

**Stakeholder
Engagement Plan**
Section Tarčin –
entrance to
Tunnel Ivan



**Sarajevo,
April 2021**

Abbreviations

BiH	Bosnia and Herzegovina
EBRD	European Bank for Reconstruction and Development
EIB	European Investment Bank
EIB ESS	EIB's Environmental and Social Standards
EIA	Environmental Impact Assessment
ESAP	Environmental and Social Action Plan
ESMP	Environmental and Social Management Plan
FBiH	Federation of Bosnia and Herzegovina
FMET	Federal Ministry of Environment and Tourism
JPAC	Motorways of the Federation of Bosnia and Herzegovina
LALRP	Land Acquisition and Livelihood Restoration Plan
LC	Local Community
NGO	Non-governmental Organisation
NTS	Non-Technical Summary
PAP	Project Affected People
PIU	Project Implementation Unit
ESS	Environmental and Social Standard
SEP	Stakeholder Engagement Plan

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1. INTRODUCTION

1.1 Description and the Context of the Project

Introduction

PC Motorways of the Federation of Bosnia and Herzegovina (the Company or “JPAC”), a limited liability company wholly owned by the Federation of Bosnia and Herzegovina (FBiH), is working on the development of the motorway which is a part of the Trans-European Corridor Vc connecting Budapest (Hungary) and Port of Ploče (Croatia). The total length of the Corridor Vc in FBiH is approx. 335 km, of which approx. 100 km has already been constructed and is operational. The Corridor alignment is divided into four lots, as shown in the map below.

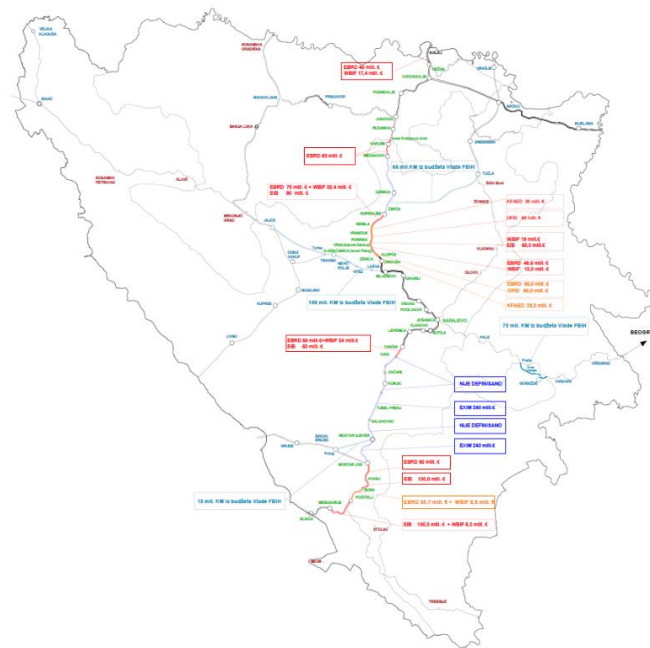


Figure 1: LOTs of Corridor Vc in Bosnia and Herzegovina

The European Investment Bank (the “EIB” or the “Bank”) is providing financial support to JPAC for the construction of the new **4.9 km motorway section from Tarčin to Tunnel Ivan** on the Corridor Vc (LOT 3). North adjacent subsection is Lepenica – Tarčin. This subsection was built and opened to traffic. South adjacent subsection is Tunnel Ivan, under construction and financed by EBRD.

Brief Description of the Project

According to the Detailed Design, the 4.9 km long subsection Tarčin – entrance to Tunnel Ivan is the continuation of the subsection Lepenica – Tarčin, already constructed part of the Corridor Vc. The construction of the Project section commenced in December 2020.

The beginning of this sub-section is in the Do locality (from the existing Tarčin interchange), and this is a continuation of the already constructed motorway on Corridor Vc. In this part, the route passes along the valley of Kalašnica river, choosing a free space between the river, the main road M-17 and the railway route Sarajevo - Ploče. From km 1+160 to km 1+260, the route cuts the slope below the Raštelica railway station, which is secured with the reinforced concrete grill with anchors that are anchored in the slope. After km 1+280, the route crosses to the opposite slope via viaduct Raštelica 1. The Raštelica 1 viaduct is 518 m long. At chainage km 1+780 to km 1+980, the motorway is at the intersection on a transverse steep terrain, so that the left lane is in a deep intersection, and the right lane occasionally on the embankment. A rest area type 1 was planned on this part of the route. Due to the limited space, it has been established that the rest areas cannot be opposite to each other, so the 1 was left one should be situated at approx. km 2+380 to km 2+660, and the right one at km 4+180 to km 4+480. On the part of the route between the left and the right rest areas, from km 2+280 to km 3+480, the bridge M2 - Raštalica 2 is located, about 610m long. After the bridge, the route enters a deeper intersection, with a height up to 15m in the axis of the motorway from km 3+480 to km 3+780, After this intersection, the route is in the intersection and on the embankment up to the Tunnel Ivan. The embankments are up to 10m high. At km 5+100, the route enters the Tunnel Ivan.

