

Public Company "REPUBLIC OF SRPSKA MOTORWAYS"

78000 Banja Luka

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**APPENDIX D
STAKEHOLDER ENGAGEMENT PLAN FOR MI PROJECT
(EBRD'S B CATEGORY OF PROJECT)**

1 PROJECT SUMMARY

Under the Regional Roads Project the EBRD, the European Investment Bank and the Government of RS provided financing for the construction of a new motorway from Banja Luka to Gradiska (BLG). Original construction plans envisaged an ordinary exit from BLG to the local road in Mahovljani. However, the original plans have been revised and consequently lead to broadening the scope of work in Mahovljani with the aim of building an interchange between BLG and Banja Luka Doboje motorways.

In order to address the concerns of all parties affected by the building of MI, the RS Motorway Company will implement the Stakeholder Engagement Plan. This Plan is meant to explain the way in which the RS Motorway Company plans to communicate with people who may be affected by or interested in their operations. It also includes a grievance mechanism for people to raise any concerns to our attention.

2 REGULATORY REQUIREMENTS

The current environmental legislation in RS, more specifically the Law on Environmental Protection of RS (Official Gazette of Republika Srpska, No. 28/07 and 41/08), enables public access to information, public participation in decision making and access to justice in relation to issues regarding environmental protection. Participation is allowed for every citizen regardless of citizenship, nationality or residence, and for legal entities regardless of their seat.

The competent ministry will enable public participation in:

- procedures of environmental impact assessment of projects;
- procedures of issuing environmental permits.

The Expropriation Law of the RS (Official Gazette of RS No. 112/06, 37/07 and 110/08) regulates the conditions (establishing public interest), the procedure for expropriation of real property for construction of facilities and carrying out works in the public interest and the compensation for expropriated property. It also addresses the issues of grievances and disputes handling, and, to a limited extent, compensation eligibility.

3 SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

The company carried out a consultative process with local communities and other interested parties on the results of the EIA, prepared for the BLG motorway. Professional associations and environmental NGOs were consulted in order to determine the scope of EIA. Public hearings were organized in the municipalities of Gradiska and Laktasi, which are affected by the building of the motorway. The draft of EIA was available to the public for 30 days and all interested parties were asked to provide their comments in writing. The meeting minutes from the consultative meetings are available in the company's office and will be made available for all interested parties on request.

The local population and stakeholders were informed in a timely manner about the building of MI and its potential impacts, as well as expropriation implications, prior to the commencement of construction works,. This was carried out by organizing public meetings in the Municipality of Laktasi. The public meetings were organized in cooperation with the Municipality of Laktasi, the Municipality of Banja Luka and the RS Roads Company. The information about works on the BLG motorway, including changes made to the MI, were published on the RS Roads Company's website (<http://www.putevirs.com/aktuelnosti/autoput.shtml>).

Major issues raised during the consultations with stakeholders are:

- the amount of compensations initially offered for the expropriation (the are considered to be too low and below the market price of the properties);
- concerns related to possible deterioration of life quality due to construction activities and later operation of the interchange;
- health-related concerns due to noise, dust and air pollution.

4 STAKEHOLDERS RELEVANT FOR THE PROJECT

In addition to regulatory authorities, the RS Motorway company has identified both internal stakeholders, such as workers, as well as external stakeholders, such as local residents, and several organizations that may be interested in our activities. The description for some of the most relevant stakeholders is provided below.

4.1 MUNICIPALITY LAKTASI

The Municipality of Laktasi has 15.000 inhabitants and is divided into smaller sub-units, called local communities. There are 11 local communities on the territory of the Municipality. The area of Mahovljani belongs to the local community of Laktasi.

