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**STAKEHOLDER ENGAGEMENT PLAN
BANJA LUKA TO DOBOJ MOTORWAY:
SECTION 1: BANJA LUKA TO PRNJAVOR**

January 2013

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1. INTRODUCTION

The public company Republika Srpska Motorway (RSM) intends to implement the construction of the Section 1: Banja Luka to Prnjavor (*the 'Project'*) of the proposed Banja Luka to Doboj Motorway. This document is a Stakeholder Engagement Plan (SEP) describing the planned stakeholder consultation and engagement process for the Project.

The Project has been developed by RSM based on the RS legislative requirements and those of the European Investment Bank (EIB) who is considering providing a sovereign loan to RSM to finance its construction.

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

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

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

2. PROJECT DESCRIPTION

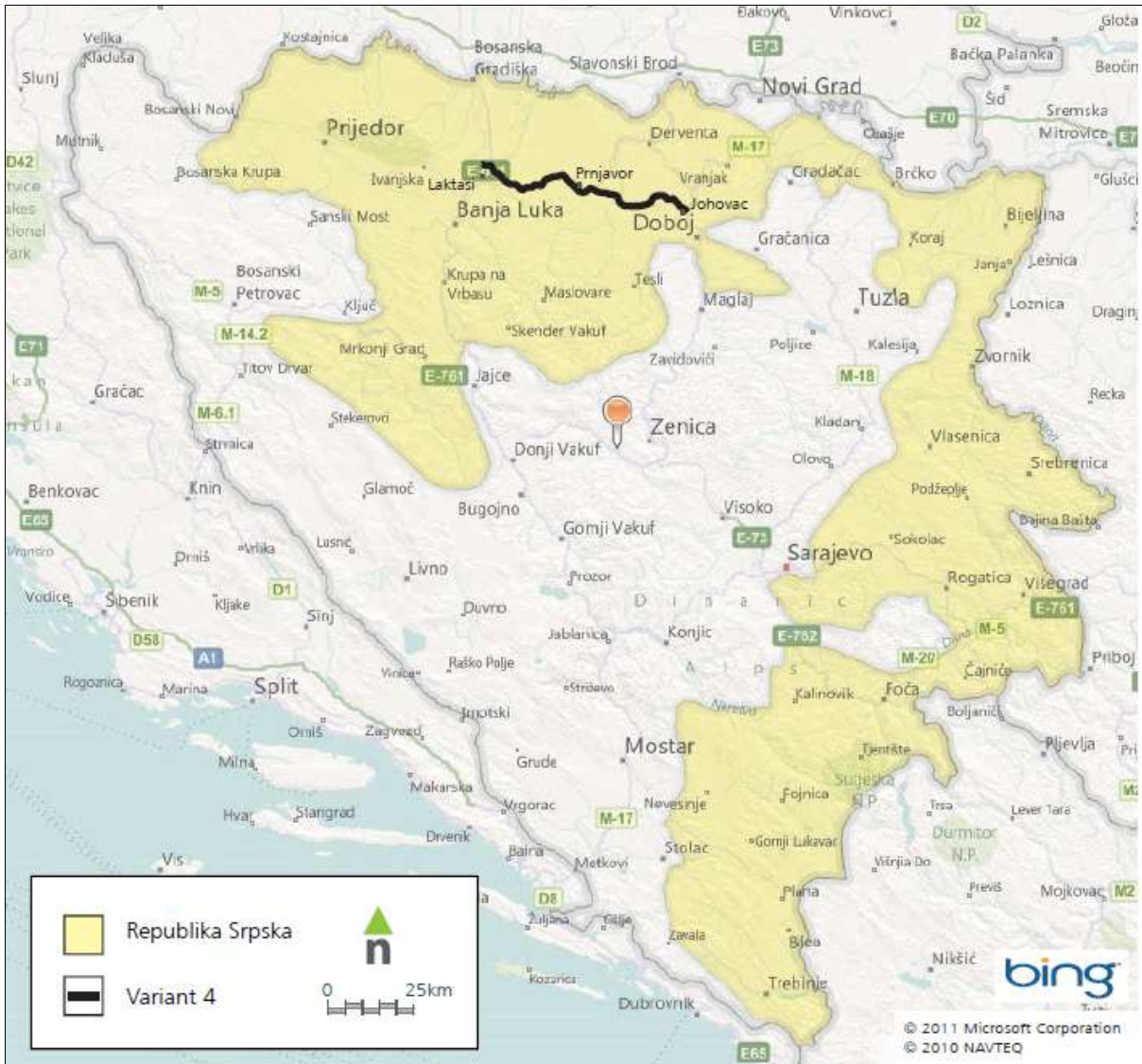
The Banja Luka to Doboj motorway is located entirely within the Republika Srpska entity in the northern part of Bosnia and Herzegovina (see *Figure 2.1*).

