

BAKU METRO EXPANSION PROJECT GREEN LINE

NON-TECHNICAL SUMMARY

Prepared for Baku Metropolitan Closed JSC

Prepared for:

The Baku Metropolitan Closed Joint-Stock Company

Prepared by:

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List of Acronyms

AIIB	Asian Infrastructure Investment Bank
AYNA	Azerbaijan Land Transport Agency
AZCON	Azerbaijan Transport and Communications Holding
BCEP	Baku City Executive Power
BM	Baku Metro
BMEP	Baku Metro Expansion Project
CJSC	Closed Joint-Stock Company
E&S	Environmental and Social
EHS	Environmental, Health and Safety
ESIA	Environmental and Social Impact Assessment
ESP	Environmental and Social Policy
GBVH	Gender-Based Violence and Harassment
GHG	Greenhouse Gas
GM	Grievance Mechanism
GRM	Grievance Redress Mechanism
HR	Human Resources
HSE	Health, Safety and Environment
IFC	International Finance Corporation
JSC	Joint-Stock Company
KBA	Key Biodiversity Area
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
TBM	Tunnel Boring Machine
TMP	Traffic Management Plan
UNESCO	United Nations Educational, Scientific and Cultural Organization

1. Introduction

This Non-Technical Summary (NTS) document provides an overview of the proposed Project and presents a summary of the potential environmental and social issues and impacts associated with the construction and operation activities of the proposed Baku Metro Green Line Expansion Project (“the Project”).

The document also outlines the appropriate measures to be taken to mitigate the key adverse environmental and social impacts that may arise during the construction and operation phases of the Project.

1.1 Project Background

Baku, the capital and economic centre of Azerbaijan, has experienced rapid urbanisation and population growth in recent decades, leading to increasing demand for efficient, reliable, and sustainable urban transport. The existing road network in the city has become progressively more congested, resulting in longer travel times, increased fuel consumption, and rising greenhouse gas (GHG) emissions. In this context, the expansion and modernisation of the Baku Metro system have become a key measure to address the city's growing mobility needs and to promote sustainable urban development.

To respond to this need, the Government of Azerbaijan has prioritised the development of the Baku Metro system under several strategic frameworks, including the Baku City Master Plan (2020–2040) and the State Program on the Improvement of Transport Infrastructure in Baku City and Its Surroundings for 2025–2030 (approved by Presidential Decree dated 30 January 2025).

The conceptual development plan for the Baku Metro envisages the expansion of the network to five lines (Red, Green, Purple, Blue, and Yellow), comprising a total of 76 stations, six depots, and approximately 119 km of underground rail lines. However, only part of this system is currently operational, highlighting the urgent need for infrastructure expansion and modernisation to enhance network capacity, connectivity, and service reliability. Accordingly, the developed Baku Metro Extension Project (BMEP) directly responds to the city's increasing mobility demands and supports broader government objectives for sustainable economic growth and environmental performance.

The BMEP includes three phases:

- **Phase I:**

Phase I includes two main components as follows:

- **Component 1 – Infrastructure Development:**

A. Darnagul Depot: Construction and equipment supply of the Darnagul depot.

B. Khojasan Depot: Construction and equipment supply of the new Khojasan depot.

C. Enhancement of Existing Stations: Environmental, social, safety and climate performance of the 10 existing Green Line stations.

- **Component 2 – Technical Services:**

D. Consultancy Support and Capacity Building: Provision of consulting services for project preparation, design review, construction supervision, environmental and social impact assessment, and implementation support.

- **Phase II:**

Purple Line Extension: Construction works of approximately 8.3 km of TBM tunnelling and 5 stations (B-5, B-6A, B-6B, B-7 and B-8) from November 8 Station to Babek Avenue, and

Green Line Extension: Construction works of approximately 7.4 km of TBM tunnelling and 4 stations (Y-14, Y-15, Y-16 and Y-17) from Khatai to Hazi Aslanov.

- **Phase III:**

Procurement of 34 metro vehicles for both the purple and green lines.

This NTS document has been prepared solely for Green Line Extension Project (“the Project”).

1.2 Project Financing

The Government of the Republic of Azerbaijan, through Baku Metropolitan Closed Joint-Stock Company (“Baku Metro” or “BM”), is implementing Phase II of the Baku Metro Expansion Project (“BMEP”), which includes the extension of the Green Line within the urban area of Baku. The Green Line Extension is designated as an AIIB-financed project and is being developed in accordance with the AIIB Environmental and Social Framework (ESF) 2024 and applicable national legislation of Azerbaijan.

1.3 Who Are the Project Owners?

The parties responsible for the planning, tendering, construction, and operation activities of the metro lines are Baku Metropolitan (“Baku Metro”), the Construction Company, and the Engineer firm.

Baku Metropolitan

The Baku metro system is operated by the Baku Metropolitan Closed Joint-Stock Company, a public-private partnership entity established under Presidential Decree No. 289 dated 27 February 2014. The Company serves as the legal successor to both the former Baku Metropolitan and Azertunelmetrotikinti JSC, thereby consolidating metro operations, infrastructure development, and system expansion responsibilities under a single institutional framework.

Since its commissioning in 1967, Baku Metropolitan has developed into one of the key urban rail transportation systems in the South Caucasus, currently comprising 27 stations on three lines, with a total operational length of 40.7 km.

Baku Metropolitan is mandated to ensure the safe, reliable, and efficient operation of the metro network, while guiding system expansion and supporting the integration of metro services within the broader urban and regional transport framework.

AZCON

Azerbaijan Construction Company (AZCON) is a state-affiliated entity involved in the coordination and oversight of major infrastructure and public works projects across Azerbaijan, including liaison with government authorities on technical, regulatory, and administrative matters. The civil works for the Project will be executed by an internationally qualified Engineering, Procurement, and Construction (EPC) Contractor, to be selected through an open, competitive international tender process. The EPC Contractor will be contractually bound to implement the Project's Environmental and Social Management Plan (ESMP), Labour Management Plan (LMP), and other Environmental and Social (E&S) sub-plans, in accordance with AIIB's Environmental and Social Standards, particularly in relation to labour management, community health and safety, and environmental performance during construction.

1.4 Public Transportation System in Baku

Transport planning in Baku is guided by the State Program on the Improvement of Transport Infrastructure in Baku City and Surrounding Areas for 2025–2030, approved by Presidential Decree on 30 January 2025, and by the General Plan of Baku City (2020–2040). These frameworks emphasise

the need for safe and affordable public transport, reduced dependency on private vehicles, and alignment of the transport sector with national climate change mitigation targets, including those set out in Azerbaijan's Biennial Transparency Report. The State Program and General Plan provide the basis for prioritising metro expansion and better integration of urban transport modes over the period to 2030.

Baku's public transport system is multimodal and involves several coordinated modes and institutions. The Baku Metropolitan Closed Joint-Stock Company (established in 2014) operates the metro network. AZCON Holding, a public legal entity established in November 2024, brings together 12 state enterprises in transport and communications, including Baku Metro and BakuBus (urban bus services in Baku since 2015). The Azerbaijan Land Transport Agency (AYNA) regulates land transport and oversees passenger transport, bus routes, mobility and accessibility, parking, and taxi services. In 2024, over 432 million passengers were carried by bus; more than 100 km of bus lanes have been implemented in the capital. Electronic services such as BakiKart, Biletim.az, and Azparking support travel planning, ticketing, and parking. The bus network is complemented by Baku Taxi Service and other modes, forming an integrated urban transport offer.

The Baku Metro has been in operation since 1967 and constitutes the backbone of the capital's high-capacity public transport system. The existing network comprises three operational lines connecting the historic city centre with major residential districts, commercial areas, and key interchange nodes across the metropolitan area. The metro carries a significant share of daily passenger demand and plays a critical role in reducing pressure on the road network.

The long-term development concept for the metro foresees further network expansion to enhance connectivity, increase system capacity, and strengthen integration with surface transport services. Ongoing extension phases are designed to improve access to densely populated and economically active areas, support modal shift from private vehicles to public transport, and contribute to reduced congestion and greenhouse gas emissions. Overall, metro development forms a central pillar of Baku's strategy to promote a more efficient, sustainable, and integrated urban transport system.

