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**STAKEHOLDER ENGAGEMENT PLAN
BANJA LUKA TO DOBOJ MOTORWAY:
SECTION 2: PRNJAVOR TO DOBOJ**

STAKEHOLDER ENGAGEMENT PLAN

BANJA LUKA TO DOBOJ MOTORWAY: SECTION 2: PRNJAVOR TO DOBOJ



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TABLE OF CONTENTS

1. INTRODUCTION.....	1
2. PROJECT DESCRIPTION	1
3. REGULATORY CONTEXT.....	3
3.1. Relevant Republika Srpska Stakeholder Engagement Legislation.....	3
3.2. EBRD Requirements	4
4. SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT.....	4
5. IDENTIFICATION OF PROJECT STAKEHOLDERS.....	7
6. STAKEHOLDER ENGAGEMENT PROGRAMME.....	9
7. GRIEVANCE MECHANISM AND COMPLAINTS PROCEDURE.....	10
8. REPORTING.....	10
PUBLIC GRIEVANCE FORM.....	12

FIGURES

Figure 2.1: Location of Proposed Banja Luka to Doboje Motorway	2
Figure 2.2: Section 2 Prnjavor to Doboje Motorway	2

TABLES

Table 3.1: Laws in Effect in Republika Srpska Requiring Stakeholder Engagement.....	3
Table 4.1: Summary of Previous Stakeholder Engagement Activities	5
Table 5.1: Summary of Affected Parties	7
Table 5.2: Summary of Interested Parties	7

1. INTRODUCTION

The public company Republika Srpska Motorway (RSM) has implemented the construction of the Section 2: Prnjavor to Doboj (*the 'Project'*) of the proposed Banja Luka to Doboj Motorway. This document is a Stakeholder Engagement Plan (SEP) describing the planned stakeholder consultation and engagement process for the Project.

The Project has been developed by RSM based on the RS legislative requirements and those of the European Bank for Reconstruction and Development (EBRD), which has approved a sovereign loan to RSM to finance its construction.

The 71.91 km long Banja Luka to Doboj motorway will be the key regional link in Republika Srpska in Bosnia and Herzegovina. It will form the connection between the Gradiška to Banja Luka motorway (E-661) and the Corridor Vc motorway. The route runs east to west between the Mahovljani junction near Banja Luka and the Johovac junction with the Corridor Vc motorway interchange near Doboj. The motorway has been divided into two sections either side of the interchange at Prnjavor which connects the motorway to the existing trunk road (M16-1) and local roads, the sections are:

- Section 1: Banja Luka (Mahovljani Junction) to Prnjavor: 35.3km
- Section 2: Prnjavor to Doboj (Johovac Junction): 36.61km

The SEP outlines a systematic approach to stakeholder engagement that will help RSM and the Project build and maintain over time a constructive relationship with their stakeholders, in particular the locally affected communities. The document also includes a grievance mechanism for all the stakeholders to raise their concerns about the Project.

2. PROJECT DESCRIPTION

The Banja Luka to Doboj motorway is located entirely within the Republika Srpska entity in the northern part of Bosnia and Herzegovina (see *Figure 2.1*).

Section 2 of the motorway, the Project, comprises a new 36.61 km motorway running east-west between Prnjavor and Doboj (see *Figure 2.2*), forming the eastern section of the proposed 71.91 km long motorway connecting Banja Luka to the new Corridor Vc motorway near Doboj. The carriageways are approximately 10.7 m wide consisting of 2 running lanes (each lane being 3.75 m wide), an emergency lane and edge markings. The carriageways are separated by a central reserve. The Project includes the facilities to support the maintenance and management of the motorway; these facilities include maintenance centres, traffic flow sensors, telecommunications equipment, signage, toll plazas and rest areas.

The corridor for the Project is located in two river basins; the Ukrina and Bosna and crosses a number of other minor watercourses. It runs through the cadastral municipalities of Prnjavor, Derventa and Doboj, passing Okolica, Prnjavor, Vučijak, Gornji Štrpci, Brestovo, Mitrovići, Cvrtkovci, Donji Cerani, Pojezna, Osinja, Crnča, Mala Sočanica, Mišinci, Foča, Prnjavor veliki, Prnjavor mali, Johovac, Kladari i Grapska donja and in some places intersects settlements.