The Municipality administration consists of the Municipality Assembly, the Mayor and several departments and services, through which public services are provided to its inhabitants. The organizational chart of the Municipality administration is presented below:

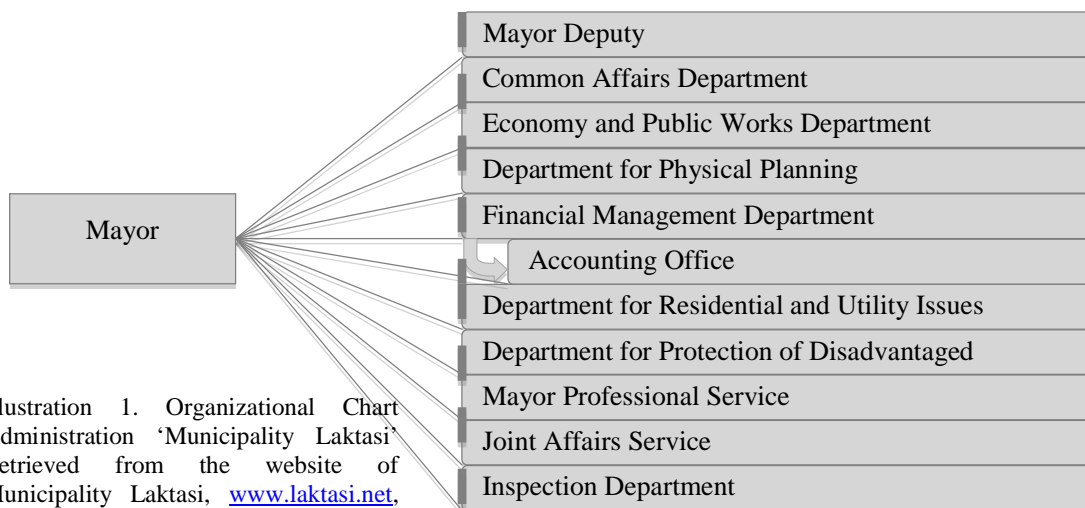


Illustration 1. Organizational Chart Administration 'Municipality Laktasi' (retrieved from the website of Municipality Laktasi, www.laktasi.net, on July 30, 2009)

4.2 LOCAL CIVIL SOCIETY

According to the Municipality's official data, there are several public institutions, NGOs and professional associations registered on its territory. The complete list with the locations and contact information can be found on the Municipality's website (<http://www.laktasi.net>).

Below is the list of institutions, NGOs and professional associations in Laktasi, identified as stakeholders, along with the contact information:

Table 4.1: Local Civil Society – Municipality Laktasi

Organization	Area	Phone	Email
Public Center for Social Care	Laktasi	051 530 306	csrlaktasi@blic.net
Public Center for Culture and Education	Laktasi	051 532 260	udklaktasi@teol.net
Public Library Veselin Maslesa, Laktasi	Laktasi	051 535 197	nblaktasi@blic.net
Red Cross, Laktasi	Laktasi	051 532 209	
The Labor Union of the RS – Laktasi	Laktasi	051 532 354	
Environmental NGO 'Kanarinac', Laktasi	Laktasi	065 513 826	lakanarinac@yahoo.com
Association of Agricultural Producers, Laktasi	Laktasi	065 823 046	
Association of Producers of Fruit 'Integralna proizvodnja voca'	Laktasi	065 520 139	
Association of Retired Persons 'Solidarnost'	Laktasi	065 514 833	
Association of Retired Persons Laktasi	Laktasi	061 530 447	
Youth Center, Laktasi	Laktasi	051 582 160	oc.magajani@gmail.com
Center for Development of Youth Policy	Laktasi		razvojnapolitika@yahoo.com

4.3 RS MOTORWAY COMPANY (RS AUTOPUTEVI) AND RS ROADS (RS PUTEVI)

The RS Motorways Company is a newly founded public company in charge of all works regarding the construction and maintenance of motorways on the territory of the Republika Srpska. The Public Company RS Roads is in charge of managing all works concerning motorways until the establishment of RS Motorways. Consequently, RS Roads has been in charge for all works on MI, including the expropriation process.