1.5 Baku Metro System

The Baku Metro opened on 6 November 1967 and has been expanded in stages. Its development follows the State Program on Development of Baku Metro (2011–2015) and the conceptual development scheme of Baku Metro lines. Recent milestones include the opening of the Purple Line (Avtovagzal and Memar Ajami, April 2016), 8 Noyabr station (May 2021), and Khojasan station and depot (December 2022). The network now has 27 stations on 3 lines over 40.7 km. It is operated by the Baku Metropolitan Closed Joint-Stock Company, established in 2014.

The Baku Metro is an underground rapid transit system and the first metro in Turkic and Islamic countries and in the Middle East. It has 351 train cars (66 train sets) and carries approximately 597,000 passengers per day (first half of 2025; source: AZCON). Train intervals are about 2 minutes on the busiest section (academic season) and 2.5 minutes in summer; the metro operates daily from 06:00 to 24:00. Seven stations are at great depth; the system has steep slopes and sharp curves. The Red and Green lines merge on 28 May station on the same level. Two depots serve the network: Narimanov (Red and Green, since 1967) and Khojasan (Purple). Rolling stock includes modernised trains (81-760/761/763 series, Alstom) and safety is supported by automatic train protection and international practice (e.g. NFPA 130).

Metro lines follow as:

- Red Line (13 stations, 20.1 km)
- Green Line (10 stations, 14.5 km)
- Purple Line (4 stations, 6.01 km)

Transfer stations: Passengers can change between the red and green lines on 28 May and Jafar Jabbarli. Transfer between the Green and Purple lines is at Memar Ajami (each line has a platform at the same station name).



Figure 1: General Layout of Baku Metro Lines

1.6 Baku Metro Green Line Extension Project Phase II

The BMEP is a major urban transport infrastructure initiative designed to enhance safe, reliable, and sustainable mobility in the capital city of Azerbaijan. The Project forms part of the State Program on the Improvement of Transport Infrastructure in Baku City and Surrounding Areas for 2025–2030, approved by Presidential Decree on 30 January 2025.

The objective of the BMEP is to support the metro system's reliability, efficiency and safety, thereby improving urban transport capacity in Baku and contributing to reduced traffic congestion and lower greenhouse gas emissions.

The dashed segments on the Figure 1 map indicate the Project Phase II extensions, which are the subject of the environmental and social assessment:

- **Green Line Extension (Y-Series):** The map details the proposed completion of the Green Line loop, specifically the segment connecting *Xətai* to *Həzi Aslanov* (Stations Y-14 through Y-17) with an approximate total length of 7.4 km. This alignment is designed to separate the Green Line operations from the Red Line, thereby increasing system capacity.

1.6.1 Green Line Extension

Y-14 Station: Construction has not yet begun, and the station area is located between mixed industrial and residential areas. Design work is ongoing, and entry and exit points have not been finalized. Sensitive receptors, including residential buildings, are present in the surrounding area. The technical design incorporates necessary adjustments to ensure no interference with high-rise piled buildings situated between the existing *Khətai* Station and the planned Y-14 Station. Furthermore, the positioning

of the pedestrian overpass and the existing stormwater collector beneath 8 November Avenue has been integrated into the design process to prevent any structural or operational conflict. The allocation of 2.25 ha has been secured through an agreement with White City, while an additional 0.146 ha required following recent design changes remains under coordination with White City. Figure 2 shows the Y-14 station.

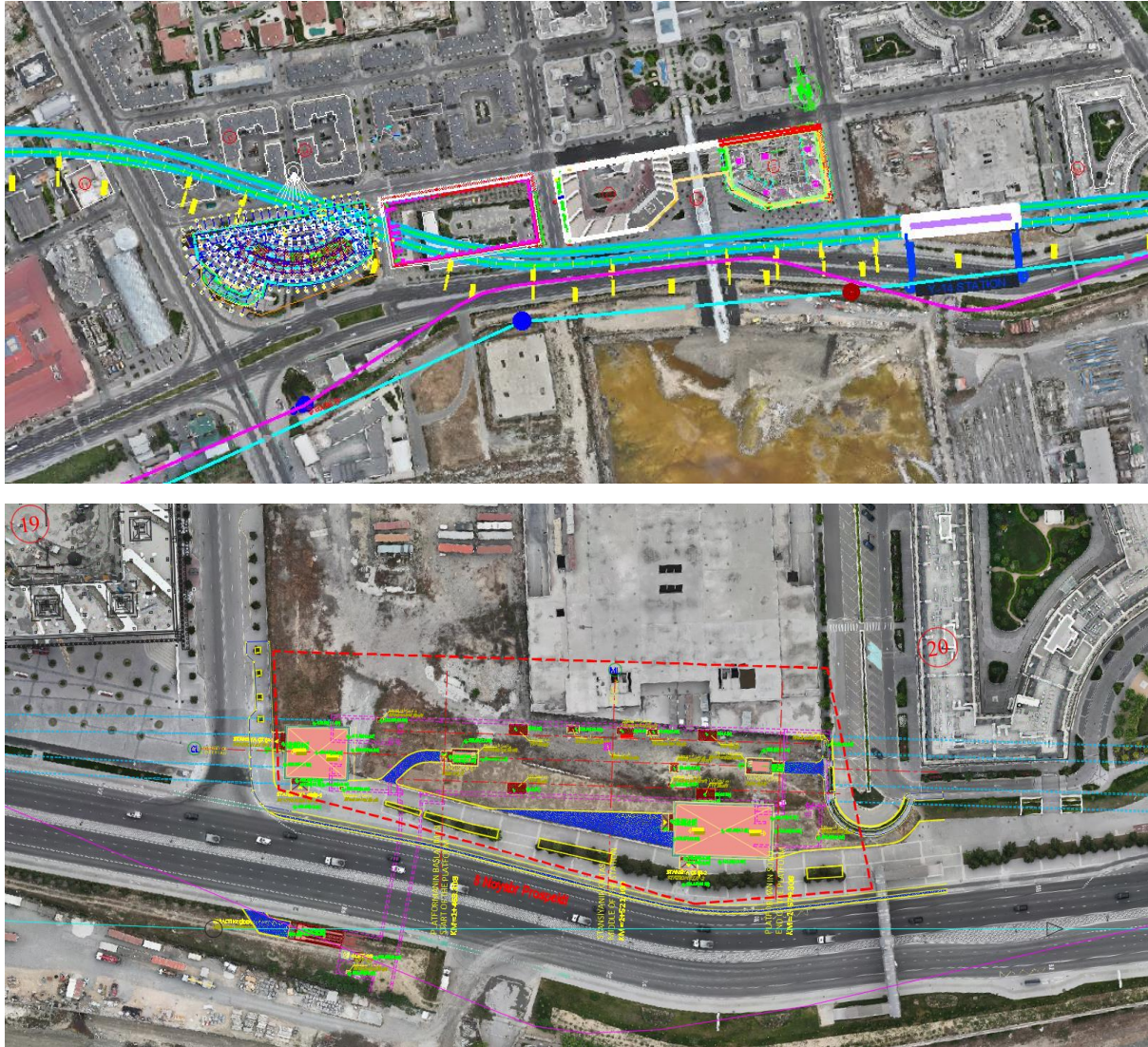


Figure 2: Green Line, Y14 Station General Layout

Y-15 Station: A legacy industrial chimney structure is situated near the entrance of Station Y-15. To ensure safe project execution, the technical specifications mandate the decommissioning and demolition of this structure prior to the TBM passage. Given that the excavation for Station Y-15 has reached completion, the station's original footprint has been maintained. Furthermore, to fulfil operational requirements and enhance line flexibility, a scissors crossover has been integrated at the station exit. Figure 3 shows the Y-15 station. Between Stations Y-15 and Y-16, the alignment was revised due to conflict with the stormwater collector indicated in the existing project. Land allocation documentation for the existing station area is available; however, past land acquisition records are still awaited from the local authorities. An additional area of 1.6736 ha remains under coordination with the State Service on Property Issues under the Ministry of Economy.



