



The Ulaanbaatar Sustainable Urban Transport Project. Loan No. 9257-MN

Type I Rehabilitation of Unur Micro-district Street

THE CONTRACTOR'S ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN (C-ESMP)

Ulaanbaatar
13 June 2025

THE CONTRACTOR'S ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN (C-ESMP)

Section I – Unur Micro-District Street

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1. PROJECT INFORMATION

Mongolia's capital city Ulaanbaatar is home to about 47 % of the country's population. Its population has increased from 780 thousand in 2001 to 1.45 million in 2019, an 87 percent increase, while the national population grew only 32 percent during this time.

Addressing Ulaanbaatar city's multi-faceted urban transport problems to build a well-functioning and integrated urban transport system, Municipality of Ulaanbaatar (MUB) officials and the World Bank team have been working for six years. A series of technical assistance programs produced detailed sector diagnostics and development of sector strategies with specific recommendations for improving capital investment planning, transport infrastructure asset management, public transport financial sustainability, bus management system, passenger information system, mass transit deployment, road safety, and climate resilience.

The Client for the "Type I Rehabilitation of Unur Micro-district Street" project is the Governor's Office of the Capital City, the Designer and the Construction Supervision Consultant services are being provided by Finnish Overseas Consultants Ltd (FinnOC) and MCPCgr LLC, and the Contractor is a JV of Max Road LLC and Arj Capital LLC which are national road construction companies of Mongolia.

The proposed alignment for the rehabilitation of approximately 2.8 km of road in the Unur Micro-District street begins at the junction of Ard Ayush Avenue and Peace Avenue, running north parallel to Ard Ayush Avenue. It then turns left onto the Unur Micro-District street, bypassing the district to the north, and ends at the junction of Peace Avenue and Unur Micro-District street. Currently, the street consists of a 2-way, 4-lane undivided carriageway with an asphalt-paved surface. The road Right-of-Way (RoW) is relatively narrow. The rehabilitation works are expected to include several key improvements.

The road rehabilitation project will involve process of restoring a deteriorated or damaged road to a condition that improves its structural integrity, safety, and usability—without completely rebuilding it. It involves more than just basic maintenance (like pothole patching) but is less extensive than full reconstruction. The rehabilitation covers the selected street rehabilitation and improvement activities aimed at enhancing traffic capacity, safety, and overall functionality. Key works include excavation and earthworks for ground preparation, the protection and relocation of cross-utility lines such as communication and power cables, and the installation or upgrading of stormwater drainage systems to prevent water accumulation. A new base course will be laid, followed by pavement strengthening and overlaying with asphalt or tarmac to improve durability and support heavier traffic loads. Safety enhancements will include the installation of updated road signs, lane markings, and traffic signals. Pedestrian infrastructure such as walkways, bus stops, and pedestrian bridges will be constructed to improve access and safety for non-motorized users. At major intersections, including Ard Ayush Avenue and Peace Avenue, modifications may be made to optimize traffic flow—such as the addition of turning lanes or upgraded signal systems. The project may also incorporate auxiliary features like traffic islands, protective fencing, and improved lighting. Together, these works form a robust rehabilitation strategy to ensure the road corridor meets modern standards of safety and efficiency. The road passes through several khoros (12th, 13th, 14th, 15th, 16th, 17th, 30th, 31st, and 43rd) in Songinokhairkhan District, Ulaanbaatar, in accordance with territorial administrative divisions.

2. ENVIRONMENTAL AND SOCIAL BASELINE OVERVIEW

Type I Rehabilitation of Unur Micro-district Street will take place in the Songinokhairkhan district of Ulaanbaatar city.

During the design phase, the environmental baseline assessment was established and general assessment conclusion on environmental impact has been obtained. Specifically, the assessment includes the documentation of geographical conditions, geological formations, climate, air quality, surface and groundwater, soil cover, vegetation, and fauna.

This chapter has been prepared based on the Environmental and Social Baseline Assessment (ESBA) for the Rehabilitation of Unur Micro-District Street project, which was developed during the design stage. As the Contractor, we have briefly updated the baseline conditions in this report and included additional actions and measures that will be undertaken during the implementation phase.

2.1 Project site location

The location of the “Type I Rehabilitation of Unur Micro-district Street” project falls within the mountain taiga and mountain forest-steppe zones according to the natural zoning features of Mongolia. In terms of administrative boundaries, the project is located in the 12th, 13th, 14th, 15th, 16th, and 17th khorooos of the Songinkhairkhan district of Ulaanbaatar city.

The location of the project is shown in the diagram below.

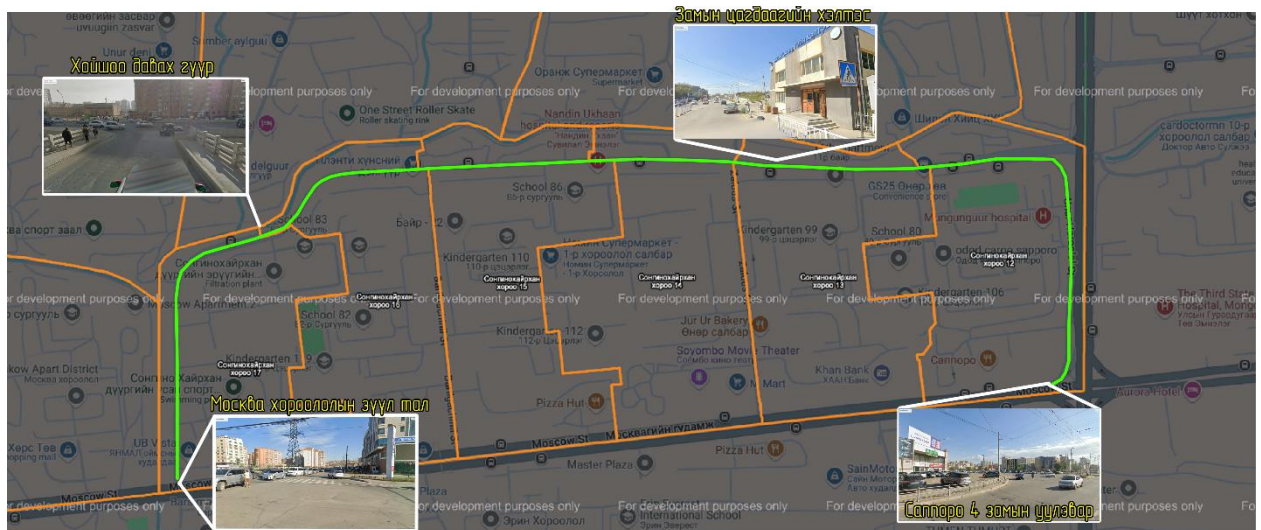


Figure 1. Project location of the major repair work for the 2.8 km of Unur Micro-district Street

2.2 Overview of Environmental Baseline and Contractor's Monitoring Actions

Air quality: [Air quality assessments were conducted at the project site on 15th and 16th April 2023, focusing on dust, fine particles (PM_{2.5}), coarse particles (PM₁₀), and noise levels. Measurements were taken at 12 points, including earth roads and nearby vehicle emissions, during the weekend when traffic was reduced. The results showed that air quality met the Mongolian standard MNS 4585:2016, with particulate concentrations within acceptable limits

(PM10: 21.5-84 $\mu\text{g}/\text{m}^3$, PM2.5: 15.5-57.6 $\mu\text{g}/\text{m}^3$). Overall, the negative impact on project activities is minimal.]¹

During the road construction phase, the contractor plans to monitor air quality at five points along Unur Micro-District Street. Monitoring will occur at least twice each in 2025 And 2026, with the assistance of an external organization. This will help track air quality changes and ensure compliance with environmental standards during construction.

Dust pollution: The 2.8 km road in Unur Micro-district Street is bordered by residential buildings and structures to the south and a ger district area to the north. To monitor dust pollution during the construction phase, the contractor will conduct measurements at five points along the road. These measurements will be carried out at least twice each in 2025 and 2026, with the assistance of an external organization. This monitoring will help assess the impact of construction activities on dust pollution and ensure compliance with environmental standards.

Noise levels: [Field survey measurements were conducted at the project site from 15th to 16th April 2023, to assess noise levels along 2.8 km road of Unur Micro-District Street and the surrounding area. Noise measurements were taken at 5 points, with each measurement lasting 10 minutes. The measurements were conducted on a weekend between 9:00 AM and 11:00 AM, when traffic was lighter, contributing to lower noise levels. The noise levels were measured using the C.E.M. DT-8820 instrument, in accordance with Mongolian standard MNS 4585:2016, "Air Quality Standards".

The results showed that 3 of the 5 points exceeded the acceptable noise levels defined in MNS 4585:2016. According to the "Technical Requirements" standard, the noise level should not exceed 50 dBA during the day (07:00-22:00) and 45 dBA at night (22:00-07:00). Noise levels at 3 points exceeded these thresholds, while 2 points showed slightly lower levels, indicating minimal impact in some areas.]²

Based on the baseline research conducted during the design phase, the contractor will continue monitoring noise levels during the construction phase. Will be conducted— at least twice each in 2025 and 2026—at no fewer than 5 points along the project site. These measurements will be carried out by an external environmental professional organization, and continuous monitoring will also be implemented to assess ongoing noise impacts and ensure compliance with the relevant standards.

Surface water: The project area falls within the Tuul River basin of Mongolia's water basin jurisdiction. As there is no permanent flow of surface water in the project area, there will be no direct impact on surface water.

Groundwater: Within the scope of baseline research conducted during the design phase, the project area was analyzed to the "Regulation on defining the boundaries of the sanitary protection zones and recharge areas of Ulaanbaatar's water supply sources" as per the joint order A/02/01 dated January 3, 2018, issued by the Minister of Environment and Tourism and the Minister of Construction and Urban Development. According to Annexes 1, 2, and 3 of the order, the boundaries of the sanitary protection zone, restriction zone, and recharge area of Ulaanbaatar's water supply sources were considered. The findings indicate that the project area does not

¹ Consultants FinnOC Ltd and MCPCgr LLC, Rehabilitation of 2.8 km road of Unur Micro-District Street" project, Environmental Baseline Assessment Report, 50-51p

² Consultants FinnOC Ltd and MCPCgr LLC, Rehabilitation of 2.8 km road of Unur Micro-District Street" project, Environmental Baseline Assessment Report, 63p

overlap with the sanitary protection or restriction zones, but it does intersect with the boundary of the water supply recharge area³.

The ESMP developed during the design phase specifies that the requirements outlined in the Joint Order A-230/127 of the year 2015 by the Minister of Environment and Tourism and the Minister of Construction and Urban Development concerning the sanitary zone of water supply sources and its regulations shall be followed⁴.

The regulations include:

In section 3.7, it states, "Permanent monitoring will be conducted to obtain data on changes in water resources, regime, and quality in the sanitary zone of water supply sources and their catchment area. In addition to the unified national monitoring system, the water supply organization of the city or settlement will conduct monitoring in the sanitary zone of the respective source and its catchment area, and submit the findings to the central government organization responsible for environmental issues and the river basin organization within the prescribed time frame." This provision applies to the Ulaanbaatar Water Supply and Sewerage Authority.

In section 3.11, it states, "*The production and use of radioactive substances and chemical toxic substances are prohibited in the catchment area of groundwater sources for water supply.*" This regulation shall be adhered to by the Contractor.

The Contractor plans to supply water for the project's technology and workers' drinking and domestic needs from underground water sources within the catchment area. The Impact Mitigation Plan specifies the need to obtain the necessary permits for utilizing the water sources. Along the eastern side of the project alignment in the Unur Micro-district Street, there is a residential area, and the locations of drinking and domestic water supply points near the alignment have been identified. Within a 300-meter distance from the project alignment, there is one water distribution point supplied by portable water, and within a 180-meter distance, there is another water distribution point connected to the central water system. The objective was to determine whether these water points should be included in the water monitoring program during the road construction phase. These water points are located within 180-300 meters of the alignment, in densely populated residential areas, and it was concluded that they do not need to be included in the monitoring program.



³ Consultants FinnOC Ltd and MCPCgr LLC, Rehabilitation of 2.8 km road of Unur Micro-District Street" project, Environmental Baseline Assessment Report, 83p

⁴ Consultants FinnOC Ltd and MCPCgr LLC, Rehabilitation of 2.8 km road of Unur Micro-District Street" project, Environmental Baseline Assessment Report, 86p

Figure 2. CH1+200 km /LHS/ water distribution point 300m from the alignment
Figure 3. CH0+500 km /LHS/ water distribution point 180m from the alignment

Soil conditions and pollution: The Contractor will implement a soil monitoring program during the construction phase, conducting inspections 4 times throughout the construction season /480 day/ at least twice each in 2025 and 2026. Monitoring will take place at no fewer than 5 points within the Unur Micro-district Street, focusing on heavy metals and microbiological contamination. These monitoring activities will be carried out in collaboration with environmental professional organizations. Detailed information on this is included in the environmental monitoring program section.

Vegetation cover: However, the area designated for the project has been inhabited for many years, exposed to both human and technogenic impacts, leading to the complete loss of the original plant species. According to the survey conducted during the design phase, only a few plant species are found along the roadsides, in building corners, and other urban spaces⁵. The Contractor will implement a vegetation monitoring program twice during the construction phase: once a year, with a total of two assessments during the entire construction period, in collaboration with environmental professional organizations.

Removal of 10 trees (given in the BoQ) located in the green zone in Unur Micro-district Street which will be affected by construction works, shall be carried out as per the Engineer's instruction, and landscaping shall be done in 24484.3 m² and 100 pieces of Larix sibirica trees and 661 pieces of Caragana arborescens will be planted.



ch0+670 km /right/



Ch0+710 km /right/

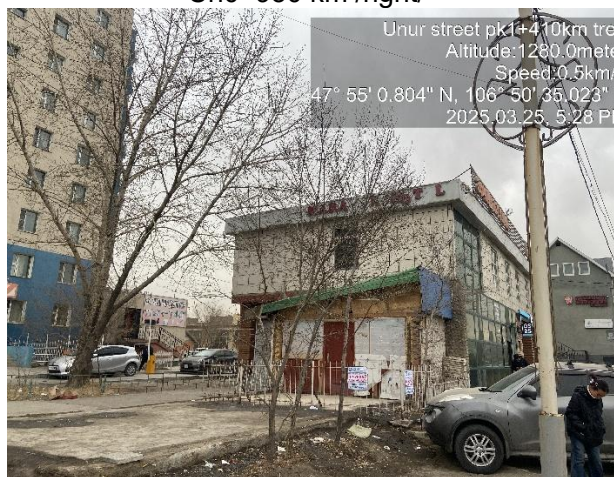
⁵ Consultants FinnOC Ltd and MCPG LLC, Rehabilitation of 2.8 km road of Unur Micro-District Street" project, Environmental Baseline Assessment Report, 43p



Ch0+950 km /right/



Ch0+970 km /right/



Ch1+410 km /right/



Ch1+475 km /right/

Figure 4. Removal of trees

Fauna: Due to human activities and urban development, the original fauna of the settled areas in Ulaanbaatar has significantly declined or migrated. As a result, the contractor has determined that implementing a fauna monitoring program is unnecessary and has not included it in the environmental monitoring plan.

Protected areas: Since the nationally and locally protected areas will remain unaffected, no mitigation measures for potential negative impacts will be necessary.

