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## **STAKEHOLDER ENGAGEMENT PLAN**

**CORRIDOR VC IN REPUBLIKA SRPSKA: JOHOVAC TO VUKOSAVLJE**  
**(36 km)**

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**List of Abbreviations**

ARS	Autoputevi Republike Srpske
BiH	Bosna and Herzegovina
E&S	Environmental and Social
EIB	European Investment Bank
EIA	Environment impact Assessment
HPPs	Hydropower plants
RAGPA	Republic Administration for Geodetic and Property Affairs
RAP	Resettlement Action Plan
RS	The Republic of Srpska
SEP	Stakeholder Engagement Plan

## 1 INTRODUCTION

The public company “JP Autoputevi Republike Srpske” (the Company or ARS) intends to implement the construction of the 36-km road section of the Trans-European Corridor Vc from the Interchange Johovac to the Interchange Vukosavlje, through the territory of Republika Srpska, in Bosnia and Herzegovina (the Project).

Technical assistance has been provided to ARS to prepare the Project for financing, through the Western Balkans Investment Framework (WBIF) grant. WBIF is a joint initiative of the EU, financial institutions, bilateral donors and beneficiaries, aimed at enhancing harmonisation and cooperation in investments for the socio-economic development of the region and contributing to the European perspective of the Western Balkans.

The European Investment Bank (EIB) is considering providing finance for this section of Corridor VC, as part of the loan agreement signed with Bosnia and Herzegovina (BiH). In light of that, the Project is being developed in accordance with international good practice in the field of addressing environmental and social issues associated with the Project and particularly the EIB Environmental and Social Standards (2018). As per the Environmental and Social Standard no. 10, engagement with Project stakeholders is an integral part of the E&S process and following that, the development and implementation of mitigation measures, as well as monitoring and evaluation.

This document is the Project Stakeholder Engagement Plan (SEP) and its purpose is to present identified Project stakeholders and how ARS plans to disclose Project related information to them and consult them during the implementation of the Project. Stakeholders include local communities that might be affected directly by the Project, as well as those groups that may influence the development of the Project, such as local and RS government authorities or civil society organisations. The SEP also describes the Grievance Mechanism which will be implemented by ARS to receive and respond to Project related grievances, comments or questions from stakeholders. The SEP will be periodically updated by ARS, to reflect changes in the development and implementation of the Project, throughout the life of the Project.

In addition to this SEP, two more documents have been prepared to address environmental and social issues associated with the Project, the Non Technical Summary and the Resettlement Action Plan. All documents can be viewed on the ARS website (<https://autoputevirs.com/en/>) while hard copies are available in the affected municipalities and from presidents of local community councils of villages located along the Project footprint.

## 2 AIMS OF ENGAGEMENT AND OBJECTIVES OF THE SEP

The aim of engaging with stakeholders is to build strong, constructive and responsive relationships for the successful management of a Project’s environmental and social impacts and issues.

To facilitate this aim, ARS has developed this SEP to:

- Provide a brief description of the Project, to set the context for identifying stakeholders and to serve as a non-technical tool for communication with stakeholders;
- Identify the stakeholders who have concerns about, or influence on the Project;
- Identify and record key issues and concerns that stakeholders may have about the Project;
- Build open, positive relationships with stakeholders based on the timely supply of information and the provision of opportunities for stakeholders to voice their opinions and concerns.
- Ensure that stakeholders are informed regularly about the Project's activities, describing the construction and operation stages, and the overall Project duration;
- Implement a Grievance Mechanism and maintain a record of the grievances received.

### 3 PROJECT DESCRIPTION

#### 3.1 Project Features

The Trans-European Corridor Vc is the main north-south transport route through Bosnia and Herzegovina. It connects Budapest (Hungary) to the Adriatic port of Ploče (Croatia). Within BiH, the total length of Corridor VC is approximately 335 km (divided into 7 LOTs), of which 46.6 km pass through Republika Srpska.

The Project is a 36 km long section of Corridor Vc called Johovac - Vukosavlje, which is to be constructed in the northeastern part of the country, through the territory of three municipalities – Doboј, Modriča and Vukosavlje (see Figure 1). The alignment consists of two sub-sections: the Odžak-Vukosavlje section which formally belongs to LOT 1 and Vukosavlje - Johovac section belonging to LOT 2.

ARS is planning to engage a Design and Build Contractor (the Contractor) in the first half of 2022. Construction of the Project motorway sections is planned to start before the end of 2022 and the motorway is planned to be operational in 2025.

