MOLDOVA ENERGY PROJECTS IMPLEMENTATION UNIT (MEPIU)

MINISTRY OF FINANCE

THE WORLD BANK

TERMOELECTRICA S.A.

THE SECOND

DISTRICT HEATING EFFICIENCY IMPROVEMENT PROJECT

ENVIROMENTAL

& SOCIAL MANAGEMENT PLAN (ESMP) CHECKLIST MP

COMPONENT 2 – CIOCANA SECTOR

Developed by:

MEPIU & TERMOELECTRICA S.A.

CHISINAU 2023

Executive Summary

The present document developed specific for the buildings from the Ciocana Sector of the Chisinau city, included in Component no. 2 of the DHEIP2, contains 5 chapters and set out the environmental and social requirements to be included in the tender documentation for the Component no. 2.

Overall project environmental and social risk rating. Considering the scale of potential environmental and social risks and impacts, the overall project environmental and social risk rating is assessed as Moderate.

Compliance with of Environmental and Social Commitment Plan. For the entire project, the risks assessment was performed and the Environmental and Social Commitment Plan (ESCP) was approved by the World Bank's Board and by the Government of the Republic of Moldova. The Borrower shall diligently implement the action plan, adhere to the ESCP, monitor the implementation of the plan and report performances to the World Bank.

Integration of the ESMP Checklist into project tender documents. The ESMP Checklist specific for the Component 2 – Ciocana Sector shall form part of the bidding documents. As such, the bidding documents for selecting the contractors will ensure effective implementation of environmental, health and safety performance criteria by the winning bidder.

ESMP Checklist implementing arrangements. The daily project implementation duties is delegated to the MEPIU, responsible for the day-to-day management of all related activities. The main project beneficiary is Termoelectrica SA, which will be closely involved in all stages of the project's life cycle and is responsible for the technical parts of the project.

Stakeholders engagement. The Stakeholder Engagement Plan (SEP) described the procedure of engagement with stakeholders throughout the Project's life cycle. MEPIU/The Beneficiary is planning to organize Public Consultation on the Praetura of the Ciocana Sector premise and disclose ESMP Checklist for Component 2 on the MEPIU's, Termoelectrica's and the Praetura of the Ciocana Sector web sites. The comments received from the affected communities shall be include in the Public Consultation Report.

Labour Management Procedures (LMP). The LMP was developed for the Project's live cycle and shall be applied by the design contractor, construction contractor and the beneficiary.

Grievance Redress Mechanism. It will be implementing a GRM for the project's live cycle for direct and indirect workforce. The GRM will use a consultation tool for all the project's employees which could be affected by project's activities.

1 PROJECT CONTEXT

1.1 Project development objective

The Project Development Objective is to increase the efficiency of heat and electricity production and improve the quality of heating services in the Chisinau District Heating System (DHS).

1.2 Planned activity for the Component 2

The proposed activity for Component 2 will include installation of 147 Individual Heat Substations (IHSs) in public and residential building. Installation of IHSs will be done in the basement of buildings and for that purpose it will be necessary to:

- isolate a space/room of about 3x3 meters (or other size as necessary / as available) and install there a door for limiting access to energy equipment;
- demolition of existing equipment, if any;
- painting of the walls and ceiling, repairs of the floor;
- installing the IHSs equipment;
- connecting the equipment to the electricity, thermal (district heating) network and to other systems, for which might be needed welding activities; other associated works;
- reconstruction/installation of associated thermal networks (where is necessary).

All other Component 2 activities are of very small scale, typical for heat supply systems and for civil works.

1.3 Institutional arrangements

1.3.1 The Ministry of Finance (The Borrower)

The Borrower shall implement material measures and actions so that the Project is implemented in accordance with the World Bank[1]'s Environmental and Social Standards (ESSs). The Ministry of Finance[2], as agent of the Government of Moldova, is the Borrower of the credit.

1.3.2 The Project Implementation Unit (MEPIU)

MEPIU is the fiduciary agent and acts in conformity with provision of the GD no. 1276/2000 regarding creation of MEPIU and is responsible for the allocation requests, monitoring, implementation, and progress reporting relating to funding.

[1] Source: https://www.worldbank.org/ro/country/moldova
[2] Source: https://www.mf.gov.md/ro

1.3.3 The Beneficiary

The joint-stock company Termoelectrica S.A. is currently the main producer of domestic electricity in cogeneration mode and the single DH producer, supplier and distributor of heat in Chisinau and its suburbs.

1.4 Compliance obligations

1.4.1 Compliance with the Environmental and Social Commitment Plan (ESCP)

The Environmental and Social Commitment Plan[3] (ESCP) sets out the Borrower's material measures and actions, specific documents or plans, as well as the timing for each of these. The Borrower will also comply with the provisions of any other E&S documents required under the ESF and referred to in the ESCP, such as Environmental and Social Management Plans (ESMP) Checklist, and Stakeholder Engagement Plans (SEP), Labor Management Procedures (LMP) and the timelines specified in those E&S documents.

