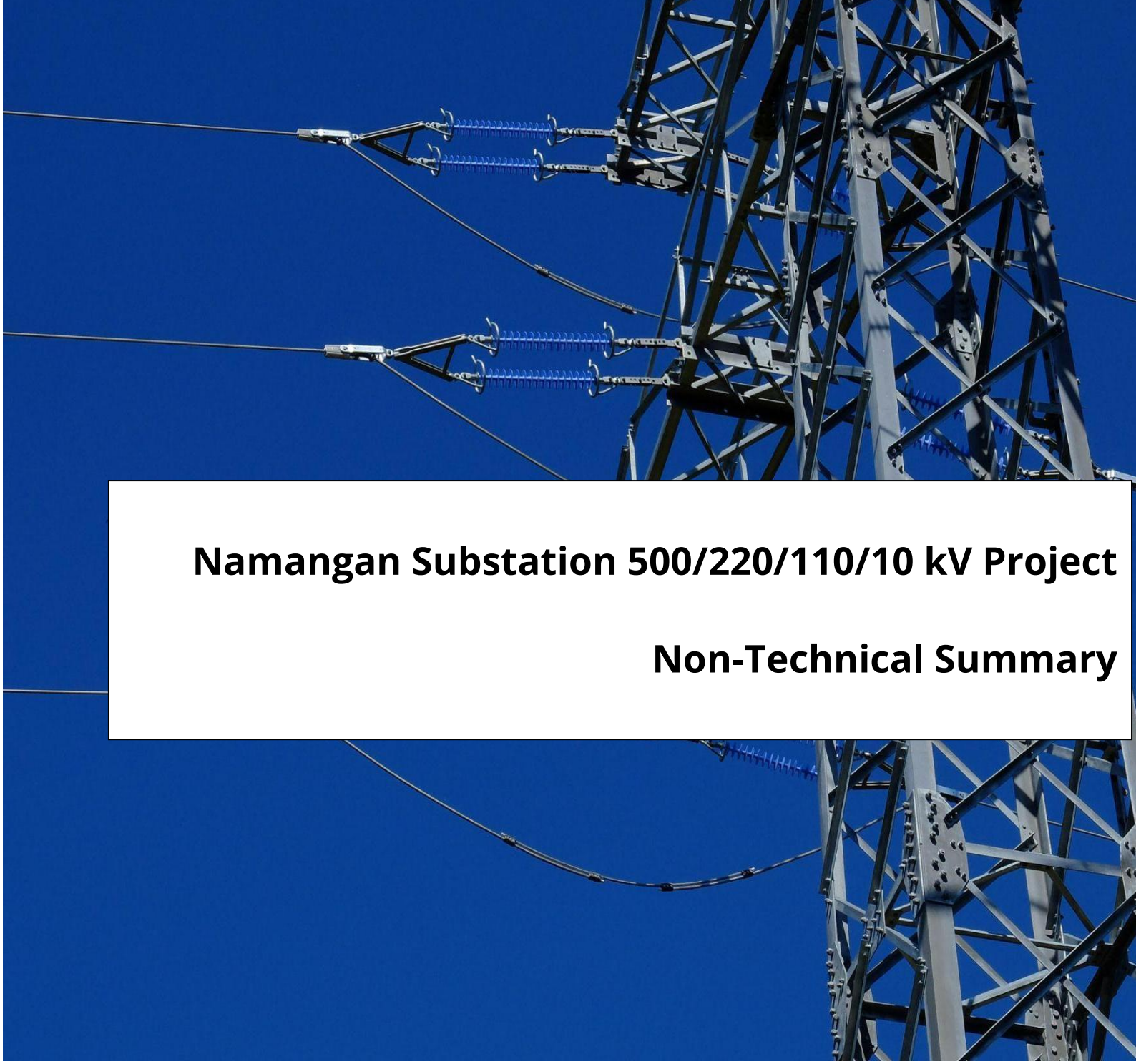


Namangan Substation 500/220/110/10 kV Project

Non-Technical Summary

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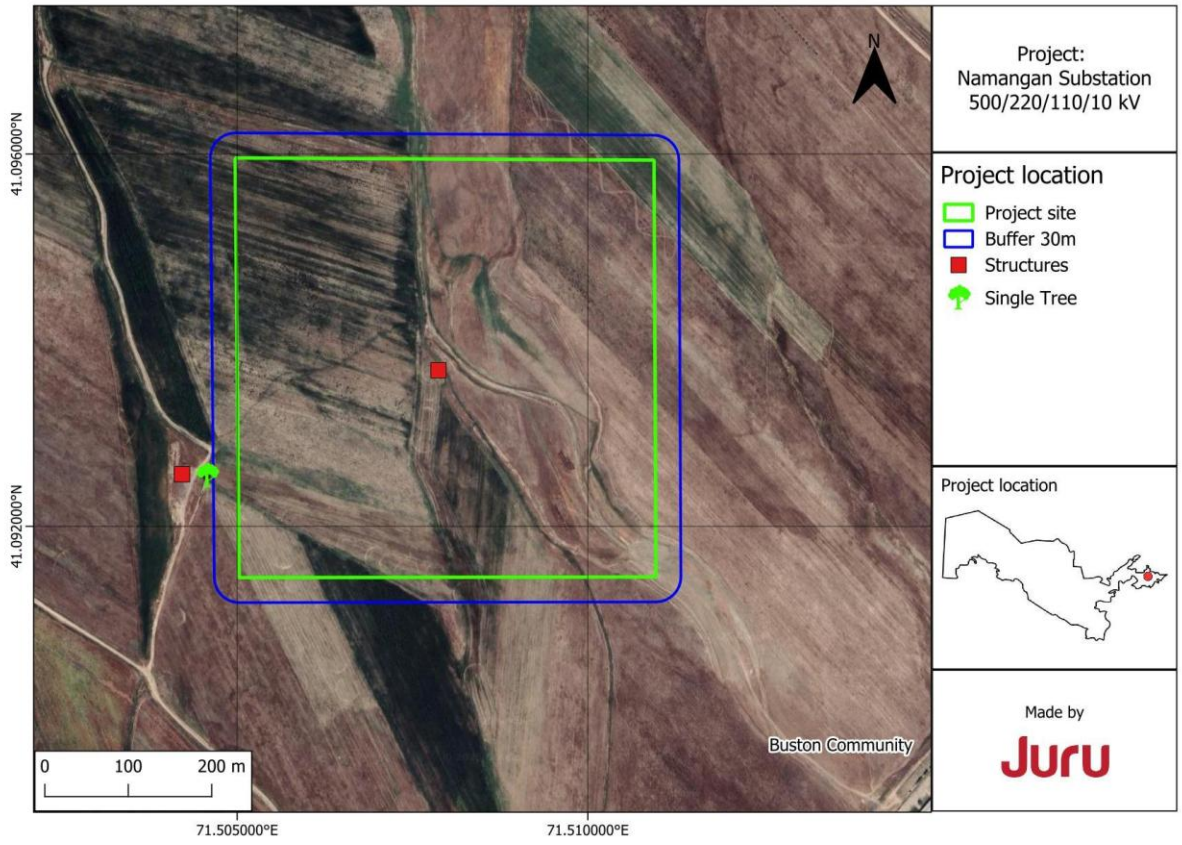
AOI	Area of Influence
CLO	Community liaison Officer
E&S	Environmental and Social
EBRD	European Bank for Reconstruction and Development
EIA	Environmental Impact Assessment
EMF	Electromagnetic Fields
ESIA	Environmental and Social Impact Assessment
ESMP	Environmental and Social Management Plan
ESP	Environmental and Social Policy
GIP	Good International Practice
GM	Grievance Mechanism
HR	Human resources
IFC	International Finance Corporation
ILO	International Labour Organisation
ISO	International Organization for Standardization
LRP	Livelihood Restoration Plan
LLC	Limited Liability Company
NEGU	National Electric Grid of Uzbekistan
NTS	Non-Technical Summary
O&M	Operation and Maintenance
OHS	Occupational Health and Safety
PIU	Project Implementation Unit
PPE	Personal Protective Equipment
SEP	Stakeholder Engagement Plan
SS	Substation

1 Introduction

1.1 Background

The European Bank for Reconstruction and Development (the "EBRD" or the "Bank") is providing financing to JSC National Electric Grid of Uzbekistan ("NEGU"), a state power company in charge of the country's transmission network to finance the construction of 500/220/110/10 kV "Namangan Substation" (the "Project"). (Figure 1).

Figure 1: Project overview



EBRD has appointed Juru Ltd. ("Juru") to undertake an environmental and social assessment (ESA) and prepare a non-technical summary (NTS) (this document) and stakeholder engagement plan (SEP) to support the national EIA stakeholder disclosure and to align with EBRD Environmental and Social Policy 2024 (ESP 2024), and supporting E&S Requirements (ESRs).