The topography along the route is relatively flat, comprising gently rolling hills, and will utilise a series of embankments and cuttings through the more hilly areas. Embankments are used to cross the larger watercourses, with bridges typically used when the height of the embankments is greater than 5-6 m. In total the Project has 21 bridges along the motorway alignment, with a 425 m long bridge over the River Bosna.

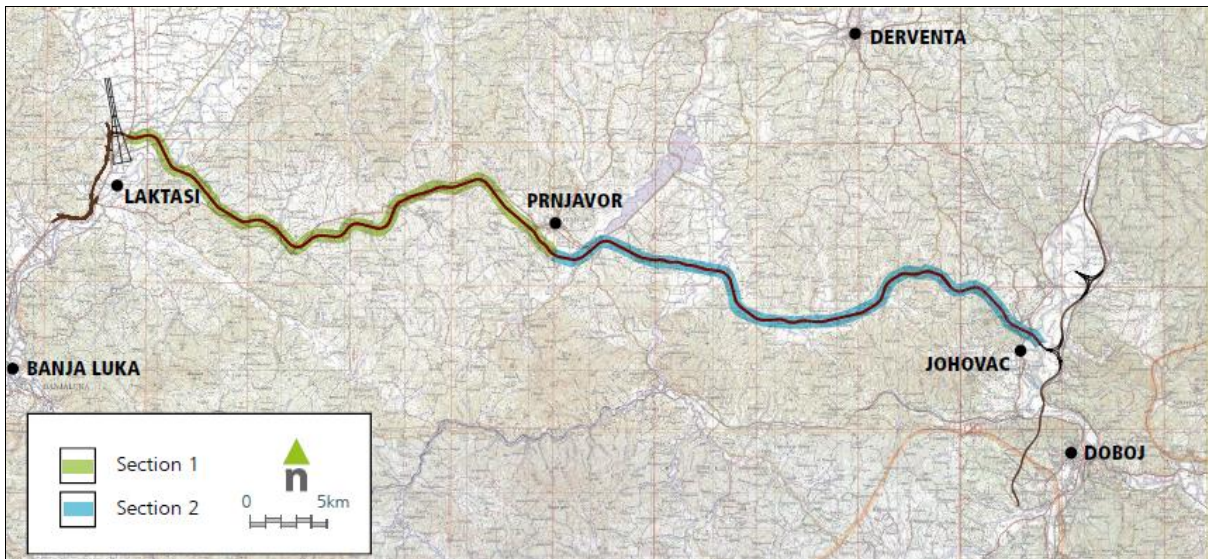
Due to the need for a deep cut at Slatinci, cut and cover tunnel was made.

Figure 2.1: Location of Proposed Banja Luka to Doboj Motorway



Source: Feasibility Study for Banja Luka to Doboj Motorway: ISPA Institut 04-12-09

Figure 2.2: Section 2 Prnjavor to Doboj Motorway



3. REGULATORY CONTEXT

3.1. Relevant Republika Srpska Stakeholder Engagement Legislation

Stakeholder engagement in Republika Srpska is mainly connected to the preparation of relevant planning documents, the expropriation process and the EIA / Environmental Permit process. A list of laws relevant for the Banja Luka to Doboj motorway project is provided in *Table 3.1*.