1.4.2 Compliance with the Decision issued by the Environmental Agency

The Environmental Agency examined the Project's environmental and social documents and issued the Decision[4] no. 08/441/2022 of October 19th 2022 for the planned activity for DHEIP2 and according to the Decision, at the detailed design stage the contractor shall develop the technical design and site-specific ESMP Checklist for all sectors form Chisinau Municipality and finally the detailed design package shall pass the state ecological expertise.

2 APPROACH AND METHODOLOGY FOR RISK ASSESSMENT

2.1 General

At the preparation stage of the Project, for the Component 2 it was developed the Environmental and Social Management Framework because at that time the list of beneficiaries was not definitive and at the course of the project preparation the Beneficiary identified buildings and definite the list. The final list of beneficiaries will allow correctly assessed the environmental and social risks and establish mitigation measures in order to meet the provision of the ESCP alongside with Decision no. 10 issued by the Environmental Agency.

[3] The Environmental and Social Commitment Plan (ESCP): https://documents1.worldbank.org/curated/en/099925012222128352/pdf/MWSSP0ESCP0Dec02102021.pdf

[4] Decision issued by the Environmental Agency for DHEIP2: https://www.mepiu.md/eng/noutati/decizia-agentiei-de-mediu-privind-efectuarea-evaluarii-impactului-asupra-mediului-a-proiectului-sacet-2

The risks assessment procedure for defining the planned activity for the Component 2 is the following: (i) define the list of beneficiaries, (ii) ES risks assessment (ESIA/ESMP), (iii) ESMP Checklist disclosure and public consultation and (iv) ESMP supervision, monitoring and reporting.

2.2 Technical aspects

The installation of modern individual heat substations (IHSs) in selected buildings, connected to the primary heat networks is an important factor enabling the development of a consumer-focused system, as the IHSs enable highly precise temperature regulation of the supplied heating.

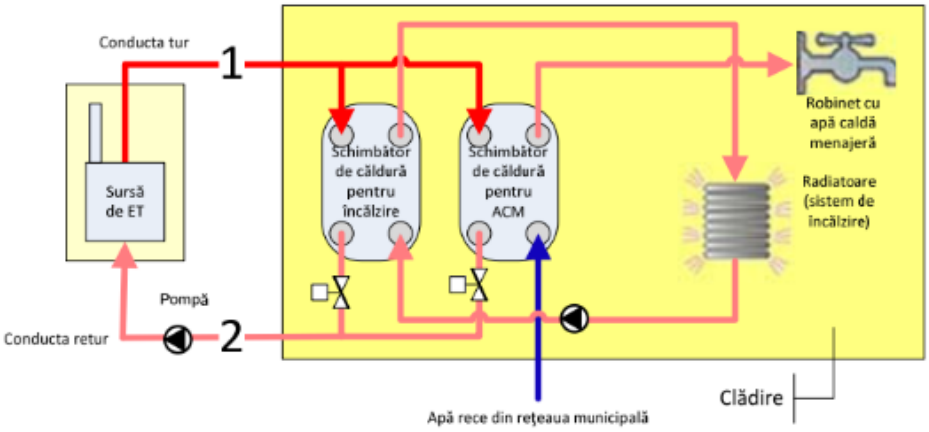


Fig. 1: System with two-pipe heat networks and IHSs in the buildings

The key-elements of a modern IHS is the energy saving and considers the local climatic conditions, the heating features of the building, and the outdoor and indoor temperature. These control functions enable energy saving.

3 ENVIRONMENTAL & SOCIAL BASELINES

3.1 Overview of district heating in Chisinau city

The component no. 2 shall be implemented in the city of Chisinau within the following sectors: Ciocana, Riscani, Centru, Buiucani and Botanica. In Chisinau it provides DH to about 5700 registered consumers (connections), constituting circa 600 public buildings, 800 businesses, 300 single-family (individual) houses, and over 3900 apartment buildings (including hostels) including more than 210,000 apartments (housing units) TE also serves hot water to 4461 apartment buildings, 208 budgetary units and 302 commercial enterprises.