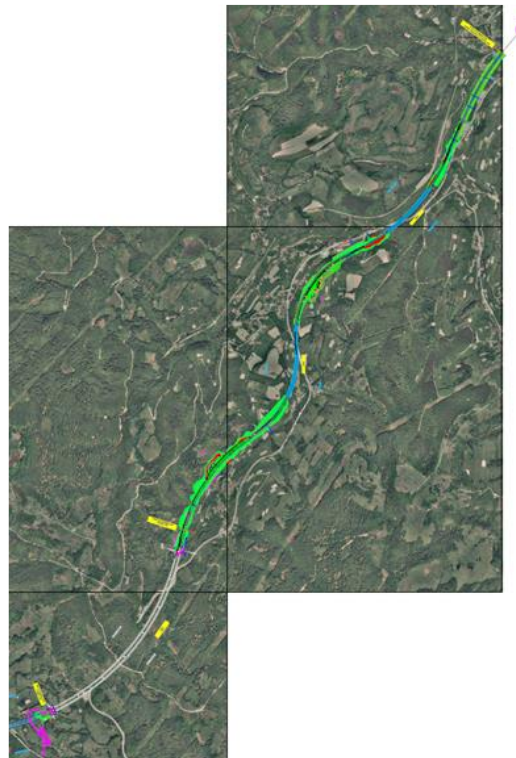


Figure 2: Layout of motorway section: Tarčin – entrance to Tunnel Ivan

Project Benefits

The key benefits of the Project are:

- Improved access to tourist centres, religious, recreational, catering and health facilities;
- Enhanced ability of communities to attract new business investments and economic development as a result of improved access to regional transport infrastructure,
- Improved transport services (reduced travel time of people and transit time¹), which will improve the living and working conditions of local communities;
- Reduced traffic on local roads which can have positive impacts such as improved local air quality, noise reduction and therefore better living conditions.
- The project will provide an improved road link, which will result in savings on general fuel consumption.

Project Categorisation

The 4.9 km motorway section from Tarčin to Tunnel Ivan has been screened as a Category A project in line with EIB's Environmental and Social Standards (2018).

1.2 Objectives and Scope of the Stakeholder Engagement Plan

This Stakeholder Engagement Plan ("SEP") was developed by JPAC in order to clearly communicate to all interested and affected parties the stakeholder engagement program. The SEP describes activities implemented so far and stakeholder engagement activities to be further implemented during the entire project cycle.

At the time of the preparation of this SEP the motorway section is under construction, the entire preparatory phase of the Project is concluded and the records of the stakeholder communication during the preparatory phase will be presented in this document. The program of the future stakeholder engagement is presented in this document as well.

During the preparatory phase of the Project, the donor of the project was not defined, so the stakeholder involvement and communication was done in accordance with the national legislation, therefore the document will present past, current and future events.

The objective of this SEP is to improve and facilitate project-related decision-making process and create opportunities for active involvement of all stakeholders in a timely manner, and to provide possibilities for all stakeholders to voice their opinions and concerns that may influence project decisions. The purpose of the SEP is, therefore, to enhance stakeholder engagement throughout the life cycle of the Project, and to carry out stakeholder engagement in line with the laws of FBiH, as well as the requirements of the EIB.

This SEP will be updated as necessary.

¹ Amount of time spent when moving goods from one point to another.

2. REGULATORY REQUIREMENTS FOR STAKEHOLDER ENGAGEMENT

2.1 Local Legislation Requirements

As a public enterprise, JPAC is required to apply the provisions of the *Law on Free Access to Information in FBiH*², i.e., to **provide access to information to all stakeholders**, including every natural person or legal entity. In the framework of its capabilities, it is also obliged to undertake all necessary measures to provide assistance to natural persons or legal entities seeking to exercise their rights.

It is also required, in accordance with the *Law on Public Enterprises in FBiH*³, to operate on the **principle of freedom of access to information** and make publicly available on its website all information regarding its work, organisation and financial management.

In addition, the *Law on Environmental Protection of FBiH*⁴ stipulates that every person and every organisation must have **adequate access to information regarding the environment** which is at the disposal of public authorities, including information on hazardous materials and activities in their communities, and be enabled to participate in the decision-making process. This Law also regulates the Environmental Impact Assessment (EIA) procedure and prescribes that **public hearings must be organised for projects that require an Environmental Impact Assessment**. The EIA must be made available to the public and a copy sent to relevant authorities and other interested parties, allowing 30 days for submitting comments, after which a public hearing is organised, and the public is invited via printed (or electronic) media/radio/TV, at least 15 days in advance. The Environmental Permit (EP) is issued after the EIA is revised and all the relevant comments received from interested parties are taken into consideration⁵.

In line with the *Decree on Single Methodology for Developing Spatial Planning Documents*⁶, **public participation must be ensured during all stages of the development of spatial planning documents**. Spatial plan developers are required to prepare a Public Participation Program, which includes provisions for public involvement at all stages. In addition, spatial planning documents must contain evidence of public consultations, such as minutes from public hearings, etc.

In addition, according to the *Law on Physical Planning and Land Use at the Level of FBiH*⁷, prior to the issuing of Construction Permits, Federal Ministry of Physical Planning has to provide **public access to the Main Design**, and inform the public by means of a public announcement. The public is allowed 15 days for the submission of comments.