Table 3.1: Laws in Effect in Republika Srpska Requiring Stakeholder Engagement

Legislative Area	Law & Year of Passage
Preparation of project documentation and related strategic studies	The Law on Physical Planning (O.G. RS No. 40/13, 106/15)
Land acquisition (expropriation)	The Republika Srpska Expropriation Law (O.G. RS 112/06, 37/07, 110/08)
EIA and Environmental Permit Process	Law on Environmental Protection of RS (Official Gazette RS No. 71/12 and 79/15)

The Law on Physical Planning

Disclosure and consultation requirements in the Law on Physical Planning (O.G. RS No. 84/02, 14/03, 112/06 and 53/07), which was in force at the time when the Spatial Plan of Republika Srpska (1996 to 2015), which contains the traffic plans for the Banja Luka to Doboj motorway corridor, was developed and adopted, are summarized below:

- The institution managing the development of the plan is obliged to consult all relevant stakeholders (from various sectors such as: chamber of commerce, planning institutes, water authorities, traffic authorities, health authorities, environment protection and agriculture authorities, etc.) and obtain their opinions and agreements on the draft plan.
- The draft plan has to be publically disclosed, for at least 30 days, during which grievances can be submitted in writing and during which public consultations are held.
- The place, duration and type of disclosure are announced to the public at least 8 days in advance.
- The institution developing the plan (and the plan council, if one is appointed by the relevant assembly) processes grievances, incorporating into the draft plan those that are accepted and providing explanations regarding those that are not accepted. The explanations as to why certain grievances were not accepted are submitted with the draft plan to the relevant assembly.
- The adopted plan is a public document and is permanently disclosed by the urban planning administration.

This Law stipulated that based on the Spatial plan, Land Sub-division plans and Urban and technical requirements for construction were developed and adopted. The law did not require consultations to be held prior to the adoption of these documents, only a discussion at the Municipal Assembly Session.

The Expropriation Law of the Republika Srpska

In accordance with the law, a Land Acquisition Study has to be publically disclosed in the local self government unit where the project of public interest is to be implemented. The draft Study is to be disclosed for a period of 15 days and comments can be submitted to the authority which defined the conditions for spatial planning. Comments which are contrary to the Spatial Plan will not be accepted. The Mayor decides on which comments will be accepted, based on recommendations received from the abovementioned authority, and they are included in the final Land Acquisition Study. A report regarding the acceptance and the non-acceptance of submitted comments is published in the Official Gazette of the local self government.

Law on Environmental Protection of the Republika Srpska

Some of the basic principles which this law promotes are: public participation, access to information and decision making on issues which aim to protect the environment. This is reflected in the Environmental Impact Assessment and the Environmental Permit processes, as follows:

- In the process of reaching the decision on the responsibility to complete a full EIA and the scope of the Environmental Impact Statement (EIS), the relevant Ministry consults other administrative bodies in charge of protecting elements of the environment which the project could impact (e.g. protection of nature, cultural heritage, agriculture, forestry, water, health, etc.). After such consultations, this decision is published on the relevant Ministry or Republika Srpska Government website for at least 30 days.
- The public has to be informed that a draft EIS has been submitted for approval, in one daily Republika Srpska newspaper, along with the date/time and venue where the draft EIS will be disclosed and the planned date when the public hearing will be held, the deadline for submissions of written comments and the address where comments can be submitted.
- The disclosure and public hearing has to be organised in the municipality which will be affected by the project. The public hearing has to be announced at least 15 days in advance
- A representative of the relevant Ministry facilitates the public hearing, anyone can state their views and comments, and meeting minutes are recorded and submitted to the Ministry within 8 days. The public can submit their comments and suggestions within 30 days after the public hearing.
- After the deadline for comments has passed, a list of comments is submitted to the Ministry along with answers. The Ministry reviews the comments and answers and issues a decision of whether the draft EIS has to be revised to include additional measures to reflect received comments.
- In the process for issuing an environmental permit, the relevant Ministry publically announces that a request for such a permit has been submitted along with basic project information; the public can submit comments within 30 days after publishing. The public is also informed that a permit has been granted, through an announcement in one Republika Srpska's daily newspaper

3.2. EBRD Requirements

The Project has been screened as a Category A project under EBRD's Environmental & Social Policy 2008, and has been assessed against the EBRD Performance Requirements (PRs) contained within the policy (<http://www.ebrd.com/pages/about/principles/sustainability/policy.shtml>).

From these investigations and building on the principles set out in the Environmental Impact Assessments (EIAs) already developed for the Project in accordance with RS legislation, a Non-Technical Summary (NTS) and an Environmental & Social Action Plan (ESAP) have been prepared in-line with PR 1 (*Environmental and Social Appraisal and Management*) to address both the construction and operational phases of the project.