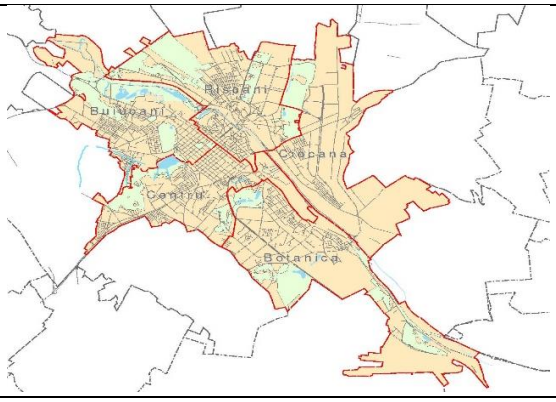


Fig. 2: Boundaries of Chisinau Municipality

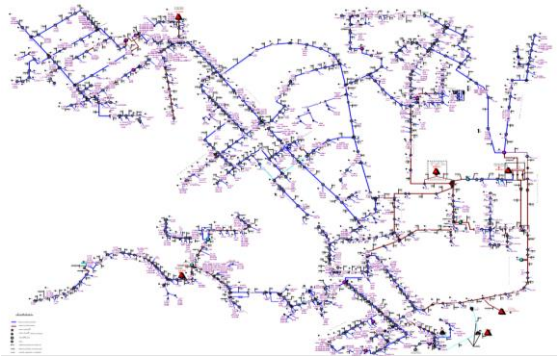
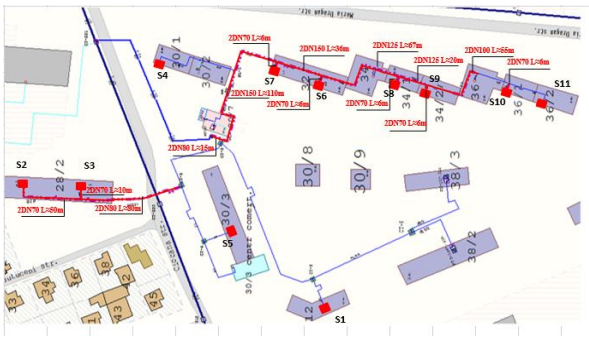


Fig. 3: The scheme of heat networks in Chisinau city

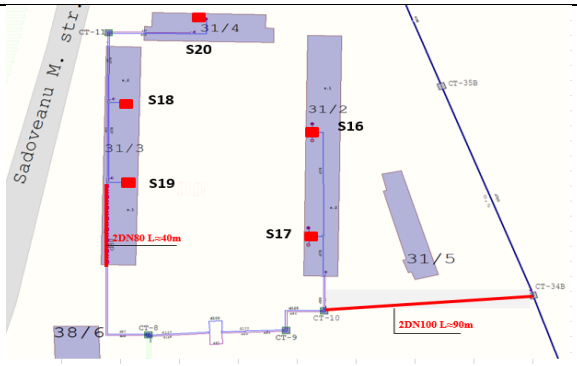
The District Heating System (DHS) is the main heating source for the housing sector in Chisinau municipality, where about 500,000 inhabitants rely on this source in providing themselves with living conditions. The Ciocana Sector is one of the five sectors in the Chisinau City and it hosts the industrial area of the City.

For Component 2, TE identified beneficiaries from the Ciocana Sector and planned activities shall take place on addresses presented in the table below and the total amount of IHSs is 19 pieces:

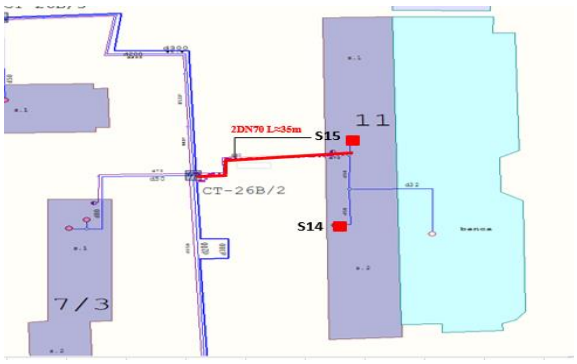
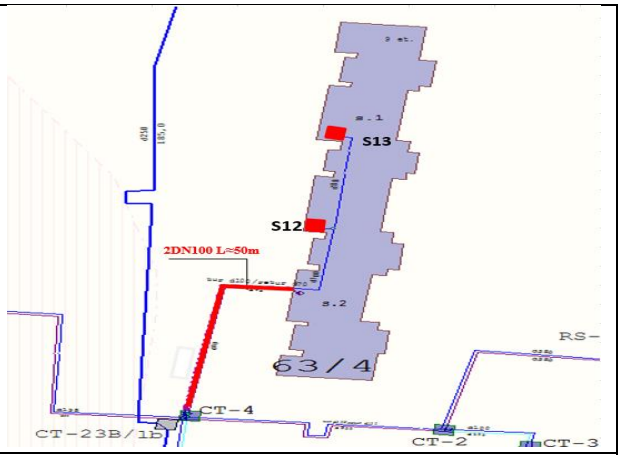
Table 3-1: The list of beneficiaries from the Ciocana Sector



The Maria Dragan Str.