The key contact is

Gosp. Mladen Lazendić, direktor

Kompanija: Javno preduzeće "Putevi Republike Srpske"

Adresa: Vase Pelagića 10, Banja Luka

Telefon: 051 309 128

E-mail: mlazendic@putevirs.com

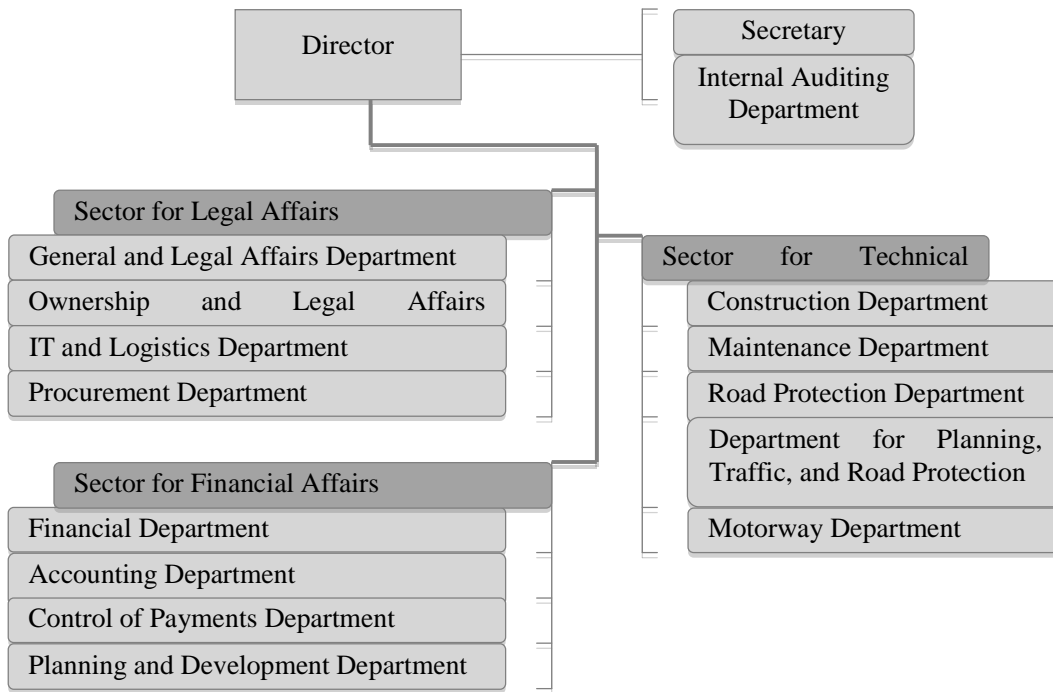


Illustration 2. Organizational Chart of RS Roads Public Company

5 STAKEHOLDERS AND COMMUNICATION METHODS

For each stakeholder, a proposed method of communication is listed, including addresses and contact details for more information, as well as specific media that will be used to notify stakeholders of information, such as opportunities for public consultation or significant changes. Suggestions for improvement of proposed communication methods or media to the contact information at the end of this document are welcomed.

Stakeholders	Population	Relevant Issues	Communication/ Media Proposed
External Stakeholders			
Municipality Laktasi			The company will maintain regular contact through internal channels of communication.
Relevant Ministries: <ul style="list-style-type: none"> ▪ RS Ministry of Communications and Transport ▪ RS Ministry of Spatial Planning, Civil Engineering and Ecology 	Unknown		The company will maintain regular contact through internal channels of communication.
Laktasi Local Community	2,000	Public bulletin board, Municipal Building Karadžorđeva56, 78250 Laktasi Tel: (051) 334 200	The community will be notified through newspapers: <ul style="list-style-type: none"> ▪ Nezavisne Novine ▪ Glas Srpske ▪ Local radio stations: <ul style="list-style-type: none"> ▪ Radio Banja Luka ▪ Radio IGOKEA Website: www.autoputevirs.com
Larger population, interested but not affected: <ul style="list-style-type: none"> ▪ Municipality Laktasi ▪ City of Banja Luka ▪ City of Gradiska 	15,000 400,000 60,000	Regional Environmental Authority: RS Ministry of Transport and Communications Trg Republike Srpske 1 78 000 Banja Luka Tel: 051/339-603	Newspapers: <ul style="list-style-type: none"> ▪ Nezavisne Novine, ▪ Glas Srpske, Radio: <ul style="list-style-type: none"> ▪ Radio Republike Srpske
Potentially interested NGOs: <ul style="list-style-type: none"> ▪ REC Country Office BiH, Banja Luka ▪ Lokalna inicijativa razvoja, Banja Luka ▪ Association of Agricultural Producers, Laktasi ▪ Association of Producers of Fruit 'Integralna proizvodnja voca', Latasi ▪ Environmental NGO Kanarinac, Laktasi 	n/a	E-mail address: See company's contact information in the last section of the document.	Website disclosure: www.putevirs.com * The above link will be used until RS Motorway Company's website (www.autoputevirs.com) becomes operational.