This NTS aims to present clearly and simply the final findings and conclusions of the environmental and social (E&S) assessment process, including the outcomes of the public consultation and disclosure process.

EBRD has categorised this Project as Category B. Category B projects require an ESA and development of relevant supporting management plans for compliance with ESP 2024. A copy of this NTS in can be viewed on NEGU and EBRD websites:

Questions or comments can also be addressed via the channels outlined below.

NEGU	Project Implementation Unit
Address: JSC "NEGU" Tashkent city, Yunusabad district, Osiyo street, building No. 42 Email: info@uzbekistonmet.uz. Phone: +998 71-236-6035	Name: Azizbek Batirov Email: azabotirov@gmail.com Phone: +998998527991

1.2 Overview of the Project

The Project site is located about 8 km from the city of Namangan. To the north, about 780 meters from the Project site, there is farmland. To the west, at approximately 885 meters, runs the Kosonsoy River, and further at about 1,350 meters lies the Kuyukmazar settlement. To the southeast, at around 400 meters, is the Buston residential area, while to the south, the site is bordered by agricultural land. Access to the Substation (SS) Site is via the existing gravel roads from the North and East north, which have good access to the national road system.

The following equipment will be installed in the Namangan SS area:

- Control building (OPU)
- 500 kV, 220 kV, and 110 kV switchyards
- Two 500/220/10 kV transformers
- Two 220/110 kV transformers
- Spare parts building / Administrative building
- Checkpoint (security gate)
- Sanitary facility

The design of the substation will be based on proven technology using Air Insulated Switchgear (AIS). The substation will meet relevant national and international technical standards. The configuration of the switchyard will be based on the 3/2 breaker configuration (wo main buses, with three circuit breakers arranged in a bay), while as an alternative, a 4/3 breaker configuration (connecting three circuits to four circuit breakers) will be investigated. This does not affect the overall ESA conclusion, as both configurations can be accommodated within the footprint investigated.

Construction activities will include:

- Civil works - which consist of piling for new foundations, new site drainage, foundation works, and bunds (e.g. for transformers).
- Plant installation - involves delivering equipment to the Site (including possible abnormal loads in the form of transformers). Small cranes may be required to lift the plant into a position fixed to the foundations.
- Commissioning - electrical equipment and SCADA instrumentation systems are installed by specialist contractors in the substation operations room, where they are then commissioned to ensure they function correctly. Commissioning involves the testing of control systems.

The mobilisation and construction phase will take approximately 12 months, followed by 3 months of testing. The Project cycle has 4 stages: pre-construction, construction, operation, and decommissioning. Construction will be within the SS boundary. The main activities performed include site clearance, vehicle access, civil works, steel delivery and erection (e.g. gantries), delivery of transformers and commissioning. Workers' accommodation will be in existing accommodation in nearby towns. At this time, the construction water source is unknown, but abstraction from community points adjacent to the route or groundwater abstraction is not envisaged at this time. Materials and equipment will be delivered to the SS on national roads. The construction workforce will not exceed 200 people during peak and could be less. Limited opportunities for local employment may be available during construction. NEGU's regional operator will be responsible for the operations and maintenance (O&M) of the SS.

2 Project Need and Alternatives

2.1 Project need

The Project's primary purpose is to support the evacuation of electricity generated by renewable energy power plants under development to the national power grid. Implementing the Project will also significantly improve the transmission networks' reliability, efficiency, stability, quality and security of the electricity supply.

2.2 Alternative options

Alternative concepts for the site location have been considered to minimise impact on landowners and existing structures and properties. The "do nothing" option of not constructing the Project will avoid any potential environmental and social (E&S) impacts; however, this will hinder the objectives of the country's Concept Note for ensuring electricity supply in Uzbekistan in 2020-2030 and renewable energy transition goals. There is no viable alternative strategic option available for the wider grid strengthening. The new Namangan Substation plays a key role in strengthening the 500 kV network.

3 How did we assess the Project Impact?

3.1 Assessment framework

The ESA has considered the national regulatory framework and the requirements of EBRD Environmental and Social Policy (ESP) 2024, the supporting Environmental and Social Requirements (ESRs), World Bank Group Environment, Health and Safety Guidelines (General), Sector guidelines (Transmission lines), international environmental conventions, core labour conventions of the International Labour Organisation (ILO) and United Nations (UN) and Good International Practice (GIP). Juru has conducted the following activities to support the E&S Assessment:

- Issue a Request for Information (RFI) to the Client to gather information on corporate E&S-related topics.