Given land acquisition had already occurred it was determined that a Resettlement Action Plan (RAP) or Livelihood Restoration Framework (LRF), as defined by PR 5 (*Land Acquisition, Involuntary Resettlement and Economic Displacement*) did not need to be prepared for the Project at that stage. However, the possibility was considered that the final detailed development of the road footprint could result in minor additional land acquisition. Measures which need to be followed in the event of such additional land acquisition in-line with EBRD's PR 5 are listed in the ESAP. If additional land acquisition is of a larger scale or additional impacts on the use of land occur due to the implementation of certain measures a RAP or LRF will have to be developed.

Finally, this Stakeholder Engagement Plan has been developed, in accordance with PR 10 (*Information Disclosure and Stakeholder Engagement*) of the Policy. EBRD considers community engagement as being central to the successful management of risks and impacts on communities affected by projects, as well as central to achieving enhanced community benefits.

4. SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT

In accordance with the legislative requirements of the Republika Srpska, summarised in Section 3.1., stakeholder engagement activities were organised during the development of the Banja Luka to Doboј motorway project which includes the Project (i.e. Section 2: Prnjavor to Doboј). A summary of those activities is provided in *Table 4.1*.

Table 4.1: Summary of Previous Stakeholder Engagement Activities

Document/Study/Stage:	Summary of Stakeholder Engagement Activities:
General Design Traffic Institute CIP, Belgrade 2005	Inputs into the ranking of objectives used for the evaluation of route variants in the general project design were provided through consultations with 40 individuals (including the 'Republika Srpska authorities and the Traffic Institute CIP). A survey questionnaire was also provided to potential future users of the new routes including the Public company "Republika Srpska Roads", the Municipal Assembly – Laktaši, the Secretariat for Urban Development – Derventa, the Municipal Assembly – Prnjavor and the Municipal Assembly –Doboj.
Spatial Plan of Republika Srpska Till 2015 ¹	<p>The Draft of the Spatial Plan of Republika Srpska was publically disclosed in the period 01.09.2005. - 01.12.2005. All municipalities received the following materials for disclosure: Summary of the Draft Spatial Plan (textual), set of graphic attachments (CD), five theme maps, the book of complaints, comments, opinions and suggestions, and advertising material for the purpose of public information on the public access to the document.</p> <p>Public discussions were held in 11 regional centres. In each of these centres the discussions were held for three days and were attended by the representatives and citizens of nearby municipalities. On the first day, discussions were attended by representatives of local self-governments (mayors, heads of departments, staff and professionals), the second day the discussions were attended by representatives of companies (businessmen), and on the third day representatives of public services (schools, health institutions, cultural institutions etc.).</p> <p>All received comments were taken into account and decided on. The Draft Plan was revised based on the comments that were accepted and explanations regarding those that were not accepted were provided. The revised plan was submitted to the Council for the Completion of the Draft Plan and the Government of the Republika Srpska, for consideration.</p> <p>The plan was adopted on 12.09.2007. by the National Assembly of the Republika Srpska. The Decision on the adoption of the Spatial Plan of Republika Srpska Till 2015 was published in the Official Gazette of the Republika Srpska No. 86/07. The plan can be viewed on the RS Government website at the following address: http://www.vladars.net/sr-SP-Cyrl/Vlada/Documents/ProstorniPlan.pdf</p>
Land Acquisition Study and Land Sub-division Plans	<p>Prior to the finalisation of the Land-Sub-division and Urban and technical requirements for construction of Banja Luka - Doboj Motorway, for each of the 4 affected municipalities, a Land Acquisition Study was prepared based on the first expropriation line. This study was disclosed to the public in the 4 municipalities, during April 2009 and meetings were held to explain the expropriation process.</p> <p>Received comments on the study were provided in the preparation of the Land Sub-division Plans and the requirements for the Banja Luka to Doboj Motorway.</p> <p>The Land-Sub-division and Urban and technical requirements for construction of Banja Luka - Doboj Motorway, for each municipality were adopted on the following dates:</p> <p>Laktaši - approved on Municipal Assembly of Laktaši Municipality on 23.07.2009.</p> <p>Prnjavor - approved on Municipal Assembly of Prnjavor Municipality on 22.07.2009</p> <p>Derventa - approved on Municipal Assembly of Derventa Municipality on 23.07.2009</p> <p>Doboj - approved on Municipal Assembly of Doboj Municipality on 10.07.2009</p>
Public Invitations relating to start of expropriation process	<p>At the time when the Land Acquisition Study was publically disclosed, as a first step in the expropriation process, all affected land/structure owners were publically invited through the newspaper 'Glas Srpske' and on local television in all 4 municipalities, to attend sessions in individual cadastral municipalities for reaching negotiated settlements:</p> <p>Laktaši – 13.04.2009.</p> <p>Prnjavor – 15.04. to 16.04. 2009.</p> <p>Derventa – 13.04. to 14.04.2009.</p> <p>Doboj – 15.04. to 16.04.2009.</p>
Decision on the responsibility to complete a full EIS and the scope of the EIS	Opinions were sought and received from: Ministry of Agriculture, Forestry and Water Management, Ministry of Health and Social Welfare and the Republic Institute for Protection of Cultural and Historical Heritage. This decision was published on the government website for 30 days. On 14.07.2010. an announcement about the submitted request, along with disclosure information, was published in the daily newspaper 'Nezavisne novine'
Draft EIS	Disclosure of the draft EIS was organised in the 4 affected municipalities: Doboj - 11.06.2010. to 17.09.2010.

