of the meeting which lasted close to two hours, the participants visited the future PSM site.

Tirana, April 27, 2015

## Annex. 2: Attendance Sheet

### LISTA E PJESËMARRËSVE

Prezantimi i Planit të Menaxhimit Mjedisor për Projekt -Idenë e Ngritjes së Qendrës së Shërbimit Publik (QSHP)

Datë 27 Prill

Vendi: Salla A. 23, SHLUJ "Universiteti Marin Barleti"

	EMËR MBIEMËR	INSTITUCIONI	POZICIONI
1	Flora Kurrige	Instituti për Menaxhimin e Shërbimit Publik BARLETI	Specialist
2	Genti Çeçi	F.SH.ZH.	Specialist
3	Hektor Xhomari	A.K.M	Specialist
4	Bilma Kopani	A.K.M	Specialist
5	OTON FIERZA	A.K.M	Specialist
6	Rehvan Feli	A.K.M	Specialist
7	Ardulo Jills	PSEDA - ILIRIA	Specialist
8	Mamir Dabaj	Qytetë e zonës	Specialist
9	Olta Reka	pejzazues e Pedia Clubim	Koordinatorë
10	Bajram Muhsani	GAVITEL SHPK	Dirigjtor Shërbime
11	ARISA HICI	Njësia Bashkiqe Nr.5	Inspektore takimesh
12	Asije Koprancka	"Marin Barleti"	Pedagog
13	Rimza Xhe		Financiere
14	Jaisi Sena	freelancer	Arhitekt
15	Spiro Drita		Inzhinier
16	Arif Tullu	Arhitekt	
17	Hansi Aleks	KKG - Project	Arhitekt
18	Moussa Elmer	Atelier 4	Arhitekt
19	Mehmet Medhi	ACBATORES	Inzhinier
20	Hansi Hundi	ORCCA	Arhitekt
21	Albena Koni	ADISA	D. i Përzgjedhjes
22	Majlinda Jajari Caka	QKLA	As. Ekzekutive
23	Ervis Dymyshi	Student	Student
24	Mario Muga	Student	Student
25	KADE LIKA	Student UMB	Student
26	Sokol Jureci	UMB	Pedagog
27	Arif Tullu	UMB	Pedagog
28	Luljeta Mue	FSHN	-IP
29	Linda Dora	Free lancer	Arhitekte
30	Griselda Ramaj	Profesionist i liris	Arhitekte
31	Sen. Daja	Dec lance	Arhitekt
32	Besmir Deda	Free Lance	Ekonomist
33	Nerila Myftali		Inzhinier
34	Arif Daja		Inzhinier
35	Majlinda Sokoli		Inzhinier
36	Gjilje Begri	UMB	Student
37	Alkete Çauçi	UMB	Specialist
38	Flora ZIBA	Universiteti M. Barleti	Specialist Mjedisor
39	Enxhelida Rustemi	Instituti Adizapol	Grupi Detektor
40	Anjeza Xhoni	qytetë e zonës	zonës
41	Marsela Beliani	qytetë e zonës	zonës
42	Brahim Behari	qytetë e zonës	zonës
43	Rudj Mulla	UNIV. TIRANES	PEDAGOG
44			