- Desktop review of Project and client documentation, including the Project inception report
- Site visit to Namangan SS site to:
    - Understand E&S issues in the Site Setting
    - Confirm the presence or absence of E&S features and verify assumptions about the SS construction site
    - Visit the Buston community to determine if residents were informed about the project and engaged with community leaders.
- Review of the national Environmental Impact Assessment (EIA) submitted on behalf of NEGU by Juru Ltd.
- Review of publicly available information and information provided by NEGU.

Mitigation and management measures have been identified following the mitigation hierarchy of avoid, reduce/minimise, mitigate and compensate/offset to reduce the impact significance to acceptable levels (residual significance). Mitigation and management measures identified in the ESA are required to be included in a project construction environmental and social management plan (CESMP) and a project operational environmental and social management plan (OESMP). The documents prepared by the Project Implementation Unit (PIU) will form the framework for communication of E&S commitments and requirements by the Contractor and NEGU during the distinct phases of the development cycle. All contractors will be required to demonstrate that they have the procedures in place to implement the requirements of the CESMP. J.S.C NEGU and the EBRD, or their representatives, will undertake regular audits of works against the requirements of the framework ESMP commensurate with the nature of the risk. The PIU will develop their own Environmental and Social Management System (ESMS) to implement oversight and management actions in line with EBRD ESP 2024, ESR1, national regulations and GIP.

3.2 **Stakeholder engagement**

The feasibility study, national EIA process and ESA process included consultation with local communities and other interested groups (collectively known as stakeholders). The Project has issued letters, held public meetings and one-on-one meetings with various stakeholders during the national EIA process, including a public hearing (October 2025). An official presentation was delivered at the Kosonsoy District Municipality, attended by local government representatives. The hearing protocol was signed and approved by the Deputy Mayor and other officials. A second session was held in Buston community school with seven local representatives (“Ettilik faollari”) and active citizens, including Project Affected Persons (PAPs) and herders. Participants expressed overall support, noting potential benefits for local infrastructure and 25 information leaflets were distributed.

- The Investment Department of the Namangan region (under the Ministry of Investment, Industry and Trade of the Republic of Uzbekistan) was visited and informed about the Project. No issues related to project implementation at the selected site were identified.
- The Namangan Regional Cadaster Chamber was visited, and key information on land use within the Project area was obtained

The following additional stakeholders have been engaged via letters.

- Ministry of Mining and Geology of Uzbekistan
- Ministry for Culture and Heritage
- JSC Uztransgaz
- Uzbektelecome JSC
- Uzsuvtaminot JSC
- Namangan Regional Department of the Cadastral Agency

No objections were received to the SS location.

3.3 How to raise concerns, issues or questions "grievances"

Any concerns, issues, or questions ("grievances") that any stakeholders may have can be raised to the Project via the "grievance mechanism" (GM). The GM sets out the project commitments to acknowledge, investigate and respond to all concerns. The steps in the GM are provided in Figure 2 and explained below. Grievances can be raised through the following methods:



- Directly to the Project staff during meetings or Project site visits.
- Via telephone calls (see contact details on page 1).
- In written form (text messages, via e-mail, mobile applications, letters, written requests).
- Using the grievance form
- In grievance boxes located at district Hokimiyat, in Buston makhalla and Kuyukmazar settlement , at the entrance to the Project work sites (during the construction phase).

The grievance mechanism will keep **strict data confidentiality, including all applicants' personal information**. All grievances **can be submitted anonymously**. In cases where the complainant is unsatisfied with the proposed solution/response to the grievance, they have the right to take other legal action to resolve the grievance.

Step 1: Upon receiving a grievance by any means of communication, the Grievance Manager will enter the grievance into the grievance log to ensure that all raised concerns/inquiries are investigated and addressed.

Step 2: After receipt and registration of a grievance, a complainant will receive written notification that includes a proposed timeline for investigation, depending on the request and the preliminary time of receipt of a response. A grievance form and log will keep a tracked record of each grievance received.

Step 3: Allocated members of the EBRD PIU E&S team will be responsible for receiving and monitoring grievances during the ESA phase of the Project. The grievance form is prepared based

on the location, language preferences, and communication opportunities of identified stakeholders. Responses will be provided in a language suitable for the complainant, i.e., Uzbek or Russian.