<ul style="list-style-type: none"> ▪ Association of Retired Persons, Laktasi ▪ Youth Center, Laktasi ▪ Center for Development of Youth Policy 			
<p>Other institutions or organizations that may be stakeholders:</p> <ul style="list-style-type: none"> ▪ Public Center for Social Care ▪ Public Center for Culture and Education ▪ Public Library Veselin Maslesa ▪ Red Cross Laktasi ▪ The Labor Union of the RS-Laktasi 	n/a	E-mail address: See company's contact information in the last section of the document.	<p>Website disclosure: www.putevirs.com</p> <p>* The above link will be used until RS Motorway Company's website (www.autoputevirs.com) becomes operational.</p>
Internal Stakeholders			
Employees of RS Motorway Company	7	<i>HSE policy and requirements (contract), environment requirements, grievance mechanism</i>	Internal newsletter, bulletin board in break room, inserts with payslips, etc. Grievance procedure.
Temporary Construction Workers, subcontractors	Unknown	Grievance procedure. Code of conduct. <i>HSE policy and requirements (contract), environment requirements, grievance mechanism</i>	Information in contract, bulletin board, training.
Union	Unknown	Union newsletter. Information on request to union representatives.	None.

6 DISCLOSURE OF INFORMATION

The company intends to provide all relevant information to the public. The RS Motorway Company will disclose its environmental and social policy and grievance mechanism to the public. All interested parties will be able to find all the listed information below on the company's website (www.autoputevirs.com) as of September 2009. In addition, the company will make available hard copies of these documents in their main office (See company's address in the last section of this document). Hard copies will be delivered and made available at the Municipal Building as well.

The following information is publicly available:

- Summary of environmental and social action plan (ESAP),
- Annual report including a summary of environmental and social impacts, health and safety performance and implementation of grievance mechanism,
- Environmental impact assessments for BLG and Banja Luka – Dobož Motorway (including MI)

The information about works on the BLG motorway, including changes made to the MI, can be found on the Public Company RS Roads' website (<http://www.putevirs.com/aktuelnosti/autoput.shtml>).

7 STAKEHOLDER ENGAGEMENT PROGRAMME

An update on the schedule of works will be provided to the Municipality Laktasi, and the Local Community of Laktasi approximately 2 weeks prior to the commencement of works, as well as a reminder about the works and the availability of the grievance mechanism. The notifications will be provided to and posted at the Municipality and local community bulletin boards to provide additional information about the works and safety issues, if required. The contractors will also be responsible for providing notifications about planned works to the Department for Public Communications, within the Municipality.

The Contractor shall distribute information to directly affected people on a timely basis prior to work commencing concerning construction activities that may affect them (traffic, access, noise and dust) and the availability of the public grievance procedure.

8 PUBLIC GRIEVANCE MECHANISM

Any comments or concerns can be brought to the attention of the company verbally or in writing (by post or e-mail) or by filling in a grievance form (see example at the end of this document). Please indicate in your communication if you wish your name to be kept confidential.

All grievances will be put in a register and assigned a number, and acknowledged within 7 days.

The company will make all reasonable efforts to address complaints upon the acknowledgement of a grievance. If the company is not able to address the issues raised by immediate corrective action, a long-term corrective action will be identified. The complainant will be informed of the proposed corrective action and follow-up of corrective action within 25 days of the acknowledgement of grievance.

If the company was not able to address the particular issue raised through the grievance mechanism or if an action was not required, it will provide a detailed explanation/justification on why the issue was not addressed. The response will also contain an explanation of how the person/organization who raised the complaint can proceed with the grievance in case the outcome is not satisfactory. A separate grievance mechanism is available for workers.

Contact information is presented below.