Cultural heritage: The project area has been part of the urban settlement zone of Ulaanbaatar for many years, with a high population density, and there are no immovable cultural heritage monuments. However, in the event that unknown cultural heritage remains are discovered underground during the excavation of common minerals, we will notify the Institute of Archeology under the Mongolian Academy of Sciences and take appropriate measures in accordance with Article 38.3 of the Law on Cultural Heritage.

2.3 Overview of Social Baseline and Contractor's Required Actions

The Social Baseline Assessment (SBA) conducted during the design phase provides a comprehensive understanding of the social landscape in the Unur Micro-District Street project area. This assessment covers Khoros 12, 13, 14, 15, 16, 17, 30, and 31 of Songinokhairkhan District, which form the primary Project Impact Area (PIA). The findings have been gathered through household surveys, key informant interviews, secondary data analysis, and public consultations.

The north side of the project corridor is predominantly a ger district, characterized by traditional housing and often limited infrastructure access, while the south side comprises apartment residents with relatively better access to services but facing their own urban challenges. These contrasting living conditions influence how each community experiences and will be impacted by the road rehabilitation project.

Key social features include:

Demographics: A total of 34,942 people live within the 8 khoros affected by the project, with women comprising 53.4% of the population.

Vulnerable Groups: About 29.9% of surveyed households show vulnerabilities related to income insecurity, single parenthood, disability, and larger family sizes.

Infrastructure Challenges: There are significant gaps in pedestrian safety infrastructure—lack of sidewalks, cycle lanes, safe crossings—and frequent issues with illegal parking and poor public transportation facilities.

Public Service Access: Households experience challenges in accessing healthcare, education, and markets, often exacerbated by poor road conditions and traffic congestion.

Communication Channels: Communities are well-connected through social media and prefer online grievance platforms and hotlines for raising concerns. The overall social environment shows a strong community demand for improved traffic safety, better pedestrian infrastructure, reliable public transport access, and enhanced public spaces (e.g., parks and green areas).

Key Social Impacts Identified during the design stage: Based on the SBA, the following key social impacts are expected during the construction phase.

Restricted Access: Temporary disruptions to mobility, particularly affecting school routes, access to health centers, and commuting to workplaces.

Increased Risk to Vulnerable Groups: People with disabilities, children, and the elderly face heightened risks due to construction activities and obstructed pathways.

Economic Impacts: Small businesses along the corridor may face reduced foot traffic and accessibility challenges during construction.

Health and Safety Risks: Dust, noise, and traffic diversions could negatively impact health, safety, and well-being.

Gender-Specific Impacts: Women, who are key users of healthcare facilities and public transport, may experience greater inconvenience if access is restricted.

Community Concerns: Without proactive communication, frustration and grievances related to construction impacts may rise.

2.4 Contractor's required actions and mitigation measures

Based on the findings of the Social Baseline Assessment, the contractor acknowledges the need for comprehensive and proactive management of social risks during the rehabilitation of Unur Micro-District Street. In addition, more detailed and contractor-specific findings are provided in Table 4. To minimize adverse social impacts and to support community wellbeing, the contractor commits to implementing the following actions:

a) Grievance Redress Mechanism (GRM)

Complaints will be accepted as follows

- The contractor's complaint handling page will operate 24/7 via chatbot and phone, as well as accepting complaints via the website.
- The contractor's social specialist will also meet with the complainant who comes to the project site in person and record their comments and complaints.
- Complaints received in the box placed in the khoroo will be collected at 9:00 AM on the 4th day of every week and sent to the Public Works Department on the same day. Please see Annex 14 for the complaint form.
- The PMO also accepts feedback and complaints through its website and email.
- The Client has made two public telephone numbers for the Public Relations and Inquiry Office of the Ministry of Public Works available to the public to receive feedbacks, requests, and complaints.

b) Traffic, Safety, and Access Management

- **Traffic Management Plan:**
 - Develop a **detailed and dynamic Traffic Management Plan (TMP)** tailored to construction phases and updated as needed.
 - Ensure **safe pedestrian pathways** with temporary fencing and protected crossings at all major intersections and near schools, hospitals, and bus stops.
- **Vehicle and Pedestrian Safety Measures:**
 - Provide **visible detour signage, warning lights, and barriers.**
 - Appoint **traffic marshals** during peak traffic hours at critical points (e.g., school zones).
- **School and Hospital Access Protection:**
 - Ensure **uninterrupted access routes** to all schools, healthcare facilities, and community centers, even during active construction.
 - Implement **temporary pedestrian bridges or safe pathways** where necessary.
- **Coordination with Authorities:**
 - Work closely with **Traffic Police and Khoroo Governors** to manage congestion, enforce no-parking zones, and enhance public safety.

c) Special Support for Vulnerable Groups

- **Priority Consideration:**
 - Identify all **high-risk and vulnerable groups** (e.g., disabled persons, elderly, female-headed households, low-income families) based on the SBA findings.
- **Inclusive Access:**
 - Design **barrier-free pedestrian access routes** suitable for people with disabilities, elderly residents, and parents with strollers.
 - Arrange for **temporary shuttle services** for vulnerable groups if walking access becomes heavily restricted.

- **Information Targeting Vulnerable Groups:**
 - Deliver tailored information materials and announcements to vulnerable households using **door-to-door distribution** if necessary.

d) Community Engagement and Public Outreach

- **Communication Strategy:**
 - Launch a **comprehensive Public Awareness Campaign** before construction starts.
 - Use multiple channels such as **SMS alerts, printed newsletters, local radio broadcasts, social media updates, and posters** at public places.
- **Advance Notification:**
 - The contractor will provide timely advance notification to communities regarding any major construction activities expected to cause disruption (e.g., major road closures, water or power service interruptions).
- **Community Liaison:**
 - Appoint **dedicated Community Liaison Officers** responsible for maintaining daily communication with local khoros and community leaders.
- **Feedback Sessions:**
 - Hold **monthly community meetings** during the construction phase to inform about progress, listen to community concerns, and adjust actions accordingly.

e) Ongoing Social Impact Monitoring

- **Monitoring and Evaluation (M&E):**
 - Implement a **social impact monitoring program** to track changes in community satisfaction, identify emerging risks, and assess the effectiveness of mitigation measures.
- **Surveys and Data Collection:**
 - Conduct **semi-annual household surveys** and **focus group discussions** to gather community feedback during construction.
- **Adaptive Management:**
 - Use monitoring results to **update and improve mitigation strategies** dynamically throughout project implementation.
- **Reporting:**
 - Prepare **quarterly social monitoring reports** to be submitted to the PMO and shared publicly, summarizing grievances received, actions taken, and community feedback.

Commitment to Social Responsibility: The contractor fully recognizes the potential social impacts of the project and the responsibility to manage them proactively and transparently. By implementing the above mitigation measures, maintaining strong community relations, and prioritizing the needs of vulnerable groups, the contractor aims to ensure that the Type I Rehabilitation of Unur Micro-District Street is delivered safely, inclusively, and with positive social outcomes for the entire community.

Business and Service Center Survey: In addition to the Social Baseline Assessment prepared during the project design stage, the contractor conducted an independent field survey to assess businesses and service organizations located along the Unur Micro-District Street alignment.

This survey was carried out as part of construction preparedness activities to ensure early engagement with affected businesses and service providers. The contractor recorded a total of 103 businesses and service centers located on both sides of the alignment, including pharmacies, grocery stores, hotels, educational institutions, automotive services, clothing repair shops, and beauty salons.

Table 1. **Businesses and service organizations along the project alignment /Unur Micro-district Street/**

No	Names of business and service establishments	No	Names of business and service establishments
Unur street /RHS/			
1.	Khurmen pharmacy	45	Hotel
2.	Angaa dent dental clinic	46	Laurus karaoke
3.	Yanmal socks store	47	Uradu shop
4.	Guren store	48	Building materials store in the 12 th apartment
5.	Khatan fabric store	49	Etour.mn auto service
6.	"Chin" veterinary pharmacy	50	"Khas unelgee" LLC
7.	Grocery store	51	"Ashid bilguun" LLC
8.	BB grocery store	52	Fruitta grocery store, hair and manicure salon,
9.	Naraa massage center	53	Home store and grocery store
10.	"Euro" hotel, karaoke	54	"Tod oims" socks store
11.	Nomuun Secondary School	55	Temuulel cafe and pub
12.	Zumber zoog	56	Clothing repair service
13.	Zumber auto washing	57	Clothing repair service
14.	Urguu supermarket and pharmacy	58	"Tuschin-2" shoes salon
15.	Bayanbalbar hotel	59	"Namiriin zee" clothing repair service
16.	"Khachirtai khuushuur" cafeteria	60	"Nom suvd" grocery store
17.	KLCB auto service and washing	61	Pharmacy
18.	"Nachin buuvei" grocery store	62	Autocolor store and service
19.	Wool and cashmere repair service	63	Meat, vegetable, and fruit store
20.	Angler fishing store	64	CU store
21.	Miracle Hair and Beauty's salon	65	Public bathing place
22.	"Zuv medleg" training and day-care center	66	Hair's salon
23.	Grocery store, pharmacy, and cafeteria	67	Unur hotel and restaurant
24.	Building materials store	68	GS25 store
25.	"Head of state" day-care center	69	Ger Motors Auto Dealer
26.	"Altargana" pharmacy	70	Khishig grocery store
27.	Clothing repair service	71	Bichig heregsliin delguur /Stationery store/
28.	Plenti grocery store	72	The Uil fashion salon
29.	"Narta" clothing cleaning service	73	"Mojukh" day-care center
30.	Ulzii Chandmani grocery store	74	Everest clothing dry cleaning and clothing repair service
31.	Pharmacy in the 23rd apartment	75	Sod auto cover and carpet clean service
32.	Enkh-Anu grocery store	76	Hybrid auto service
33.	Everest clothing dry cleaning and clothing repair service	77	Grocery store in the 1st apartment
34.	Baylag grocery store	78	Wool and cashmere service
35.	Devjih jiguur LLC Moto kark	79	Tanil zoog cafeteria
36.	"Dayar sergelt" church	80	Metira grocery store
37.	Acoustic panel and board service	81	Durvun undes traditional medicine center
38.	The Training, Assessment, and Research Institute of Labor and Social Protection	82	UB curtain store and service
39.	Self-service laundry	83	Uguumur altai hotel, karaoke and restaurant
40.	Piano training center	84	8k hair salon
41.	"Nandin ukhaan" hospital	85	Auto parking
42.	Cuticul dental clinic	86	Big brother restaurant
43.	Bidweiser hotel	87	My hypermarket
44.	Grocery store	88	"Narta" clothing cleaning service
Unur street /LHS/			
1	Az motel	9	Vietnam auto repair -3

№	Names of business and service establishments	№	Names of business and service establishments
2	Auto washing and Vietnam repair service -1	10	"Titem" industry of logo and hat
3	Korean furniture sales	11	Vietnam auto repair -4
4	Vietnam auto repair -2	12	"Shilen khiits" LLC
5	"Suld assessment" auto assessment company	13	Vietnam auto repair -5
6	Wholesale of carpet	14	Takata auto repair
7	"Tentsver estimate" all assessment service	15	Otgon joloo auto school
8	Gan auto glass		

To mitigate potential impacts during construction:

- **Informational brochures** will be distributed to all identified businesses and service centers, providing advance notice about the project schedule, potential impacts, and available communication channels.
- Coordination meetings were held with the **12th Khoroo Administration** and the **Press Information Department** of Songinokhairkhan District to support public information dissemination.

This early engagement will ensure that businesses and service organizations are informed in advance and can raise concerns proactively. Throughout the detailed TMP, livelihoods and businesses will be managed in accordance with the mitigation measures specified in **Table 6**.

Building Condition and Vibration Risk Survey: Recognizing the risk of vibration impacts from construction activities, the contractor conducted a building condition survey for structures located along the construction corridor.

The survey included:

- Visual inspections,
- Preparation of drawings and photographic documentation,
- Establishment of a **baseline record** to support the resolution of any future claims regarding building damage potentially caused by construction activities.

This baseline will serve as an important reference point during and after the construction phase. The photographic documentation is provided in Annex 9, where all relevant photographs are included to complement the survey findings.

Grievance Redress Mechanism (GRM) for Businesses and Community: During the construction phase, the contractor will handle community and business complaints related to construction impacts through a **Grievance Redress Mechanism (GRM)**. The detailed GRM process, including communication channels, complaint handling procedures, and response timelines, will be specified separately in the **Stakeholder Engagement Plan (SEP)** developed for the project.

3. LEGAL, POLICY FRAMEWORK AND REGULATORY REQUIREMENTS

3.1 World Bank Environmental and Social Standard Requirements

Within the framework of the World Bank's Environmental and Social Standards (ESSs), our responsibilities as the contractor have been clearly defined. These requirements are based on the Environmental and Social Management Plan (ESMP) developed during the project design phase. As the contractor for the project, we will ensure that all activities are in full compliance with the relevant national laws, the World Bank's environmental and social requirements, as well as our own procedures.

Table 2. **Environmental and Social standard and Their Applicability**

WB's Environmental and Social Framework	Comment
1. Assessment and Management of Environmental and Social Risks and Impacts	Environmental and social baseline studies and impact assessments for all phases of the project have been completed at the design stage, in full compliance with the World Bank's Environmental and Social Standards (ESSs). As the contractor, we are preparing the C-ESMP (Contractor Environmental and Social Management Plan) for the construction phase, ensuring alignment with the baseline studies and the ESMP developed during the design stage. This C-ESMP will provide a detailed plan for managing environmental and social risks and impacts, in strict adherence to the World Bank's standards. It will include a comprehensive set of mitigation measures in compliance with ESS2, ESS3, ESS4, and ESS10. Additionally, the mitigation measures table will outline specific environmental and social risks, along with the corresponding mitigation actions, tailored to the construction phase of the project.
2. Labour and Working Conditions	As the contractor for the road construction/rehabilitation works, we will implement Occupational Health and Safety (OHS) measures in line with the sub-project's Environmental and Social Management Plan (ESMP). This includes providing Personal Protective Equipment (PPE) to workers, including COVID-19 precautions, and ensuring compliance with the World Bank's EHS Guidelines and local regulations. In compliance with ESS2, we will ensure fair treatment of workers, prevent child and forced labor through strict recruitment procedures, and maintain safe working conditions. Detailed information on the prevention of child and forced labor, as well as labor management practices, is outlined in the Internal labour regulation (ILR) and Regulation for Organizing Occupational Safety and Health (ROOSH), which are detailed in Annex 1, Annex 8. A Labor Grievance Redress Mechanism (GRM) will also be implemented to address worker concerns regarding labor practices and safety. All labor practices will adhere to domestic laws and international standards to ensure positive labor relations and safe working conditions.
3. Resource Efficiency and Pollution Prevention and Management	Maintain the best possible management of natural resources use, control pollution of soil, air and other environmental components, and implement measures to reduce pollution and negative impacts. For example, when excavating and using common minerals resources, minimize disturbance to the land and soil, rehabilitation of borrow pit, regularly implement environmental dust reduction measures, and