Figure 3: Green Line, Y-15 Station General Layout

Y-16 Station: The station is planned within its existing footprint on state-owned land, and a “low-square” concept was applied in accordance with the request of the Authority. According to Baku Metro, no land acquisition issues are expected; however, this has not yet been fully verified through the available documentation. Some business units may still require physical relocation, subject to confirmation by the Designer. [Figure 4](#) shows the Y16 station.

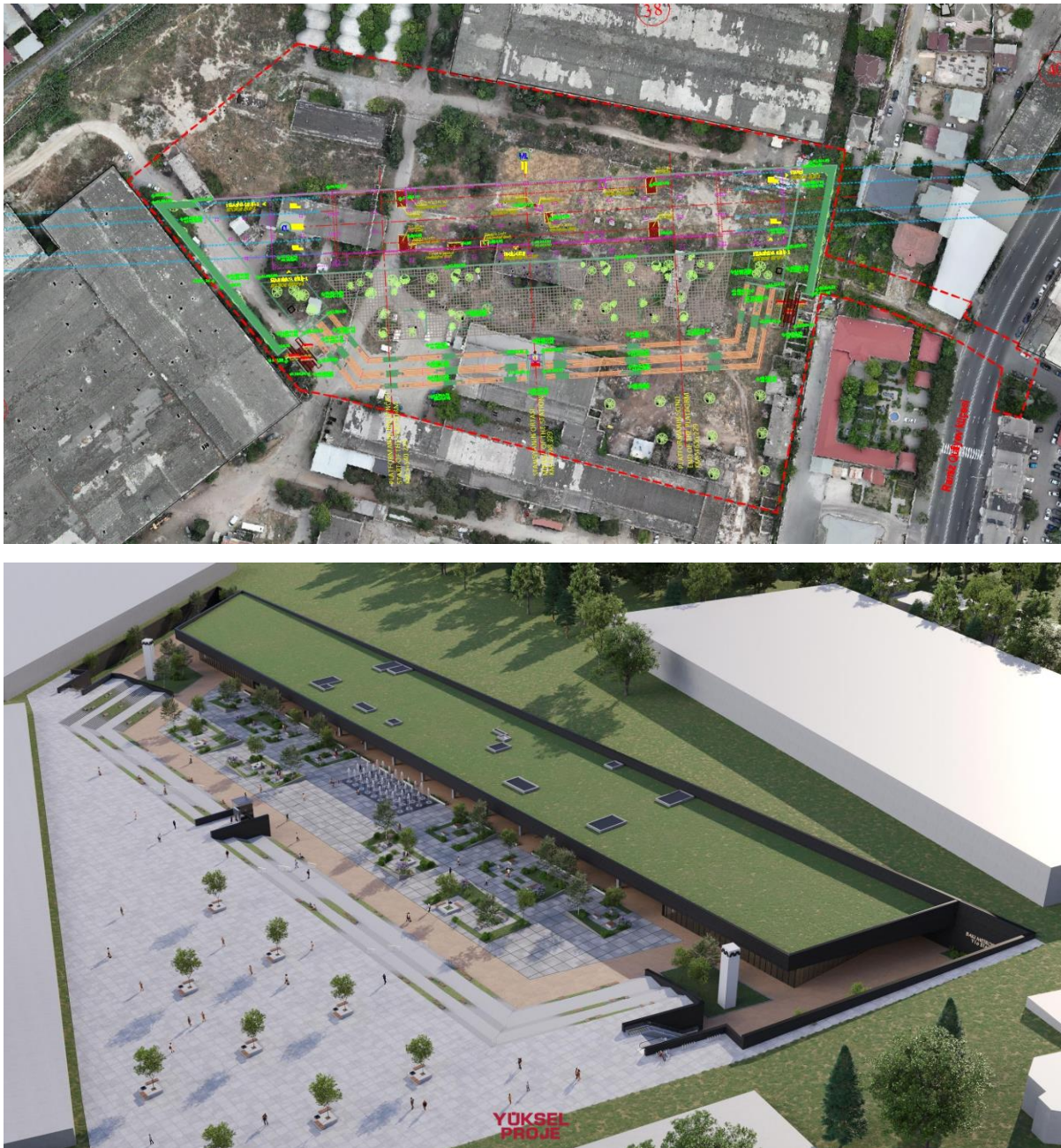


Figure 4: Green Line, Y-16 Station General Layout

Y-17 Station: As a portion of the station had been previously constructed, the station's original location has been preserved, with necessary internal redesigns implemented to align with updated project requirements. Road narrowing associated with the construction area has affected pedestrian access and may cause economic impacts on nearby businesses. Previous land use and ownership information remains awaited from the authorities, and a site survey and one-to-one consultations will be conducted subject to permission from the local authorities. Given that Station Y-17 serves as the terminal station for the current project phase, a scissors crossover has been incorporated at the station's approach to facilitate efficient train turnaround and operational flexibility. Figure 5 shows the Y17 station.

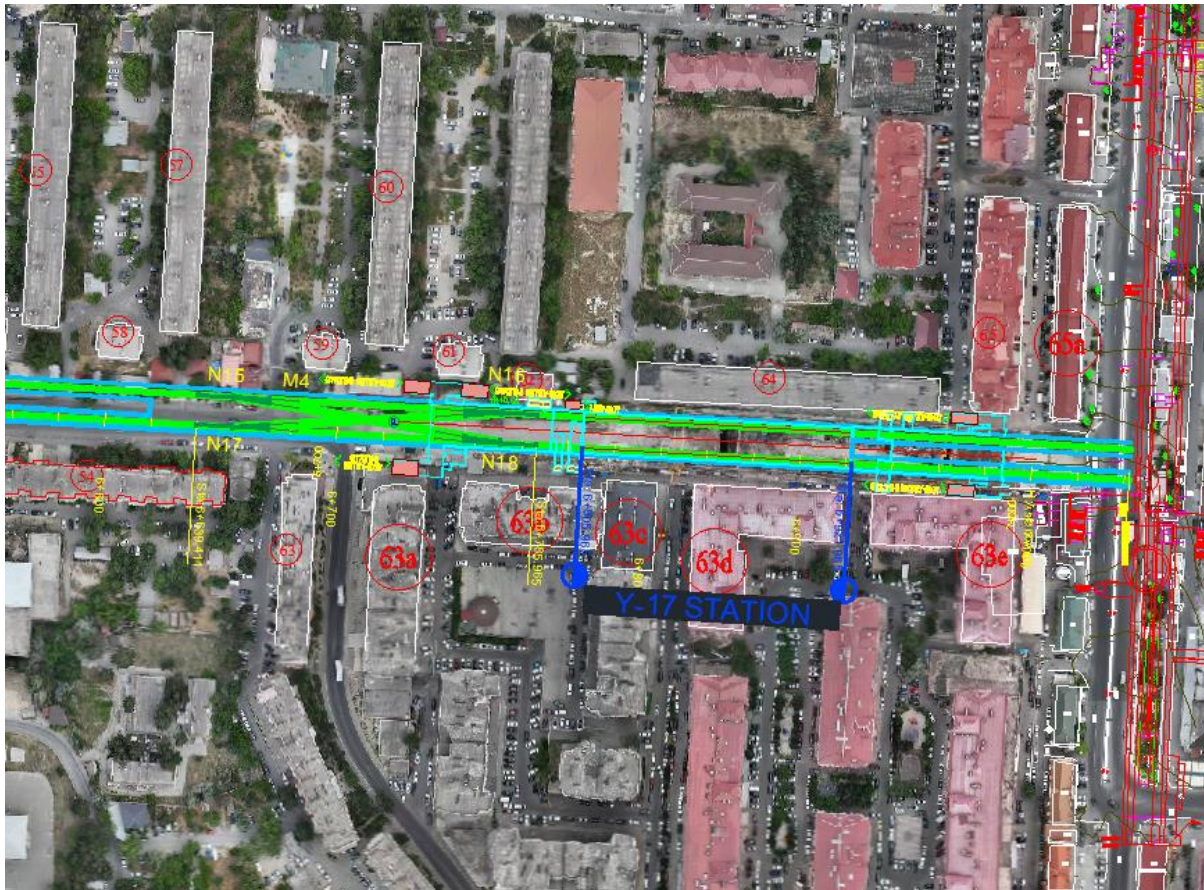


Figure 5: Green Line, Y-17 Station General Layout

2. What Environmental and Social Studies Were Conducted?

The Project has been classified as “Category A” under AIIB’s 2024 Environmental and Social Policy (ESP). The AIIB has requested that an Environmental and Social Impact Assessment (ESIA) be carried out by an independent consultant. The purpose of the ESIA is to identify and assess the environmental and social impacts associated with the construction and operation activities of the proposed metro line, as well as the Project’s capacity to manage these impacts in accordance with the environmental and social requirements set by the lending institutions.