¹ The Spatial Plan for Republika Srpska 1996-2015 Year; The Institute for Urbanism of Republika Srpska

Document/Study/Stage:	Summary of Stakeholder Engagement Activities:
	<p>Prnjavor – 11.06.2010. to 24.09.2010.</p> <p>Derventa – 11.06.2010. to 01.10.2010.</p> <p>Laktaši – 11.06.2010. to 15.10.2010.</p>
<p>Draft EIS - Public hearings in 4 affected municipalities</p>	<p>Laktaši - 16.08.2010, number of 'public' participants: 23</p> <p>During the public disclosure there were no written objections, except from the municipality of Laktaši. During public consultations most of the questions concerned issues related to dust and noise, the realignment of the existing main road, management of waste water, animal crossings, monitoring of the quality of air, water and noise.</p> <p>All comments / questions were answered and the following proposed measures accepted:</p> <ul style="list-style-type: none"> ■ To align the general project design and the measures foreseen by the EIS regarding locations of purifiers and describe where the collector system will end. ■ To consult Associations of Hunters to determine whether the two planned animal crossings are sufficient. ■ To measure air pollution at a location which is away from existing roads to obtain relevant baseline measurements. ■ To measure the quality of water in the locations where the road will pass to obtain relevant baseline measurements. ■ To include more detailed measures for protection of water.
	<p>Prnjavor - 17.08.2010, number of 'public' participants: 13</p> <p>During the public disclosure there were no written objections from the citizens of Prnjavor. Representatives of the municipality asked for clarifications regarding management of the river Lišnja and flood prevention measures.</p> <p>All questions were answered and issues clarified including:</p> <p>During the design of the project for regulating water flows, the main principle followed was to protect the motorway and at the same time reduce the possibility of impacting the natural balance of water flows. A significant number of bridges will be built to address this concern.</p>
	<p>Derventa - 12.08.2010, number of 'public' participants: 19</p> <p>There were no written objections during the public disclosure. During public consultations only official representatives asked some questions mostly regarding noise and water management. A representative of the municipality Derventa suggested that the number of households involved in agriculture and the impacts on these households is described in the amended EIS including what the minimal distance is for orchards, setting up bee hives, etc.</p> <p>The representative of the Republic Administration for Surveying and Property Issues in Derventa mentioned that from the 13th km, the motorway is planned to pass through an area which is uninhabited because there are no returnees.</p> <p>The lack of citizens present at the meeting was explained by the fact that the motorway is planned to pass through uninhabited areas.</p> <p>All comments / questions were answered and additional information provided, including:</p> <ul style="list-style-type: none"> ■ RSM responded to a question regarding exposure to noise, that there are no houses within 50 m of the proposed road footprint, that there will be noise barriers and that noise will be monitored. ■ RSM reported that there are 6 to 7 bridges planned in the territory of the municipality Derventa and that the basic principle was not to endanger the natural balance of the watercourses. Where required water flows will be redirected to minimise impacts.
<p>Doboj - 12.08.2010, number of 'public' participants: 17</p> <p>There were no written objections during the public disclosure.</p> <p>During the public consultations the remark from the representative of the municipality of Doboj was that the social aspects have not been covered sufficiently, mainly on the issue of planned underpasses and overpasses for agricultural machines, to prevent economic displacement.</p> <p>NGO TooPeer was interested in the illumination of motorway junctions, especially in inhabited areas.</p>	