WB's Environmental and Social Framework	Comment
	obtain relevant permits from local authorities and also pay taxes when using other natural resources (such as water resources), etc.
4. Community Health and Safety	Since Unur Micro-district street is located in a densely populated area of Ulaanbaatar city, we will prioritize the health and safety of the public and citizens. The construction site will be partially fenced to ensure a clear separation from the outside environment. We will provide information to the public and citizens through notices and distribute warning signs to ensure awareness of potential hazards. Additionally, the contractor will continuously monitor the health and safety of all employees, conduct regular trainings, and implement initiatives to improve labor protection and working conditions. Regarding Sexual Exploitation and Abuse (SEA) and Sexual Harassment (SH), while not specifically included under this standard, we recognize the importance of addressing these issues. A Code of Conduct will be established for all workers, outlining expected behaviors and prohibiting SEA/SH. Furthermore, all workers will undergo mandatory training on preventing SEA/SH to ensure awareness and adherence to the standards set for a safe and respectful work environment.
5. Land Acquisition, Restrictions on Land Use and Involuntary Resettlement	The road will be slightly widened at the existing roundabout corners, with no major land acquisition required. Temporary road closures will occur in three sections, as detailed in the Traffic Management Plan (TMP), potentially affecting roadside businesses, including mobile vendors. However, these closures will be brief, and the TMP will provide alternative access for pedestrians, businesses, and residents. While no land acquisition is needed, there may be temporary impacts on livelihoods, particularly for roadside businesses. Access to shops, homes, and offices will be limited but only for a short period. Detailed mitigation measures will be specified in the mitigation table and TMP. For machinery and construction material storage, the contractor will use a designated site provided by the District Governor's Office of Songinokhairkhan, with all equipment stored at the camp and on-site.
6. Biodiversity Conservation and Sustainable Management of Living Natural Resources	Standard procedures outlined in the ESMP will be followed to identify sensitive areas and avoid any adverse impacts. According to the subproject EBA, the surrounding area is residential, with the soil and surface affected by years of human activity. No significant fauna or wildlife is present, although construction activities may lead to the spread of small soil insects. The contractor has allocated budget for coordinating, screening, and monitoring environmental impacts, with support from the Environmental Inspection Agency.
7. Indigenous Peoples/Underserved Traditional Local Communities	As of 1 st January 2025, the total population of the 18 khoroos where the Songinokhairkhan district project will be implemented was 134,625. ⁵ Details are included in the C-SEP section.
8. Cultural Heritage	Since the Unur Micro-district Street is located within an urban residential area, it has no direct impact on cultural heritage. This is because Ulaanbaatar has been inhabited for many years and there are currently no immovable cultural monuments on the ground as it has already been affected. However, if the contractor engages in the

WB's Environmental and Social Framework	Comment
	extraction and use of borrow areas, they have to comply with the World Bank's standards and Article 38.3 of the Law on Cultural Heritage.
9. Financial Intermediaries	Does not exist for this project.
10. Stakeholder Engagement	The contractor will further elaborate on this plan at the construction level, identifying stakeholders based on the design ESMP. This will include specific details on how stakeholders such as the Employer, Contractor, Consultant, government agencies, the public, as well as the khoroo and district authorities, will participate throughout the construction phase. The roles and responsibilities of each stakeholder will be clearly outlined to ensure effective communication and engagement throughout the project.

3.2 Mongolian legal requirements

3.2.1 Law of Mongolia

The scope of the Unur Micro-district Street Project must comply with the legal and regulatory requirements listed below. This section provides a detailed overview of the regulations governing these activities and the related key legal provisions.

The key organizations responsible for implementing the project and the role in Environmental Safeguards implementation are set out in below table:

Table 3. **Relevant Environmental, Health and Safety Laws in Mongolia**

Law	Enacted and Amended	Agencies responsible for implementation of the Law	Brief Description
Law on Environmental Protection	Enacted in January 1998 and last amended in 2012.	- Governor's office of the District - Environmental Department of the Capital City - Ministry of Environment and Climate Change (MECC)	To ensure a safe environment, have an ecologically balanced social and economic development, and ensure the protection of the environment for present and future generations. Ensure the proper use of natural resources and the restoration of available resources". Article 7 requires the conduct of natural resource assessment and environmental impact assessment to preserve the natural state of the environment, and Article 10 requires the conduct of environmental monitoring on the state and changes to the environment.

Law	Enacted and Amended	Agencies responsible for implementation of the Law	Brief Description
Law on Environmental Impact Assessment	Enacted in January 1998 and last amended in 2012.	- Environmental Department of the Capital City - Environmental specialist of the district - Ministry of Environment and Climate Change (MECC)	Regulates "relations concerning protection of the environment, prevention of ecological imbalance, the use of natural resources, assessment of the environmental impact and decision-making on the start of a project". It sets out the general requirements and procedures for project screening and the conduct of environmental assessment and review.
Law on Land	Enacted in 1994 and amended in 2012	- District Lands Office - Environmental Department of the Capital City - Ministry of Environment and Climate Change (MECC)	Regulates the possession and use of land by a citizen, entity & organization, and other related issues. Articles 42 and 43 provide a guide on removing possessed land and granting compensation relative to the removal.
Law on Plant Protection	Enacted in 1996 and amended in 2007	- Environmental Department of the Capital City - Ministry of Environment and Climate Change (MECC)	Regulates the inhibition, protection, inspection of pasturelands and plants
Law on Natural Plants	Enacted in 1995 and amended in 2012	- Environmental Department of the Capital City - Ministry of Environment and Climate Change (MECC)	Regulates the protection, proper use, and restoration of natural plants other than forest and cultivated plants.
Law on Buffer Zones	Law on Buffer Zones Enacted in 1997	- District Lands Office - Agency for Land Administration and Management - Environmental Department of the Capital City - Ministry of Environment and Climate Change (MECC)	Regulates the determination of zones and activities. Article 9 requires conducting a detailed environmental assessment for the establishment of water reservoirs or the construction of floodwalls or dams in buffer zones for special protected areas.
Law on Forests	Enacted in 1995 and amended in 2012	- Governor's office of the district - Environmental Department of the Capital City	Regulates relations for protection, possession, sustainable use, and reproduction of the forest in Mongolia. Defines prohibited activities in protected forest zones and their regimes and conditions when undertaking allowed activities

Law	Enacted and Amended	Agencies responsible for implementation of the Law	Brief Description
		- Ministry of Environment and Climate Change (MECC) - Ministry of Culture, Sports, Tourism and Youth (MCSTY)	in the utilization zone forests and their regimes.
Law on Protection of Cultural Heritage	Enacted in 2001	- Ministry of Culture, Sports, Tourism and Youth (MCSTY) - Mongolian Academy of Sciences (MAS) Archeological and Paleontological departments - District Police Department	Regulates the collection, registration, research, classification, evaluation, preservation, protection, promotion, restoration, possession, and usage of cultural heritage, including tangible and intangible heritage.
Law on Subsoil	Enacted in 1988	- Ministry of Environment and Climate Change (MECC) - Mineral Resources and Petroleum Authority - Agency for Land Relations, Geodesy, and Cartography - Environmental Department of the Capital City	Mineral resource authority of The implementing agency of the Mongolian relations concerning the use and protection of subsoil in the country
Law on Soil protection and prevention from desertification	Enacted in 2012	- District Lands Office - Environmental Department of the Capital City - Ministry of Environment and Climate Change (MECC)	Regulates matters related to the protection of soils from deterioration and the prevention of desertification

Law	Enacted and Amended	Agencies responsible for implementation of the Law	Brief Description
Law on Water	Enacted in 1995 and amended in 2012	- Ministry of Environment and Climate Change (MECC) - Water department - River Basin Administration - Water Supply and Sewerage Authority - Governor's office of the district - Environmental Department of the Capital City - Institute of Hydrology and Meteorology	Regulates relations of the effective use, protection, and restoration of water resources. Specifies regular monitoring of the levels of water resources, quality and pollution. Provides safeguards against water pollution.
Law on Air	Enacted in 1995 and amended in 2012	- Ministry of Environment and Climate Change (MECC) - Governor's office of the district - Environmental Department of the Capital City - National Committee for Air Pollution Reduction - Institute of Hydrology and Meteorology	Regulates the protection of the atmosphere to provide environmental balance for the sake of present and future generations. Allows the government to set standard limits to emissions from all sources. Regulates regular monitoring of air pollution, hazardous impacts and changes in small air components such as ozone and hydrogen.
Law on Sanitation	Enacted in 1998	- Ministry of Health - National Center for Public Health - Governor's office of the district	Governs relationships concerning maintenance of sanitary conditions, defining the general requirements for sanitation to ensure the right of an individual to healthy and safe working and living conditions, ensuring normal sanitary conditions, and defining the rights and duties of individuals, economic entities, and organizations in this respect.
Law on Waste	Enacted in 2016	- Ministry of Environment and Climate Change (MECC) - Governor's office of the district - Environmental Department of the Capital City	Governs the collection, transportation, storage, and depositing in the landfills of household and industrial waste, reusing waste as a source of raw materials to eliminate the hazardous impacts of household and industrial waste on public health and the environment. Undertakings that generate a significant amount of waste must

Law	Enacted and Amended	Agencies responsible for implementation of the Law	Brief Description
		District waste transportation service agencies	dispose of the wastes in the designated landfills that meet prescribed standards.
Law on Disaster Protection	Enacted in 2003 and amended in 2012 and 2017	- NEMA – National Emergency Management Agency - State disaster protection services - State emergency commission - Local level emergency management departments and divisions	Regulates matters relating to the principles and powers of disaster protection organizations and agencies, their organization, and activities, as well as the rights and duties of the State, local authorities, enterprises, entities, and individuals concerning disaster protection.
Law on Fauna	Enacted in 2012	- Ministry of Environment and Climate Change (MECC) - Governor's office of the district - Environmental Department of the Capital City	Regulates the protection of animals, growth and development, breeding and rational use of resources.
Law on Labour	Amended in 2021	- Ministry of Family, Labour and Social Protection - State social welfare agency - Labor Unions	This law aims to ensure equality in labor relations between employees and employers by defining roles, responsibilities, and rights, work conditions and terms of employment.
Law on Occupational Safety and Hygiene	Amended in 2008	- Ministry of Family, Labour and Social Protection - Traffic Police Department - District Police Department	This law defines state policy and control on work conditions, requirements regarding occupational health and safety, and aims to ensure the provision of safe labor conditions for employees.
Law Fire Safety	Amended in 2015	- Ministry of Family, Labour and Social Protection - NEMA – National Emergency Management Agency	This regulates affairs regarding fire Safety, and defines roles of organizations, entities, and individuals to ensure fire safety at all places.

3.2.2 Administrative regulatory acts

In implementing the legal provisions for improving the environmental and natural resource management of Mongolia, these provisions are further detailed through the relevant legislative acts, and their enforcement is ensured through government resolutions and other regulations. The following section lists a selection of the applicable legislative acts currently in force in the environmental sector.

Resolutions and Decisions of the Government

- Environmental impact assessment procedure. 2023.02.08, No.58, Annex 2
- Basic Rules for Fire Safety. 2016.06.20, No.339
- Procedure for forming, allocating, and reporting on revenue from fees for environmental protection and restoration activities. 2014.02.14, No.43
- Procedure for the temporary storage, collection, transportation, recycling, disposal, registration, and reporting of hazardous waste, and list of hazardous waste. 2018.05.02, No.116
- Regulation on establishing the amount of water pollution fees, the list of businesses and organizations eligible for fee reductions, and the percentage of fee reductions. 2019.08.14, No.316
- Regulation on determining and reducing the percentage of water resource utilization fees. 2013.09.21, No.326
- Amendment to the annex of the resolution /Coefficient for calculating intended use/. 2013.09.21., No.327
- Approval of the ecological and economic baseline valuation of water. 2011.10.26, No.302

Minister's order and regulation

Environment

- Approval of the regulation on the development, review, approval, and reporting of environmental management plans. Order of the Minister of Environment and Tourism, 2019.10.29, No. A/618

Water utilization

- Regulation on compliance with the regime of special and general protection and sanitary zones of water reservoir areas and water sources. Joint order of the Minister of Environment, Green Development and Tourism and the Minister of Construction and Urban Development, 2015.06.05, No. A/230/127
- Approval of water consumption norms for producing unit products and providing services. Order of the Minister of Environment and Tourism, 2015.07.30, No. A/301
- Establishment of standard limits for pollutants contained in wastewater. Joint order of the Minister of Environment and Tourism and the Minister of Construction and Urban Development. 2019.12.27, No. A/816/218

Waste management

- Codified list of waste generated from sources and their classification. Order of the Minister of Environment and Tourism. 2017.12.12, No. A/349
- Transportation, collection, storage, and recycling of hazardous waste. Order of the Minister of Environment and Tourism. 2018.01.30, No. A/18

- General requirements for sorting, collecting, transporting, recycling, reusing, disposing, and landfilling of general waste. Order of the Minister of Environment and Tourism. 2018.11.17, No. A/443
- Calculation of waste service fees. Joint order of the Minister of Environment and Tourism and the Minister of Finance. 2018.07.19, No. 192, A/243
- Establishment of standard limits for general waste. Order of the Minister of Environment and Tourism. 2017.12.25, No. A/368
- Regulation on cleaning, collecting, sorting, transporting, recycling, reusing, disposing, and landfilling of construction waste. Order of the Minister of Construction and Urban Development. 2020.02.27, No.48
- Regulation on cleaning, collecting, sorting, transporting, recycling, reusing, disposing, and landfilling of vehicle waste. 2020.04.27, No. A/86

3.2.3 Mongolian National Standards

The project-related standards and norms are categorized into the following two types:

- Environment
- Occupational Safety and Health

The law on environmental protection aims to ensure the right of individuals to live in a healthy and safe environment, align socio-economic development with environmental balance, and regulate the relationships between the state, citizens, businesses, and organizations concerning environmental protection, the rational use of natural resources, and the restoration of ecosystems for the benefit of present and future generations.

Table 4. **Environmental standard**

No	Standard Name	Standard
Soil and plant		
1.	Soil quality. The permissible limit of pollutants in the soil	MNS 5850:2019
2.	Environment protection. Soil. Sanitary safety indicators for urban soil and assessment pollution	MNS 3297:2019
Water		
1.	Water quality. The permissible limit of pollutants in underground water	MNS 6148:2010
2.	Protection of Environment and Health. Safety. Drinking water. Sanitary requirements, quality, and safety assessment. Technical requirements	MNS 0900:2018
Air quality		
1.	Air quality. General technical requirements	MNS 4585:2016
2.	Tolerance of pollutants in the air. General technical requirements	MNS 5885:2008
Waste		
1.	Requirements for transporting domestic waste	MNS 5344:2011

In accordance with the provisions and articles of the Occupational Safety and Health Law, the current valid enforceable occupational safety, security, and hygiene standards are included in the table below.