The significance of the motorway for Republika Srpska is twofold:

- Improved trade relations with neighbouring countries and central Europe, and
- Improved quality of life of citizens, through:
  - Increased access to employment opportunities;
  - Decreased journey length and time for passengers and goods;
  - Reduced travel costs for passengers and goods;
  - Increased competitiveness of the economy;
  - Launching new projects and increasing private investment in the regional economy;
  - Improved road safety conditions for users of roads, and
  - Improved safety for local community members using roads (as drivers but also pedestrians) from which traffic will be diverted onto the motorway.



Figure 1: Location of the Project

The northern part of the proposed road alignment starts in the Municipality of Vukosavlje, about 6 km north of the town of Modriča. The alignment passes through a wide plain of predominantly cultivated land. After the interchange Vukosavlje, the alignment enters the alluvial plain of the Bosna River and remains in the plain until the end. The interchange Vukosavlje will also be a connection to the future motorway Vukosavlje – Brčko – Bijeljina – border with Serbia, for which expropriation is currently in progress, but this is not a part of the Project and is not addressed in this document.

The most important structures proposed along the alignment are the cut-and-cover tunnel Dobor (approx. 1 km) and four bridges over the Bosna River (up to 600 m each). The cut-and-cover tunnel Dobor will be built along the existing regional road M-17, which will be diverted on top of the tunnel.

Besides four bridges across the Bosna River, a number of small water courses will be crossed by culverts. The local agricultural roads will be intersected by 23 underpasses. The proposed alignment will intersect the existing regional roads by 5 over passes. The entire alignment is proposed on an embankment with an average height of 4.25 m.

The road will have a design speed of 120 km/h and be approximately 28 m wide and accommodate 2 running lanes of 3.75 m and a hard shoulder of 2x1.5 m and a central reserve of 4 m. The layout of the Project is shown in Figure 2.