Step 4: The resolution of grievances will be formally communicated to the complainant in written form. If a complainant cannot receive a written response, the complainant will be contacted via phone and informed of the results of their grievance. The table below provides the timeframes for responses to grievances. If the complainant is unhappy with the response, an appeal may be submitted. Furthermore, submitting a grievance through the grievance mechanism will not preclude a complainant in any way from also seeking recourse through the national legal system, and the complainant can take this course of action should they not be satisfied with the response they receive to their grievance if they wish.

Table 1: Grievance Processing Timeline

Stage	Timeline
Receipt and registration of grievance	Day 0
Providing acknowledgement of grievance receipt to the complainant	Maximum of three working days after submission of the grievance
Assessment/investigation of the received grievance	Maximum of 14 working days after submission of the grievance
Providing the complainant with a response	Maximum three working days after the assessment has been completed.
Reassessment of the grievance in case the complainant is not satisfied with the previously provided response	Maximum 14 working days after notification of dissatisfaction by the complainant

Where complex grievances or other factors are extending the investigation time, the complainant will be informed of this delay, advised of an updated expected timeline for a response, and provided regular updates.

4 Summary of Environmental and Social Impacts and Mitigation

4.1 Potential positive impacts of the Project

The ESIA identified the following potential positive impacts:

- Small amount of temporary job creation (including prioritisation of jobs for local people and women within 15km) coordinated via a **Local recruitment and procurement plan**
- Small amount of local procurement and business opportunities (food delivery, driving, accommodation, sale of locally available materials (cement, hardware);
- A more stable and diversified electricity network to support the transition to clean energy generation.

Enhancement action - To maximise local procurement and job creation, the Contractor will prepare a Local Hiring and Procurement Policy that focuses on maximising hiring of local community members within 15km of the SS for supporting roles (e.g. drivers), unskilled and semi-skilled jobs.

4.2 Environmental and biodiversity impacts

The Project has been designed to avoid any residential properties and therefore construction and operational activities will have a negligible impact on air quality (dust), noise, groundwater levels, water availability, soil quality, water quality, local traffic impacts and waste services in the local region, which will be managed in accordance with GIP as described in the next section.

The Project may generate negative environmental impacts from the use and disposal of hazardous materials or poor hazardous waste management.

There is no possibility of EMF impacts associated with the project's construction phase since the electrical equipment will not be energised at this stage. EMF levels connected with the substation show that EMF levels fall within acceptable limits within 25m of the substation boundary.

The SS is located outside ecological protected areas (national or international).

During the site visit, a biodiversity walkover was performed, and the land was inspected and classified as heavily modified by agricultural activities (growing wheat/ grazing).

Key findings from the biodiversity site walkover are:

- The land is non-irrigated, rocky, and infertile.
- No burrows or other habitat indicators of Central Asian Tortoise (Testudo horsfieldii) or other threatened reptile species were identified.
- No rare or protected plant species were recorded, and no suitable habitats for such species were observed within the Project Site.
- Rodent burrows and typical ornithofauna (larks, rock doves, rooks) were observed with no conservation designation. The habitat was not considered suitable for any specific species of conservation importance.

Based on field observations, habitat conditions and consultations with relevant specialists, no Critical Habitat (CH) or Priority Biodiversity Features (PBF) were identified within the Project Site. Given the heavily modified nature of the site and the absence of suitable habitat features, no further biodiversity surveys are considered necessary.

Temporary worker accommodation in the community could expose workers to the risks of illness and below-standard welfare arrangements, and a specific project accommodation management plan will be prepared to stipulate that workers will be housed in accommodation that complies with EBRD/IFC Guidance on Worker Accommodation.