Table 5. **Occupational Safety and Health Standards**

No	Standard Name	Standard
Occupational safety and health		
1.	Management system of Occupational safety and health	OHSAS 18001:2012
2.	Occupational conditions and safety management system	MNS ISO 45001:2018

No	Standard Name	Standard
3.	Occupational Safety, Health, Environment, and Hygiene. Workplace environment. Sanitary requirements.	MNS 4990:2015
Fire safety		
1.	Classification and rating of fire-hazardous products	MNS 4999:2000
2.	Fire hazard protection. Requirements and norms of basic fire extinguishing tools for enterprises, organizations, and buildings	MNS 5566:2015
3.	Common issues in fire hazard protection. Fire classification	MNS 4284:2017
Protective clothes		
1.	Hand protection gloves. General requirements	MNS 5622:2011
2.	Occupational Health, Safety, and Environmental Management. Personal protective clothes. Requirements for selection and use of respiratory protection equipment	MNS 6654:2017
Air and lighting		
1.	Occupational Health, Safety, and Environmental Management. General requirements for ventilation and air conditioning systems in industrial buildings	MNS 5078:2001
2.	OHSE. Method for collecting and analyzing total dust samples from workplace air	MNS 6656:2017
3.	OHSE. General requirements for protecting workers from exposure to mineral dust in the workplace	MNS 6658:2017
Noise and vibration		
1.	OHSE. General requirements for measurement of noise exposure in the workplace, permissible limits, and protecting workers' hearing	MNS 6768:2019
2.	OHSE. Mechanical vibration – General requirements for measurement of vibration exposure transmitted from work tools and equipment to workers' hands and its permissible limits	MNS 6769:2019
3.	OHSE. Mechanical vibration – General requirements for measurement of vibration exposure transmitted to workers' entire body and its permissible limits	MNS 6770:2019
4.	OHSE. General requirements for measurement of lighting in the workplace and its permissible levels	MNS 6767:2019
City standard		
5.	Urban Planning and Development. General technical requirements for ensuring public safety in road and construction projects	UCS 0301B:2022
6.	Independent Engineering Infrastructure. General requirements for independent water supply and water storage tanks	UCS 0701B:2023
7.	Independent Engineering Infrastructure. Wastewater wells and independent treatment facilities	UCS 0702B:2023
8.	Green Infrastructure. Landscaping and green space planning in urban areas	UCS 0801A:2022
9.	Waste Management. Methodological management of waste collection, sorting, storage, and transportation	UCS 1701A:2022
10.	Waste Management. Hazardous waste management	UCS 1703A:2022
11.	Waste Management. Management of construction waste	UCS 1706A:2022
12.	Noise Pollution Management	UCS 2001A:2023
13.	Noise Pollution. Technologies and guidelines for reducing noise pollution	UCS 2002A:2023

Law to Combat Domestic Violence: The law regulates all matters pertaining to protecting against human rights violations, ensuring victims' safety, holding perpetrators accountable, and regulating the participation of government and NGOs, citizens, economic entities, and authorities in combating and preventing domestic violence. The enactment of the law was a significant step forward in strengthening women's rights and efforts to reduce violence against women. The law

is harmonized with the Criminal Code, Law on Law Enforcement, Law on Administrative Violations, Law on Criminal Procedure, and the Law on Victim and Witness Protection.

Law on Child Rights: This law coordinates relations with respect to the protection of child rights. It applies to all children under the age of 18 years. Child rights include the right to live, to develop, to be protected from the worst forms of child labor, and to participate in social life. Also, the law outlines duties of children, government, parents, guardians, caregivers, individuals, economic entities, and organizations.

Law on Child Protection: The law identifies the relationships between the national child protection system and its stakeholders, and regulates relations with respect to the prevention of, protection against, and response to all forms of child violence, sexual exploitation, and harassment.

Law on Labor: The law determines the general rights and duties of employers and employees who are parties to labor relationships based on a contract of employment, collective agreement, or collective bargaining, and provides rules with respect to collective or single employee labor disputes, working conditions, management, monitoring and supervision, and liabilities for violation of the law, and aims to ensure the mutual equality of the parties. The law prohibits gender-based discrimination in employment and contains sections protecting the rights of pregnant and nursing women. The law does not explicitly address sexual harassment at work which is addressed in the Gender Equality Law of Mongolia.

Article 109. of the Law on Labor deals with the employment of minors

109.1 A person who reaches 16 years of age has the right to conclude a contract of employment.

109.2 Except as otherwise provided in Article 109.5, a person who reaches 15 years of age may conclude a contract of employment, if permitted by his parents or guardians.

109.3 A person who reaches 14 years of age may enter into a contract of employment for the purpose of acquiring vocational training and work experience, but only with the consent of his parents or guardians and the State central administration organization in charge of labor issues.

109.4 An employer shall not employ a minor in a job which will adversely affect his intellectual development or health.

109.5 A list of work for which a minor may not be employed shall be established by the Member of the Government responsible for labor matters.

Article 110 relates to the protection of the health of a minor employee

110.1 A minor employee may be employed subject to the approval of the relevant medical authority after he has undergone a medical examination, and further biennium medical examinations shall be required until he reaches 18 years of age.

110.2 A minor employee may not be required to perform overtime work or to work on public holidays or weekends.

110.3 A minor employee may not be required to perform work under abnormal working conditions.

110.4 A minor employee may not be required to lift or carry loads that exceed weight limitations established by the Member of the Government responsible for labor matters.

Law on National Human Right: The law defines the principles and legal basis for the National Human Rights Commission of Mongolia, and regulates relations with respect to the protection of and prevention of violations of human rights and freedoms in Mongolia, and the promotion of human rights education in Mongolia.

Law on Spending Labor Force Abroad and Receiving Labor Force and Specialist from Abroad: The law regulates relations with respect to employment of a Mongolian citizen abroad and a foreign citizen in Mongolia, and protection of their rights and interests. It reinforces provisions of the Constitution of Mongolia, the Labor Law, and legal status of a foreign citizen, the Social Insurance Law, and other related legal acts.

Law on Social Welfare: The Law regulates relationship in connection with establishing of social welfare pension, allowances, and types of services, determining coverage framework of social welfare, forming social welfare fund, spending the fund's capital, providing social welfare and social development services, and defining the structure and function of social welfare organizations.

Health and Safety Legislation: In addition to environmental and social laws and regulations, there are occupational health and safety laws and regulations with which proposed activities must comply:

Article 16 of the National Constitution of Mongolia states that every employee has the right to "suitable conditions of work."

The Mongolian Labor Code (2022) is the main piece of legislation guiding employment in Mongolia. It covers collective contracts and agreements, labor contracts, remuneration, working hours, working conditions, public holidays, vacations, safety, employment of minors and the disabled, dispute resolution, and labor monitoring by the state.

The government adopted a National Program for Occupational Safety and Health Improvement in 2001 and national standards were also adopted, such as the National Standard on Occupational Health and Safety (Mongolian National Standard [MNS] 5002:2000).

The *Law on Labor Safety and Hygiene* (2008) covers requirements for industrial buildings and facilities, requirements for machinery and equipment, requirements for hazardous chemicals and explosives, fire safety, medical checkups, personal protective equipment, and training, rights to favorable working conditions, and investigation of accidents and occupational diseases.

4. ENVIRONMENTAL AND SOCIAL MITIGATION MEASURES

The measures to reduce and/or eliminate potential negative impacts on the subproject located in the area of Ulaanbaatar city, including the surface, subsoil, soil cover, and underground water etc. that will be potentially affected, as well as the mitigation measures to be taken to prevent the impacts, have been preliminarily determined. Some recommendations and suggestions are presented in this section.

The environmental and social impacts are directly associated with subproject phases, as such, the impacts have been categorized in accordance with following table.

Table 6. **Environmental, Social impacts and Mitigation measures**

No	Phase	Topics/Impacts	Mitigation measures	Periods	Cost, MNT	Responsible party	Supervision
PRE-CONSTRUCTION PHASE							
Environmental aspects							
1.	Planning & Documentation (Permits and Approvals)	Preparation of Environmental Plan	EMP and C-ESMP Development - Develop the Contractor's Environmental Management Plan (EMP) in accordance with national environmental regulations. - Prepare the Contractor's Environmental and Social Management Plan (C-ESMP) following World Bank Environmental and Social Standards. Submission and Approval - Submit the C-ESMP for review by the World Bank (WB). - Obtain final approval from the Capital City Environmental Agency prior to any site activity. Plan Updates - Review and update the C-ESMP annually or as project conditions require.	April, 2025 April, 2026, (will be updated if needed)	Included in operating expenses	Contractor (Environmental Specialist)	Consultant/ Capital City Environmental Agency

No	Phase	Topics/Impacts	Mitigation measures	Periods	Cost, MNT	Responsible party	Supervision
2.		Obtaining Permits	Obtain all required permits before construction starts , including: - Access roads - Waste transport and disposal - Water use - Electricity connection - Land use - Ensure contractors have valid waste transport licenses. - Pay all relevant land and resource use fees. - Prepare and approve the camp layout drawing.	May, 2025 April, 2026, (will be updated if needed)	2,000,000.0	Contractor (Project manager, Coordinator, Camp manager, Drawing engineer, Environmental Specialist)	Consultant
3.		Temporary Land Use and Access Impacts	- No permanent land acquisition is required. - Temporary impacts expected near the existing roundabout and road segments under closure (see TMP, Annex 10). - Roundabout widening does not affect private land. - Temporary road closures may disrupt business/vendor access and pedestrian flows. - Storage of machinery/materials limited to designated, secured areas provided by the Songinokhairkhan District Governor's Office. - Mitigation through advance planning, stakeholder consultation, and local coordination.	May, 2025	Included in operating expenses	Contractor (Social specialist, Environmental specialist)	Consultant
4.	Waste Management	Dry Waste Management	- Sign contract with an authorized waste disposal company.	May, 2025 April 2026	4,000,000.00	Contractor (Camp manager,	Consultant/

No	Phase	Topics/Impacts	Mitigation measures	Periods	Cost, MNT	Responsible party	Supervision
	See Annex 2 for details.		- Regularly monitor the contractor's compliance.			Environmental specialist)	Environmental specialist of District
5.		Construction Waste Disposal	- If the material removed from the road surface meets technical specifications, it will be recycled and used as a base material for the road. - Identify and obtain approval for a licensed construction debris disposal site. - Sort waste to maximize recycling and minimize landfill disposal.	May-Oct 2025, Apr-Aug 2026	Included in BoQ	Project manager, Material engineer, Field engineer	Consultant
6.	Utilities and Extraction	Electricity Supply	- Obtain technical specifications for safe power installations. - Install grounded and surge-protected systems at camps. - Ensure compliance with national electrical safety standards.	May 2025 Jun-Oct 2025, May-Jul 2026	Included in operating expenses	Project manager, Camp manager, OHS manager	Consultant Ulaanbaatar Electricity Distribution Network JSC
7.		Mineral Extraction	- Identify mineral extraction areas. - Obtain government resolution and sign exploration and rehabilitation agreements. - Ensure restoration of extraction sites post-use.	Jan-May 2025	Included in post-construction rehabilitation costs	Project manager Environmental specialist	Consultant/ Environmental Department of Capital
8.	Water Resources See Annex 5 for details.	Utilization of Water Resources	- Implement a Water Use Plan as per national standards.	May-Oct 2025, Apr-Sep 2026	Costs are included in the construction stage.	Environmental specialist	Consultant
9.		Worker Water Supply	- Supply drinking water via a 20-ton truck from the contractor's well in 32nd khoroo, Songinokhairkhan district.	May-Oct 2025, Apr-Sep 2026	Costs are included in the construction stage.	Camp manager Environmental specialist	Consultant

No	Phase	Topics/Impacts	Mitigation measures	Periods	Cost, MNT	Responsible party	Supervision
			- Test water quality quarterly for compliance with national drinking standards.				
10.	Air Quality See Annex 6 for details.	Machinery Emissions	- Service all heavy equipment before mobilization each year. - Maintain exhaust systems, replace filters, and tune engines to reduce emissions. - Keep on-site service records.	Jan-Mar 2025-2026	Costs are included in the construction stage.	Project manager Environmental specialist and Department of Technical	Consultant
11.		Dust Suppression Measures	- Take measures to suppress dust by watering. - Enforce vehicle speed control on unpaved roads. - Cover transported materials. - Regularly clean haul routes and paved roads.	Water spraying at least 3 times a day. May-Oct 2025 May-July 2026	39,550,000.0	Field engineer, Environmental specialist Social specialist, HS manager	Consultant
Social Aspects							
12.	Camp Establishment and Material Storage (Social Elements)	Entrance Signage	- Install clear signage at entry and exit points of camps, factories, and storage areas. - Signs must be bilingual (Mongolian and English) if international workers are involved.	May 2025	Included in operating expenses	Social specialist, Camp manager	
13.		Camp Planning and Approval	- Apply for and obtain a temporary land-use permit. - Select camp site with road access, away from sensitive ecosystems - Submit detailed site plan to project manager for approval.	Apr 2025	Included in operating expenses	Project manager, Social specialist, Camp manager	Consultant/ Songinkhairkhan District Governor's Office
14.		Camp Setup and Material Storage	- Level site and install light-colored metal fencing. - Relocate and install: offices, storage, water tanks, kitchens, worker housing, and sanitation.	Apr 2025	Included in operating expenses	Project manager, Social specialist, Camp manager	

No	Phase	Topics/Impacts	Mitigation measures	Periods	Cost, MNT	Responsible party	Supervision
			- Conduct basic landscaping to reduce visual/environmental impact. - Reference to Figure 5 for camp layout.				
15.	Traffic Impact and Community Disruption See Annex 10	Increased road congestion and traffic delays Temporary access restrictions affecting schools, businesses, and residents Higher traffic load on alternate routes	Traffic Management Plan (TMP) - Develop in coordination with: ▪ Road Development Agency of the Capital City ▪ Traffic Police Department ▪ Public Transport Policy Department ▪ Traffic Management Center ▪ PMO and local authorities - Submit TMP for approval by all relevant agencies. Include in TMP: - Haulage routes avoiding residential areas - Temporary road approvals (coordinate with Songinokhairkhan Traffic Police) - Pedestrian detours, safety signage, and school/emergency access provisions - Community Engagement - Hold meetings with residents and businesses before and during construction. - Share schedules and disruptions; revise TMP based on feedback. Driver and Operator Training Train drivers to: - Reduce speed near sensitive zones - Follow designated haul routes Signage and Communication - Install bilingual signs with pictograms for:	Apr 2025	Included in operating expenses	Project manager, Social specialist	Consultant

No	Phase	Topics/Impacts	Mitigation measures	Periods	Cost, MNT	Responsible party	Supervision
			▪ Detours ▪ Speed limits ▪ Crossings ▪ Hazard zones Grievance Redress Mechanism (GRM) - Establish channels (phone, complaint box) for traffic-related issues. - Appoint a traffic coordinator. - Refer to TMP (Annex 10) and GRM (Section 8 of the C-ESMP).				
16.		Access Management and Livelihood Mitigation	- Implement traffic detours and temporary pedestrian routes. - Ensure access to homes, businesses, and community facilities. - Prioritize vulnerable groups (elderly, children, persons with disabilities). - Refer to TMP, Annex 10 for site-specific access measures (barriers, signage, crossings). Where livelihoods are temporarily affected: • Install signs directing customers to alternate business access • Schedule work to avoid peak business hours	Apr-Oct 2025, May-Jul 2026	Included in operating expenses	Project manager, Social specialist	Consultant
17.		Consultation, Disclosure, and Grievance Redress Mechanism	- Conduct pre-construction consultations with residents and businesses. - Share information on: • Work schedules • Closures • Mitigation - Use posters, leaflets, verbal briefings, and online updates. - Ensure vulnerable groups are included. - See GRM procedures in Section 8 of C-ESMP.	Apr-May 2025	Included in SEP	Project manager, Social specialist	Consultant