The ESIA covers Phase II of the Baku Metro Expansion Project for the Green Line Extension. Phase II Green Line Extension includes the construction of new underground sections (tunnels and stations). Other phases of the metro expansion (Phase I and Phase III) are not part of this ESIA.

The ESIA was prepared to meet the requirements of the Asian Infrastructure Investment Bank (AIIB) Environmental Social Framework (2024), which are considering financing the Project, and to comply with Azerbaijan's environmental and social standards.

The following plans have been prepared in the scope of ESIA

- Environmental and Social Management Plan including Environmental and Social Action Plan
- Traffic Management Plan
- Waste Management Plan
- Spoil Disposal Management Plan
- Contaminated Land Assessment Plan
- Cultural Heritage Management Plan incl. Chance Find Procedure & Landscape Visual Plan
- Occupational Health and Safety Plan
- Community Health and Safety Plan
- Resettlement Action Plan
- Labour Management Plan
- Stakeholder Engagement Plan
- Climate Vulnerability Risk Assessment

These environmental and social plans and procedures will be followed and implemented throughout the Project activities.

The full ESIA report and its appendices contain the detailed methodology, baseline information, and technical results. This Non-Technical Summary gives an overview of the Project, the scope of the assessment, and the main environmental and social findings and measures in plain language.

2.1 Will the Project Affect Air Quality?

The Project area is a densely urbanised part of Baku where road traffic and ongoing construction already affect air quality. Measured background levels of dust, fine particles (PM₁₀ and PM_{2.5}) and nitrogen dioxide are already high and, at most monitoring points, exceed the air quality levels adopted for the Project even before construction begins. The main air quality effects are therefore expected during the construction phase, with no adverse effects anticipated once the metro is in operation.

During demolition, excavation, material handling and vehicle movements, there is a risk of visible dust, soiling of surfaces, and increases in PM₁₀ and PM_{2.5}. Construction machinery and heavy-duty vehicles also release exhaust pollutants such as nitrogen dioxide and sulphur dioxide, and mud or dust carried onto public roads at site exits (track-out) may cause temporary, localised deterioration in air quality. At the stations planned under the Green Line, namely Y-14, Y15, Y16, and Y-17 construction-related dust impacts may be of moderate significance. However, these impacts will be limited to approximately 250 m from the construction sites, will last for 1–2 years, and will be reversible upon completion of construction works.

To minimize these impacts, an Air Quality Management Plan (AQMP), including a dust suppression regime, will be implemented across all sites. Measures will include daily inspections, regular cleaning of roads and surfaces, water spraying, covering or screening of stockpiles, on-site speed limits, emission-compliant vehicles with no idling, wheel-washing at site exits, and covered trucks. Additional controls, such as air quality monitoring linked to wind direction, continuous fine-dust monitoring and enclosed cement storage, will apply during dry and windy conditions.

The Project will also generate a large volume of excavated material, hauled by truck to a licensed disposal facility near Sumgait. As part of the route passes through populated areas, trucks will be covered and road-sweeping used to limit dust, though the haulage contribution to local air quality is expected to be very small.

With these measures in place, residual effects are expected to remain **temporary and local**. In the long term, by reducing private vehicle use and associated traffic emissions, the metro is expected to make a **positive contribution to air quality across the city**.

2.2 What Impact Will the Project Have on Climate Change?

The Project has been assessed in two ways: how much it contributes to climate change (through greenhouse gas emissions), and how well it can cope with future climate conditions.

During the construction phase, greenhouse gas (GHG) emissions will come mainly from construction machinery, fuel and electricity use, and the production of materials such as concrete and steel. These emissions are a one-time effect, limited to the building period.

During the operation phase, the metro will use electricity to run trains, lighting, ventilation, and station systems, which creates some indirect emissions. However, the metro also takes passengers off the roads. By replacing car and other road journeys with rail, the Project avoids a significant amount of road-transport emissions. When these avoided emissions are taken into account, the metro is expected to prevent more greenhouse gases than it produces each year — meaning it delivers an overall climate benefit once in operation. This supports Azerbaijan's national climate commitments and its goal of cutting greenhouse gas emissions by 40% by 2050.

In addition to reducing emissions, the Project has been assessed for its resilience to climate change.. Climate projections for Baku indicate potential increases in temperature, more frequent heatwaves, changes in precipitation patterns, and possible increases in extreme rainfall events. These changes may pose risks such as surface flooding at station entrances, increased cooling demand, heat stress for passengers and workers, and potential stress on drainage systems.

As the system is primarily underground, it is less exposed to certain climate risks such as windstorms or direct heat exposure.

To enhance climate resilience, the following adaptation measures will be implemented:

- Design station entrances and ventilation shafts considering projected extreme rainfall events.
- Ensure adequate drainage capacity and regular maintenance of drainage systems.
- Integrate flood protection measures where necessary.
- Design ventilation and cooling systems to operate under higher future temperature scenarios.
- Implement emergency response and operational procedures for extreme weather events.
- Monitor climate-related risks during operation and update management plans as needed.

The Project is considered climate-aligned in the long term due to its **contribution to sustainable urban transport and reduction of traffic-related emissions**. The remaining climate risks are expected to be localised and manageable. With the implementation of adaptation measures, residual impacts are expected to be of low significance..

2.3 Will the Project Affect Water Resources?

During the construction phase of the Project, water demand will arise for purposes such as concrete production, dust suppression, cleaning, and workforce welfare. This demand will be temporary and small compared to the total water supply provided to Baku; therefore, with efficient water management, it is not expected to create significant pressure on regional water resources. There are also no known

aquifers along the project route or in the station areas, so groundwater users are not expected to be affected by the tunnelling works.

Temporary construction camps and work facilities will generate sanitary wastewater and solid waste. Uncontrolled discharge of wastewater and waste from these facilities could lead to contamination of surface waters and drainage infrastructure. To prevent this risk, camp wastewater will be connected to the municipal network under an agreement with Azersu OJSC where possible, or managed through watertight septic systems emptied by licensed vehicles, and drainage and wastewater systems in camp areas will be routinely inspected. All required permits and approvals related to water supply and wastewater management under the Project will be obtained from Azersu OJSC.

Some groundwater may enter station excavations and tunnel sections, although the volumes involved are small and the main tunnelling method (a closed-face machine) is designed to keep water out during excavation. Because the area has a long industrial history where groundwater contamination is known, any water collected could be contaminated. It will therefore be passed through on-site settlement basins and oil-water separators before being discharged to the sewer network, and all groundwater and wastewater flows will be monitored and recorded. Under no circumstances will this water be released into stormwater drains that run directly to local water bodies.

During operation, the Project will generate typical domestic wastewater from stations and depots, mainly associated with sanitary facilities and routine cleaning. These discharges will be connected to the existing municipal sewer network, subject to approval from Azersu OJSC. As these volumes are small compared to the city's overall wastewater, the Project is not expected to place meaningful pressure on water availability or wastewater treatment capacity.