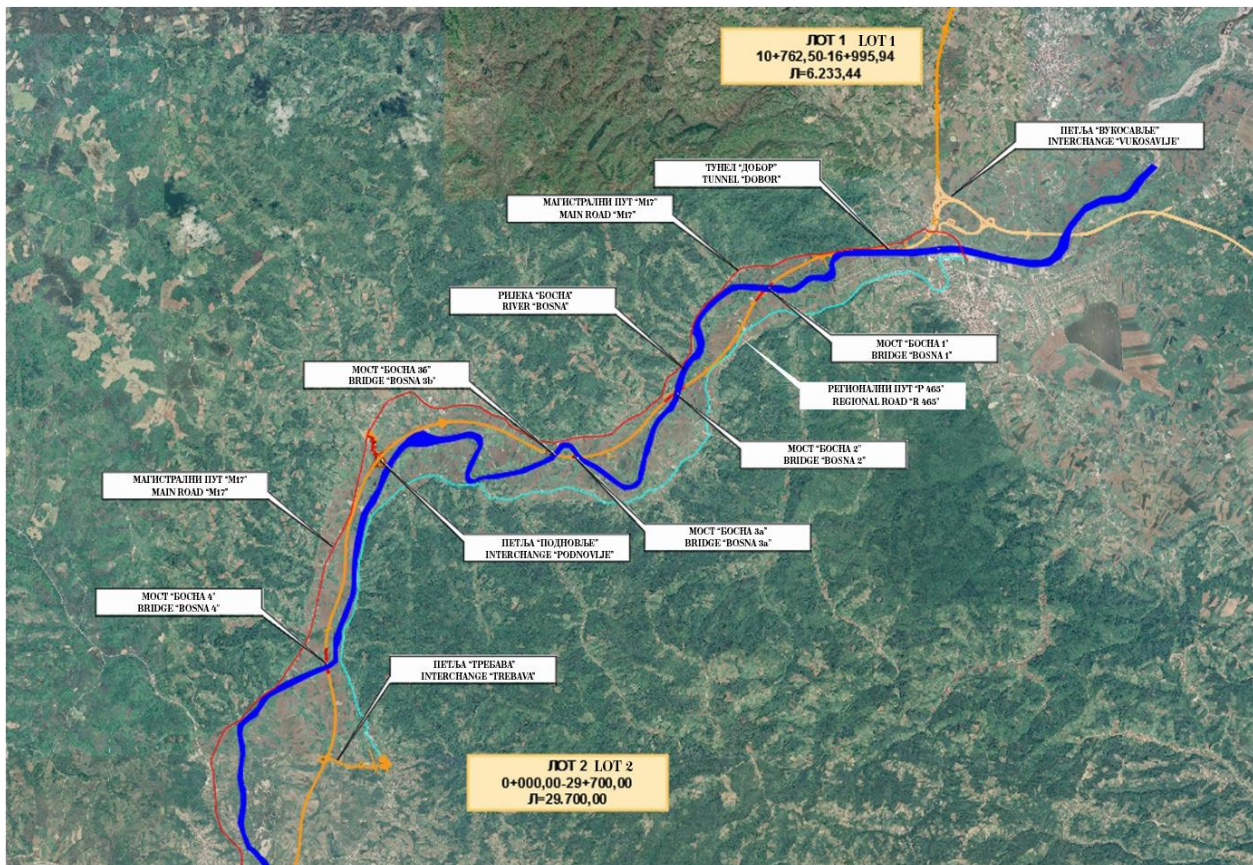


Figure 2: The Project alignment

### 3.2 Project Land Acquisition Impacts

According to the preliminary design, the Project requires the acquisition of 426 ha of land in Doboј, Modriča and Vukosavlje municipality, of which, 195 ha (46%) are public land. Only two households will be physically displaced and both are located in Vukosavlje municipality.

Approximately 1,400 individuals own the affected land and close to 40% of the owners are women. There are only 6 affected legal entities - agricultural cooperatives, a hunting association and a religious community.

The majority of the privately owned land is arable land (89%), with very little pasture land and meadows (7%) and forest land (3%), as well as less than 1% of orchards or courtyard (garden) land.

Land for the Project is being acquired through an expropriation process, conducted by the Republic Administration for Geodetic and Property Affairs (RAGPA), through its branch offices in the municipalities (property administrations). The Beneficiary of Expropriation is Republika Srpska, represented by the RS Public Attorney's Office. At the time of developing this document, the situation with land acquisition differs in the three affected municipalities. In Modriča, expropriation is almost completed and in Doboj, more than half of the expropriation decisions are legally binding i.e. cannot be appealed against. In Vukosavlje, land acquisition has not begun. There is a possibility that more land will need to be acquired when the final design of the Project is prepared by the Design and Build Contractor.

A detailed presentation of land acquisition associated with the Project is provided in the Resettlement Action Plan.

### 3.3 Other Relevant E&S Impacts

Apart from impacts on individuals through the expropriation procedure, it is important to highlight an aspect of the Project which could have an impact on the wider population in the affected area and concerns land use and particularly agriculture. Namely, the construction of the motorway, which cuts across agricultural areas, could cause difficulties for local farmers to access their land in the short term (during construction) as well as permanently. These impacts must be mitigated by ensuring that farmers always have ways to access their land during construction, i.e. the creation of alternative access roads where necessary, as well as ensuring that there are permanent access routes, with underpasses and overpasses, as appropriate, available all along the Project footprint. Another issue of significance is the potential for increased noise during the operation of the motorway for some residential properties and the need to install noise barriers in certain locations. This will not be a widespread occurrence, as the motorway footprint mainly passes through unused, forest or agricultural land and to a large extent avoids all built up areas. Nevertheless, these issues require extensive consultations with the affected communities, which has been taken into account in stakeholder engagement planning.

Based on the experience from previous similar projects, during construction, some local roads may be used for construction transport, creating additional traffic which could impact local communities, particularly when roads which are going through local villages are used. As the details are currently unknown, the Contractor will be required to consider these issues in detail when preparing construction plans and to organise community meetings, to present these plans to local communities and obtain their feedback on proposed mitigation measures. As some nuisances, not only in relation to traffic, but also interruptions to certain utilities, cannot be fully mitigated and the local population may have to endure them in the short term, depending on the scale and type of nuisances, it may be necessary for ARS and the Contractor to provide some community compensation measures. This will be considered and agreed between ARS, the Contractor and affected local communities and has also been taken into account in stakeholder engagement planning.

Within the Project area of influence is the nationally designated medieval fortress Dobor Tower, located on a hill, approx. 10 m above the regional road M-17 Doboj-Modriča. To ensure protection of this national monument, a set of protective measures have been defined by the authorities and included in the relevant Project permits. In line with international best practice and provision of support to local community development, ARS will cooperate with the relevant stakeholders, to agree any additional improvement measures for this national monument, which could be provided under the Project.

## 4 APPLICABLE STANDARDS

### 4.1 The RS Regulatory Framework

In the Republic of Srpska, the right to be informed accurately, fully and timely about issues of public importance, is guaranteed under the constitution. This right is further elaborated in the Law on Free Access to Information, which requires representatives of the public sector to provide information and respond to any queries in relation to their activities, including planning documents, permits, audits, etc.