No	Phase	Topics/Impacts	Mitigation measures	Periods	Cost, MNT	Responsible party	Supervision
			Ongoing Engagement and Monitoring •Hold regular follow-up meetings with community members to share updates and address emerging concerns. •Feedback from these engagements will be used to adjust construction activities or mitigation measures, where feasible. •Special attention will be paid to ensuring vulnerable groups (e.g., women, the elderly, persons with disabilities) are fully included and informed.				
18.	Occupational Health and Safety of Employees (See full Emergency Response Plan and SEA/SH Prevention Procedures in Annex 8 of the C-ESMP)	General OHS Measures	Comply with Mongolian OHS laws and World Bank ESF standards. Provide PPE appropriate to hazards: - Standard workwear and footwear - Fall arrest systems for work at heights >1.5 meters - Welding gloves, face shields, safety goggles - PM95-filtered masks for dusty environments - Regularly inspect, maintain, and replace PPE. - Suspend work at height during poor visibility, low daylight, or strong wind. -Ensure access the storage of drinking water and clean facilities for drinking water	Apr-Oct 2025, Apr-July 2026	26,610,000.00	Project manager, OHS manager /officer	Consultant
19.		Infectious Disease and Public Health	Develop an Occupational Health and Safety Plan (OHSP) before construction starts. - Include protocols for COVID-19, influenza, and STD/HIV prevention. - Conduct annual training on disease prevention. - Provide printed awareness materials, host tool-box talks, and distribute hygiene supplies.	Apr-May 2025	Included in operating expenses	Head of OHS, OHS manager Doctor	Consultant

No	Phase	Topics/Impacts	Mitigation measures	Periods	Cost, MNT	Responsible party	Supervision
20.		Emergency Preparedness and Response See Annex 8	Develop an Emergency Action Plan (EAP) including: - Contact procedures with local emergency services - Power shutdown and firefighting protocols - Emergency equipment (fire extinguishers, alarms) in key locations - Provide worker training in evacuation and emergency response. - Conduct regular emergency drills and review incident reports. - Ensure first aid kits are available at all work areas. - Station a certified health professional (nurse/doctor) on-site during construction.	May-Oct 2025, Apr-Jul 2026	Included in operating expenses	Head of OHS	Consultant
21.		Prevention of SEA/SH (Sexual Exploitation, Abuse, and Harassment)	Zero-tolerance policy for SEA/SH. Mandatory SEA/SH awareness training for all workers and subcontractors: -Upon hiring -Quarterly refreshers - All workers sign a Code of Conduct outlining acceptable behavior and consequences for violations. - Establish confidential reporting channels for SEA/SH cases. - Handle SEA/SH cases promptly and sensitively with coordination with qualified services. - Appoint SEA/SH focal points and ensure gender-sensitive recruitment practices.	May 2025 Apr 2026	Included in operating expenses	Social specialist	Consultant
22.	Public Health and Safety	Public Information and Communication	- Actively inform residents and local communities about construction activities, risks, and site restoration plans. Ensure all safety-related information is: - Communicated in Mongolian - Written in clear, accessible language	May	Included in operating expenses	Project manager, Social specialist, OHS manager	Consultant

No	Phase	Topics/Impacts	Mitigation measures	Periods	Cost, MNT	Responsible party	Supervision
			- Supported with symbols or pictograms for non-literate or vulnerable groups. Project announcements will be distributed via: - Posters on fences and site boundaries -Community notice boards - Public meetings and leaflets				
23.		Site Safety and Physical Protection	Physical Safety Measures Install durable protective fencing around all high-risk areas, including: - Construction zones - Material storage areas - Worker campgrounds - Equipment yards Install clear warning signs at all access points and hazard areas: - Signage will be weather-resistant, highly visible, and positioned at driver and pedestrian eye levels. - Signs will use pictograms and Mongolian language to maximize public understanding.	May 2025	Included in operating expenses	Project manager, Head of OHS	Consultant
24.		Access Control and Security	Security Measures Assign trained security personnel to: - Monitor and control access to restricted and hazardous areas - Prevent unauthorized entry, especially by children or the public - Maintain 24/7 surveillance of all high-risk zones - All guards will receive training on: - Respectful and non-discriminatory public interaction -Prohibition of harassment, intimidation, or use of force	Apr-Oct 2025, Apr-July 2026	Included in operating expenses	Project manager, Field engineer, Head of OHS and Contracted Security Company	Consultant

No	Phase	Topics/Impacts	Mitigation measures	Periods	Cost, MNT	Responsible party	Supervision
25.		Staff Awareness Programs	Ongoing Awareness and Capacity Building Hold regular toolbox talks and refreshers on: - On-site safety practices - Emergency response procedures - Worker rights and community sensitivity - Distribute visual guides and pocket handbooks with do's and don'ts for field staff.	May-Oct 2025, Apr-July 2026	Included in operating expenses	Project manager, Social specialist	Consultant
CONSTRUCTION PHASE							
Environmental Aspects							
26.	Air Quality, Noise, and Vibration	Construction machinery and material transport will generate increased levels of dust and noise, leading to potential air quality degradation, reduced visibility, and auditory disturbances. [Improper handling of hazardous materials may further contribute to atmospheric pollution.]	- Maintain access roads and apply irrigation to reduce dust. - Ensure all vehicles, machinery, and equipment pass national inspections and pay applicable road and air pollution fees. - Engage an external organization to monitor air pollutants and dust levels. - Enclose construction site with temporary fencing; work limited to daytime (except material transport). - Notify residents if night-time work is necessary. - Place asphalt mixing plant in 32nd khoroo, away from residences. - Provide earplugs to workers in noisy areas. - Resolve community noise/vibration complaints promptly and share work schedules and plans. - Record photo/video evidence of nearby buildings before construction. (Refer to Annex 9) - Deliver regular construction updates to households.	May-Oct 2025, May-Jul 2026	Included in operating expenses Dust reduction 40,162,643.0	Project manager, Social specialist, Environmental specialist	Consultant

№	Phase	Topics/Impacts	Mitigation measures	Periods	Cost, MNT	Responsible party	Supervision
27.	Soil Erosion and Degradation See Annex 4 for details.	Earthworks and mineral extraction may cause surface erosion, loss of fertile topsoil, and physical instability, increasing the risk of on-site accidents.	- Agree and approve material transport and diversion routes as per Traffic Management Plan. Annex 10 - Construct temporary drainage around camp and storage sites. - Strip and store topsoil (15 cm depth) on-site (slopes $\leq 18-25^\circ$). - For mineral extraction zones: strip ≥ 20 cm of topsoil and store separately. - Surround sites with stripped waste to prevent accidents. - Post visible warning signs ("Risk of Falling", "No Entry"). - Reuse stripped materials for gradual backfilling and site rehabilitation. - Cover rehabilitated areas with stored topsoil for natural regeneration. - Build a household liquid waste pit at camp; pump out and remove regularly. - Major machinery repairs done at workshop; minor on-site with spill precautions. - As the Unur Micro-district Street project area overlaps with the water supply source area, the Contractor will carry out the works to prevent fuel and lubricant spills and soil contamination, and implement soil contamination control. - In case of spills: excavate 20 cm of soil, store contaminated material, and dispose properly.	May-Jun 2025, May 2026	Included in operating expenses	Project manager, Field engineer, Environmental specialist	Consultant

No	Phase	Topics/Impacts	Mitigation measures	Periods	Cost, MNT	Responsible party	Supervision
			- Conduct soil monitoring at ≥5 points, twice a year (heavy metals and microbes).				
28.	Water Resource Pollution and Use See Annex 5 for details.	Intensive water use during construction may result in contamination and depletion of groundwater, risking water quality for both environment and worker health.	- Test drinking and household water for chemical and hygiene compliance. - Use non-corrosive tanks and containers for water storage and transport. - Obtain permits: • Water usage conclusion – Article 28.4, Water Law • Water usage agreement – Article 29.1, Water Law - Complete steps for new wells: drilling, metering, registration, database entry, and certification.	May-Oct 2025, May-Jul 2026	Included in operating expenses	Project manager, Camp manager, Environmental specialist	Consultant
29.	Solid and Hazardous Waste Management See Annex 2 for details.	Poor handling of construction waste and hazardous substances may pollute soil and water, requiring proper containment and disposal.	- Household dry waste sent to district's authorized organization (per agreement). - In some cases, transport using company vehicles to approved site (e.g., Ulaanchuluut). - Large-volume industrial/construction waste transported and disposed at licensed sites. - Sort and recycle bulky solid waste (e.g., cardboard, plastics). - Install temporary toilets for workers. - Store waste oils/lubricants securely and transfer to licensed handler.	May-Oct 2025, May-Jul 2026	Included in BoQ	Project manager, Camp manager, Environmental specialist	Consultant
30.	Vegetation Clearance and Replanting	Tree removal during construction should be balanced with planned re-	- As per the instructions of Consultant, 10 trees will be removed and replanted as per the quantities mentioned below. - Conduct replanting according to approved landscaping design:	Jul 2025, Sep 2025, Apr-May 2026	Included in BoQ	Project manager, Field engineer, Environmental specialist	Consultant

No	Phase	Topics/Impacts	Mitigation measures	Periods	Cost, MNT	Responsible party	Supervision
		greening efforts to minimize ecological loss.	- Greening: 24,284.4 m² - Larch trees: 100 pcs - Acacia trees: 661 pcs - Assign licensed landscaping subcontractor to carry out greening, following consultant's site instructions.				
Social Aspects							
31.	Community Disruption and Service Interruptions	Construction may lead to delays, restricted access, and disruption to public utilities such as power, water, roads, and internet, affecting daily routines and essential services. Extended delays may cause: -Noise and Air Pollution -Traffic Congestion and Safety Hazards -Decline in property value and local economy	- Develop a detailed construction schedule with contingency time buffers. - Conduct low-impact work during off-peak hours (avoid night/early mornings). - Implement dust suppression, noise barriers, and use low-noise machinery. - Install pedestrian walkways, fencing, and clear signage. - Assign traffic marshals near schools and busy pedestrian zones. - Maintain temporary access paths to homes and public facilities. - Provide alternative transport options (e.g., shuttles) during extensive blockages. - Coordinate with emergency services for continued access. - Work closely with utility providers to minimize outages. - Notify the public of planned service disruptions via SMS, posters, and media. - Provide backup utilities (e.g., water tanks, mobile chargers).	May-Oct 2025, Apr-Jul 2026	Included in operating expenses	Project manager, Social specialist, Field engineer, HS manager	Consultant

No	Phase	Topics/Impacts	Mitigation measures	Periods	Cost, MNT	Responsible party	Supervision
			- Hold biweekly community meetings for updates and feedback. - Distribute information via flyers, hotlines, social media. - Operate a GRM with accessible channels. - Deliver Code of Conduct training for construction workers. - Ensure gender-sensitive and culturally appropriate behavior. - Appoint a Community Liaison Officer (CLO) on-site. - Adjust plans based on ongoing community feedback. - Keep a public log of grievances and responses.				
32.	Impacts on Vulnerable Groups	- Physical safety risks - Reduced access to healthcare and services - Sensitivity to noise, dust - Social isolation - Communication barriers - Risk of harassment or exploitation	- Fence off all construction zones and restrict unauthorized access. - Use childproof barriers near schools and homes. - Post multilingual warning signs in high-risk areas. - Design accessible pedestrian detours (with ramps, wide paths). - Install speed bumps and assign crossing guards near schools and elderly care centers. - Use noise-control screens, dust suppression, and quiet machinery. - Avoid work near sensitive sites during school hours and evenings. - Disseminate information via leaflets, loudspeakers, door-to-door, especially for elderly or disabled residents. - Translate materials into local/minority languages.	May-Oct 2025, Apr-Jul 2026	Included in operating expenses	Project manager, Social specialist, HS manager	Consultant

No	Phase	Topics/Impacts	Mitigation measures	Periods	Cost, MNT	Responsible party	Supervision
			- Enforce strict Code of Conduct, addressing gender-based violence (GBV). - Ensure well-lit areas near worker housing and supervision. - Partner with women's groups and social service providers. - Maintain emergency access routes. - Identify vulnerable persons and provide transport to clinics/services if needed. - Involve vulnerable groups in stakeholder engagement at accessible venues/times. - Provide confidential grievance channels.				
33.	Traffic Congestion and Safety Hazards	- Road accidents - Pedestrian safety risks - Congestion from trucks and machinery	- Conduct pre-construction assessment of interaction points with communities (e.g., schools, parks). - Use site-specific controls: signage, barriers, operator training. - Define and fence off restricted traffic zones. - Install traffic control devices: reflective signs, signals, markings, flashing lights for nighttime visibility - Avoid routing construction traffic through residential areas when alternatives exist. - If routing through settlements is unavoidable: - Implement speed limits, driver training, and community engagement. - Inform the public about construction plans via leaflets, meetings, signage. - Allow only licensed operators to operate vehicles.	May 2025 – Jul 2026	Included in operating expenses	Project manager, Social specialist, HS manager	Consultant

No	Phase	Topics/Impacts	Mitigation measures	Periods	Cost, MNT	Responsible party	Supervision
			• Provide vehicle-specific training. • Conduct medical checks and regular maintenance for all drivers and machinery. - Implement clear detour routes and safety signs for motorists and pedestrians. - Limit construction to non-peak traffic hours. - Install proper lighting and barriers for visibility. - Communicate disruptions and updates regularly to the public. - Include all these measures in the TMP, Annex 10				
34.	Impacts on Local Economy, Livelihoods, and Employment	-Community grievances due to noise, vibrations, or restricted access -Confusion from temporary access changes -Reduced customer traffic to shops and businesses -Mistrust or dissatisfaction among local residents and businesses	- Operate a Grievance Redress Mechanism (GRM) accessible to all community members and businesses (see GRM Scheme, Section 8). - Assign a Community Liaison Officer (CLO) to serve as a consistent point of contact for residents and shopkeepers. - Conduct pre-construction consultations with local businesses, vendors, and farmers to understand concerns. - Publicly disclose construction schedules, timelines, and access plans in advance. - Use diverse communication methods (e.g., complaint box, posters, meetings, mobile, chatbot) to keep the community informed about construction	May 2025 – Jul 2026	6,000,000.00	Project manager, Social specialist	Consultant

No	Phase	Topics/Impacts	Mitigation measures	Periods	Cost, MNT	Responsible party	Supervision
			activities, including vibration-generating work and road closures. - Maintain safe and accessible temporary walkways and roads with proper lighting, ramps, railings, and clear signage. - Install guardrails, speed controls, reflective markers, and wayfinding signs along detours to guide pedestrians and vehicles. - Deploy traffic marshals in high-traffic pedestrian zones (e.g., near schools and shops) to ensure safety. - Design detour routes to minimize inconvenience—avoiding steep or unsafe paths and reducing walking distances. - Schedule high-impact or noisy works during off-peak business hours to minimize disruption. - Engage informal workers (e.g., street vendors, waste collectors) to ensure their livelihoods are considered. - Conduct daily inspections of detour paths and signage to maintain safety and accessibility. - Document and respond to grievances in a public log to maintain transparency.				
35.	Impacts on Infrastructure and Social Services	Temporary disruption to: - Disruption to water, electricity, internet - Poor road	- Coordinate with utility providers before excavation or line work. - Schedule utility work during non-peak hours with short, planned interruptions.	May 2025 - Jul 2026	Included in operating expenses	Project manager, Social specialist, HS manager	Consultant