In addition to the measures mentioned above, the following mitigation measures will be implemented:

Mitigation measures to reduce water consumption during construction:

- Prepare and implement a Construction Water and Wastewater Management Plan.
- Obtain all water supply and wastewater discharge approvals from Azersu OJSC in advance.
- Install water meters at batching plants and camps and monitor consumption.
- Implement water-saving measures (low-flow fittings, leak detection and repair).
- Reuse non-potable water where feasible (e.g., dust suppression, washing).
- Optimise concrete batching processes and minimise wash-down losses.

Mitigation measures to reduce pollution risks to surface water bodies from construction compounds and worker accommodation:

- Prepare and implement a Construction Water and Wastewater Management Plan.
- Install septic systems (cesspits) where a sewer connection is unavailable.
- Provide adequate sanitation facilities and licensed waste collection services.
- Conduct routine inspections of camp drainage and wastewater systems.
- Direct all collected tunnel and excavation water through settlement basins and oil-water separators, and only to the sanitary sewer, never to stormwater drains.

Measures to reduce water demand stress and excessive wastewater discharge loads associated with the operation of stations and depots include:

- Prepare and implement an Operational Water and Wastewater Management Plan.
- Obtain water supply and wastewater discharge approvals from Azersu OJSC in advance.
- Maintain water supply and wastewater systems to prevent leaks.
- Implement water-saving solutions at stations and depots.
- Monitor wastewater flows and maintain records.

The Project is not expected to create significant pressure on water availability or wastewater treatment capacity. Potential impacts on nearby sensitive receptors, such as the already-degraded near-shore waters of the Baku coastline and the municipal sewer system, may be adverse in the **short term, localised and reversible**, but are assessed as being of low significance, while impacts on water resources are negligible. With the implementation of the mitigation measures, the residual impact is expected to remain **low to negligible**.

2.4 Will Project Based Noise and Vibration Occur?

During the construction phase of the Project, temporary increases in noise levels are expected due to activities such as excavation, piling, operation of heavy machinery, material transport, and general construction works. These activities may generate high short-term noise levels at nearby residential buildings, especially at stations located close to sensitive receptors such as Y-16 and Y-17.

Baseline noise measurements indicate that the Project area is already characterized by relatively high urban background noise levels, mainly due to road traffic, recreational activities, and general city activity. In several locations, existing noise levels are close to or above international guideline values.

Construction noise modelling shows that temporary exceedances of guideline limits may occur at the closest residential receptors, particularly during piling and heavy equipment operation. The highest potential annoyance is expected around the Y-16 and Y-17 station clusters, particularly during nighttime. However, these impacts will be local (generally within 500 m of stations), temporary (approximately 1–2 years per station), and reversible once construction activities are completed.

Construction vibration may also occur, mainly during piling, with moderate impacts concentrated near the Y-16 and Y-17 stations; perceptible vibration could affect sensitive structures within approximately 50 metres of piling works. Vibration from tunnel boring (EPB TBM) is low-frequency and dissipates quickly, so it is not expected to cause structural damage — the related risk of ground settlement is assessed separately in the geology chapter. Building condition surveys, structure-specific vibration limits and continuous monitoring of at-risk buildings will be carried out.

During operation, underground train movements are not expected to cause significant airborne noise at the surface. However, detailed modelling found that, without mitigation, ground-borne vibration and re-radiated noise from passing trains could exceed the operational design limits along most of the route, particularly at sensitive buildings such as hospitals, clinics, schools and historical sites. To bring the system into compliance, mandatory engineering controls will be built into the track, and localized noise from fixed equipment such as ventilation fans, escalators and air-handling units will be managed at the detailed design stage.

To minimise noise and vibration impacts, the following mitigation measures will be implemented:

Mitigation measures to reduce construction noise and vibration:

- Use low-noise and low-vibration construction equipment wherever feasible.
- Ensure that acoustic enclosures and covers on machinery remain closed during operation.
- Switch off or throttle down equipment when not in use (no unnecessary idling).
- Regularly maintain machinery to prevent excessive noise and vibration from poor performance.
- Restrict pile driving and other high-noise activities during nighttime, particularly at sensitive stations (Y-16, Y-17).
- Prefer lower-vibration methods (e.g., hydraulic pressing instead of vibro-hammering) near sensitive structures.

- Obtain necessary permits if evening or night-time construction is required.
- Prepare and implement a Construction Traffic Management Plan to route heavy trucks away from residential streets where possible.
- Position noisy equipment as far as practicable from sensitive receptors.
- Install temporary noise barriers (2–2.5 m high, providing roughly 10 dBA reduction at source) or use on-site structures (containers, hoardings) to screen receptors where necessary.
- Inform nearby communities in advance of piling activities, including expected timing and duration, and operate a grievance mechanism.
- Prepare and implement a Construction Noise and Vibration Management Plan, including noise and vibration monitoring, building condition surveys, and structure-specific vibration threshold values.

Operational noise and vibration measures:

- Install a mass-spring system (vibration isolation / slab-track mats) between the track slab and the tunnel invert along the affected sections.
- Soften rail pads (reducing stiffness from 30 to 15 kN/mm) across the track, with 50 m transition zones at the ends of isolated sections to avoid abrupt changes.
- Manage noise from fixed equipment (ventilation fans, escalators, air-handling units) through appropriate design and, where needed, acoustic enclosures.

With the implementation of these measures, construction noise and vibration impacts are expected to comply with applicable standards as far as practicable and to remain temporary, localised, reversible, and of low significance. For operation, once the mandatory track measures are installed, ground-borne vibration and re-radiated noise are predicted to meet the design criteria across the whole route.

2.5 Will the Project Affect Geology, Soils and Groundwater?

Construction of the Green Line will involve deep excavation, tunnelling and station-box construction beneath central Baku, on the Absheron Peninsula's soft clays, silts and sands. Part of the route passes through the historically industrial "Black City" area near Y-16. Along the coastal belt and low-lying districts such as Sabayil, Yasamal, Khatai and Nizami, groundwater is shallow — commonly within about 0.5 to 3.0 metres of the surface (around 5.5 metres at the surveyed borehole near Y-14) — and often brackish or saline because of the Caspian Sea, with levels that fluctuate as sea levels change. This groundwater is not used for drinking water, but deep excavations will intersect the water table and require dewatering during construction.

The soils reflect central Baku's long industrial history of oil extraction, refining and heavy industry, leaving many areas contaminated with petroleum products, heavy metals and other residues. During site visits, contamination was observed at Y-15 (the former TBM site), where leaking contaminated groundwater and a layer of floating petroleum product (LNAPL) were visible in the station excavation. A soil and groundwater investigation at Y-15 and Y-16 confirmed this background contamination, including arsenic (naturally occurring on the Absheron Peninsula), petroleum hydrocarbons, and some volatile compounds (such as benzene and chloroform) in groundwater.

During construction, the main concerns are the disturbance of contaminated soils and groundwater, spills from machinery and chemicals, topsoil removal, and ground settlement. Where contaminated soils or groundwater are disturbed, dust, vapours, odours and contaminated runoff could affect construction workers — especially those working below the water table — and, to a lesser extent, nearby residents; this is the most significant geological issue, assessed as high before mitigation and medium once controls are in place. Tunnelling may also cause minor, localised settlement, and a settlement study has identified buildings along the Y-14 to Y-17 alignment that require detailed assessment and

monitoring, with particularly close monitoring for sensitive buildings such as a hospital and a school near the route.

During operation, no significant impacts are anticipated: the completed structures cause only minor, localised subsurface changes without affecting groundwater levels, quality or movement, so operational-phase impacts are negligible.