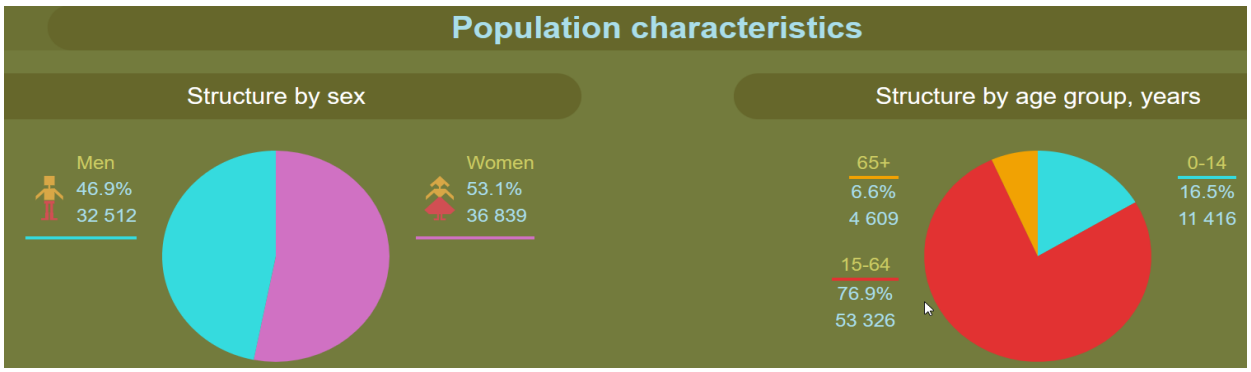


The Mircea cel Batrin Avenue 31

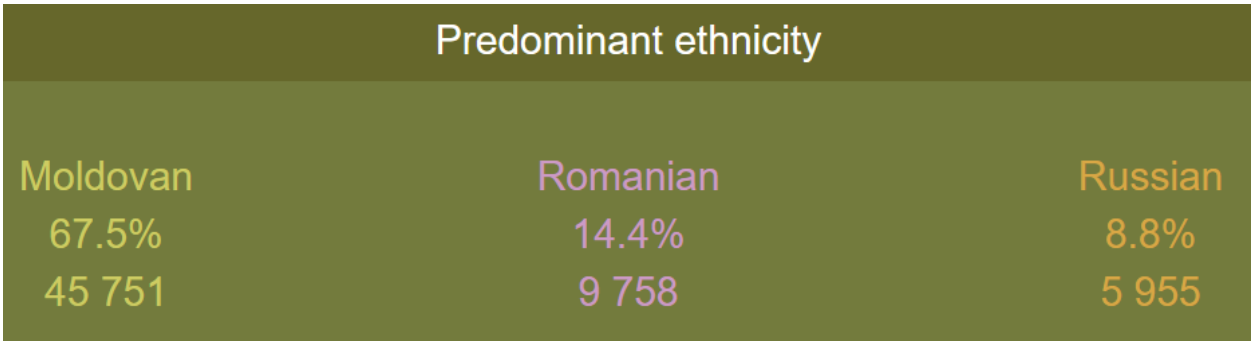
	
The Mircea cel Batrin Avenue 11	The Alecu Russo Str.

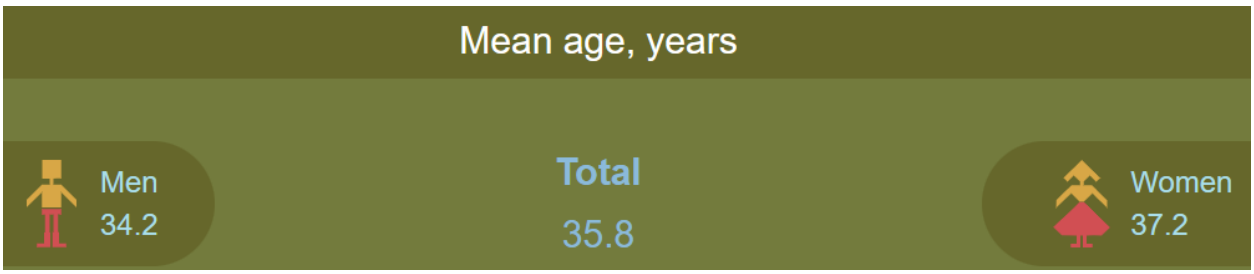
3.2 Social baseline specific for the Ciocana Sector