The development and adoption of planning documents (spatial and urban plans) in the Republic of Srpska, is subject to a public disclosure and consultation process, as prescribed by the Law on Spatial Planning and Construction, as well as the accompanying bylaws. An additional disclosure and consultation process is required under environmental laws, including the Law on Environmental Protection and accompanying bylaws.

Public disclosure of information on the EIA procedure is required in all three stages – screening stage (decision on the need for an EIA), scoping (decision on the scope and content of the EIA) and decision-making stage (approval or rejection of a Project – environmental permit). The EIA study must be publicly disclosed and is subject to a mandatory public hearing, organised by the competent authority, in the case of this Project, the Ministry of Spatial Planning, Construction and Ecology.

### 4.2 International Standards

The Project is expected to meet EIB stakeholder engagement requirements in relation to disclosure of information, consultations and grievance management presented in EIB Environmental and Social Standards, in particular Standard 10 for Stakeholder Engagement.

Required actions can be summarised as follows:

- Stakeholder identification and engagement planning (preparation of a SEP)
- Public disclosure and dissemination of appropriate information
- Meaningful consultation with stakeholders, particularly those at the local level targeted by EIB funded projects, and
- A mechanism by which people can make comments or complaints (grievance mechanism).

The above text is only a summary of the main requirements and is qualified by reference to the full text of the applicable standards<sup>1</sup>.

This SEP builds on engagement activities which are required under national legislation and includes additional activities that will be undertaken by ARS to fully comply with EIB requirements.

## 5 INITIAL STAKEHOLDER ENGAGEMENT

The Corridor Vc Project has been in development for over 50 years and during that time many plans and presentations were made to the general public and various other stakeholders. The corridor route was defined during the early 80-ies, while the preliminary design was prepared in 2006. The section of the motorway which is addressed by this SEP is included in 2 EIAs which were subject to a public consultation process in line with national requirements, as follows:

- EIA for LOT 1, Section 3: Odžak - Vukosavlje, approved in November 2014, and
- EIA for LOT 2: Vukosavlje - Johovac, approved in March 2011.

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<sup>1</sup> EIB Standard 10, in the Environmental and Social Standards, Version 10.0 of 08/10/2018:  
[http://www.eib.org/attachments/strategies/environmental\\_and\\_social\\_practices\\_handbook\\_en.pdf](http://www.eib.org/attachments/strategies/environmental_and_social_practices_handbook_en.pdf)



In August 2021, the consultants assisting ARS to develop this SEP held a number of meetings in all three affected municipalities, with various stakeholders to address primarily social impacts related to the Project and stakeholder engagement issues. The consultants met with representatives of each municipality, including Deputy Mayors and representatives of planning departments, who were acquainted with the Project planning documents. In addition, the consultants met with the property administrations in Modriča, which, at that time was carrying out expropriation for the Project, in this municipality.

The main conclusion from these meetings was that a long time had passed since previous public consultation meetings regarding the Project were held (approx. 10 years ago for LOT 2 and somewhat less for LOT 1, section 3), and people living in villages were not acquainted with the details of it, including particularly the locations of the interchanges, overpasses and underpasses along the motorway, which are very important to them.

To address this gap, the consultant team worked together with ARS to carry out stakeholder engagement activities with the municipalities and local communities located along the Project footprint. A two stage approach was taken, which involved online meetings with representatives of the relevant municipalities, followed by community meetings in the field.

To prepare for online meetings, in October 2021, the consultant team together with ARS prepared a power point presentation, focusing on showing the detailed Project footprint in Google Earth and planned next steps in Project implementation. The presentation was shared with the municipalities and their representatives were invited to participate in online meetings with members of the Project consultant team. Two meetings were held on 04.11.2021, as follows:

- Municipality Vukosavlje – Deputy Mayor and representatives of the Department for Spatial Planning
- Municipality Modriča – Head of the Department for Housing, Communal and Ecology Issues and other representatives of the Department

The aims of the meetings were to discuss the Project presentation, respond to questions from municipal representatives on the Project and make arrangements for organising local community meetings with the affected population. Representatives of the city Dobož were also invited several times to participate in an online meeting, however their feedback in the end was that the Project presentation was enough to inform them on the Project and that they would assist in organising local community meetings.