To reduce construction-related impacts on soils and groundwater, the following mitigation measures will be implemented:

- Carrying out targeted soil and groundwater sampling at Y-15 and Y-16 before construction begins, to characterise conditions and inform safe working procedures.
- Preparing and implementing a Contaminated Land Assessment and Management Plan (CLAMP) and a Spoil Disposal Management Plan (SDMP) covering the identification, segregation, handling and disposal of all excavated material, including contaminated spoil.
- Screening excavated material continuously during construction, using field instruments (PID/LEL) and visual observation, to separate clean soil from contaminated material.
- Storing contaminated soil in separate, covered stockpiles placed on impermeable liners, away from drainage lines and surface water, with weekly liner-integrity checks and dust suppression (moisture-controlled mucking) during excavation.
- Protecting workers in trenches, shafts and tunnels through mechanical ventilation, appropriate PPE, and continuous gas/vapour monitoring where contaminated ground or groundwater is present.
- Managing groundwater inflow into deep excavations and routing any pumped (dewatering) water through treatment before discharge, with no direct discharge to drains or the environment.
- Storing all fuels, oils and chemicals in bunded, impermeable areas sized to 110% of the largest container, maintaining spill-response kits, controlling refuelling, and conducting pre-start machinery inspections for leaks.
- Applying TBM operational controls (face pressure, advance rate, tail-void grouting) and installing settlement monitoring (markers, inclinometers, extensometers and vibration monitors), with a tighter monitoring plan for sensitive buildings such as the hospital and school near the alignment.

With the implementation of these measures, construction-related impacts on soils and groundwater are expected to be reduced significantly. Residual impacts are anticipated to be temporary, localised, and of low to medium significance, with the careful handling of contaminated ground and the monitoring of nearby buildings being the main ongoing focus.

2.6 How Will Produced Waste Be Managed?

Solid waste management in the Baku area faces significant baseline challenges. The upgraded Balakhani landfill is the only sanitary landfill in the country, supported by a materials recovery facility and a waste-to-energy plant, yet an estimated 50% of the waste generated in Greater Baku is still disposed of illegally (around 4.4 million tonnes were generated nationally in 2024). Hazardous waste is handled by specialist contractors, while excavation spoil from large projects follows a separate route managed by the Baku City Executive Power, usually to approved soil-dumping areas such as old quarries or open land.

Construction of the Green Line will generate a large volume of excavated material — around 0.95 million m³ — and, because the route runs through the historically industrial "Black City" area, an unusually large share is contaminated: roughly 320,000 m³ is clean (inert) while about 592,000 m³ is contaminated and requires special handling (about 35,000 m³ of clean material will be reused on site as backfill). An area near the road to Lökbatan in the Garadagh district was initially identified for spoil disposal, but it

forms part of the Qizil Göl / Krasnoye Lake system — a degraded area designated as a Key Biodiversity Area that supports globally threatened bird species. To avoid the irreversible harm that disposal there would cause, spoil will not be taken to this area; instead, it will be sent to the licensed Waste Management Centre (WMC LLC) near Sumgait, which has been recommended by the Ministry of Ecology and Natural Resources for both clean and contaminated spoil.

Part of the excavated material, particularly around Y-15 and Y-16, is contaminated; during site visits, leaking contaminated groundwater and floating petroleum product were observed at Y-15, and a soil and groundwater investigation confirmed petroleum hydrocarbons and naturally occurring arsenic along the route. To prevent dust, odours, vapours or contaminated runoff that could affect workers and nearby residents, this material will not be taken to ordinary soil-dumping areas; instead, it will be screened, segregated and handled on site and sent to licensed treatment or hazardous-waste facilities. Construction will also require bulk materials such as concrete, cement, steel and aggregate (around 300,000 m³ of concrete), but the Baku/Absheron region has strong local production capacity, so significant supply constraints are not anticipated.

During operation, the metro will generate municipal-type waste from stations and offices and smaller quantities of hazardous waste such as used oils, batteries and solvents from depots. These quantities are small and will be managed through an Operational Waste Management Plan and a Hazardous Material Management Plan, ensuring proper segregation, storage, collection and disposal.

To reduce waste-related impacts, the following mitigation measures will be implemented:

- No disposal of any spoil, clean or contaminated, into or around the Qizil Göl / Krasnoye Lake / Absheron waterbody system.
- A staged spoil approach: reusing clean (Class A) material for backfill, landscaping and road construction; placing low-level contaminated material only in lined, contained areas; and sending hazardous spoil to licensed treatment or hazardous-waste facilities, with phased disposal coordinated with the WMC LLC site and clean material diverted away to preserve its capacity.
- Targeted soil and groundwater sampling before excavation to classify excavated waste streams (Class A/B/C) and determine appropriate disposal routes.
- A Spoil Disposal Management Plan (SDMP) and a Contaminated Land Assessment and Management Plan (CLAMP) covering field screening (PID/LEL), segregated stockpiles on impermeable liners, dust suppression, and chain-of-custody records for all contaminated spoil.
- A Hazardous Material Management Plan and a Waste Management Plan for both construction and operation, covering secondary containment, spill prevention, correct labelling, segregation at source, licensed collection and disposal, and staff training.
- Prohibiting the disposal of any waste on open ground, into drains, or into water bodies.
- Improving waste storage and hazardous-material practices at depots, including secondary containment, covered and segregated storage, and spill-response kits.

By ruling out the sensitive Lökbatan / Qizil Göl option and using the licensed WMC LLC facility together with these management plans, the most serious and irreversible impacts are avoided. With these measures in place, operational waste impacts are expected to be of low to negligible significance. For construction, residual impacts are reduced to medium, mainly reflecting the large volume of contaminated spoil that must be handled and the pressure that disposal places on regional landfill capacity.

2.7 Will Biodiversity Be Affected by the Project?

The Green Line runs entirely through the built-up urban area of Baku and does not pass through any nationally designated nature reserves or protected areas. The metro tunnels and stations will be

constructed beneath existing roads, pavements, and urban surfaces dominated by ornamental plantings, street trees, and paved open spaces. These habitats are of low ecological value, and no rare or threatened plant species are expected to be directly affected by tunnelling or station construction.

A disposal location for tunnel excavation material was initially considered near Lökbatan on the Absheron Peninsula. However, this site lay immediately adjacent to the Krasnoye Lake and Absheron Waterbodies Key Biodiversity Area (KBA) which is an internationally recognised site important for migratory and wintering waterbirds and was therefore screened out during project development. In its place, the Project selected an existing, independently operating waste management facility located approximately 40 km north-west of central Baku, within a modified industrial and extractive landscape of low ecological sensitivity, well away from sensitive wetlands and KBA/IBA areas. This decision applied the mitigation hierarchy at the design stage and removed the most significant biodiversity risk associated with the Project.

Along the **metro alignment**, construction activities such as excavation, shaft sinking, and temporary occupation of urban surfaces may result in the temporary removal of ornamental trees and shrubs in parks and along boulevards. Common urban wildlife including house sparrows, feral pigeons, hooded crows, and small rodents may be briefly disturbed and displaced to nearby areas of the city. Bats, which may occasionally use old buildings or underpasses as roosts, could also be locally affected if such structures are disturbed. These impacts are expected to be short-term, localised, and of minor significance, given the abundance of alternative habitats within the wider city.

During **operation**, the metro runs underground and is not expected to generate significant surface-level noise or vibration. Impacts on urban wildlife along the alignment during the operational phase are expected to be negligible.

The following measures will be implemented for the metro alignment and the disposal site:

- Trees and shrubs will be protected where possible; where removal is unavoidable, replacement planting at a 1:1 or greater ratio will be carried out using appropriate urban species.
- Vegetation clearance will avoid the main bird breeding season (March to July) where practicable.
- Pre-construction ecological checks will be conducted by a qualified ecologist before any structures with bat roost potential are disturbed.
- Disturbed surfaces in parks and public spaces will be reinstated with similar or improved vegetation cover upon completion of works.

Following implementation of the measures described above, residual biodiversity impacts along the metro alignment are expected to be **negligible to minor**. The urban habitats affected are of low ecological value, and replacement planting will compensate for any tree or shrub loss.

2.8 Land Acquisition

This section explains how land acquisition for the Green Line Extension may affect residents and businesses, and how these impacts will be managed.

While several Project components are located on state-owned or previously allocated land, land acquisition and allocation processes have not been completed for all components. An additional 0.146 ha for Y-14 and 1.6736 ha for Y-15 remain under coordination. At Y-16, the land acquisition status has not been fully verified through available documentation, and some business units may require relocation. At Y-17, road narrowing has affected pedestrian access and may affect nearby businesses, while previous land use and ownership information remains awaited from the authorities. Land use,

ownership and final land allocation data for the seven emergency shafts, including YŞ-02, YŞ-04 and YŞ-121A, also remain pending.