Mitigation action - GIP techniques for management and mitigation of impacts will be defined in a construction Environmental and Social Management Plan (CESMP for implementation by the

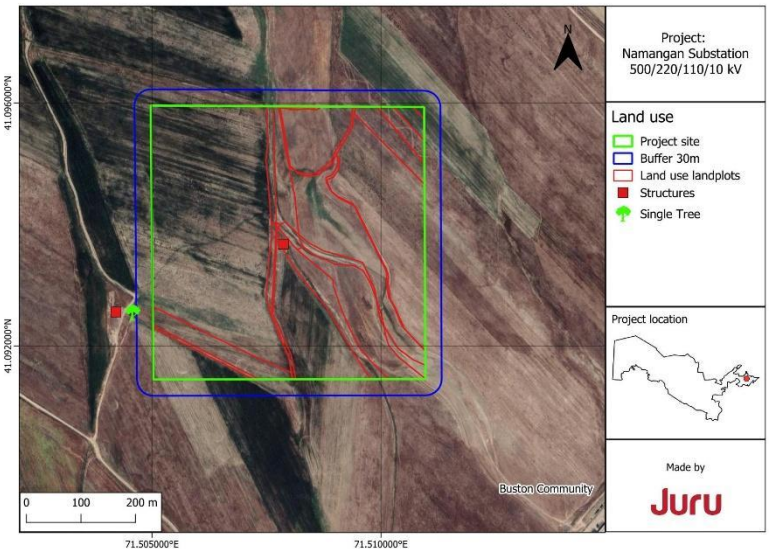
Contractor. The Contractor contract will include specific clauses to require this to happen. Examples of GIP are:

- siting equipment more than 200m from any receptor where possible,
- using defined access routes,
- returning impacted areas to pre-construction vegetation,
- adopting dust and noise control measures,
- enforcing speed limits in the work areas and along access roads,
- avoiding nighttime working,
- ensuring the use of licenced waste contractors,
- sting temporary worksites away from rivers and surface water features,
- adopting best practices for management of pollution from using machines and equipment, refuelling, storage and handling of hazardous materials and management of wastes,
- safe and secure storage of materials, clean-up equipment and appropriate worker protection equipment.

Environmental compliance will be monitored by the Construction Contractor, who will conduct daily visual inspections to confirm the effectiveness of mitigation measures. In addition, the PIU, acting on behalf of NEGU, will perform oversight inspections and audits.

4.3 Land acquisition, involuntary resettlement and economic displacement

The state owns all land in Uzbekistan. The land is allocated as agricultural land with some evidence of irrigated crops, orchards and areas of semi-natural cover within the heavily cultivated Fergana valley. The total area allocated for the substation site, 20.1 hectares, is occupied by the substation itself (green polygon). Based on information received from the Cadastre, there are potentially 35 land plots within the Substation area (green square 500x500 m) owned by 6 private entities, the Kosonsoy Khokimiyat, and some Land Plots are allocated to the National Reserve Lands. Land plots are highlighted in red in the figure to the right.). NEGU has been allocated the land rights for the substation and any permanent and temporary access roads (unsurfaced), and the impact on this relative to the previous land users will be evaluated and addressed in a Livelihood Restoration Plan (LRP).



Mitigation action: A review of land rights and compensation entitlements with reference to national regulations and ESR 5 will be conducted. For any gaps between the national valuation

approach and ESR5, a calculation and compensation of losses or other non-monetary livelihood restoration for those with and without official land rights will be undertaken by a specialist third party and any gaps outlined in a Livelihood Restoration plan (LRP). This will include the completion of census surveys, a national valuation, and a valuation against ESR 5 principles once the final layout of the Project is determined.

4.4 Cultural heritage impacts

No items of tangible cultural heritage as listed in the UNESCO World Heritage List are located within or near the Project site. Archaeological studies will be conducted as part of pre-construction works by the Contractor; however, the level of risk is expected to be low based on on-site walkovers.

Mitigation Action - To ensure that works commence in line with national requirements and EBRD ESR 8, a chance finds procedure will also be implemented by the Contractor.

4.5 Labour Worker Health and Safety

Although labour regulation broadly aligns with international labour laws, there is potential for the working conditions and welfare of workers to be below required standards.

Mitigation Action - To manage this, the Project will develop a workers' code of conduct, a security personnel's code of conduct, and the Contractor will be required to have a human resource policy (with supporting plans and procedures) to manage the fundamental rights of workers, including promoting diversity, fair pay, rest periods, non-discrimination, working time regulations and overtime restrictions. The Project will ensure, amongst other things, that all employees of the Contractor and its subcontractors have an employment contract that is explained to the worker before signing and that the employee is given a copy of this contract. Labour audits will ensure wage slips with information on wages, overtime hours and pay, deductions, are clear and understandable and confirm their accuracy.

4.6 Worker Health and Safety and Accommodation

Requirements for maintaining worker health and safety during work will be defined in an occupational health and safety (OHS) plan and implemented through a permit-to-work system.