Section 1 of the motorway, the Project, will comprise a new four lane (dual-2 lane) 35.30 km motorway running east-west between Prnjavor and Doboj (see *Figure 2.2*), forming the eastern section of the proposed 71.91 km long motorway connecting Banja Luka to the new Corridor Vc motorway near Doboj. The carriageways will typically be approximately 10.7 m wide consisting of 2 running lanes (each lane being 3.75 m wide), an emergency lane and edge markings. Along certain sections of the route additional 3.3 m wide lanes for slow vehicles will be provided. The carriageways will be separated by a central reserve, and have verges along the outside edges of the carriageways. The Project will include the provision of facilities to support the maintenance and management of the motorway; these facilities will include maintenance centres, traffic flow sensors, telecommunications equipment, signage and patrol vehicles. Provision will be made within the Project for motorway user facilities such as resting places, gas stations and parking areas. It is the intention that the motorway will be tolled and the tolling system is under development.

The corridor for the Project is located in Vrbas river basins and crosses a number of other minor watercourses. It runs through the cadastral municipalities of Laktaši and Prnjavor, passing Laktaši, Milosavci, Miloševci, Donji and Gornji Drugovići in Laktaši municipality and Hrvaćani, Potočani, Puraći, Lišnja, Gornji and Donji Galjipovci, Okolica and Prnjavor in Prnjavor municipality

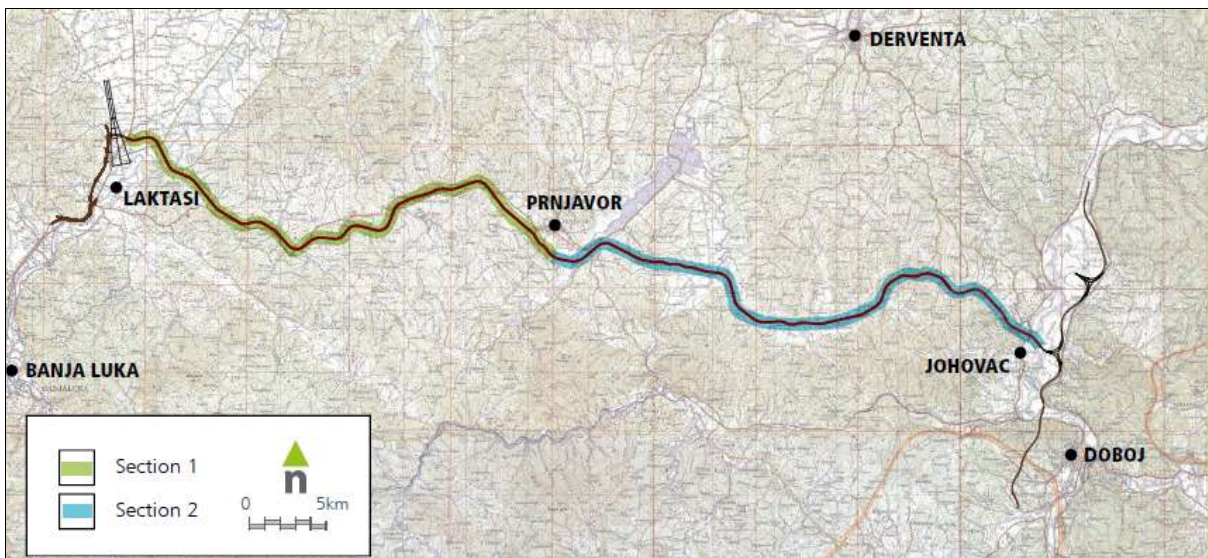
The topography along the route is relatively flat, comprising gently rolling hills, and will utilise a series of embankments and cuttings through the more hilly areas. Embankments will be used to cross the larger watercourses, with bridges typically used when the height of the embankments is greater than 5-6 m. In total the Project will have 29 bridges, with a 549,70 m long bridge over the River Vrbas and 35 other structures. At Potočani the Project will include a 237,90 m long twin tube tunnel.