The Darnagul Depot site temporarily accommodated displaced Azerbaijani citizens from Armenia, and a cemetery was subsequently established within the depot area. In 2010, the graves were relocated with the consent and participation of the affected families to allow depot operations to resume. Baku Metro will commission a targeted retrospective consultation audit to verify that the relocations were completed with full dignity and to identify any outstanding concerns.

The outstanding land allocation, business relocation and access-related impacts are being addressed through the RAP. Remaining actions include completion of ongoing land allocation coordination, verification of pending land use and ownership data, completion of site surveys and consultations, and confirmation of potential business relocation requirements at Y-16. The RAP will be implemented to prevent unauthorized or forced evictions. A retrospective audit will be done to confirm the past land acquisition and any associated displacement were handled in line with applicable national legislation of Azerbaijan and the AIIB Environmental and Social Framework (ESF) 2024.

2.9 Traffic Effects

This section explains how construction traffic for the Green Line (Y14–Y17) may affect road safety and daily mobility, and how these risks will be managed.

The Green Line stations are located within active urban roads. Construction will increase the movement of heavy vehicles, including spoil-removal trucks, concrete mixers and material delivery vehicles.

Main Traffic Risks Identified

- **Y14 – High-speed arterial road:**

The construction gate connects to a fast coastal road. Reduced visibility, high background speed and truck turning movements may increase collision risks.

- **Y15 – Major transport corridor:**

The site is accessed from one of the busiest roads in the city. Heavy vehicle turning movements may increase congestion and accident risk, particularly during peak hours.

- **Y16 – Limited pedestrian infrastructure:**

Although more isolated, the site lacks strong pedestrian infrastructure and lighting. Worker transport vehicles may increase pedestrian–vehicle interaction risks.

- **Y17 – Dense residential and commercial area (critical risk zone):**

Y17 presents the highest traffic risk. A very narrow pedestrian corridor runs between buildings and the construction wall. Shops and a polyclinic generate continuous pedestrian flow, including children and elderly persons. Construction trucks use heavily trafficked streets, increasing the likelihood of pedestrian–vehicle conflicts, especially during school and evening peak hours.

Before mitigation, traffic risks at Y17 are considered high, and moderate to high at other Green Line locations.

How Traffic and Road Safety Will Be Managed

A site-specific Traffic Management Plan (TMP) will be prepared and approved by the relevant authorities. The plan will:

- Define dedicated, approved haul routes, restrict residential shortcuts, and use GPS/fleet monitoring to prevent unauthorised deviations
- Limit heavy vehicle movement during peak pedestrian and school hours
- Install warning signage, reflective barriers and safe crossings
- Provide trained traffic marshals at high-risk areas (especially Y17)
- Enforce low speed limits within construction areas (maximum 10 km/h on site), together with driver hours/rest-period controls and a no-mobile-phone rule
- Assess and train drivers in defensive driving practices
- Maintain emergency vehicle access at all times during diversions
- Prepare and obtain approval of the staged temporary traffic drawings from the relevant authorities (Baku City Executive Authority and Traffic Police) before construction at each station
- Improve lighting where necessary and monitor incidents regularly

During operation, the TMP also addresses station access and passenger flows, taxi and kiss-and-drop arrangements, bus-interchange integration, and the cumulative effect of metro-related traffic on surrounding streets, coordinated with the city traffic authorities.

Overall Impact

Traffic impacts during construction are expected to be temporary but significant in dense areas, particularly at Y17. With full implementation of the Traffic and Access Management Plan, residual traffic risks are expected to reduce to low levels.

2.10 Human Resources, Labour Management, Employment, and Working Conditions

This section explains how Baku Metropolitan manages its workforce, what the key labour issues are, and how working conditions will be managed during the Project.

Baku Metropolitan employs around 4,760 staff. Women represent about 22% of the workforce and are underrepresented in senior roles. The workforce includes staff from vulnerable groups (e.g., war veterans, internally displaced persons, and persons with disabilities).

Workforce is expected to be approximately 2,000 during peak construction periods. Based on the current design, worker accommodation is considered likely, particularly at Station Y-16 for Green Line construction. For white-collar, supervisory, and specialist personnel; hotel, serviced apartment, or rented housing options within Baku are anticipated.

Main Issues Identified

HR reforms are ongoing: A new HR Director was appointed in April 2025 and HR processes are being reviewed; however, overall HR policies are not yet fully aligned with AIIB expectations.

Training and progression gaps: Interns/trainees and some employees attending internal courses were previously not paid during training periods, and delays in exams affected grade upgrades. The new HR team stated that payment during training will be introduced going forward.

Working hours and rest: No direct evidence of forced labour was found, but some staff worked consecutive days due to shift patterns. Shift structures were adjusted after mid-2025 to reduce excessive hours and ensure weekly rest days.

Wages and fairness concerns: Wages are generally paid on time and cases below minimum wage were corrected, but workers reported concerns about wage adequacy and inconsistencies in additional payments.

GBVH and equality framework: General non-discrimination principles exist, but there is no comprehensive gender equality and GBVH prevention framework yet.

Worker GRM and contractor oversight: A formal worker grievance mechanism and contractor/supplier labour management procedures are not yet fully established.

How Labour Standards Will Be Managed

For the Project, Baku Metropolitan will strengthen HR and labour management, including updated HR policies, clearer training and payment arrangements, a formal worker grievance mechanism (including confidential options), and stronger oversight of contractors and suppliers. Labour Management Plan will be updated and approved by the relevant authorities.

Expected impacts for worker accommodation and possible labour influx will be managed through the Labour Management Plan and a Worker Accommodation Plan to be prepared by the Contractor.

Overall Impact

With these improvements and monitoring in place, labour and working condition risks are expected to be managed effectively throughout the Project.

2.11 Community Health and Safety

This section explains how construction of the Green Line Extension may affect people living, working, or travelling near the new stations, and what will be done to reduce risks.

The extension runs from Khatai to Hazi Aslanov (about 7.4 km) and includes stations Y-14, Y-15, Y-16, and Y-17. The Darnagul depot (under construction) will serve the line. People who may be affected include residents, schoolchildren, elderly people, persons with disabilities, women and girls, local businesses, and road users. Stakeholder consultations were held with affected communities, including vulnerable groups (the elderly, children, persons with disabilities, women and girls, and low-income households and micro-businesses), and the risks below were identified on this basis.

Main impacts on community daily life and safety at construction sites:

- **Vibration and building integrity:** Tunnelling and piling near stations can cause vibration that may affect nearby buildings, especially older structures.
- **Traffic and road safety:** More heavy vehicles will raise the risk of accidents and vehicle–pedestrian conflicts, especially access rounds around Y-14 to Y-17, along with slip/trip/fall risks near work areas. There is also a risk of slips, trips, and falls near work areas and temporary walkways.
- **Public interface and access:** Materials, fencing, machinery and excavation may temporarily block or narrow streets and footways, affecting pedestrians, drivers and emergency access in busy areas.
- **Emergency preparedness:** Construction works, road diversions and narrowed access can hinder emergency vehicle movement and response. Access routes will be kept clear and coordinated with emergency services so that response is not delayed.

- **Security:** Private security staff regulating site access in dense areas may, without proper conduct, create tension. Staff will be screened, trained in proportionate use of force and respectful, gender-sensitive communication, and a complaints channel will be available.
- **Other risks:** At Y-15 (former fuel/oil storage area between Y-14 and Y-16, SOCAR-related; oil leaks observed), contaminated soil may be present and will need careful handling. Noise and vibration may also occur.