Furthermore, BiH acceded to the **Aarhus Convention on Access to Information, Public Participation in Decision Making and Access to Justice in Environmental Matters** in 2008. The Aarhus Convention grants the public rights regarding access to information, public participation and access to justice, in governmental decision-making processes on matters concerning the local, national and transboundary environment. Article 2(c) of the Convention states that the Convention applies not only to government at all levels, but also to “any other natural or legal persons having public responsibilities or functions, or providing public services, in relation to the environment, under the control of [a public authority].” In line with the Convention, JPAC is required to:

² Official Gazette of FBiH, No. 32/01

³ Official Gazette of FBiH, No. 81/08

⁴ Official Gazette of FBiH, No. 33/03 and 38/09

⁵ For this Project, the local EIA study was developed in 2017

⁶ Official Gazette of FBiH, No. 63/04, 50/07 and 84/10

⁷ Official Gazette of FBiH, No. 2/06, 72/07, 32/08, 4/10, 13/10 and 45/10

- **Respond to requests from the public for environmental information** (any member of the public can make a request, regardless of citizenship, nationality or domicile)
- **Regularly collect and disclose environmental information to the public** and notify the public that the information is available; and provide information for emergencies.

2.2 EIB Requirements

EIB has set out a comprehensive set of specific Environmental and Social Standards (ESSs) that projects are expected to meet. ESS 10 (*Stakeholder Engagement*) of EIB's Environmental and Social Standards (ESS) emphasises the importance of an open and transparent engagement between the project, its workers, local communities directly affected by the project and other stakeholders as an essential element of good international practice and corporate citizenship. Stakeholder engagement involves stakeholder identification and analysis, stakeholder engagement planning, disclosure of information, consultation and participation, a grievance mechanism, and ongoing reporting to relevant stakeholders.

In accordance with ESS 10, projects are required to develop and implement a Stakeholder Engagement Plan appropriate to the nature and scale or the risks, impacts and development stage of the project, and conduct stakeholder engagement on the basis of providing local communities that are directly affected by the project and other relevant stakeholders with access to timely, relevant, understandable and accessible information.

EIB's ESS contains specific disclosure and consultation requirements for "Category A" projects (i.e., projects which may result in potentially significant adverse future environmental and/or social impacts which cannot readily be identified). The environmental and social impact assessment process includes a public disclosure and consultation process as specified in ESS 10. Where an Environmental and Social Management Plan (ESMP) has been agreed between EIB and the project, the project must disclose the ESMP to the affected parties. The project must keep the environmental and social impact assessment in the public domain throughout the life of the project, but it may be amended, from time to time, with additional information, or archived following project completion, as long as it is available on request in a timely manner.

In line the EIB Group Transparency Policy (2019) EIB is committed to promoting sustainable development in all of its investments, as a key contributor to economic transition. To ensure that the environmental and social practices of Bank Projects meet EIB standards, the Bank requires that Projects comply with its Environmental and Social Standards. In addition, the Bank is required to disclose certain Project information to the public in accordance with its Group Transparency Policy, to enhance transparency and accountability, improve discourse with affected stakeholders, and foster good governance. Furthermore, the EIB Complaints Mechanism (EIB-CM) <https://www.eib.org/en/about/accountability/complaints/index.htm> further affirms these commitments and has the purpose to facilitate the resolution of social, environmental and public disclosure issues among Project stakeholders; to determine whether the Bank has complied with its ESS and the Project-specific provisions. For "Category A" projects, the Bank will make available environmental and social impact assessments on the EIB website.

The purpose of this document is to demonstrate the compliance of the procedures performed during the stakeholder engagement process by JPAC with the requirements of the EIB.

3. PREVIOUS STAKEHOLDER ENGAGEMENT

1. Public consultations in line with environmental permitting requirements

JPAC conducted the local EIA process for the entire Corridor Vc alignment (divided in four LOTs with respective EIAs). The project section that is considered for financing is part of LOT 3 Tarčin – entrance to Tunnel Ivan section. The Scoping decisions for these four lots were issued in 2005 while the EIAs were approved in 2007. Public consultations were carried out in two stages: (i) after the Scoping Report and (ii) after the Final EIA Report. In both stages the documents were publicly disclosed for 30 days. Public consultations were organised in the municipalities along the corridor, including Hadžići, Konjic, Jablanica and Mostar (LOT 3). No significant public complaints had been recorded in respect to environmental and social issues on the project section.

JPAC updated the EIA in 2017 for the part Tarčin – Zukići, and renewed the environmental permit. The EP is valid until December 2022.

2. Public consultations in line with spatial planning requirements

Spatial Plan of FBiH 2008-2028

Public consultations were also undertaken in 2012 in relation to the new Spatial Plan of FBiH 2008-2028 (which is still in parliamentary procedure). The Federal Ministry of Spatial Planning, on behalf of the Spatial Plan proponent (Government of FBiH), organized public hearings during a 60-day period, from 15 February 2012 until 15 April 2012. A public hearing was organized in each canton, and a central public hearing was organized in Sarajevo on 16 April 2012. The information on public hearing was sent to the Federal News Agency (FENA), and published in daily newspapers (*Dnevni Avaz* and *Oslobođenje*).

According to the Report on the consultation undertaken during the development of the Spatial Plan of FBiH 2008-2028, a public consultation meeting was organised in Mostar on 13 March 2012. Issues raised related to other section of the Corridor Vc rather than the subsection Tarčin – entrance to Tunnel Ivan covered by this SEP.