No	Phase	Topics/Impacts	Mitigation measures	Periods	Cost, MNT	Responsible party	Supervision
		conditions and wear from construction traffic - Limited access for emergency services - Disrupted waste collection	- Notify residents in advance via posters, community meetings, or local media. - Provide temporary service alternatives (e.g., water tanks during outages). - Regularly inspect roads for damage; hold subcontractors accountable for repairs. - Include road repair and resurfacing plans in the project's final phase. - Work with local authorities to maintain clear emergency access routes. - Use detour signage and provide real-time updates to emergency services. - Coordinate with sanitation services to ensure waste collection continuity. - Set up temporary collection points or mobile waste bins as needed.				
36.	Worker and Public Health & Safety	- Accidents, hygiene issues, and inadequate safety controls on-site and in surrounding community areas - Inadequate emergency response readiness - Unsafe drinking water for workers	- Develop a site-specific emergency response plan covering fire, medical, chemical, and environmental risks. - Establish clear communication protocols for emergencies (internal and external stakeholders). - Maintain and distribute an up-to-date emergency contact list. - Train all personnel on emergency procedures and use of safety equipment. - Create and post evacuation plans for both workers and nearby residents.	May 2025 - Jul 2026	Included in operating expenses	Project manager, Social specialist, HS manager	Consultant

No	Phase	Topics/Impacts	Mitigation measures	Periods	Cost, MNT	Responsible party	Supervision
		- Temporary power outages and service disruptions	- Provide on-site first aid supplies and trained personnel. - Equip the site with fire extinguishers, alarms, first aid kits, and safety barriers. - Implement warning systems (e.g., sirens) for emergencies. - Engage the local community in preparedness planning. - Collaborate with local emergency services and government for coordinated responses. - Conduct routine emergency drills and simulations. - Keep incident records for all emergencies to inform continuous improvement. - The drinking water transport vehicle's tank and storage containers will be made of noncorrosive material that meets food hygiene standards.				
37.	Labor Conditions and Inclusive Employment See Annex 1 for details.	- Unsafe, unfair, or informal labor arrangements - Risk of child labor or exploitation - Retrenchment impacts - Discrimination or unequal treatment of foreign workers	- Enforce compliance with Mongolian Labor Law (2024 amendment). - Prohibit child labor in all construction contracts; require age documentation from all workers. - Conduct public awareness campaigns and install signage at worksites to reinforce child labor laws. - Contractors must adopt zero-tolerance policies for child labor and maintain proper documentation.	May 2025 – Jul 2026	Included in operating expenses	Project manager, Social specialist, HR manager, Lawyer	Consultant

No	Phase	Topics/Impacts	Mitigation measures	Periods	Cost, MNT	Responsible party	Supervision
			- Require foreign labor justification and ensure equal treatment for foreign and local workers. - Conduct periodic labor audits for compliance with employment quotas, fair wages, and workplace conditions. - Include cultural awareness training for local and foreign workers to prevent conflict. - Implement a Worker Grievance Redress Mechanism ensuring anonymity, confidentiality, and timely resolution. - Mandate gender-sensitivity and anti-harassment training, repeated regularly. - Enforce Codes of Conduct and assign trained safeguarding officers on-site for GBV concerns. - During retrenchment, comply with WB ESS2 and labor laws; communicate plans clearly and avoid retrenching essential personnel (e.g., security). - Require all workers to have a fair, transparent employment contract. - Provide training in waste management, disease prevention, and site hygiene.				
38.	Cultural and Heritage Resources See Annex 7 for details.	Damage to or discovery of tangible cultural heritage	- Stop work immediately if any cultural resources are discovered. - Notify the local governor, police, and responsible heritage authority. - Preserve and protect the site until authorized instructions are received.	May-Aug 2025	Included in operating expenses	Project manager, Social specialist, Environmental specialist	Consultant

No	Phase	Topics/Impacts	Mitigation measures	Periods	Cost, MNT	Responsible party	Supervision
			If any are found, the Cultural Heritage Procedure outlined in Annex 7 will be followed.				
POST-CONSTRUCTION PHASE							
39.	Environmental	Accumulation of waste in camps and workplaces	- Establish clear waste disposal procedures and designate proper collection points in all camps and work areas. - Ensure that all waste is segregated (e.g., recyclables, hazardous materials, organic waste) and disposed of according to local regulations. - Conduct regular inspections to monitor waste management practices and ensure compliance. - Provide training for workers on proper waste management and disposal techniques. - Engage with local waste management authorities to coordinate the safe and timely removal of waste after construction completion. - Rehabilitate and restore construction sites to remove any remaining debris and materials, ensuring that the site is clean and safe for future use.	Jun-Jul 2026	Included in operating expenses	Project manager, Camp manager, Field engineer, Environmental specialist	Consultant
40.	Rehabilitation	Borrow pits: Environmental degradation due to unrehabilitated borrow pits	- Backfill borrow pits with inert material or reshape to match natural contours. - Cover the trimmed area with the stockpiled fertile soil to allow natural restoration. - Fence or mark pits during and after construction to prevent accidents.	May-Jul 2026	29,537,357.0	Project manager, Camp manager, Field engineer, Environmental specialist	Consultant

No	Phase	Topics/Impacts	Mitigation measures	Periods	Cost, MNT	Responsible party	Supervision
		Safety hazards for people and animals Soil erosion and waterlogging Refer to the Construction Methodology for detailed information.	- Measures will be taken to prevent rainwater from accumulating and swamping in the rehabilitated area. - Conduct final inspections and document rehabilitation status as per environmental standards and permit conditions.				
Mitigation measures					104,032,356.80		
Waste management					14,000,000.00		
Vegetation costs (Landscaping and rehabilitation)					29,827,643.20		
Total Budget					147,860,000.00 MNT		

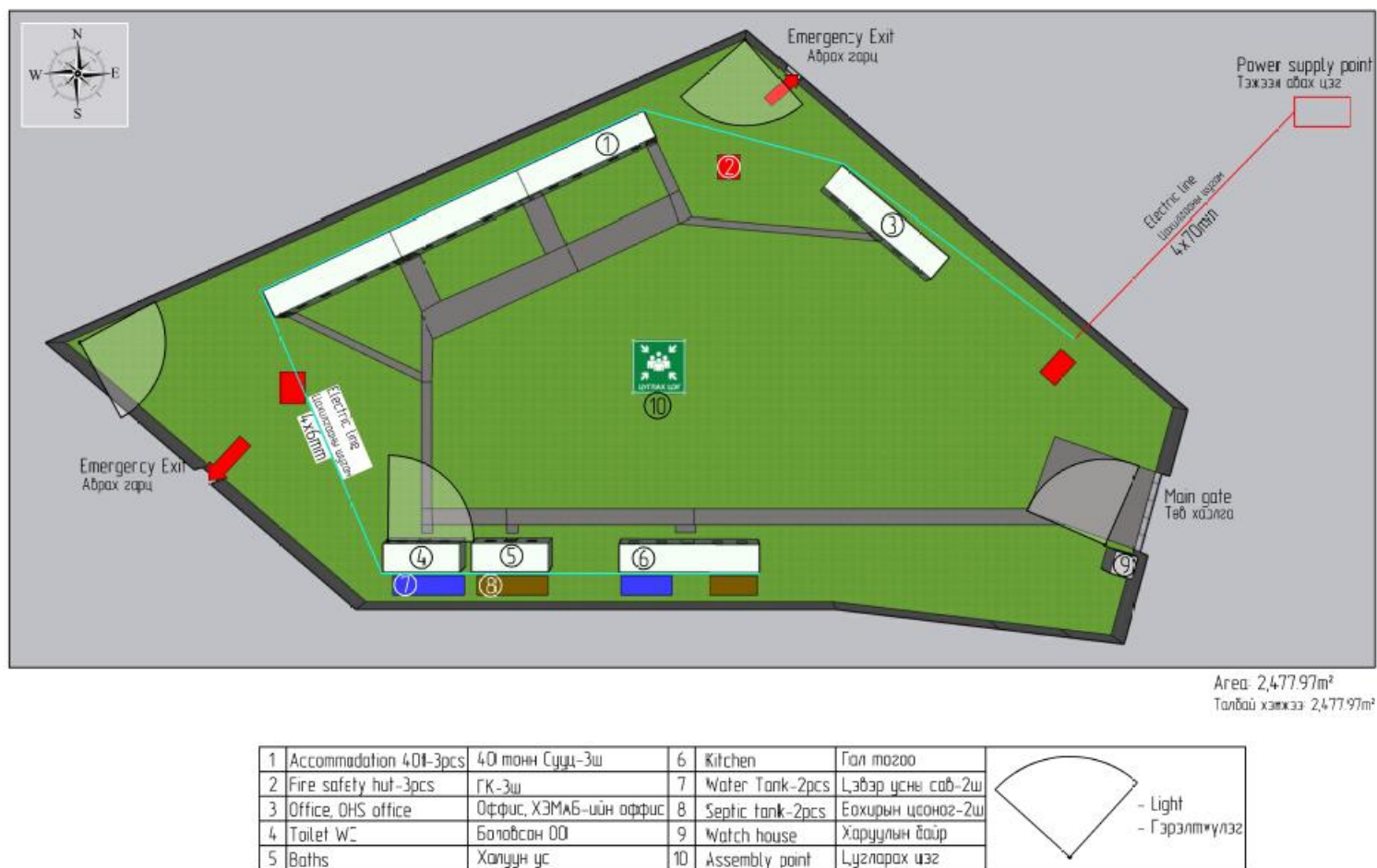


Figure 5. Unur micro-district street project camp layouts

5. MONITORING AND REPORTING

5.1 Environmental Monitoring plan

The contractor plans to implement the environmental monitoring program during the construction phase at least twice each in 2025 and in 2026. This is because the construction period for the project spans from April 2025 to July 2026, which totals 480 days of the construction season. We consider that during the warranty period, there is no need to implement the monitoring program. However, during the construction phase, the frequency and number of monitoring points can be increased.

Additionally, the project location is in a densely populated area of Ulaanbaatar, which has already been exposed to significant technogenic impacts. Therefore, there is no need to conduct animal studies as part of the environmental monitoring activities.

Table 7. **Monitoring Plan, Unur Micro-district**

№	Indicators for monitoring	During the construction phase			During the defects notification period	Implementetion agency	Legal documentation
		Checkpoint location	Time and frequency	Cost, MNT /2025-2026/	2027-2029		
1.	Atmosphere: 1. Air pollutant gas 2. Dust 3. Noise average level, dBa	- Select locations where construction is actively in progress in the month in line with the construction work program. - Select sensitive locations along the corridor (schools, kindergartens, hospitals, etc.)	Not less than 2 times in a year	9,625,000.00	unnecessary	Contractor and Environmental professional organization	9.1.4, of the Law of Air MNS 4585:2016
2.	Indicators for heavy metal contamination in soil and hygiene	Includes construction sites and campsites	Not less than 2 times in a year	6,380,000.00	unnecessary	Contractor and Environmental professional organization	MNS 5850:2019 MNS 6341:2012 MNS 3297:2019

№	Indicators for monitoring	During the construction phase			During the defects notification period	Implementetion agency	Legal documentation
		Checkpoint location	Time and frequency	Cost, MNT /2025-2026/	2027-2029		
3.	Quality and hygiene indicators of drinking water for employees	Workers' drinking water	Not less than 2 times in a year	9,955,000.00	unnecessary	Contractor and Environmental professional organization	MNS 0900:2018 MNS 4586:1998
4.	Vegetation: Remove trees and shrubs from public zone along the alignment (within 50 m).	In 2026, the growth status of vegetation and planted trees will be monitored according to the BoQ.	Once in a year	1,100,000.00	1,715,000.00	Contractor and Environmental professional organization	Client requirement
5.	Waste /trash: Field notes, site observations, photographic documentation	Along the road and camp	twice 2025, twice 2026	825,000.00	unnecessary	Contractor	Client requirement
Cost of Environmental monitoring plan, MNT				29,590,000.00			

5.3 Reporting

During the construction stage, the Environmental and Social Management Plan report will be submitted to stakeholders and participation of the stakeholders is identified. It was prepared in line with the ESMP developed during the Design Stage⁶.

Table 8. **Reporting procedure**

No	Institution	Reporting procedure
1.	Contractor	- Regularly implement the mitigation measures included in the social and environmental management plan and organize relevant trainings - Conduct social and environmental inspections of the work site and camp two week, record any violations, and take corrective measures. - Prepare an environmental report at the end of each month and submit it to the consultant. - Record and maintain photographs and other files related to the environment and social - Supervise the environmental monitoring work carried out by a professional organization - Ensure complete documents and permits related to the environment are maintained - Prepare a report on the environmental management plan for the construction stage of the year and submit it to the Environmental Department of the Capital City by 01st November for review and obtaining conclusion. The Governor's Office of Songinokhairkhan District may also be involved. - When submitting monthly reports to the consultant, attach a set of document, including conclusions and recommendations related to the environment. - Include waste records and water usage data (according to meter readings) in the annual report of the Environmental Management Plan and submit it to the environmental specialist of Songinokhairkhan District. - Submit the annual Social and Environmental Report to the Committees of the Governor's Offices of Khoroos
2.	Environmental and Social Specialist of the Consultant	- Conduct monthly site inspections to the Contractor's worksite and monitor social and environmental impact mitigation and mitigation measures and mineral resources use /borrow area, water.../ - Provide professional and methodological advice in case of difficulties in any social and environmental measures of the contractor - Review the monthly environmental and social reports submitted by the contractor and and if required, issue comments to the contractor
3.	PMO	- Review the Contractor's semi-annual environmental and social report received from the Consultant and if necessary, issue comments for revision. - The environmental and social report will be submitted to the WB once in six months.

⁶ FinnOC Ltd and MCPCgr LLC, ESMP, 2023, 118-119p

№	Institution	Reporting procedure
4.	Environmental Department of Capital city	- Receive and review the Contractor's Environmental Management Plan for the current year, receive and review the implementation report for the current year, and approve the environmental management plan for the following year. - Provide professional and methodological advice on the rehabilitation of the Contractor's mineral resources used in road construction, receive the results, and issue a decision/report.
5.	Environmental professional organization	- Take samples from relevant points using instruments and equipment in accordance with the Contractor's environmental monitoring plan included in the C-ESMP and EMP, have an accredited laboratory provide a conclusion, and report to the Contractor 2-3 times a year.

6. TRAINING PLAN

A schedule of external and internal training for the contractor to be organized during the project implementation phase has been prepared, each for the following areas: health and safety, environment, social, and human resources.