9 COMPANY CONTACT INFORMATION

Attention: Mr. DusanTopic

Company: Autoputevi Republike Srpske

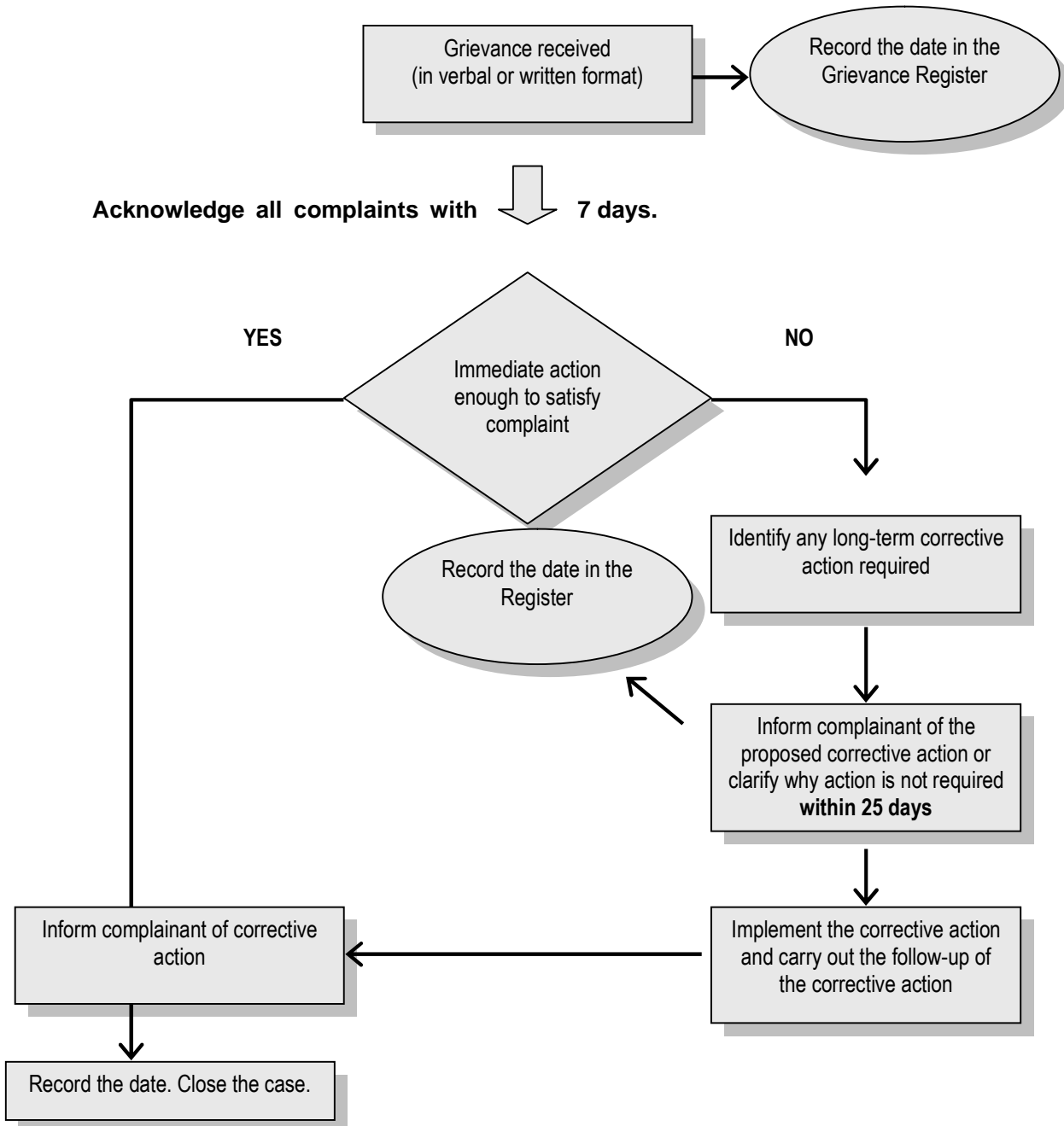
Postal Address: Veselina Maslese 22,

Telephone: 051 233 670, 233 680

E-mail address: dtopic@autoputevisr.com

Contactor Details: TBA

Flowchart for Processing Grievances



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 _____
Preferred Language for communication	<input type="checkbox"/> Bosnian/Serbian/Croatian <input type="checkbox"/> English
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: [name], Health and Safety Manager, [company name],

Address _____: Tel.: _____

or E-mail: [_____@_____.com](#) .