Figure 2.1: Location of Proposed Banja Luka to Doboj Motorway



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

Figure 2.2: Section 1 Banja Luka to Prnjavor Motorway



Borrow Pits will be required to provide materials for the construction; these have been identified by the designers, including one located south-east of Laktaši at Drugovići. Further investigation during the detailed design will be undertaken with regard to potential additional borrow pits for construction materials. Waste dumps will be required during the construction of the motorway. It is the intention to utilise existing licensed sites and licensed waste carriers, however if necessary appropriate approvals will be sought from the competent authority to develop additional sites. Concrete and asphalt plants will be required to support the works and only facilities with the necessary approvals from the Competent Authority will be utilised. Where possible existing licensed sites and suppliers within the area will be utilised for the Project.

3. REGULATORY CONTEXT

3.1. Relevant Republika Srpska Stakeholder Engagement Legislation

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

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

Legislative Area	Law & Year of Passage
Preparation of project documentation and related strategic studies	The Law on Physical Planning (O.G. RS No. 84/02, 14/03, 112/06 and 53/07)
Land acquisition (expropriation)	The Republika Srpska Expropriation Law (O.G. of the SFRY 60/80 and 36/90, O.G. RS 112/06, 37/07, 110/08)
EIA and Environmental Permit Process	Law on Environmental Protection of RS (Official Gazette. (O.G. RS No. 28/07, 41/08, 29/10)

The Law on Physical Planning

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

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

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

The Expropriation Law of the Republika Srpska

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

Law on Environmental Protection of the Republika Srpska

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

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

3.2. Bank Requirements

Due to the fact that the EIS (Environmental Impact Study) has been done and approved for the whole corridor Banja Luka – Doboј, and in order to follow the same principles in the Section 1, as it was on the Section 2, the same environmental procedures (i.e. EBRD procedures) shall be applied.

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

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

Given land acquisition has already occurred it has been determined that a Resettlement Action Plan (RAP) or Livelihood Restoration Framework (LRF), as defined by PR 5 (*Land Acquisition, Involuntary Resettlement and Economic Displacement*) does not need to be prepared for the Project at this stage. However, there is a possibility that the final detailed development of the road footprint could result in minor additional land acquisition. Measures which will need to be followed in the event of minor additional land acquisition in-line with PR 5 will be listed in the ESAP. If additional land acquisition is

of a larger scale or additional impacts on the use of land occur due to the implementation of certain measures a RAP or LRF will have to be developed.

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

4. SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT

In accordance with the legislative requirements of the Republika Srpska, summarised in Section 3.1., stakeholder engagement activities were organised during the development of the Banja Luka to Doboј motorway project which includes the Project (i.e. Section 1: Banja Luka to Prnjavor. A summary of those activities is provided in *Table 4.1*.