Spatial Plan for Area of Special Interest to FBiH – Motorway Corridor Vc

The initial text of the Spatial Plan for the Motorway on Corridor Vc in FBiH was prepared in 2010 without the sections in Blagaj and Počitelj, due to opposition by local communities. It was decided at the time by the FBiH Parliament to conduct additional research and consider alternative solutions for this section within a 6-month period. In 2011, the full draft of the amended Spatial Plan was made available for public consultations. Two public hearings were organised:

- a public hearing in Mostar (November 2011), organised by the Federal Ministry of Spatial Planning, and
- a public hearing in Sarajevo (November 2011), organised by the BiH Parliament (Committee for Transport and Communication).

The Plan was then adopted by the FBiH Parliament and officially published in December 2017⁸.

⁸ <https://www.jpautoceste.ba/wp-content/uploads/2018/10/Prostorni-plan-podrucja-48dja-posebnih-obiljezja-od-zna-48daja-za-Federaciju-BiH-Autocesta-na-Koridoru-Vc-za-2008-%e2%80%93-2028-.pdf>

1. Consultations with land owners/users during the land acquisition procedure

Individual hearings with PAPs

The expropriation process was initiated by JPAC by submitting a proposal for expropriation to the Municipality of Hadžići as the expropriation authority. The proposal was submitted in February 2012. The Municipality of Hadžići notified the project affected persons (PAP) of the submitted proposals for expropriation. The proposal contained data on property for which expropriation was proposed, the owners of such property and the purpose for which expropriation was proposed.

Field investigations started in June 2012 in the Cadastral Municipality of Tarčin. Census of all PAPs and properties was developed in order to gather and analyse data and information required to identify all categories of impacts. The summarized version of the census database is available at JPAC.

Socio-economic survey

A socio-economic survey was also conducted to solicit the opinions of the PAP about Project impacts and compensation arrangements, as well as to obtain specific data on current livelihoods and living conditions of PAP, including the identification of vulnerable categories and vulnerable groups among PAPs. In total 29 vulnerable households have been identified but they are not among households that needed to be resettled. The survey was initially conducted during individual hearings with PAP in June 2012 by the representatives of the Department of Property and Legal Affairs of JPAC. The complete expropriation proceeding through administrative proceedings was conducted by the Municipality of Hadžići in cadastral municipalities of Tarčin and Raštelica with 158 files. In this investigation JPAC interviewed 185 PAPs⁹.

Consultations with relevant government authorities, ministries and public institutions

JPAC consulted several local government authorities and public institutions during the development of the preliminary and detailed design, and acquired their consents.

In addition, JPAC contacted other institutions for the purpose of obtaining initial permits necessary for the issuance of the urban permit, such as: Adriatic Sea Basin District Agency, Sava River Basin Agency, Public utility company, Railways FBiH, BH Telecom, Municipality of Hadžići, BH Gas, Public Enterprise Elektrodistribucija FBiH, and Elektroprenos BH.

⁹ The number of PAPs is the number of persons that was recorded during the interviews, the number of actual PAPs could also be higher.

4. STAKEHOLDER ENGAGEMENT PROGRAM

4.1 Introduction

In order to adequately respond to the needs of different groups, communication and information channels have been designed for all identified stakeholders in accordance with their needs. JPAC recognises that meaningful and timely engagement with stakeholders can enable the success of the Project. The engagement process will be used to obtain comments and suggestions for the development of the Project, which may enhance the Project design and lead to extended local benefits.

Project stakeholders have been identified in order to address various consultation requirements.

Stakeholders include persons or groups that are:

- directly and/or indirectly affected by the Project;
- have certain interests in the Project and its activities;
- have the ability to affect the Project itself and its final outcome.

Any stakeholders that are not identified at this stage of the Project (i.e., not included in Table 2, section 4.5 of this document) may directly contact JPAC to make themselves and their needs known and to facilitate the effective implementation of the SEP.

4.2 Responsibility for SEP Implementation

A Project Implementation Unit (PIU) for this motorway section was set up in April 2020¹⁰, which will be responsible for Project implementation, including the implementation of this SEP, under the supervision of the Bank. The PIU consists of 6 members. A Senior Associate for Site Level Management and Communication with Local Communities has been appointed at corporate level (within the Design Department – Division for Study Documentation, Social and Environmental Policy) with the aim to implement all activities related to stakeholders' engagement¹¹. This person is responsible for the implementation of this SEP during the entire project cycle, and in charge of communicating with the local communities and all project stakeholders. The Compensation and Resettlement Coordinator is in charge to act as a contact person for enquiries and grievances (i.e., focal person) to accept /record complaints, grievances as described (see contact information in Chapter 5 of this SEP). Figure 3 shows the responsibilities of the PIU members for processing the grievances, while a detailed flowchart for processing grievances is given in Annex C to this SEP.