Table 9. Training plan

No	Date	Content of Training	Location	Responsibility	Attendance	Cost, MNT
Health and safety						
External training						
1.	Feb, 2025	Training for Member of HS committee	Safety training and Consulting services LLC	Head of HS Division	Member of HS committee	Included in operating expenses
2.	July, 2025	Training for improvement of HS knowledge for senior employee and engineers	Safety training and Consulting services LLC	Head of HS Division	Member of HS committee	Included in operating expenses
3.	June, 2025 May 2026	Training of first aid	Safety training and Consulting services LLC	Head of HS Division	Project workers	-
4.	Jul, 2025	Training of gas and related equipment safety	Safety training and Consulting services LLC	Head of HS Division	Member of HS committee and other	500,000.0
5.	Jun, 2025	Safety instruction for drivers and operators of heavy machinery	Safety training and Consulting services LLC	Head of HS Division	Division of mechanism and technical	-
6.	Jun, 2025, May, 2026	Emergency preparedness and response (electrical and fire safety and etc. other)	Project site	District Emergency Management Department, Head of HS Division	Project workers	1,000,000.0
Internal training						
7.	Apr-Oct 2025, Apr-Jul 2026	General safety training /introduction, law of health and safety, serious risk, symbol/	Project site	Head of HS Division	All project workers	2,000,000.0
8.	Apr-Oct 2025, Apr-Jul 2026	Orientation training for new employees	Project site	Head of HS Division, Human resource	All project workers	500,000.0

No	Date	Content of Training	Location	Responsibility	Attendance	Cost, MNT
9.	Jun, Aug 2025, May 2026	Food hygiene training	Project site	HS manager, Doctor	Camp manager, kitchen	500,000.0
10.	July 2025, June 2026	Labor psychology training	Project site	Head of HS Division, Human resource	Company workers	1,000,000.0
11.	July 2025, June 2026	Fatigue management	Project site	Head of HS Division, Human resource	Company workers	
Environmental and Social						
12.	May-Jul 2025, May-Jun 2026	Organization-wide training on improving waste management knowledge	Project site	Environmental specialist	Company workers	Included in operating expenses
13.	Jun-Jul 2025	Organization-wide training on improving environmental law knowledge	Project site	Environmental specialist	Company workers	
14.	May 2025, May 2026	Spill management	Repair site	Environmental specialist	Repair works and operators	
15.	Jul-Aug 2025	Organization-wide training on improving waste management knowledge	Project site	Environmental specialist	Subcontractor's workers	
16.	Jul-Aug 2025, Apr-May 2026	HIV awareness and Covid-19 training	Project site	Social specialist, Doctor	Company workers	1,000,000.0
17.	Jul-Aug 2025, Apr-May 2026	HIV awareness and Covid-19 training	Project site	Social specialist, Doctor	Subcontractor's workers	
18.	Pre-construction phase and construction phase	GRM training	Project site	Social specialist	All project workers	1,000,000.0

No	Date	Content of Training	Location	Responsibility	Attendance	Cost, MNT
19.	Jun 2025, Apr 2026	Driver and operator training /traffic safety/	Project site	Social specialist, HS manager	Drivers, operators	-
Human resources						
20.	May 2025	Code of Conduct	Project site	Human resources Administration Office	All project workers	2,000,000.0
21.	May 2025, May 2026	Introduction on Labor relations and internal labor regulations	Project site	Human resources Administration Office	Company workers	Included in operating expenses
22.	Jun 2025, Apr 2026	Code of conduct, gender sensitivity and anti-harassment	Project site	Human Resources Administration	Safety and security workers, drivers and operators	1,000,000.0
Cost of training plan, MNT						10,500,000.00

7. STAKEHOLDER ENGAGEMENT PLAN

7.1 Project introduction

The Client for the “*Type I Rehabilitation of Bayankhoshuu Street (Labor Union Street) and Unur Micro-district Street*” project is the **Governor’s Office of the Capital City**. The **design and construction supervision consulting services** are being provided by **Finnish Overseas Consultants Ltd (FinnOC)** and **MCPCgr LLC**. The **Contractor** is a joint venture between **Max Road LLC** and **Arj Capital LLC**, both of which are nationally recognized road construction companies in Mongolia.

The project seeks to develop a **sustainable and inclusive road and transportation system** in Ulaanbaatar. Key objectives include:

- Reducing traffic congestion on selected streets;
- Improving road safety;
- Enhancing climate change resilience; and
- Ensuring equitable mobility and comfort for **motorists, pedestrians, cyclists, and persons with disabilities**.

The project will be implemented between **April 2025 and July 2026**. Following the *Complete Street* approach, each road corridor is divided into three segments. During construction, partial road closures will occur. A detailed **traffic management plan** will be introduced and communicated to local residents and businesses for each section. The project area covers the following khoros in **Songinokhairkhan District: 5, 6, 7, 8, 12, 13, 14, 15, 16, 17, 18, 19, 27, 29, 30, 31, 37, and 43**. **Songinokhairkhan District** is the second most populous district in Ulaanbaatar, accounting for approximately **22%** of the city's population. At the time of the inception study, it had a population of **335,554 residents** across **89,725 households**.

Table 10. Population of the khoros in the project area

No.	Khoroo	2022		As on 01 st January 2025	
		Number of household	Population	Number of household	Population
1	5 th khoroo	1883	6747	1816	5954
2	6 th khoroo	2506	9954	2651	10466
3	7 th khoroo	2421	9919	2401	9182
4	8 th khoroo	2008	7723	2206	7976
5	12 th khoroo	1222	5051	1159	4449
6	13 th khoroo	1293	5437	1354	5119
7	14 th khoroo	1236	5430	1264	5016
8	15 th khoroo	1431	6500	1469	6037
9	16 th khoroo	1576	6532	1537	6056
10	17 th khoroo	1432	5992	1480	5495
11	18 th khoroo	2186	8433	2284	8732
12	19 th khoroo	3393	11436	3772	12851
13	27 th khoroo	2184	7426	2388	8005
14	29 th khoroo	2596	9431	3169	10912
15	30 th khoroo	1423	6110	1382	5646
16	31 st khoroo	1684	6078	1773	6320
17	37 th khoroo	2972	10787	3091	11244
18	43 rd khoroo	1440	5594	1412	5165

Source: Statistical Office of the Capital City

7.2 Purpose and scope

This **Stakeholder Engagement Plan (SEP)** aims to establish a structured, inclusive, and transparent framework for engaging with all relevant stakeholders throughout the project lifecycle. Specifically, the SEP supports:

- **Identifying stakeholders**, assessing their interests and influence, and developing tailored engagement strategies;
- Providing **timely, accessible, and clear communication** about project activities, risks, and potential impacts;
- Establishing and managing a **feedback and grievance redress mechanism (GRM)** to handle public complaints, concerns, and requests; and
- **Monitoring and reporting** on the effectiveness of stakeholder engagement throughout implementation.

The SEP aligns with international good practices and the **World Bank's Environmental and Social Framework (ESF)**, particularly **ESS10**, and reflects the principles of corporate social responsibility. It underscores the importance of **open dialogue** and **meaningful participation** among the Client, Contractor, affected communities, and other interested parties.

7.3 Legal and Regulatory Framework

The SEP complies with:

- **World Bank Environmental and Social Standard 10 (ESS10):** Stakeholder Engagement and Information Disclosure;
- Relevant **Mongolian laws and regulations**, including:
 - *Law on Urban Development*;
 - *Law on the Resolution of Applications and Complaints Submitted by Citizens to State Organizations and Officials*;
 - *Law on Transparency of Public Information*;
 - *Law on Highways*.

7.4 Stakeholder identification and analysis

In order to ensure effective and appropriate participation, project stakeholders are divided into the following main categories (Table 11):

Table 11. **Stakeholder categories**

Decision-making parties	Decision-making bodies related to the project, such as the World Bank, the Project Steering Committee, the Governor's Office of the Capital City and its implementing agencies, and the PMO
Infrastructure	Organizations that need to be consulted during the project implementation process (Ulaanbaatar Power Distribution Network SOE, Water Supply and Sewerage Authority, etc.)
Government and non-government organizations	State administrative units and non-governmental organizations that do not make decisions related to the project but are responsible for supporting project

	implementation, providing information to the public, and facilitating effective stakeholder participation (District Citizens' Representatives' Khural, Governor's Office and its departments, committees, etc.)
Affected parties	Groups of people who are directly affected by the project and/or identified as most vulnerable to any project-related changes and who need to be closely involved in determining the impacts and their significance, and in making decisions about mitigation and management measures (residents living in the vicinity, businesses, service providers, social service institutions such as schools, kindergartens, hospitals, etc.)
Other interested stakeholders	Individuals/groups/organizations that may not be directly affected by the project, but who perceive and understand that their interests are affected and who may be affected in some way by the project implementation process; (Other service providers or suppliers, scientific institutes, research institutes, international and national consultants, other national and international organizations, and press organizations)
Vulnerable groups	Groups of people who, due to their vulnerability, may be disproportionately affected by the project or may be further disadvantaged compared to other groups and who may require special intervention to ensure their equal representation in consultation and decision-making processes related to the project. (Children, Women, Elderly, Low-income, single-headed households, Temporary residents without residence or ownership of land, Ethnic minority households, People with disabilities, etc.)
Emergency services	Emergency services (Fire, Emergency, Police, Ambulance, etc.) who must be notified of road closures
Public	All users of the roads

The level of stakeholder engagement and impact was assessed as follows. (Table 12)

Table 12. **Stakeholder Interest Impact Assessment**

Stakeholders	Duties and purpose	Interest	Impact
Decision-making parties			
World Bank	Project Funder – Review and approve project activities and reports	High	High
Consultants	Project Consultant (FinnOC, MCPCgr)	High	Medium
Project Steering Committee	Project Management Office representing the Governor's Office of the Capital City/Client: advising, informing, collaborating	High	High
Governor's Office of the Capital City	Project Client – Contractor and Implementing agency.	High	High

Stakeholders	Duties and purpose	Interest	Impact
Environmental Department of the Capital City	Review and approve the annual EMP and EMP reports	Medium	Medium
Road Development Department of the Capital City	Participate in project implementation and provide advice	Medium	Medium
Traffic Control Center	Participate in project implementation: advise and involve	Medium	Medium
Traffic Police Department	Participate in project implementation: advise and involve	Medium	Medium
Public Transport Policy Department	Participate in project implementation: advise and involve	Medium	Medium
Infrastructure suppliers			
"Ulaanbaatar Power Distribution Network" SOE	Participate in project implementation: involve, inform, collaborate	Medium	Low
National Power Transmission Network SOE	Participate in project implementation: involve, inform, collaborate	Medium	Low
Information Communication Network LLC	Participate in project implementation: involve, inform, collaborate	Medium	Low
Government and non-government organizations			
Governor's Office of Songinokhairkhan District	Participate in project implementation: support, involve, collaborate	Medium	Low
Khoroos	Participate in project implementation: support, involve, collaborate	High	Medium
Traffic policy division of Khoroo	Participate in project implementation: involve, collaborate	High	Medium
Affected parties			
Government institutions affected by the project (including schools, kindergartens, medical centers, and entertainment facilities)	Participate in project implementation: provide information and collaborate	High	Medium
Private enterprises and businesses affected by the project	Participate in project implementation: provide information and collaborate	High	Medium
Residents affected by the project	Participate in project implementation: provide information and collabora	High	Medium
Other stakeholders			
Civil society organizations	Participate in project implementation: provide information and collaborate	High	Medium
Vulnerable groups			
Vulnerable groups affected by the project	Participate in project implementation: provide information and collaborate	High	High
Emergency services			
National Emergency Management Agency	Participate in project implementation: provide information and collaborate	High	High
Information Management Center	Participate in project implementation: provide information and collaborate	High	High
Public			
All road users	Collaborate, provide information, and advise on project implementation	High	Medium

7.5 Stakeholder Engagement Plan

Residents and businesses in the project area who are directly affected by road closures or disruptions to their property will be informed of the duration, timing, and scope of the planned work.

Stakeholders, their engagement methods, communication channels, the type of information shared, and communication frequency during both the pre-construction and construction phases are outlined in Table 13.

Table 13. **Stakeholder engagement plan**

No	Stakeholders	Communication methods	Communication channels	Types of information	Frequency of communication	Responsible party
Affected stakeholders						
1	Public (citizens)	Organize a meeting	- Meetings with residents, - Company Facebook group - Ulaanbaatar Sustainable Urban Transport Project (USUTP) page, - Governor's Office of the Capital City website, - Songinokhairkhan district - Distribution of information near high-density areas such as wells, physical and telephone communication, online networks,	Distribute project brochures, provide information about machinery and equipment to be used at the project site, introduce construction plans, traffic management, and complaint mechanisms. Provide recommendations and warnings to reduce environmental and social impacts	3-5 days before the start of construction and periodically during the construction phase	Social Specialist of the Contractor

No	Stakeholders	Communication methods	Communication channels	Types of information	Frequency of communication	Responsible party
			- Rehabilitation works of backside road of 1st micro-district (Unur Micro-District), and Bayankhoshuu Street "Labor Union Street" Facebook chatbots			
2	Local business owners	Introduction	- Rehabilitation works of backside road of 1st micro-district (Unur Micro-District), and Bayankhoshuu Street "Labor Union Street" Facebook chatbots - Project Management Office (Ulaanbaatar Sustainable Urban Transport Project) - Facebook of Governor's Office of Songinokhairkhan District - Governor's Office of Songinokhairkhan District - Governor's Office of the Capital City website, social media, physical	Distribute brochures about the project, post information on boards, provide information on construction schedule, traffic management, and detailed scheme of diversions, handouts, and mechanisms for filing applications and complaints.	3-5 days before the start of construction and periodically during the construction phase	Social Specialist of the Contractor

No	Stakeholders	Communication methods	Communication channels	Types of information	Frequency of communication	Responsible party
			and telephone communication			
3	Vulnerable groups of citizens	Work with the Social workers and section leaders of Khoroo	- Meetings with residents, - Rehabilitation works of backside road of 1st micro-district (Unur Micro-District), and Bayankhoshuu Street "Labor Union Street" Facebook group - Website of Governor's Office of Songinokhairkhan District - Project Management Office (Ulaanbaatar Sustainable Urban Transport Project) - Governor's Office of the Capital City website - Distribute brochures and information in highly densed areas, disseminate information for people with special needs through mass media, and disseminate	Provide project information, road closures and diversions, and recommendations and warnings to mitigate environmental and social impacts	3-5 days before the start of construction and periodically during the construction phase	Social Specialist of the Contractor

No	Stakeholders	Communication methods	Communication channels	Types of information	Frequency of communication	Responsible party
			it through the Social specialist of Khoroo.			
4	Civil society organizations	Organize a meeting	- Rehabilitation works of backside road of 1st micro-district (Unur Micro-District), and Bayankhoshuu Street "Labor Union Street" Facebook chatbots	Distribute project brochures, introduce construction schedules, traffic management, and complaint mechanisms. Provide recommendations and warnings to mitigate environmental and social impacts.	3-5 days before the start of construction and periodically during the construction phase	Social Specialist of the Contractor
Government and non-government organizations						
5	Ulaanbaatar City Mayor's Office	Submit road construction reports	Official letters, official announcements, in-person and online meetings, e-mail	Providing information on the progress and implementation of road construction work	If necessary	Project Manager of the Contractor
6	Environment Department of the Capital City	Environmental management plan approval and reporting	Official documents and meetings	Environmental management plan approval and reporting	Submit a plan before the start of the construction work, and submit a report in October of each year.	Contractor's Environmental Specialist
7	Project Management Office	Get the the Environmental and Social Plan reviewed	In-person and online meetings, correspondence, and emails	Reporting and informing on the progress of road construction work	At all stages of construction work	Contractor
8	Consultant	Submit requests for daily road construction work and obtain approval	In-person and online meetings, correspondence, emails and phone	Informing and reporting for progress, and obtaining approvals	At all stages of construction work	Contractor
9	Road Development Department of the	Providing information and obtaining permits for construction work	Official letter and e-mail	Coordinate project work with road development policies, regulate and monitor traffic, and obtain permits	When required	Project Manager of the Contractor

No	Stakeholders	Communication methods	Communication channels	Types of information	Frequency of communication	Responsible party
	Capital City					
10	Traffic Control Center	Providing information and obtaining permits for construction work	Official letter and e-mail	Provide information to affected groups in advance, regarding road closure plans and construction-related road closures	When required	Contractor's HST Manager
11	Traffic Police Department	Provide advance information to potentially affected groups	Official letter, e-mail and website	Road closure plans and construction progress	When required	Contractor's HST Manager
12	Public Transport Policy Department	Provide advance notice and information to groups that may be affected by temporary exit	E-mail and social medias	Road closure plans related to the construction and the duration of road closures during construction work	3-5 days before the start of construction and periodically during the construction phase	Contractor's Project Manager
13	General Specialized Inspection Agency of the Capital City	Providing information on road construction progress	Letter and e-mail	Project introduction and details	When required	Contractor's Project Manager
14	Ulaanbaatar Power Distribution Network SOE	Obtain clarification and provide information	Letter, email, all other online channels	Obtaining plans for new work along the alignment and providing information on the progress of construction work	When required	Contractor's Design Engineer
15	Power Transmission National Network SOE	Obtaining and providing information about telephone and communication facilities located along the alignment	Letter, email, all other online channels	Obtaining plans for new work along the alignment and providing information on the progress of construction work	When required	Contractor's Design Engineer