Meetings with the local population were organised, as follows (see Figure 3 for photos):

- 16.11.2021. at 15:30, Vukosavlje, Culture Centre Vukosavlje (26 participants, of whom 9 women)
- 17.11.2021. at 17:00, Modriča, Serbian Culture Centre (41 participants, of whom 9 women)
- 18.11.2021. at 18:00, Dobož, Municipal Assembly Hall (30 participants, of whom 8 women)

The meetings were announced on municipal websites and on community boards. Presidents of local communities were informed about them directly and asked to convey the information to residents of their settlements, inviting them to attend. ARS representatives provided an overview of the Project, presented the current stage of Project development, showed the detailed Project footprint and responded to participants' questions. The contact details from several ARS employees were also made available to Project participants and people were encouraged to contact ARS directly if they had any more questions or suggestions in relation to the Project.

A summary of questions asked by meeting participants, which have also been used as the basis for planning future stakeholder engagement for the Project, is as follows:

- Will more land need to be acquired for the Project and where can I see if my plots will be affected? What will be the offered compensation price of land in Vukosavlje municipality?
- How will land be accessed on the other side of the motorway, i.e. where are all the planned overpasses and underpasses? What if I have to travel longer distances to reach my land on the other side?
- Will the local road which people from our village use to get on the regional road be closed after the motorway is constructed and how will we reach it? Will the regional road M-17 be closed?

- Can the access roads be built at the same time as the motorway, to ensure that people have continuous access to their properties?
- Will the road create more flooding or in different locations, because when the water comes in, if it has nowhere to go, the water will remain in some areas? Will the Project create barriers for the water and prevent flooding?
- Will the small HPPs project be implemented, is the motorway project aligned with it? Is the motorway project aligned with other planned projects?
- Can the rest area be closer to Dobor tower?
- Will the motorway be above or below the regional road M-17?
- Where is the final location for the interchange Trebava?
- When will construction of the motorway be completed?

Figure 3: Meetings with the local population in Vukosavlje, Modriča and Doboj (16-18.11.2021)



During that same week in November 2021, the consultant team also met with representatives of the property administrations in Doboj and in Modriča and 11 individuals whose land was acquired or is in the process of being acquired for the Project. The results of these meetings, findings from the land acquisition audit and other details are presented in the Project Resettlement Action Plan.

## 6 STAKEHOLDER IDENTIFICATION AND ENGAGEMENT METHODS

All Projects have direct and indirect impacts on the environmental and social setting where they will be placed. Consideration of these impacts goes beyond the immediate vicinity of the Project and extends to the municipalities through which the motorway footprint passes as well as the local communities along it, that may be impacted during construction or provide labour or other support services. This includes the potential for economic displacement and/or social disruption as well as any benefits due to the presence of the construction teams within the local communities.

External stakeholder groups that may be affected by and/or are interested in the Project, as well as proposed communication methods for each group, have been identified by ARS with assistance from consultants and are presented in **Error! Reference source not found.** below.

The identification has been greatly influenced by experience gained on other road projects in RS and BiH and will be further refined as the Project progresses.

Table 1: External Project stakeholders

Stakeholder group	Type of communication and proposed method	Issue of interest / concern
Residents of 23 villages (approx. 25,000) located along the Project footprint: 1. Doboj • Bušletić	Non Technical Summary (Project E&S impacts and mitigation measures) Stakeholder Engagement Plan	Project benefits Access to land on the other side of the motorway, during construction and operation (overpasses and underpasses)

Stakeholder group	Type of communication and proposed method	Issue of interest / concern
<ul style="list-style-type: none"> <li>• Osječani Gornji</li> <li>• Osječani donji</li> <li>• Kožuhe</li> <li>• Ritešić</li> <li>• Majevac</li> <li>• Trnjani</li> <li>• Božinci donji</li> <li>• Glogovac</li> <li>• Podnovlje</li> </ul> <p>2. Modriča</p> <ul style="list-style-type: none"> <li>• Koprivna</li> <li>• Dugo polje</li> <li>• Vranjak</li> <li>• Babešnica</li> <li>• Botajica</li> <li>• Kužnjača</li> <li>• Tarevci</li> <li>• Modriča city</li> </ul> <p>3. Vukosavlje</p> <ul style="list-style-type: none"> <li>• Vukosavlje</li> <li>• Jakeš</li> <li>• Jezero</li> <li>• Srnava</li> <li>• Modrički lug</li> </ul>	<p>Community notice boards (and information from local community council presidents)</p> <p>Public hearings and / or consultation meetings</p> <p>Project website</p> <p>Media</p> <p>Grievance mechanism</p>	<p>Environmental and social impacts, particularly:</p> <ul style="list-style-type: none"> <li>• Transport and traffic impacts during construction (traffic on local roads, potential other nuisances such as utility interruptions)</li> <li>• Employment / procurement opportunities</li> <li>• Noise during operation (near any residential facilities)</li> <li>• Land acquisition related impacts</li> <li>• Community compensation measures</li> </ul> <p>Submission of grievances (to ARS and the Contractor) and grievance management</p>
<p>Presidents of local community councils covering the 23 villages</p>	<p>Non Technical Summary (Project E&amp;S impacts and mitigation measures)</p> <p>Stakeholder Engagement Plan</p> <p>Official correspondence and meetings</p>	<p>As above.</p>
<p>Owners and users of land and assets which will be acquired for the Project, who may be physically and/or economically displaced, including vulnerable individuals or households affected by land acquisition.</p>	<p>Resettlement Action Plan</p> <p>Expropriation hearings</p> <p>Individual meetings</p> <p>Grievance mechanism</p>	<p>Expropriation process, compensation amounts, appeals, etc.</p> <p>Assistance for persons whose livelihoods are severely affected or vulnerable individuals/households</p> <p>ARS grievance contact details and management</p>
<p>Vukosavlje expropriation teams from the RAGPA RS Public Attorney's Office</p>	<p>Resettlement Action Plan</p> <p>Regular coordination meetings to follow progress of expropriation, identify and assist person's whose livelihoods may be affected and any vulnerable individuals / households</p>	<p>Progress of expropriation in Vukosavlje</p> <p>Identification of formal or informal land users, identification of persons whose livelihoods are affected or who may be disproportionately affected by land acquisition (vulnerable persons)</p> <p>Potential measures to assist them</p>