¹⁰ JPAC Decision on Appointment of the PIU for the construction of the motorway on Corridor Vc, section Tarčin – entrance to Tunnel Ivan

¹¹ Provision of information to stakeholders about the program of works, future activities, potential impacts, and mitigation and management measures; monitoring the effectiveness of stakeholder engagement activities; responsible for the stakeholder database and for managing grievances; etc

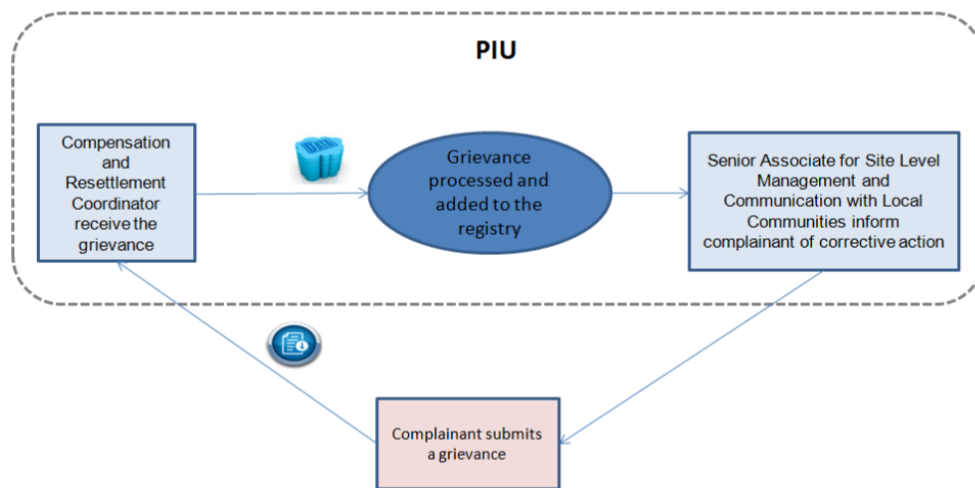


Figure 3: Scheme with PIU members responsibilities for processing the grievances

All contractors in charge of carrying out specific Project activities will also be required to implement the relevant provisions of SEP (see Chapter 5 for more details). The grievance mechanism requirements will be laid out in the tender documentation and contracts that will be signed with the contractors.

4.3 Available Communication Tools & Resources

JPAC communicates with the public through its website (www.jpautoceste.ba) and its Facebook page, as well as electronic, digital and printed media (TV, newspapers, radio, online media). The website is updated regularly and contains information on:

- JPAC operations (work plans, financial and audit reports, policies, procurement opportunities and decisions),
- progress in relation to the planning, construction and operation of entire Corridor Vc, and subprojects
- issues in relation to land acquisition, environmental protection, cultural heritage, safety, tolling and traffic related information,
- disclosed documents for all motorway subsections available for download (such as: ESIA, ESAP, SEP, LARP, NTS)
- company contacts,
- corporate social responsibility programme, etc.

Complaints or suggestions can be submitted directly to JPAC, through an online form, as well as through contact details provided on JPAC website. The formal Grievance Mechanism is described later in this document and a copy of the Grievance form is also provided (see Chapter 5 for more details).

4.4 Planned Information and Communication Arrangements

JPAC carried out public consultations and information dissemination that could reflect main issues of relevance to the Project.

Disclosed documents and information related to section Tarčin – entrance to Tunnel Ivan

JPAC disclosed the following documents:

- This **Stakeholder Engagement Plan (SEP)**;
- **Environmental Impact Assessment (EIA)** including **Environmental and Social Management Plan (ESMP)**;
- **Public Grievance Form (Annex A)** and **Public Grievance Leaflet (Annex B)**;
- **Supplementary Biodiversity Assessment¹²**;
- **Land Acquisition and Resettlement Plan (LALRP)**;

The disclosure package will be publicly available in the local language (as well as English on the JPAC's website (www.jpautoceste.ba)).

In addition, hard copies of the documents will be available at the following locations:

1. JPAC office in Mostar, Adema Buća 20, 88 000 Mostar
2. JPAC office in Sarajevo, Hamdije Kreševljakovića 19, 71000 Sarajevo

Alternative approaches with COVID-19 restrictions in places

In case of COVID-19 restrictions in places for public consultation meetings and individual meetings proposed in Table 1 below, a different approach will be implemented. Online public presentation will be organised instead of public consultation meeting, while online and telephone consultations will replace individual meetings.

¹² <https://www.jpautoceste.ba/images/SupplementaryBiodiversityAssessment.pdf>

A summary of all stakeholder engagement and disclosure requirements listed above is provided in [Table 1](#) below.