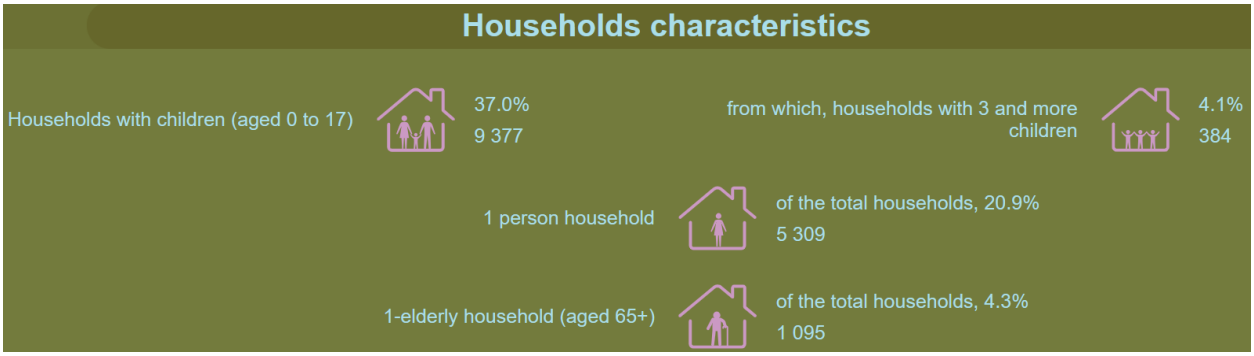
According to the data of the National Bureau of Statistics (NBS)[5], the Ciocana Sector's population is 64402 and 24191 households. According to the data of the National Bureau of Statistics (NBS) the following data are available:

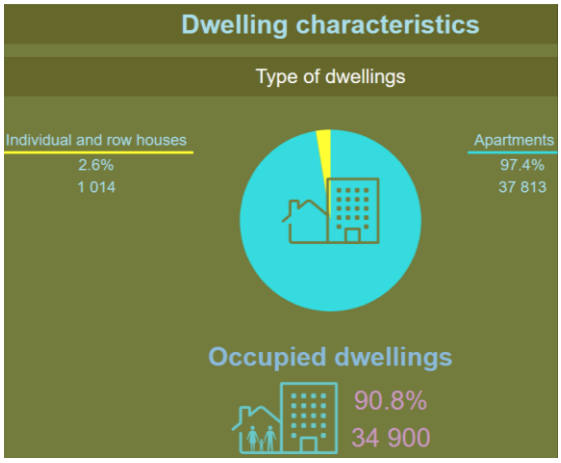


[5] Source: Generator de Infografice | Recensământ (statistica.md)


Predominant ethnicity
Moldovan
67.5%
45 751
Romanian
14.4%
9 758
Russian
8.8%
5 955


Mean age, years
Men
34.2
Total
35.8
Women
37.2


Households characteristics
Households with children (aged 0 to 17)
37.0%
9 377
from which, households with 3 and more children
4.1%
384
1 person household
of the total households, 20.9%
5 309
1-elderly household (aged 65+)
of the total households, 4.3%
1 095


Dwelling characteristics
Type of dwellings
Individual and row houses
2.6%
1 014
Apartments
97.4%
37 813
Occupied dwellings
90.8%
34 900

4 RISK ASSESSMENT FOR COMPONENT 2

4.1 General

The scope of the environmental and social (ES) risks assessment procedure specific for Component no. 2 for residential buildings prior to design activity is to identify mitigation measures to minimize impacts on stakeholders.

Planned activities might also generate a series of various adverse ES impacts that would be associated with generation of wastes (including asbestos containing materials (ACMs), noise, dust, and air pollution, health hazards and labor safety issues, etc., due to installation of IHSs and civil works for thermal heating supply and renovations. All of them are expected to be typical for small scale construction/rehabilitation works, temporary by nature and site specific, and can be easily mitigated by applying best construction practices and relevant mitigation measures.

Additional to potential impacts enumerated above, it anticipated some social temporary impacts, such us short-time interruptions of heating and water supply, low impact on resident's income and temporary disturbance of residents living.

At the detailed design stage, the Contractor shall develop Site-Specific ESMP Checklist by taking into consideration the proposed mitigation measures presented in the chapter 4.2.

4.2 Mitigation of environmental and social impacts

This mitigation plan is developed based on the definite list of building from the Ciocana Sector with specific activities for proposed locations and considering action splan ESCP and WB EHS Guidelines for Thermal Power Plants[6] and also ensuring as well as OHS issues. Furthermore, the Mitigation Plan specifies also responsibilities in terms of implementing proposed mitigation measures, the source of funding for all three stages of project implementation: (i) design, (ii) construction, and (iii) operation.

[6] Ref.: https://www.ifc.org/wps/wcm/connect/f82a5f06-f3f7-4033-8ea6-b767523cda8e/FINAL_Thermal%2BPower.pdf?MOD=AJPERES&CVID=jqeD9Eg&id=1323162579734

Table 4-1: Mitigation Plan for Component 2 activities (ESMP)