Document/Study/Stage:	Summary of Stakeholder Engagement Activities:
	<p>All comments / questions were answered and additional information provided, including:</p> <ul style="list-style-type: none"> ■ RSM responded to the comment about economic displacement saying that 76 parallel or replacement roads are planned to be constructed, wherever official roads exist. ■ The response given regarding impacts related to the illumination of the motorway was that illuminated junctions will not be in inhabited areas.
Environmental permit	<p>Evidences attached to the request for issuance of Environmental permit for the construction of Banja Luka to Doboj motorway, prepared in line with local regulations, were publically displayed for 30 days (since November 9, 2013 to December 12, 2013) in the municipalities (town halls) of Laktaši, Prnjavor, Derventa and Doboj. All the interested parties were able to comment the evidences. The announcement about these documents being publically available was published in the daily newspaper „Nezavisne novine“.</p> <p>Furthermore, the announcement on the issuance of Environmental permit on February 22, 2014 was also published in the daily newspaper. Environmental permit is available on the web site of the RS Ministry of physical planning, construction and ecology.</p>

5. IDENTIFICATION OF PROJECT STAKEHOLDERS

In order to define a communication process in line with EBRD PR 10, RSM has identified stakeholder groups that may be affected by (*Table 5.1*) and/or interested in (*Table 5.2*) the implementation of the Project. Any suggestions for improvement of proposed communication methods or media are welcomed and can be submitted via the contact information for RSM, at the end of this document.

The motorway passes through the municipalities of Prnjavor, Derventa, Stanari and Doboj passing the following cadastral municipalities: Okolica, Prnjavor, Vučijak, Gornji Štrpci, Brestovo, Mitrovići, Cvrtkovci, Donji Cerani, Pojezna, Osinja, Crnča, Mala Sočanica, Mišinci, Foča, Prnjavor veliki, Prnjavor mali, Johovac, Kladari i Grapska donja.

Table 5.1: Summary of Affected Parties

Affected party	Likely communication methods
Landowners / land users / residents of structures / business owners affected by future land acquisition	Group meetings with households / individuals, public meetings, local media / local community and municipal bulletin boards.
Landowners / land users / residents of structures / business owners in the proximity of the project footprint	Group meetings with households / individuals, public meetings, local media / local community and municipal bulletin boards.
Road users	Local media announcements / notices along the road
Workers (including any subcontractors' workers)	Individual meetings / internal workers' meetings

Table 5.2: Summary of Interested Parties

Interested party	Contact details	Likely communication methods
Republika Srpska authorities		
Ministry of Transport and Communications	Trg Republike Srpske 1, 78000 Banja Luka Tel: 051/339-603 Email: msv@msv.vladars.net	Official correspondence / meetings
Ministry of Finance	Trg Republike Srpske 1, 78000 Banja Luka Tel: 051/339-155 Email: mf@mf.vladars.net	Official correspondence / meetings