Table 1: Summary of Stakeholder Engagement and Disclosure Requirements

No.	Activity	Timeframe	Responsibility	Status
1	<p>Ensure that the following Project documents are publicised on the website of JPAC:</p> <ul style="list-style-type: none"> • This SEP, • Environmental Impact Assessment (EIA) including Environmental and Social Management Plan (ESMP), • Grievance Mechanism and Public Grievance Form, • Supplementary Biodiversity Assessment, • Land Acquisition and Resettlement Plan and impact assessment result (LARPIAR). <p>Print and keep hard copies of documents at premises of JPAC (both Mostar and Sarajevo offices).</p>	The listed documents are to be disclosed prior to start of construction works.	PIU/ Senior Associate for Site Level Management and Communication with Local Communities	Disclosed documents prior to start of construction works: EIA, Grievance mechanism, supplementary biodiversity assessment and LARPIAR.
2	<p>Organise at least one public consultation meeting during Project preparation (but prior to the start of construction works) <i>(In case of COVID-19 restrictions online public presentation will be organised)</i></p> <p>Encourage written proposals and comments</p> <p>Provide timely access to the documents before the meeting (at least 2 weeks in advance)</p>	During preparatory phase of the project (prior to the start of construction works)	PIU/ Senior Associate for Site Level Management and Communication with Local Communities	<p>Public consultations during project preparation have been duly held. Details on these consultations are provided in Table 2.</p> <p>Details on written proposals and comments are given in Table 3.</p>
3	Organise individual consultation meetings <i>(In case of COVID-19 restrictions, online and telephone consultations will replace individual meetings)</i>	As needed or requested by the JPAC, municipalities or by any identified stakeholder groups/individuals	PIU/ Senior Associate for Site Level Management and Communication with Local Communities	In 2021, JPAC communicated with Municipality of Hadžići regarding the Friendly environment agreement online and by telephone.
4	Document all opinions, remarks and possible solutions with regard to the Project raised by stakeholders during consultation meetings, and address appropriately	Ongoing	PIU/ Senior Associate for Site Level Management and Communication with Local Communities	All correspondence is duly documented
5	Publicise information about the extent, timing and duration of planned construction works, and any expected disruptions and inconveniences via the	Periodically	PIU/ Senior Associate for Site Level Management and Communication with Local Communities	The information has been publicised two weeks prior to the start of construction works

	websites of JPAC and City, and bulletin boards in Local Communities (LCs)			
6	Publicise information about Project progress on JPAC website.	Periodically	PIU	Project progress reports are regularly published on the website
7	Routine public consultations for: (i) assessment of satisfaction level of local community; (ii) any direct/indirect impacts of civil works; (iii) assessment of local awareness on availability of Grievance Mechanism.	Periodically	PIU/ Senior Associate for Site Level Management and Communication with Local Communities	
8	Ad hoc public consultations in case if any unexpected circumstances arise requiring immediate reaction	Periodically	PIU/ Senior Associate for Site Level Management and Communication with Local Communities	

4.5 Review of stakeholder engagement and communication during preparatory phase of the Project

Table 2: Stakeholder engagement and communication during preparatory phase of the Project.

Review of conducted public consultations	Date of public consultations	Location	Number of participants
Public consultations in line with environmental permitting requirements			
EIA LOT 3 2006	September 2006	Hadžići	58
	September 2006	Konjic	92
	September 2006	Jablanica	132
Updated EIA „Tarčin – Zukići“ 2017	In accordance with the national legislation, it was not required to organize public consultations for an update of existing EIA. So, the public consultations were not held for this document. It was published on the JPAC website: https://www.jpautoceste.ba/wp-content/uploads/2020/08/EIA-ZAHTJEV-ZA-IZDAVANJE-okolinske-LOT3-decembar-2017.pdf		
Public consultations in line with spatial planning requirements			
Spatial Plan of FBiH 2008-2028	From February 2012- April 2012	In each Canton	unknown
Spatial Plan for Area of Special Interest to FBiH – Motorway Corridor Vc	November 2011	Sarajevo	unknown
	November 2011	Mostar	unknown
Consultations with land owners/users during the land acquisition procedure	June 2012	Tarčin (Municipality of Hadžići)	158
Consultations with relevant government authorities, ministries and public institutions			
Adriatic Sea Basin District Agency	April 2012		
Sava River Basin Agency	April 2012		
Public utility company	May 2013		
Railways FBiH	September 2012		
Public Enterprise Elektroprivreda FBiH	April 2012		
Elektroprenos BH.	September 2012		
BH Gas	May 2013		
BH Telecom	April 2012		
Ministry of Defence BiH	May 2012		
Institute for protection of monuments	May 2012		

4.6 Review of previous correspondence with Municipality of Hadžići for section Tarčin – entrance to Tunnel Ivan

Table 3: Summary of relevant stakeholder communication – Details of stakeholder communication which was conducted during preparatory phase of the Project is available upon request.

Request from	Response
July 2013 – JPAC requested an expert opinion on the route from the Hadžići Municipality to continue with the Project – construction of the Motorway on Corridor Vc – Subsection Tarčin - Zukići	Municipality of Hadžići gave its expert opinion on the route that JPAC could continue with the activities of motorway construction.
October 2013 – the representatives of the village Mijatovići requested that a solution is made for their village because with the current design they consider that entrance to the village will entirely be cut off.	JPAC included this remark in the detailed design and the village access has been secured.
April 2014 – one of the residents asked whether his property will be expropriated since they started to build a house.	JPAC legal department answered the PAP.
April 2014 – one of the residents expressed his concern that rainwater drainage channel would cut his land plot in two parts.	JPAC responded to the PAP (and what was the follow up....).
December 2014 – from one of the residents – he requested that JPAC creates access to his land plot as it remained cut off.	JPAC answered to the PAP and put this access road into the main design.
September 2020 – from the Municipality of Hadžići – a request to sign an agreement on friendly environment programme which would include 7 vital projects for the affected local communities.	JPAC management board reviewed the request and the presented documentation and made a decision to accept the request and to implement all of the 7 requested projects.

4.6 Identified Stakeholders and Specific Communication Requirements

A list of identified stakeholders and specific communication requirements are provided in [Table 4](#) below. The specific communication requirements are in line with the EIB guidance note on environmental and social performance during COVID-19 restrictions.