Mitigation action - The OHS plan will include requirements to undertake activity-specific risk assessments and assign the correct safety measures, such as safety supervisors, training and personal protective equipment (PPE). The effectiveness of the OHS plan will be monitored through regular inspections, audits and monitoring, including health monitoring. All workers will have access to a workers' complaints process, an essential process by which workers can access remedies for poor employment practices.

Workers may be housed in sub-standard accommodation in the local area, which can negatively affect their well-being and safety.

Mitigation action – Any temporary accommodation facilities will be selected that aligns with national standards, Lender guidelines (specifically the EBRD/IFC Guidance on Worker Accommodation) and GIP. Accommodation will be selected to cause the least impact on local communities

4.7 Social impacts

The Project site is located about 8 km from the city of Namangan. To the north, about 780 meters from the Project site, there is farmland. To the west, at approximately 885 meters, runs the Kosonsoy River, and further at about 1,350 meters lies the Kuyukmazar settlement. To the southeast, at around 400 meters, is the Buston residential area, while to the south, the site is bordered by agricultural land

Temporary labour influx of people (either for work, or with the hope to obtain work) can cause strains on local infrastructure, such as health clinics, hospitals, markets and schools; however, given the expected number of workers, this is not considered a specific impact for this Project. However, there are some groups within the local communities that will be more vulnerable to risks than others, or they may have difficulties in receiving Project benefits. These include women, people with disabilities, the elderly, the illiterate and youth. Some levels of gender-based violence (GBV) have been identified in the local communities (predominantly psychological and emotional violence, rather than physical violence). The introduction of workers in the vicinity of local communities has the possibility of increasing GBV between workers and community members.

Mitigation action - The Construction contractor will be required to prepare a plan/strategy to protect workers and community members against sexual exploitation and GBV. All workers will also be required to sign a Project code of conduct that sets out clearly project expectations for general conduct and outlines zero tolerance for GBV infractions and dismissal steps.

5 How will the Project implement the mitigation measures outlined above?

A construction Environmental and Social Management Plan (CESMP) will be prepared setting out Project-specific commitments and GIP requirements. An operation-ESMP (OESMP) will also be prepared on behalf of NEGU to inform any specific project requirements during operation for alignment with Lender requirements. EBRD has also prepared an Environmental and Social Action Plan (ESAP) that will be a key part of the financial agreement. EBRD will establish a PIU to oversee the development and construction works. The PIU will include an E&S safeguard specialist. Once the Project is operational, responsibility for operations and maintenance works (O&M) and any operational E&S requirements will be transferred directly to the NEGU operations team. The Lender ESAP places obligations on NEGU and the PIU to implement good standard environmental and social practices.

The Construction Contractor will be required to establish an environmental and social management system (ESMS) to oversee the Project's development and construction activities. The ESMS will include policies, assessment documentation, Project-specific management plans, and

key plans on waste management, labour management, accommodation, employment and procurement. The ESMS framework will be aligned with ISO 14001 Environmental Management requirements. Underpinning the project plans will be a Project Policy setting out the core values and principles of the Project.

Health and safety risks will be managed following a health and safety management system (HSMS) to be established by the Construction Contractor and aligned with ISO 45001 Occupational Health and Safety Management. Key areas of focus will include managing accidents and emergencies. In addition, an emergency preparedness and response plan (EPRP), particularly addressing access to medical facilities, will be prepared.

As well as meeting Uzbek requirements, the Project commits to meeting international standards in managing workers, such as the requirements of EBRD and the International Labour Organisation (ILO), which regulate working hours, payment, and leave, among other things. They also prohibit the use of child and forced labour. The EPC Contractor must also be internationally certified to ISO45001 (or equivalent) in OHS aspects. Workers will be provided with relevant training for their work, as well as for their welfare and working conditions. Workers will be able to raise grievances about issues that arise during their employment, including the ability to raise them anonymously and without retribution. The Project design will incorporate safety requirements, and a safety setback has been identified. Where necessary, fences, signs and other safety features will be provided. NEGU will manage land acquisition impacts, and an LRP will be prepared; this LRP will include livelihood restoration activities for project-affected people. A Community Liaison Officer (CLO) will run a comprehensive stakeholder engagement campaign to inform community members about the Project. A community grievance mechanism will also be set up for community members to raise grievances. During operation and maintenance, all responsibility will transfer to NEGU for management of the SS following their corporate operational systems.