No	Stakeholders	Communication methods	Communication channels	Types of information	Frequency of communication	Responsible party
16	Information Communication Network SOE	Obtain clarification and provide information	Letter, email, all other online channels	Obtaining plans for new work along the alignment and providing information on the progress of construction work	When required	Contractor's Design Engineer
17	Ulaanbaatar Mayor's office-Landscaping and Waste Management Department	Signing contracts and obtaining relevant permits	Letter, email, sign a contract	Signing waste contracts, obtaining relevant permits, and providing information on construction work	Collaborate according to the contract	Contractor's Environmental Specialist
18	Department of Urban Development of the Capital city	Signing contracts and obtaining relevant permits	Letter, email, sign a contract	Signing waste contracts, obtaining relevant permits, and providing information on construction work	Collaborate according to the contract	Contractor's Environmental Specialist
19	Governor's Office of Songinokhairkhan District	Collaborate with the media office	Letter, email, all other online channels	Work with the media office to disseminate detailed information about road work progress and road closures	3-5 days before the start of construction and periodically during the construction phase	Contractor's Project Manager
20	Household Waste Transport Organization of Songinokhairkhan	Waste management and contracts collaboration	Letter, email, sign a contract	Signing waste contracts and providing information on construction work	Collaborate according to the contract	Contractor's Environmental Specialist
21	Information Management Center	Provide information on traffic management	Letter, all other online channels	Provide information about road closure schedule, diversions, entries and exits, and submit a project brief.	3-5 days before the start of construction and periodically during the construction phase	Contractor's Social Specialist

No	Stakeholders	Communication methods	Communication channels	Types of information	Frequency of communication	Responsible party
22	Project implementation committees	Meet and collaborate with responsible experts in person, post information on boards	Official letters, emails, electronic channels, social media, in-person meetings, brochures, and postings	Promote project activities to citizens, explain the complaint mechanism to citizens, and distribute brochures	3-5 days before the start of construction and periodically during the construction phase	Contractor's Social Specialist
23	Police Division of Khoroo	Promote project activities to citizens and disseminate accurate information	Official letters, emails, electronic channels, social media, in-person meetings	Distribute project information brochures and post information on the boards in Khoros.	3-5 days before the start of construction and periodically during the construction phase	Contractor's Social Specialist
24	Project-affected government organizations (schools, kindergartens, medical centers)	Posting on boards to promote project activities to citizens and disseminate accurate information	In-person meetings, electronic channels, and social media	Distribute project introduction manuals and grievance redress mechanism manuals	3-5 days before the start of construction and periodically during the construction phase	Contractor's Social Specialist

7.6 Methods for Informing Affected Residents and Businesses About Construction Impacts

Information Disclosure Methods for Construction Impacts

Residents and businesses in the project area who are directly affected by road closures or disruptions to property access will be informed through the following channels:

1. Official Notices via Khorooos (Subdistrict) Administration Offices

- Printed notices will be posted on community bulletin boards and at khoroo offices at least **3-5 days before construction begins**.
- These notices will include maps, dates, affected streets, detours, and contact details for inquiries.

2. Household and Business Visits

- Social or community engagement staff will conduct **door-to-door visits** to affected households and businesses to explain the construction schedule and discuss mitigation options for access.

3. SMS and Phone Calls

- For residents who have provided contact information during earlier consultations, **SMS alerts or phone calls** will be used to share time-sensitive information such as unexpected schedule changes or emergency works.

4. Public Information Meetings

- Community meetings will be organized **prior to major construction phases**, especially in densely populated or commercially active areas, to answer questions and provide updates.

5. Printed Flyers and Brochures

- Flyers with visual diagrams (e.g., access detours or alternative routes) will be distributed **at least one week in advance** in both Mongolian and any other locally relevant languages.

6. Online Announcements

- Updates will be regularly posted on the official project websites and social media platforms, including:
- **Facebook groups/pages:**
 - “Улаанбаатар хотын тогтвортой авто зам, тээвэр төсөл (Ulaanbaatar Sustainable Urban Transport Project)”
 - “Зам засварын ажил 1-р хороолол арын зам ‘Өнөр хороолол’ (Unur Street)”
 - “Улаанбаатар мэдээ (Ulaanbaatar News)”
 - “Сонгинохайрхан мэдээ (Songinokhairkhan News)”
 - “Нийслэлийн Замын хөгжлийн газар (Road Development Agency)”
 - Official Facebook pages of all relevant khorooos
- **Websites:**
 - www.usut.mn
 - www.ulaanbaatar.mn

7. Community Hotline

Residents may contact the following hotlines to inquire about specific disruptions, request clarification, or submit grievances:

- **General Public Service Hotlines:** 11-11, 1800-1200
- **Contractor's Social Specialist:** 8003-5566

7.7 Make the stakeholder engagement plan publicly available

The stakeholder engagement plan will be posted on the project website and Facebook page.

The public will be informed about the time, date and location of the public meeting through local media (social platforms, websites). It is planned to organize public discussions before the start of construction work in the above-mentioned areas, which will be discussed and confirmed with local authorities. Meetings will be organized with the participation of local community representatives, residents and business owners in cooperation with the local government.

Information boards will also be placed at the beginning of the project road and at relevant points along the road. Information regarding access and traffic management during construction will be posted on the boards.

The Contractor, who is responsible for implementing the Project, will continue to communicate with stakeholders and will regularly update this Stakeholder Engagement Plan to reflect the progress of the Project. The Contractor will provide information on the commencement and completion of work that may affect affected groups (such as changes in transport/water/electricity supply, accessibility caused by construction, noise, dust, etc.). The Company will be responsible for informing the public in a timely manner about the planned construction work.

The party responsible for implementing the stakeholder engagement plan is:

Max Road LLC
M-Plaza, 14th floor
Sambuu Street-24, 14 khoroo,
Ulaanbaatar, Chingeltei District,
Mongolia 15141
Tel/fax: 976, 88092040
Email: info@maxroad.mn

7.8 Stakeholder Engagement Plan (SEP) – Summary Budget (MNT)

Budget Line Item	Estimated Cost (MNT)
1. Communication Materials (flyers, posters, signage)	Included in Mitigation measures
2. Public Consultations & Community Meetings	9,000,000
3. Grievance Redress Mechanism (GRM information boards)	Included in Mitigation measures
Total Estimated SEP Budget	9,000,000 MNT

8. A GRIEVANCE REDRESS MECHANISM

The Grievance Redress Mechanism (GRM) ensures that stakeholders—including affected people, local residents, and other interested parties—have accessible and responsive means to raise concerns related to the project. The GRM fosters transparency, timely resolution of issues, and enhanced accountability in accordance with the World Bank Environmental and Social Framework (ESF).

8.1 Objectives

- Provide an accessible, inclusive, and transparent process for lodging and resolving grievances;

- Enable early identification and timely resolution of environmental and social risks and impacts;
- Enhance accountability and strengthen relationships between stakeholders and project implementers.

8.2 Key Principles

Principle	Description
<i>Accessibility & Simplicity</i>	Easy-to-understand, multilingual, and user-friendly system with multiple entry points.
<i>Non-Discrimination</i>	Equal access for all, including women, men, elderly, youth, people with disabilities, and other vulnerable groups.
<i>Professional Handling</i>	Trained staff responsible for grievance intake, tracking, and resolution.
<i>Transparency</i>	All grievances and resolutions are systematically documented and reported.
<i>Learning & Improvement</i>	GRM data informs adaptive project management and stakeholder engagement.

8.3 Types of Complaints

Common grievance themes include:

- Dust and air pollution from construction activities;
- Noise and vibration from equipment;
- Disruption of traffic or road closures;
- Blocked property or pedestrian access;
- Improper conduct by Contractor staff;
- Perceived exclusion from project benefits or services.

8.4 Channels for Submitting Complaints

Stakeholders can submit complaints via the following mechanisms:

Channel	Description
24/7 Hotline and Chatbot	Operated by Contractor; real-time intake via voice and messaging. Chatbot link: https://www.facebook.com/profile.php?id=61576053131712&tn=UC*F ; Hotline: 80035566
On-site Social Specialist Complaint Boxes	Available to assist complainants in-person and complete complaint forms. Installed at khoroo offices; collected weekly (Thursdays at 9:00 AM).

(Khoroo level)	
PMO	Submissions via official website or email address.
Online Platforms	
MUB	Public communication of the Capital City Governor's Office maintains two inquiry lines for public complaints.
Hotlines	

See Annex 14 for the standardized Complaint Submission Form.

8.5 Complaint Resolution Process

Stage	Responsible Entity	Actions	Timeline
1	Contractor / Khoroo Administration	Receive and record complaint; resolve locally where possible; refer to GRM system	Within 2 working days
2	Project Management Office (PMO)	Investigate unresolved complaints; instruct corrective actions	Within 10 working days
3	Capital City Governor's Office	Escalate complex or unresolved issues; organize multi-stakeholder meetings if needed	Within 30 working days
4	Court System	Final resolution through legal process if other mechanisms fail	As per legal timelines

8.6 Roles and Responsibilities

Entity	Role
Contractor	Operate hotline and chatbot; assign Social Specialist; collect complaints; resolve at field level; prepare GRM reports.
Khoroo Administration	Assist with in-person intake; help residents fill complaint forms; forward complaints to PMO.
Project Management Office (PMO)	Supervise GRM implementation; ensure data tracking; Investigate escalated complaints; decide on corrective actions; monitor trends.
Capital City Governor's Office	Adjudicate unresolved issues; facilitate high-level stakeholder resolution.
Courts	Offer legal redress as a last resort.

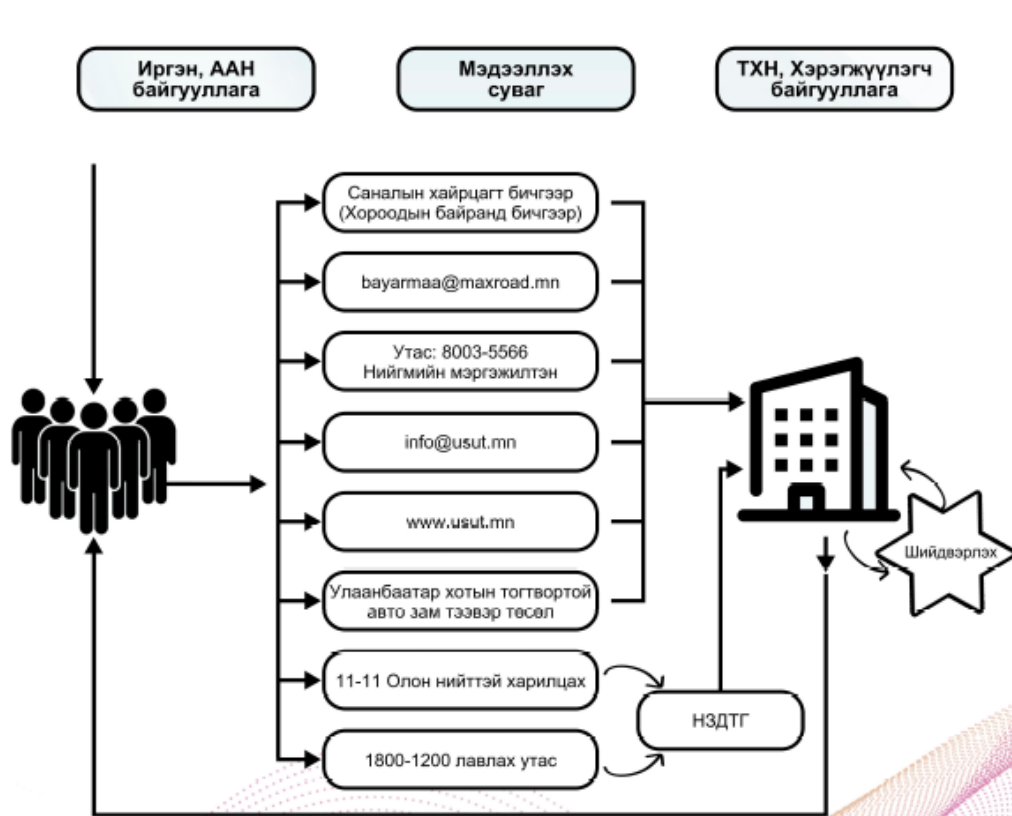


Figure 6. GRM

8.7 Monitoring and Reporting

The **PMO** will monitor the functionality and effectiveness of the GRM. The **Contractor** is responsible for submitting monthly GRM reports to the PMO.

Each report shall include:

- Number and category of complaints received;
- Resolution status and timelines;
- Actions taken in response;
- Trends, recurrences, and lessons learned.

8.8 Worker Grievance Mechanism

This process pertains specifically to employees and is implemented through the Contractor's internal grievance management system, aligned with the **Internal Employee Grievance Redress Procedure (Chapter 4, Section 4.5 and GRM section)** See Annex 1 and Annex 12.

Step-by-Step Process

Actor	Action
Employee	Submits a complaint, suggestion, or request via the designated grievance box at the worksite.
Social Specialist	Reviews and collects submissions from the box every 14 days and registers the grievance.

Actor	Action
Notification to HR Manager	The complaint or suggestion is forwarded to the Human Resources (HR) Manager for action.
HR Manager	Reviews and escalates the issue to the management team as needed for resolution.
Decision Notification	The HR Manager informs the employee of the outcome or resolution decision.

9. TOTAL BUDGET FOR ESMP IMPLEMENTATION

Table 14. **Total Budget for ESMP Implementation, Unur Micro-district Street**

No	ESMP Item	Estimated Cost, MNT
1	Environmental and Social impact monitoring (contracted by the Environmental professional organization-Contractor)	29,590,000.00
2	Training	10,500,000.00
3	Mitigation Measures	104,032,356.80
4	SEP implementation and Public Consultation	9,000,000.00
5	Waste management (Included in Mitigation Measures) Table 6	14,000,000.00
6	Vegetation costs (Included in Mitigation Measures) Table 6	29,827,643.20
	Total /MNT/	196,950,000.00

10. LIST OF ANNEXES

- 10.1 Annex1. Internal labour regulation
- 10.2 Annex 2. Waste management plan
- 10.3 Annex 3. Hydrocarbon Spill Response Procedure
- 10.4 Annex 4. Top soil stripping and maintenance procedure
- 10.5 Annex 5. Water quality control and sampling procedure
- 10.6 Annex 6. Dust monitoring procedure
- 10.7 Annex 7. Cultural Heritage Procedure
- 10.8 Annex 8. Regulation for organizing occupational safety and health
- 10.9 Annex 9. Photo of buildings before pre-construction phase
- 10.10 Annex 10. Traffic Management Plan
- 10.11 Annex 11. Project team
- 10.12 Annex 12. Employee's GRM
- 10.13 Annex 13. Unur - Public Dissemination
- 10.14 Annex 14. Feedback and complaint form