Measures to Reduce Impacts:

- **Vibration and building integrity:** At-risk buildings will be surveyed before and monitored during works, with vibration limits and low-vibration methods near sensitive structures; any damage repaired.
- **Traffic and road safety:** Traffic Management Plan will be updated and be agreed with the city, defining heavy-vehicle routes and limiting movements during school hours, peak times and after 22:00; traffic controllers, safe crossings and signage where needed.
- **Public interface and access:** Sites will be fenced and separated from public areas; materials will be kept off streets and footways; roads will be restored promptly; at least five days' notice before access changes; temporary routes will be well lit.
- **Emergency preparedness:** Emergency access routes will be kept clear and coordinated with local services; access to homes, businesses and facilities will be preserved; grievance mechanism will be available.
- **Security:** Security Management Plan covering staff screening, training in proportionate use of force and gender-sensitive interaction, and a community complaints procedure; local guards preferred and incidents logged will be prepared.

2.12 Occupational Health and Safety

This section summarises potential effects of the Green Line Extension on workers (employees and contractors) during construction and operation, and the measures proposed to keep risks low.

Azerbaijan's national legislation requires safe working conditions, risk assessment, OHS officers, PPE, training, incident reporting, and inspections. The Project aligns with IFC EHS Guidelines. Baku Metro (BM) has an HSE policy and instructions on labour protection, fire safety, and tunnel/depot operations.

Construction of the Green Line involves high-risk activities typical of underground metro works, including TBM tunnelling, deep excavation, work in confined spaces (notably the tunnel face, where gas accumulation and oxygen deficiency are concerns), work at height during station and shaft works, lifting and crane operations, hot work, and live electrical works.

- **Y-15 (contaminated land):** The site lies in a former fuel/oil storage area (between Y-14 and Y-16) with SOCAR-related operations; oil leaks have been observed between piles and near the TBM. Tunnel works and excavation can expose workers to hazardous substances, requiring effective tunnel ventilation and gas monitoring during construction.
- **Y-15 and Y-17 (equipment integrity):** Equipment that has been idle for years (TBM, struts, segments, mobile cranes, stair towers) at Y-15 and Y-17 requires inspection by an accredited body before use; rusted or unfit components must be replaced. Segments in good condition may be used in less critical sections; new segments preferred for the section between Y-14 and Y-16

- **Risk assessments and permits:** Contractors must perform OHS risk assessments for all main activities, use work permits for high-risk tasks (electrical, hot work, height, confined space, tunnel entry), and track and report lost-time injuries and near-misses to BM.

Measures to reduce OHS risks:

Risks will be controlled through a Permit-to-Work system covering all high-risk tasks (confined space, work at height, excavation, hot work, electrical and tunnel entry), supported by task-specific risk assessments, continuous gas monitoring and tunnel ventilation, lifting plans, lock-out/tag-out procedures, and documented stop-work authority for HSE managers. Workers will receive PPE, induction and task-specific training, and medical surveillance, with fitness checks for night work, work at height and confined spaces.

At Y-15, the Project will conduct soil/groundwater sampling as needed, provide tunnel ventilation and VOC (vapour) monitoring, and manage and dispose of contaminated soil and water in line with national and Project requirements. At Y-15 and Y-17, only equipment inspected and certified as fit-for-use by an accredited body will be used.

A three-tier supervision structure (Contractor, Owner's Engineer, BM PIU) will oversee implementation, with monthly OHS reporting, site audits and near-miss tracking. Emergency preparedness covers tunnel collapse, fire, flooding, gas release and power failure, with drills and rescue equipment on standby.

Residual effects:

With these measures, construction OHS risks (, Y-14–Y-17, and in particular Y-15) are expected to be low or moderate; operation risks low. Continued monitoring of incidents, inspections, and training will maintain safety for workers on the Green Line and across the metro.

2.13 Cultural Heritage

This section summarises potential effects of the Green Line Extension on cultural heritage (historic buildings, archaeological remains, and culturally valued places) and the measures proposed to avoid or reduce harm. Azerbaijan's Law on the Protection of Historical and Cultural Monuments (2001) and the Ministry of Culture protect monuments (state or local significance) and their protection zones.

The historical community interface at the Darnagul Depot, including the relocation of graves undertaken in 2010, is summarised in Section 2.8. A targeted retrospective consultation audit will be commissioned by Baku Metro to verify that the relocation process was completed with the consent and participation of the affected families and with full dignity.

A desk study and field survey identified 1 cultural heritage features along the Green Line corridor. Surface conditions were assessed as generally unsuitable for ancient settlement, but subsurface archaeological remains cannot be ruled out; a Chance Find Procedure is therefore required.

Possible impacts:

- **Built heritage:** TBM tunnelling causes less vibration than open excavation. Older masonry may still be sensitive (minor cracking, plaster loosening). At 25–30 m depth, significant settlement is not expected. No direct visual impact; surface works (station entrances, shafts) will avoid intrusion into protection zones.
- **Archaeology:** Unknown remains could be damaged if found during excavation unless work stops and the find is properly handled—hence the Chance Find Procedure.
- **Intangible heritage:** Engagement with communities and authorities will avoid scheduling conflicts with local traditions; no significant impacts anticipated.

Measures:

- **Engineering:** Adjusted TBM speed/thrust near heritage; real-time vibration and settlement monitoring; if thresholds exceeded, TBM slowed or stopped. Restricted heavy machinery near registered buildings; station entrances/shafts sited to avoid protection zones.
- **Pre-construction:** Baseline survey (photos, crack mapping, condition) of heritage in the zone of influence for post-construction comparison and claims.
- **Chance Find Procedure:** If archaeological or cultural material is found, work stops immediately; site is secured; Ministry of Culture is notified; experts assess and decide on recording, protection, or excavation; work resumes only with authority agreement. All personnel trained to recognise finds and to stop, protect, and report.
- **Coordination:** Ongoing contact with the Ministry of Culture and local heritage units; design/construction adjusted as required.

3. How will Baku Metropolitan communicate with stakeholders and ensure stakeholder participation?

Baku Metropolitan considers stakeholder engagement (including dialogue, consultation, and disclosure of information) to be a fundamental component of the planning, development, and implementation processes of the Project and is committed to establishing transparent and respectful dialogue with stakeholders.

Potential stakeholders and the issues of interest to them have been identified, and a Stakeholder Engagement Plan (SEP) has been developed. This plan will ensure regular engagement with Project-affected and vulnerable persons, wider communities, local/national authorities, non-governmental organizations, and the media, in order to inform them about project activities, plans, and developments, and to receive grievances or feedback.

Special attention will be given to vulnerable groups such as women, the elderly, persons with disabilities, and children throughout the Project activities. The Stakeholder Engagement Plan (SEP) is publicly disclosed at the following address:

SEP link will be added here.

3.1 How Can Stakeholders Submit Their Requests, Complaints, or Questions?

The grievances to Baku Metro on the Project and the Project activities can be forwarded through the following means:

- **Contact Centre:** 964
Primary channel for the grievances is 964 contact centre.
- **Email Address:** info@metro.gov.az
- **Web Based Submission Forms:** <https://www.metro.gov.az/en/page/elage/elektron-muraciet>

For information about the Baku Metro and the Project following means can be checked:

- **Website:** <https://www.metro.gov.az/az>
- **Social Media:** <https://www.instagram.com/bakimetropoliteni/>

If concerns cannot be resolved through the two-tier Project-level GRM, Project-affected individuals or communities may submit a complaint to AIIB's independent Project-affected People's Mechanism (PPM). Before filing a submission, complainants must first make a good-faith effort to resolve their grievances through the Project-level GRM. The PPM is available to those who believe they have suffered, or are likely to suffer, direct material harm due to AIIB's non-compliance with its Environmental and Social Policy. Submissions may be made in Azerbaijani or English through the following channels:

- **Email:** ppm@aiib.org
- **PPM online submission form:** <https://www.aiib.org/en/about-aiib/who-we-are/project-affected-peoples-mechanism/online-form/index.html>
- **By post to:**
The PPM Secretariat
Complaints-resolution, Evaluation and Integrity Unit (CEIU)
AIIB Headquarters, Tower A, Asia Financial Center
No. 1 Tianchen East Road, Chaoyang District
Beijing 100101, China.

Detailed information can be found in publicly disclosed Stakeholder Engagement Plan (SEP).