Table 4: Stakeholder Analysis and Communication Requirements

Identified stakeholder	Specific issues or interests	Communication and engagement objective	Communication and engagement methods (without COVID-19 restrictions in place)	Alternative approaches with COVID-19 restrictions in places			Status
				Proposed methods (short-term)	Limitations	Proposed alternative methods (long-term)	
<p>Project Affected People Land owners/users who were directly affected by land acquisition in the Municipality of Hadžići (Cadastral municipalities Tarčin and Raštelica).</p>	<p>Land acquisition of private land plots had to be carried out for the needs of the Project</p>	<ul style="list-style-type: none"> Providing timely information on land acquisition activities. Presenting the LARP and discuss all land acquisition issues and concerns. Keeping records on land plots subject to land acquisition, uses, title holders and agreements. 	<ul style="list-style-type: none"> Public announcement in main newspapers in FBiH (Dnevni Avaz and Oslobođenje) Make LARP/LARF available at the premises of JPAC. Contact land owners individually and inform them about the impact of the Project on their property. 	-	-	-	<ul style="list-style-type: none"> The land acquisition process is already 100% completed. The process started in 2012. PAPs were contacted individually, also census database was created, and it is available on request.
<p>Local residents and businesses in the vicinity of the Project area</p> <p>The motorway section will be constructed in the vicinity of some rural settlements: Tarčin and Raštelica</p>	<p>During construction works, communities located in the vicinity of the planned construction works may experience restricted access and disturbances related to increased dust and noise due to machinery operation. During the operation phase, local residents will potentially be impacted by noise and exhaust gas emissions.</p>	<ul style="list-style-type: none"> Providing timely information on risks and disturbances associated with the construction and operational phases 	<ul style="list-style-type: none"> Public consultation meeting, and individual meetings as necessary Publishing information on the extent, timing and duration of planned works and any expected disruptions and inconveniences on the Notification boards in Local Communities. 	<ul style="list-style-type: none"> Publishing information on JPAC and Municipality of Hadžići websites Disclosure focusing on online methods, local radio/TV/newspaper announcement Targeted house-to-house leaflet distribution in settlements with contact details and mechanism for returning feedback Follow-up calls if contact details are available 	<ul style="list-style-type: none"> Short-term engagement may not reach vulnerable people 	<ul style="list-style-type: none"> Vulnerable people identified through discussion with local authorities Face-to-face, one-to-one interviews and discussions or online and telephone interviews and discussions Engage prior to tender finalisation and prior to construction (additional mitigations can be identified) 	<ul style="list-style-type: none"> Preparatory works commenced in September 2020. The contractor prepared ESMP which includes: traffic management plan, Air protection measures during construction, noise prevention, H&S plan, social management plan, etc. All traffic restrictions or disturbances are announced on JPAC website and bulletin board at the construction site.
<p>Local Communities:</p> <ul style="list-style-type: none"> Tarčin Raštelica 	<p>Representing the interests on the local communities</p>	<p>Providing timely information on planned works, consultations regarding the prepared plans and documentation</p>	<ul style="list-style-type: none"> Official correspondence Public consultation meetings, and LCs consultation meetings as necessary 	<ul style="list-style-type: none"> Publishing information on bulletin boards in the LCs Official mails and written letters 	<p>During Covid-19, local administration and LCs offices are not always open</p>	<ul style="list-style-type: none"> Face-to-face, one-to-one interviews and discussions Online and telephone interviews and discussions 	<ul style="list-style-type: none"> Local community was consulted during preliminary design preparation and land acquisition phase. The propositions were taken into account and were included in the tender documents. Local community was also consulted during the construction phase – some new requests were presented for the

Identified stakeholder	Specific issues or interests	Communication and engagement objective	Communication and engagement methods (without COVID-19 restrictions in place)	Alternative approaches with COVID-19 restrictions in places			Status
				Proposed methods (short-term)	Limitations	Proposed alternative methods (long-term)	
							improvement of the standard of living of the LCs <ul style="list-style-type: none"> JPAC continuously maintains communication with LCs and archives the correspondence.
Relevant government authorities, ministries and public institutions, including: <ul style="list-style-type: none"> Federal Ministry of Environment and Tourism Federal Ministry for Spatial Planning Adriatic Sea Basin District Agency Railways FBiH Public enterprise Elektroprivreda HZHB Elektroprenos BH 	Issuing permits, consents and opinions in accordance with the local legislation, control of compliance with local legislation, management of the PRTR register	Consultations with relevant government authorities concerning Project activities in the framework of permitting procedures Reporting based on national legislation requirements	<ul style="list-style-type: none"> As defined by national legislation 	<ul style="list-style-type: none"> Official mails and written letters 	-	-	<ul style="list-style-type: none"> All of the mentioned consents were acquired in the period before Covid – 19 pandemics
Interested Non-governmental organisations (NGOs) Potentially interested international NGOs All NGOs will be provided with opportunity to voice their opinions or concerns throughout Project implementation	Stakeholders, who are interested in the protection of the environment and human health are of high significance for the success of the Project.	Providing timely information, communication and consultations	<ul style="list-style-type: none"> Public consultation meetings, and individual consultation meetings as necessary Disclosure through the websites of JPAC and Municipality of Hadžići Direct email communication Local media/press releases 	<ul style="list-style-type: none"> Disclosure through the websites of JPAC and Municipality of Hadžići Disclosure focusing on online methods, local radio/TV/newspaper announcements Follow-up calls if contact details are available 	Short-term engagement may not reach all interested NGOs	<ul style="list-style-type: none"> Additional interested NGOs identified through discussion with local authorities Face-to-face, one-to-one interview and discussions 	-
JPAC Employees and the Trade Union	Stakeholders, who are directly or indirectly engaged in Project planning and implementation, are of high significance for the success of the Project.	Providing timely information about the planned Project activities	<ul style="list-style-type: none"> JPAC internal communication channels Trainings as necessary 	<ul style="list-style-type: none"> Emails to employees Virtual meetings Video messages Webinars 	Not all employees have email access Employees may be off sick	<ul style="list-style-type: none"> Telephone calls Face-to-face, one-to-one discussions Online discussions 	<ul style="list-style-type: none"> Internal communication is maintained regularly through emails
Contractors or subcontractors for construction, monitoring and supervision of works, and their employees		Provision of Project code of conduct and work safety and health regulations, environmental protection requirements	<ul style="list-style-type: none"> Information through tender procedure and contracts Communication via supervising engineers Toolbox talks at construction sites on 	<ul style="list-style-type: none"> Official email or written letter Virtual meetings Webinars 			<ul style="list-style-type: none"> Contractor introduced to his employees and subcontractors on the means of communication