Interested party	Contact details	Likely communication methods
Ministry of Physical Planning, Construction and Ecology	Trg Republike Srpske 1, 78000 Banja Luka Tel: 051/339-592 Email: mgr@mgr.vladars.net	Official correspondence / meetings
Ministry of Agriculture, Forestry and Water Management	Trg Republike Srpske 1, 78000 Banja Luka Tel: 051/338-415 Email: mpps@mpps.vladars.net	Official correspondence / meetings
Ministry for Internal Affairs –	Bulevar Desanke Maksimović 4, Banja Luka Tel: 051/334-347 Email: up@mup.vladars.net http://www.mup.vladars.net	Official correspondence / meetings
Agency for Water – Sava River Basin	Banja Luka office: Slavka Rodića 5, 78000 Banja Luka Tel: 051/215-485 mail: banjaluka@vodars.org Doboj office: Vojvode Mišića 22, 73500 Doboj Tel: 053/200-570 Email: doboj@vodars.org	Official correspondence / meetings
Local authorities		
Municipality of Doboj and affected local communities	Hilandarska 1, Doboj Tel: 053/242-022 http://www.opstina-doboj.ba	Official correspondence / meetings
Municipality of Prnjavor and affected local communities	Karadorđeva 2, Prnjavor Tel: 051/663-740 http://www.opstinaprnjavor.net/	Official correspondence / meetings
Municipality of Derвента and affected local communities	Trg oslobođenja 3, Derвента Tel: 053/315-106 http://www.derventa.ba	Official correspondence / meetings
Police station Doboj	Doboj 1 Svetog Save 16, Doboj Tel: 053/242-259 Traffic safety Vojvode Stepe 2, Doboj 053/241-374	Official correspondence / meetings
Police station Prnjavor	Beogradska 2-4, Prnjavor Tel: 051/660-001 Tel: 051/6600-001 (traffic safety)	Official correspondence / meetings
Police station Derвента	Kralja Petra I bb, Derвента Tel: 053/333-174	Official correspondence / meetings
NGOs and other organisations		
Transparency International	Gajeva 2 78000 Banja Luka info@ti-bih.org http://www.ti-bih.org	Meetings / public meetings / media / website disclosure
Association of Hunters Fazan (Doboj)	Vidovdanska bb, Doboj Tel: 053/241-302 Email: office@lufazan-doboj.com http://www.lufazan-doboj.com/	Meetings / public meetings / media / website disclosure

Interested party	Contact details	Likely communication methods
Association of Hunters Borik (Prnjavor)	Vlade Vinčiča 78, Prnjavor Tel: 051/660-150 Email: info@luborik-prnjavor.com http://luborik-prnjavor.com	Meetings / public meetings / media / website disclosure
Association of Hunters Motajica (Derventa)	Cara Lazara 33, Derventa Tel: 053/333-302 Email: lovackod@teol.net http://lu-motajica.org	Meetings / public meetings / media / website disclosure
Other interested NGOs		Meetings / public meetings / media / website disclosure
Federal authorities		
BiH Ministry of Finance and Treasury	Trg BiH 1, Sarajevo Tel: 033/205-345 mail: trezorbih@mft.gov.ba http://www.mft.gov.ba	Official correspondence / meetings

6. STAKEHOLDER ENGAGEMENT PROGRAMME

RSM intends to provide all relevant information to the public. Since June 15th, 2011, all interested and affected parties have been able to find the following documents on the RSM website (www.autoputevirs.com) and the EBRD website (www.ebrd.com):

- EIS Final Study: Banja Luka to Dobož Motorway: January 2011 (& Annexes)
- Preliminary EIA: Banja Luka to Dobož Motorway: Book 5 : General Design CIP 2005
- Route Alignment Report: Banja Luka to Dobož Motorway: Book 1 Vol. 4 General Design CIP 2005
- Decision on the Approval of the EIS: Banja Luka to Dobož Motorway: (Decision No. 15-96-135/10)
- Non-Technical Summary Prnjavor to Dobož Motorway (June 2011)
- Environmental & Social Action Plan (ESAP) (June 2011)
- Stakeholder Engagement Plan (SEP) (June 2011) including grievance mechanism

In addition, hard copies of these documents will be available at the following locations (addresses provided at the end of the document):

- Republika Srpska Motorways
- Municipality Laktasi
- Municipality Prnjavor
- Municipality Derventa
- Municipality Dobož
- EBRD office in Sarajevo
- EBRD office in London

Hard copies will also be available at the following municipalities: Prnjavor, Derventa and Dobož, at the addresses provided in Table 5.2 above. A copy will also be deposited in the municipality of Laktaši.