Activity	Impact	Mitigation measures checklist
A. General Conditions	Notification and Worker Safety	- The local construction and environment inspectorates and communities have been notified of upcoming activities - The public has been notified of the works through appropriate notification in the media and/or at publicly accessible sites (including the site of the works) - All legally required permits have been acquired for construction and/or rehabilitation - All work will be carried out in a safe & disciplined manner designed to minimize impacts on neighboring residents and environment - Workers' PPE will comply with international good practice (always hardhats, as needed masks & safety glasses, harnesses & safety boots) - Appropriate signposting of the sites will inform workers of key rules and regulations to follow.
B. General Rehabilitation and /or Construction Activities	Air Quality	- During interior demolition use debris-chutes above the first floor - Keep demolition debris in controlled area and spray with water mist to reduce debris dust - Suppress dust during pneumatic drilling/wall destruction by ongoing water spraying and/or installing dust screen enclosures at site - Keep surrounding environment (sidewalks, roads) free of debris to minimize dust - There will be no open burning of construction / waste material at the site - There will be no excessive idling of construction vehicles at sites.
	Noise	- Construction noise will be limited to restricted times agreed to in the permit - During operations the engine covers of generators, air compressors and other powered mechanical equipment should be closed, and equipment placed as far away from residential areas as possible.
	Water Quality	- The site will establish appropriate erosion and sediment control measures such as e.g. hay bales and / or silt fences to prevent sediment from moving off site and causing excessive turbidity in nearby streams and rivers.
	Waste management	- Waste collection and disposal pathways & sites will be identified for all major waste types expected from demolition & construction activities - Mineral construction and demolition wastes will be separated from general refuse, organic, liquid and chemical wastes by on-site sorting and stored in appropriate containers - Construction waste will be collected and disposed properly by licensed collectors - The records of waste disposal will be maintained as proof for proper management as designed - Whenever feasible the contractor will reuse and recycle appropriate and viable materials (except asbestos).
C. Toxic Materials	Toxic / hazardous waste management	- Temporarily storage on site of all hazardous or toxic substances will be in safe containers labeled with details of composition, properties and handling information - The containers of hazardous substances should be placed in a leak-proof container to prevent spillage and leaching

Activity	Impact	Mitigation measures checklist
		- The wastes are transported by specially licensed carriers and disposed in a licensed facility - Paints with toxic ingredients or solvents or lead-based paints will not be used.
D. Acquisition of land or access restrictions	Economic or physical displacement, economic or livelihood losses	- Designs will be adjusted to avoid expropriation of private lands or loss of private assets affixed to lands. Any activity /investment that cause economic or physical displacement will be excluded. Temporary access issues without economic or livelihood losses will be addressed through mitigations in ESMP document and in full agreement with residents.
E. Social Risk Management	Other social impacts	- The Contractor assign local liaison person in charge of communication with and receiving requests/ complaints from local population - Local communities should be consulted to identify and pro-proactively manage potential conflicts between an external workforce & local people.

4.3 Monitoring and measurement plan

The environmental and social issues included within the mitigation measures shall be monitored and supervised by Termoelectrica S.A., contractors and MEPIU. Although, the environmental and social impacts are expected to be moderate, the potential negative environmental and social impacts are planned to be prevented or mitigated during the construction and operation stages. Environmental and social monitoring system starts from the preparation phase of the subproject through the operation phase in order to prevent negative impacts of the project and observe the effectiveness of mitigation measures. This system helps the MEPIU, Termoelectrica S.A. and World Bank to evaluate the success of mitigation as part of project supervision and allows taking an action when needed. The monitoring system provides technical assistance and supervision when needed, early detection of conditions related to mitigation measures, follows up on mitigation results, and provides information of the project progress.

To ensure the Mitigation Plan is efficiently implemented, the ESMP Checklist contains a Monitoring Plan, which provides: (a) details, of monitoring measures, including the parameters to be measured, methods to be used, frequency of measurements; and, (b) monitoring and reporting procedures to (i) ensure early detection of conditions that need particular mitigation measures, and, (ii) furnish information on the progress and results of mitigation.

Impact monitoring includes water and air quality, noise, etc. specific for construction phase is responsibility of Contractor and operational monitoring is the responsibility of the Termoelectrica. Costs for monitoring activities during construction phase of the Project shall be included in the Contractor's costs for proposed civil works.

Compliance monitoring. In addition to supervision and monitoring activities to be done by Contractor, Termoelectrica S.A. and MEPIU, the proposed measures for compliance monitoring for the construction and operation stages shall be carried also by authorized state bodies: (a) The Environmental Agency who is responsible for the issues related to environmental permits and other legal documents; (b) State Construction Inspectorate who is responsible for overall supervision of construction works; and, (c) Municipal environmental authorities, responsible for environmental supervision and monitoring activities. Inspections of construction sites are among the duties of these authorities' staff and are covered form their own budgets.