Stakeholder group	Type of communication and proposed method	Issue of interest / concern
	Individual assistance action plans (action plan to assist affected people)	
Interested NGOs, citizens' associations and other organisations <sup>2</sup>	Non Technical Summary (Project E&S impacts and mitigation measures) Stakeholder Engagement Plan Public hearings and / or consultation meetings Project website Media Grievance mechanism	Environmental and social impacts of the Project and mitigation measures Submission of grievances (to ARS and the Contractor) and grievance management
Municipalities (Doboj, Modriča and Vukosavlje), including all relevant departments and service providers	Non Technical Summary (Project E&S impacts and mitigation measures) Stakeholder Engagement Plan Official correspondence and meetings	Environmental and social impacts of the Project and mitigation measures Submission of grievances (to ARS and the Contractor) and grievance management Service providers – actions to be undertaken to assist people affected by land acquisition, as specified in the RAP. Updates on any activities which the municipalities are implementing (or are aware of) as part of the River Bosnia Regulation Project
Republic Institute for Cultural Heritage Tourist Organisation	Official correspondence and meetings when necessary	Three way agreement (ARS/Contractor, Cultural Heritage Institute and Modriča municipality, including Modriča Tourist Organisation) on possible improvement measures that the Project could implement for Dobor Tower (e.g. better access or parking).
RS Ministry of spatial planning, construction and environment	Official correspondence and meetings when necessary	Application for an environmental permit (for the Trebava interchange), with accompanying documentation Exchange of information on the status of the River Bosnia Regulation Project (and small

<sup>2</sup> At the time of developing this SEP no NGOs or other organisations were identified as specifically interested in the Project. If some organisations show an interest in the Project at a later stage, they will be added to this list of stakeholders.

Stakeholder group	Type of communication and proposed method	Issue of interest / concern
		HPPs), active provision of updated Project information, including updated flooding studies.
Other statutory stakeholders, i.e. relevant Ministries, institutes, utility companies, directorates, etc.	Official correspondence and meetings when necessary	Conditions, applications for permits Project progress and specific topics of interest

## 7 STAKEHOLDER ENGAGEMENT ACTIONS

This SEP defines in more detail the main engagement activities which have been identified as needed in the preconstruction phase, some of which will be the responsibility of ARS and others which will be the responsibility of the Design and Build Contractor. Both ARS and the Contractor will rely on support from representatives of the affected municipalities, who have a network for sharing information with people residing or working in local villages, and inviting them to participate at community events. The municipalities have already supported ARS in the organisation of community meetings as described in Section 5 and the same model for cooperation will be used for future similar events.

The activities which are presented here all need to be implemented before construction begins. Engagement which needs to continue during construction is mentioned only in general, because the details cannot be determined at this time. They will be presented in more detail, in future SEP's, as the Project progresses.

### 7.1 Appointment of SEP Manager

The implementation and updating of this SEP is the responsibility of ARS, whose management will appoint one person to be the Project SEP Manager and provide this individual with sufficient resources to meet the requirements of this SEP.