These documents remain in the public domain for the duration of the Project. The SEP will be periodically updated.

At the time of construction, information boards have been installed at project borders by RSM / the Contractor with general information on the Motorway construction, i.e. the Company, Contractor, Main Supervisor, Construction Permit No. and deadlines for completion.

RSM & Contractor(s) have also used various other forms of communication, for example, website (RSM and other relevant institutions and organisations), leaflets, meetings, press releases in the local media, announcements, etc.

The works on the Banja Luka to Dobož motorway, Prnjavor to Dobož section are completed, and the motorway is operational. It was opened to traffic on September 11, 2016. From now on, all traffic

related information, changes to traffic regimes, motorway operability, closing motorway information etc. will continue to be published in media, Auto and Motorcycle Association, newspaper articles and on the web site www.jpautoputevirs.com.

RSM and Contractor(s) will continue to engage with stakeholders and this Stakeholder Engagement Plan will be update to reflect Project progress. Annual environment and safety reports will also be published on the RSM website.

7. GRIEVANCE MECHANISM AND COMPLAINTS PROCEDURE

RSM and the Contractor(s) will accept all comments and complaints associated with the Project. A sample of the Projects Public Grievance Form is provided at the end of this document. Any person or organisation may send comments and/or complaints in person, by phone or via post or email using the contact information provided at the end of the document.

All comments and complaints will be responded to either verbally or in writing, in accordance with the preferred method of communication specified by the complainant, if contact details of the complainant are provided.

All grievances will be registered and acknowledged within 5 days and responded to within 20 working days. Individuals who submit their comments or grievances have the right to request that their name be kept confidential.

RSM will monitor the way in which grievances are being handled by the Contractor(s) and ensure they are properly addressed within deadlines specified above.

RSM will keep a grievance log of all grievances, based on which grievance management reports will be produced and included in the annual environment and safety reports, published on the RSM website.

At all times, complainants are also able to seek legal remedies in accordance with the laws and regulations of the RS.

8. REPORTING

RSM will publish details of issues raised during the consultation process and provide appropriate feedback both on its website and place hard copies, in local municipal offices. RSM will communicate with relevant stakeholders and inform them on any significant issues. RSM will provide Project updates on its web site.

RSM will produce annual environment and safety reports, which will include a summary of the Project's performance on management of health, safety, environment and social issues. This will be posted on the RSM website.

Contact Details for the Public

Republika Srpska Motorways
Contact person: Jelena Gajić, Legal Department
Address: Vase Pelagića 22, 78 000, Banja Luka
Tel: ++387 51 233 670
e-mail: jgajic@autoputevirs.com
www.autoputevirs.com

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The Contractor: JV Integral Inženjering a.d. Laktaši, BiH & GD Granit.a.d. Skoplje, Makedonija
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+ 389 2 3218 700
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Public Grievance Form

Reference No:	
Full Name	
Contact Information Please mark how you wish to be contacted (mail, telephone, e-mail).	<input type="checkbox"/> By Post: Please provide mailing address: _____ _____ _____ <input type="checkbox"/> By Telephone: _____ <input type="checkbox"/> By E-mail _____
Description of Incident or Grievance: What happened? Where did it happen? Who did it happen to? What is the result of the problem?	
Date of Incident/Grievance	
	<input type="checkbox"/> One time incident/grievance (date _____) <input type="checkbox"/> Happened more than once (how many times? _____) <input type="checkbox"/> On-going (currently experiencing problem)
What would you like to see happen to resolve the problem?	

Signature: _____

Date: _____

Please return this form to: Jelena Gajić, JP "Autoputevi RS"
 Vase Pelagića 10, 78 000 Banja Luka
 Tel: + 387 51 233 670
 email: jgajic@autoputevirs.com