A Community Liaison Officer (CLO) will be appointed within the PIU to liaise with local communities and maintain open communication with local community members; a community complaints process will also be made available for community members to raise concerns during construction and people may contact NEGU c directly regarding the Project (construction or operation) via their published hotline as described in the introduction.

6 Conclusion

The overall findings of the national EIA and the Lender ESA are that the Project is an effective and viable energy infrastructure project that is central to the transition of the country to renewable power and grid strengthening needs. The Project has received Stage I/II national EIA approval in January 2025, and the Project is also considered suitable for development and able to comply with the requirements of EBRD ESP 2024, subject to implementing the mitigation measures identified in the construction and operation ESMP and the Lender ESAP as defined in the ESA and summarised in this NTS. These measures enable the Project to avoid, or where avoidance is not possible, minimise, mitigate or compensate for adverse environmental or social impacts and issues to workers, affected communities, and the environment.

7 Glossary

Term	Definition
Biodiversity	Variability among living organisms from all sources, including *inter alia*, terrestrial, marine and other aquatic ecosystems and the ecological complexes of which they are a part; this includes diversity within species, between species, and of ecosystems.
Chance finds	Archaeological or cultural sites and artefacts, including such items as ceramics, tools, buildings, burials, etc., previously unrecognised in baseline studies that are discovered during exploration and excavation activities.
Consultation	Consultation is a two-way process of dialogue between the project company and its stakeholders. Stakeholder consultation is about initiating and sustaining constructive external relationships over time.
Critical habitat	Either modified or natural habitats supporting high biodiversity value, such as habitats required for the survival of critically endangered or endangered species.
Cultural heritage	Defined as resources with which people identify as a reflection and expression of their constantly evolving values, beliefs, knowledge and traditions.
Cumulative impacts	The combination of multiple impacts arising from existing projects or activities, and/or anticipated future projects or activities.
Direct area of influence	Considers the physical footprint of the projects, such as the right of way, construction sites, work staging area and area affected during operational works (e.g., traffic patterns).
Electromagnetic fields	Electric fields (ELF) are produced by voltage and increase in strength as the voltage increases. Electric field strength is measured in volts per meter (V/m). Magnetic fields are produced by the current, which measures the flow of electricity, which increases in strength as the current increases. Electromagnetic fields are measured in units of tesla (T).
Emission	Pollution is discharged into the atmosphere from smokestacks, other vents, and surface areas of commercial or industrial facilities; from residential chimneys; and from motor vehicle, locomotive, or aircraft exhausts.
Environmental and Social Impact Assessment (ESIA)	A forward-looking instrument that can proactively advise decision-makers on what might happen if a proposed activity is implemented. Impacts are changes that have environmental, political, economic, or social significance to society. Impacts may be positive or negative and may affect the environment, communities, human health and well-being, desired sustainability objectives, or a combination of these.
Environmental and Social Management Plan (ESMP)	Summarises the company's commitments to address and mitigate risks and impacts identified as part of the ESIA, through avoidance, minimisation, and compensation/offset, and monitors these mitigation measures.
Environmental and social management system (ESMS)	Part of the Project's overall management system that includes the organisational structure, responsibilities, practices and resources necessary for implementing the project-specific management program developed through the environmental and social assessment of the Project.
Good International Practice (GIP)	Exercise of professional skill, diligence, prudence, and foresight that would reasonably be expected from skilled and experienced professionals engaged in the same type of undertaking under the same or similar circumstances globally or regionally. The outcome of such an exercise should be that the

Term	Definition
	Project employs the most appropriate technologies in the project-specific circumstances.
Grievance mechanism	Procedure provided by a project to receive and facilitate the resolution of affected communities' concerns and grievances about the Project's environmental and social performance.
Land acquisition	All methods of obtaining land for project purposes, which may include outright purchase, expropriation of property and acquisition of access rights, such as easements, servitude or rights of way.
Livelihood	Full range of means that individuals, families, and communities use to make a living, such as wage-based income, agriculture, fishing, foraging, other natural resource-based livelihoods, petty trade, and bartering.
Occupational health and safety	The range of endeavours aimed at protecting workers from injury or illness associated with exposure to hazards in the workplace or while working.
Project affected people	Individuals, workers, groups or local communities which are or could be affected by the Project, directly or indirectly, including through cumulative impacts.
Stakeholders	Stakeholders are persons or groups who are directly or indirectly affected by a project, as well as those who may have interests in a project or the ability to influence its outcome, either positively or negatively.