The SEP Manager will be required to:

- Ensure this SEP is updated as and when appropriate;
- Plan, implement and conduct day-to-day management of Project related stakeholder engagement, including any grievances raised;
- Maintain records of formal and informal stakeholder engagement activities;
- Organise, arrange and attend stakeholder meetings;
- Prepare information for dissemination to stakeholders in accessible formats;
- Ensure that the Grievance Mechanism is implemented and that a log of raised grievances is regularly maintained.
- Monitor engagement activities and prepare reports.

### 7.2 Disclosure of E&S Documents

ARS will directly post all relevant Project information, in the local language and in English, on the company website (<https://autoputevirs.com/en/>) starting from May 5, 2022, the following documents:

- Local EIAs for both Project sections (LOT 1 section 3 and LOT 2)
- Non Technical Summary of the Project E&S Issues
- Stakeholder Engagement Plan
- Resettlement Action Plan

ARS will prepare and distribute hard copies of these documents, in the local language, to representatives of all three municipalities, to make them available at the information counter in each municipality (this is the information counter that assists people who enter the municipality building to find the information they are looking for), as well as to presidents of local community councils in all villages located along the motorway. The presidents of local community councils will place notices on community boards, listing the documents that are publicly available, the website page where they have been published, the locations of hard copies, as well as the ARS contact details for grievances.

### 7.3 Land Acquisition Engagement

ARS will actively coordinate with the property administrations in charge of land acquisition and will have regular meetings to follow the progress of expropriation, as well as to discuss cases of livelihood losses or impacts on any vulnerable individuals or households. The details of this engagement are described in the Project RAP.

### 7.4 Contractor Engagement Obligations

Some of the responsibilities for stakeholder engagement will also lie with the Design and Build Contractor. The Contractor will also have to appoint a person who will be in charge of communication with stakeholders, particularly local communities and this person will also be in charge of managing grievances. The Contractor will manage grievances in the same way as ARS and as presented in this SEP and will provide regular reports to ARS, to consolidate all grievances. The contact details for submission of grievances to the Contractor will be disclosed in the same way as for ARS (see above). The Contractor engagement manager and the ARS SEP Manager will actively cooperate in the organisation of any consultation and disclosure activities and for responding to grievances which may require involvement of both ARS and the Contractor.

The key requirement for the Design and Build Contractor in the pre construction period, is to consult affected communities on the location of all underpasses, overpasses and local service roads, while developing the detailed (final) design. The Contractor will cooperate with ARS and the local municipalities to organise community meetings in various locations along the motorway to present the final design and receive feedback from members of local communities on the planned locations for motorway crossings. The discussion will also include preliminary proposals for temporary crossings during construction, which are to be made available to the local population. As the temporary crossing plan may change over time, the Contractor will ensure that these changes are communicated to affected communities and will encourage them to provide comments or suggestions, if needed.

Two more topics are key for communication with local communities, during the pre construction period and they are: traffic management during construction and final locations of noise (barriers) near sensitive receptors along the future motorway. Consultations regarding these two topics can be held at the same time as the consultations regarding access issues described in the previous paragraph, however they may have to be more targeted as they could impact specific households/businesses or only certain communities. ARS and the Contractor will take these issues into consideration and will make a precise plan for engagement, which will then be presented in an updated SEP and implemented.

### 7.5 Community Projects

Depending on the scale of transport and traffic impacts or other nuisances caused to certain communities during construction (as presented in the previous section), it may be necessary for ARS and the Design and Build Contractor to develop and implement a plan for community compensation. Affected communities will be consulted on the type of compensation which will be provided and possible examples include repairs of community infrastructure, construction of a playground, etc.

In the spirit of international best practice, ARS will cooperate with the Republic Institute for Cultural Heritage and the municipality Modriča and the Modriča Tourist Organisation, to identify additional

improvement measures which can be implemented for the National Monument Dobor Tower, for example, improved access roads or parking.

## 7.6 Overarching Engagement Requirements

All engagement activities implemented for the Project will have to abide by certain rules in relation to the WBIF support and the current Covid-19 pandemic.

As a WBIF supported project, all engagement activities will require adherence to very detailed communication and visibility guidelines, available at: [wbif-cv-plan-and-guidelines-2021-2022.pdf](#)

All engagement activities will be carried out with full respect of Covid-19 prevention measures in force at the time of engagement. This may require greater online communication than face to face meetings, smaller focus group meetings rather than large, public meetings, organisation of events in open spaces when the weather allows it, etc. and will have to be considered and decided on at the time when engagement is implemented.