Identified stakeholder	Specific issues or interests	Communication and engagement objective	Communication and engagement methods (without COVID-19 restrictions in place)	Alternative approaches with COVID-19 restrictions in places			Status
				Proposed methods (short-term)	Limitations	Proposed alternative methods (long-term)	
			relevant occupational H&S topics <ul style="list-style-type: none"> ▪ Monthly reports on progress of works to be submitted by contractors during construction works ▪ Trainings as necessary 				

5 GRIEVANCE MANAGEMENT

JPAC established a Grievance Registry and will inform all stakeholders of the grievance mechanism by communicating the availability of this registry, its function, the contact persons and the procedures for submitting a complaint in the affected areas¹³.

The Public Grievance Form ([Annex A](#)) will be disclosed on JPAC's website. In addition, a Public Grievance Leaflet ([Annex B](#)) will be disclosed on:

- the website of JPAC,
- in the offices of the three Local communities (LCs) (LC Tarčin, LC Raštelica) on whose territory the road section is planned to be constructed,
- on the construction site before the commencement of construction works.

Any comments or concerns can be brought to the attention of JPAC verbally (personally or by telephone) or in writing by filling in the Public Grievance Form (by personal delivery, post or e-mail to the address/number given below), without any costs incurred to the complainant. Grievances may also be submitted anonymously or without the use of the form if preferred.

After the start of construction works, the grievance form may also be submitted directly to the Contractor for construction works, which will forward any such received grievances/comments to JPAC without delay to allow JPAC to further process the grievance/comment (i.e., record, acknowledge and respond to the grievance in the timeframes defined below). The Contractor is obliged to hand out the Public Grievance Form, explain the grievance mechanism to the concerned citizen(s) and forward the filled-in Grievance Form to JPAC. The Public Grievance Leaflet concerning the grievance mechanism will be available at the construction site at all times, whether the construction site is closed or open. The leaflet will be plasticised and hung on the construction site information board to be publicly available at all times.

All grievances will be recorded in the Grievance Registry and assigned a number, and acknowledged within 5 working days (the flowchart for processing grievances is enclosed in [Annex C](#)). The Registry will have all necessary elements to disaggregate the grievance by gender of the person logging it as well as by the type of grievance. Each grievance will be recorded in the registry with the following information:

- description of grievance,
- date of receipt of grievance and when acknowledgement returned to the complainant,
- description of actions taken (investigation, corrective measures, preventive measures), and
- date of resolution and closure/provision of feedback to the complainant.

If the grievance/complaint is vague and not clear enough, JPAC will assist and provide counsel in formulating/redrafting the submission, in order for the grievance/complaint to become clearer, for purposes of an informed decision by JPAC, in the best interests of persons affected by the Project.

JPAC will make all reasonable efforts to address the complaint upon the acknowledgement of grievance. If JPAC 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 about the proposed corrective action and the follow-up of

¹³ https://www.jpautoceste.ba/wp-content/uploads/2021/01/Grievance-Mechanism_FINAL-ENG.pdf

the corrective action within 20 working days upon the acknowledgement of grievance. Preventive actions will be identified and implemented with the aim of preventing recurrence of the same issue in the future; these will also be communicated to the complainant.

If JPAC is not able to address the particular issue raised through the grievance mechanism or if action is not required, it will provide a detailed explanation/justification on why the issue was not addressed. The response will also contain an explanation on how the person/organisation that raised the complaint can proceed with the grievance in case the outcome is not satisfactory.

At all times, complainants may seek other legal remedies in accordance with the legal framework of FBiH, including formal judicial appeal.

A separate grievance mechanism is available for workers.

Contact information for enquiries and grievances:

Attention: Grievance mechanism contact person
Motorways of the Federation of Bosnia and Herzegovina

Address: Adema Buća 20, 88000 Mostar
Hamdije Kreševljakovića 19, 71000 Sarajevo

Tel: +387 36 512 300

Fax: +387 36 512 301

E-mail: prituze@jpautoceste.ba