Table 4-2: Monitoring Plan for Component 2

Environmental & Social Aspects	What (Is the parameter to be monitored?)	Where (Is the parameter to be monitored?)	How (Is the parameter to be monitored?)	When (Define the frequency / or continuous?)	Why (Is the parameter being monitored?)	Cost (if not included in project budget)	Who (Is responsible for monitoring?)
During project design							
Potential tree losses	Trees to be cut	Survey on site during detailed design (DD)	Visual monitoring, mapping of tress, include in detail design	During DD Before works starts,	Constructions may affect municipal green zones	Construction costs	Termoelectrica, Design Company
Air quality	Dust, smog, waste burning[7]	To be determined during design	Visual monitoring	During works Daily	Air pollution prevention	Construction costs	Termoelectrica
Top soil preservation	Soil	In parks, green areas	Visual monitoring	Monthly	Soil pollution prevention, Aesthetic view	Construction costs	Termoelectrica
During construction phase							
Potential tree losses	Trees to be cut Trees to be planted	Survey on site during works Green areas	Visual monitoring, Obtain cutting trees permits	Permanently Before works starts	Constructions may affect municipal green zones	Construction costs	TE Design Company, Construction
Air quality	Dust, smog, waste burning	Survey on site during works	Visual monitoring	During works Daily	Air pollution prevention	Construction costs Operation costs	Contractor, TE, CPH
Air pollution from improper maintenance of equipment	Technical condition	Car parking area Onsite	Regular technical inspection	During works Daily	Air pollution prevention	Construction costs Operation costs	Contractor, CPH
Top soil preservation	Soil	In parks, green areas	Visual monitoring	Monthly	Soil pollution prevention, Aesthetic view	Construction costs	TE Environmental Department
Worker's safety and health	Workers safety Labor and working conditions	Works sites	Accident register; Training register;	Permanently	To protect workers safety and health	Construction costs	Contractor, Labor Inspection, Engineer

[7] According to Law on Wastes #209/2016 it is forbidden to burn any solid wastes on construction site.

Environmental & Social Aspects	**What** (Is the parameter to be monitored?)	**Where** (Is the parameter to be monitored?)	**How** (Is the parameter to be monitored?)	**When** (Define the frequency / or continuous?)	**Why** (Is the parameter being monitored?)	**Cost** (if not included in project budget)	**Who** (Is responsible for monitoring?)
			Provide PPE; Organize works planning				
Worker's safety and health	Working at height	At the construction site	Checking out the availability of competent & trained personnel able to work at height with special PPE; trainings records; Emergency situation & first aid kit, etc.	When equipment is dismantled	Avoiding accidents and health impacts	Contractors costs	TE Environmental Department and MEPIU Environmental Specialist
Waste management	Dismantled equipment (DE)	At the construction site	Visual observations; checking out of developed lists, procedures & records on DE	When equipment is dismantled	Avoiding accidents and health impacts, ensuring rational use and/or adequate recycling of DE	Contractors costs	TE Environmental Department
Waste management	Hazardous wastes (HW) and asbestos	At the construction site	Visual observations; checking out the environmental procedures, records and permits on HW	During the construction phase and after reporting on waste management	Avoiding environmental pollution, human health impacts and needed in accordance with national regulations	Included in the costs of Contractors	TE Environmental Department & MEPIU Environmental Specialist
Material transport	Are the truck loads covered or wetted? Compliance with legislation (restricted working hours; haul routes) dust suppression methods where required	Job site / municipal streets	Supervision	Unannounced inspections during work	Avoid dust and split of fine material Avoid damage and pollution of municipal routes	Construction costs	Construction Supervision (Engineer), Road police

Environmental & Social Aspects	**What** (Is the parameter to be monitored?)	**Where** (Is the parameter to be monitored?)	**How** (Is the parameter to be monitored?)	**When** (Define the frequency / or continuous?)	**Why** (Is the parameter being monitored?)	**Cost** (if not included in project budget)	**Who** (Is responsible for monitoring?)
Involuntary resettlement /Land acquisitions	If the project implementation requires loss of private lands or assets, modify designs to avoid such impact, or inform the Bank immediately	Work sites	Supervision	During works Daily	ESS5 is not considered relevant and no instrument prepared to mitigate land/ asset loss	Construction Cost /contingency budget in case any unforeseen impacts	Construction Supervision
Public Grievance Management	Regular monitoring of issues & complaints from the public	Work site	Supervision	During works daily	GRM guidelines and established protocol in the ESMP	-	Contractor /Termoelectrica /Construction supervision

5 PUBLIC CONSULTATION

5.1 Public consultation meetings

Within the development of the draft site specific environmental and social impact assessment during the detailed design stage specific for the Component no. 2, public consultation shall be organized at the Praetura of the Ciocana Sector premise by inviting the community and local public authority from the Botanica Sector and other interested parties. The scope of the public consultation is to ensure that identified environmental and social risks specific for the rehabilitation activity for component no. 2 are provided and communicated to the community of the affected buildings proposed for rehabilitation. The effective information of the community from the Ciocana Sector is to disseminate and provide access to the community to the environmental and social information in order to develop an open, transparent, constructive and responsive relationship between MEPIU/Termoelectrica S.A. and Community. The final document shall be published on the MEPIU, Termoelectrica S.A. and the Praetura of the Ciocana Sector' web sites.