## 8 GRIEVANCE MANAGEMENT

The Project Grievance Mechanism is managed by the SEP Manager. A copy of the Grievance Mechanism will be included within the ARS webpage. The main features of the Grievance Mechanism are:

- Any person or organisation may submit comments or complaints in person, by phone, by post or email. A template for the Grievance Form is provided at the end of this document (see Annex 1), however the use of this form is not obligatory. Contact information for ARS is provided at the end of this section as well as the Grievance Form.
- Individuals who submit a grievance have the right to request that their name is kept confidential. Grievances may also be submitted anonymously, however this could limit ARS's options for investigating and responding to the grievance.
- All grievances will be responded to either verbally or in writing, in accordance with the preferred method of communication specified by the complainant.
- ARS will keep a central record of all the grievances received, the Grievance Management Log (see Annex 2). The Grievance Management Log is maintained by the SEP Manager. Worker/employee grievances will be addressed through a separate, internal grievance mechanism (the Workers Grievance Mechanism) and should not be submitted through the contact details provided in this SEP.
- All grievances will be registered in the Grievance Management Log and acknowledged within 5 working days. A formal response to the grievances raised must be provided within 30 working days. For complex grievances, more time may be needed, in which case the ARS Stakeholder Manager will inform the person who submitted the grievance (within those 30 days) of the expected time frame for the response.
- In cases when the complainant is not satisfied with the way their grievance has been responded to, ARS will invite representatives of the relevant local community or other mutually agreed third party, to participate in the process so that a solution, acceptable to both sides, can be found.
- The Grievance Management Log will be used to track the resolution of all grievances raised and to prepare management reports, and will be shared with EIB, as requested.

The submission of grievances to ARS does not prevent anyone from exercising their legal rights and / or seeking remedies in accordance with the laws and regulations of Republika Srpska and BiH.

Questions and / or grievances can be submitted to ARS by post, email, fax or by telephone through the following contact details:

Name: Jasna Dragojević

Title: SEP Manager

Company: Autoputevi Republike Srpske

email: jdragojevic@autoputevirs.com

Phone number: +387 51 233 670

Address: Vase Pelagića 10, 78000 Banja Luka

Grievances in relation to construction activities will be addressed directly by the Contractor and their management will be monitored by the SEP Manager. The contact details of persons responsible for grievance management on behalf of the Contractor will be distributed to all municipalities and all presidents of local community councils along the motorway, to place on community information boards, before any field activities take place in these locations.

## 9 MONITORING, EVALUATION AND REPORTING

### 9.1 Monitoring and Evaluation

ARS will actively monitor the implementation of the SEP and will make periodic amendments to the document, particularly to plan and present upcoming disclosure and consultation events.

The key indicators that will be used to assess Project related efforts for stakeholder engagement and whether outcomes consistent with the SEP are being achieved will be:

- Number and type of grievances and how they are being addressed
- Documents disclosed, where, how and received comments, questions
- Details of consultations organised with local communities in relation to key topics, i.e. access to other side of the motorway, traffic management, noise barriers, etc. Feedback from local communities and how it was incorporated in further Project planning and/or implementation
- Details of other engagement activities and their impact on the Project (outcomes of engagement)

### 9.2 Reporting

As presented earlier, the SEP Manager and the Contractor engagement manager will maintain the Grievance Log and based on that, using the indicators listed in the previous section, will prepare SEP reports, issued for ARS management on a quarterly basis prior to and during construction. Information from these reports will be summarised in Annual Environmental and Social Reports submitted to EIB.

The ARS SEP Manager and Contractor engagement manager will document all meetings and consultations with minutes and photographs and will attach these to the reports.



## Annex 1 Grievance Form

<b>Reference No</b> (to be filled in by responsible person in ARS):	
<b>Full Name</b>	
<b>Contact Information and Preferred method of communication</b> Please mark how you wish to be contacted (mail, telephone, e-mail).	<input type="checkbox"/> By Post: Please provide postal address: <input type="checkbox"/> By Telephone: Please provide telephone number: <input type="checkbox"/> By E-mail: Please provide E-mail address:
<b>Preferred language (please tick)</b>	<input type="checkbox"/> Serbian, Bosnian, Croatian <input type="checkbox"/> English
<b>Description of Incident or Grievance:</b>	What happened? Where did it happen? Who did it happen to? What is the result of the problem? Source and duration of the problem?
<b>Date of Incident/ Grievance</b>	
	<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)
<b>What would you like to see happen to resolve the problem?</b>	

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Please return this form to:**

Name: Jasna Dragojević  
 Title: SEP Manager  
 Company: Autoputevi Republike Srpske  
 email: jdragojevic@autoputevirs.com  
 Phone number: +387 51 233 670  
 Address: Vase Pelagića 10, 78000 Banja Luka





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