5.2 Beneficiaries of investment from the Ciocana Sector

In the process of the document's preparation for the Component 2, the list of beneficiaries' has been identified in order to communicate the useful information about the terms and conditions of the project implementation and identified mitigation measures for environmental and social risks controlling.

Table 5-1: The contact data of the associations (beneficiaries) from Ciocana Sector

No.	Associations	Name & Surname	Address
1	A.P.C. A0140-0019	Zacutico Constantin	str. Ciocana 12
2	A.P.L.P. NR.54/30 COOP	Coșleț Zinaida	str. Maria Dragan 28/2
3	A.P.L.P. NR.54/348 COOP	Serjentu Valeriu	str. Maria Dragan 30/1
4	A.P.L.P. NR.54/390 COOP	Coșleț Zinaida	str. Maria Dragan 30/3, 26/2
5	A.P.L.P. NR.54/334 COOP	Calugher Galina	str. Maria Dragan 32 ap. 92
6	A.P.L.P. NR.54/105 COOP	Samson Tudor	str. Maria Dragan 34/1
7	A.P.L.P. NR.54/304 COOP	Gangan Rodica	str. Maria Dragan 34/2
8	A.P.L.P. NR.54/204 COOP	Isacenco Ludmila	str. Maria Dragan 36/1
9	A.P.L.P.NR. 54/254COOP	Chișca Iurie	str. Maria Dragan 36/2
10	A.P.L.P.NR.54/167COOP	Velniciuc Viorel	bd. Mircea cel Bătrîn 7
11	A.P.L.P.NR. 54/219COOP	Loghin Vasile	str. Igor Vieru 15/2
12	A.P.L.P.NR. 54/35 COOP	Rusu Petru	bd. M. cel Bătrîn 29/3, ap.37
13	C.C.L. NR.184	Bradu Margareta	bd. M. cel Bătrîn 24/1
14	A.P.L.P.NR. 54/220 COOP	Șarco Elisaveta	str. Petru Zadnipru 15/2a

5.3 Grievance Redress Mechanism (GRM)

The following channels through which community or Affected Persons can address or submit complaints/suggestions/proposal for improvement regarding the smooth implementation of the Project:

Table 5-2: Grievance redress mechanism

MEPIU	Termoelectrica S.A.	Ciocana Sector Praetura[8]
Chisinau, 1, Alecu Russo str., office 163 Tel.: (+373) 22 496790 Fax: (+373) 22-49-67-90 Email: mepiu@mepiu.md	Chisinau, 6, T. Vladimirescu str. Tel.: (+373) 22 43-64-59 Fax: (+373) 22 49-50-97 Email: anticamera@termoelectrica.md	Chisinau, bd. Mircea cel Bătrân, 4/3 Tel: 022 333 434 Email: info@pretura.ciocana.md

If the complainants will use the other existing Termoelectrica S.A.'s channel for consumers grievances[9] (call center, viber number), these grievances will be directed to Termoelectrica S.A.'s Project/components managers.

5.4 Grievance form

The feed-back for proposals of the improvement of the present document shall be submitted to the following e-mail: (i) MEPIU at mepiu@mepiu.md, (ii) at the Termoelectrca's e-mail: anticamera@termoelectrica.md. Termoelectrica is responsible for technical aspects and the MEPIU is responsible for including proposals for improvement, grievances, complaints and other information and finally revised document and include in the tender documents for the Component no. 2. The form for providing feed-back from interested parties in presented below.

[8] The Ciocana Praetura: https://www.facebook.com/PreturaSectorCiocana/
[9] The Termoelectrica's Call Center: https://termoelectrica.md/despre/sistemul-de-management-integrat/

Table 5-3: The feedback form for public consultation process

Reference No: *(to be completed by MEPIU)*	Received by: _____ Solved by: _____ Date of initial response: _____
Full Name: *(to be completed by the person lodging the complaint)* *Note: you can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent*	My first name: _____ My last name: _____ Company/Position in the company: _____ ☐ I wish to raise my grievance anonymously ☐ I request not to disclose my identity without my consent
Contact Information: *(to be completed by the person lodging the complaint)* Please mark how you wish to be contacted (mail, telephone, email).	☐ By Post: Please provide mailing address: _____ ☐ By phone: _____ ☐ By e-mail: _____
Preferred Language for Communication: *(to be completed by the person lodging the complaint)*	☐ Romanian ☐ Russian
Description of Complain or Request: (to be completed by the person lodging the complaint)	☐ Yes ☐ No
Description of Complain or Request: *(to be completed by the person lodging the complaint)*	What can happen? Where and How could it happen? What are the consequence / impact of this issue?
Date of Complain/Request: *(to be completed by the person lodging the complaint)*	DD / MM / YYYY _____
What would you like to see happening in order to solve this issue? _____ _____ _____ _____ _____ _____ _____	