Table 4.1: Summary of Previous Stakeholder Engagement Activities

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

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

Document/Study/Stage:	Summary of Stakeholder Engagement Activities:
process	<p>newspaper 'Glas Srpske' and on local television in all 4 municipalities, to attend sessions in individual cadastral municipalities for reaching negotiated settlements:</p> <p>Laktaši – 13.04.2009.</p> <p>Prnjavor – 15.04. to 16.04. 2009.</p> <p>Derventa – 13.04. to 14.04.2009.</p> <p>Doboj – 15.04. to 16.04.2009.</p>
Decision on the responsibility to complete a full EIS and the scope of the EIS	<p>Opinions were sought and received from: Ministry of Agriculture, Forestry and Water Management, Ministry of Health and Social Welfare and the Republic Institute for Protection of Cultural and Historical Heritage. This decision was published on the government website for 30 days. On 14.07.2010. an announcement about the submitted request, along with disclosure information, was published in the daily newspaper 'Nezavisne novine'</p>
Draft EIS	<p>Disclosure of the draft EIS was organised in the 4 affected municipalities:</p> <p>Doboj - 11.06.2010. to 17.09.2010.</p> <p>Prnjavor – 11.06.2010. to 24.09.2010.</p> <p>Derventa – 11.06.2010. to 01.10.2010.</p> <p>Laktaši – 11.06.2010. to 15.10.2010.</p>
Draft EIS - Public hearings in 4 affected municipalities	<p>Laktaši - 16.08.2010, number of 'public' participants: 23</p> <p>During the public disclosure there were no written objections, except from the municipality of Laktaši. During public consultations most of the questions concerned issues related to dust and noise, the realignment of the existing main road, management of waste water, animal crossings, monitoring of the quality of air, water and noise.</p> <p>All comments / questions were answered and the following proposed measures accepted:</p> <ul style="list-style-type: none"> ■ To align the general project design and the measures foreseen by the EIS regarding locations of purifiers and describe where the collector system will end. ■ To consult Associations of Hunters to determine whether the two planned animal crossings are sufficient. ■ To measure air pollution at a location which is away from existing roads to obtain relevant baseline measurements. ■ To measure the quality of water in the locations where the road will pass to obtain relevant baseline measurements. ■ To include more detailed measures for protection of water. <p>Prnjavor - 17.08.2010, number of 'public' participants: 13</p> <p>During the public disclosure there were no written objections from the citizens of Prnjavor. Representatives of the municipality asked for clarifications regarding management of the river Lišnja and flood prevention measures.</p> <p>All questions were answered and issues clarified including:</p> <p>During the design of the project for regulating water flows, the main principle followed was to protect the motorway and at the same time reduce the possibility of impacting the natural balance of water flows. A significant number of bridges will be built to address this concern.</p> <p>Derventa - 12.08.2010, number of 'public' participants: 19</p> <p>There were no written objections during the public disclosure. During public consultations only official representatives asked some questions mostly regarding noise and water management. A representative of the municipality Derventa suggested that the number of households involved in agriculture and the impacts on these households is described in the amended EIS including what the minimal distance is for orchards, setting up bee hives, etc.</p> <p>The representative of the Republic Administration for Surveying and Property Issues in Derventa mentioned that from the 13th km, the motorway is planned to pass through an area which is uninhabited because there are no returnees.</p> <p>The lack of citizens present at the meeting was explained by the fact that the motorway is planned to pass through uninhabited areas.</p> <p>All comments / questions were answered and additional information provided, including:</p> <ul style="list-style-type: none"> ■ RSM responded to a question regarding exposure to noise, that there are no houses within 50 m of the proposed road footprint, that there will be noise barriers

Document/Study/Stage:	Summary of Stakeholder Engagement Activities:
	<p>and that noise will be monitored.</p> <ul style="list-style-type: none"> RSM reported that there are 6 to 7 bridges planned in the territory of the municipality Derventa and that the basic principle was not to endanger the natural balance of the watercourses. Where required water flows will be redirected to minimise impacts.
	<p>Doboj - 12.08.2010, number of 'public' participants: 17</p> <p>There were no written objections during the public disclosure.</p> <p>During the public consultations the remark from the representative of the municipality of Doboj was that the social aspects have not been covered sufficiently, mainly on the issue of planned underpasses and overpasses for agricultural machines, to prevent economic displacement.</p> <p>NGO TooPeer was interested in the illumination of motorway junctions, especially in inhabited areas.</p> <p>All comments / questions were answered and additional information provided, including:</p> <ul style="list-style-type: none"> RSM responded to the comment about economic displacement saying that 76 parallel or replacement roads are planned to be constructed, wherever official roads exist. The response given regarding impacts related to the illumination of the motorway was that illuminated junctions will not be in inhabited areas.

5. IDENTIFICATION OF PROJECT STAKEHOLDERS

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

The project footprint runs through the municipalities of Laktaši and Prnjavor passing the following cadastral municipalities: Milosavci, Miloševci, Donji and Gornji Drugovići in Laktaši municipality and Hrváčani, Potočani, Puraći, Mračaj, Lišnja, Čorle, Gornji and Donji Galjipovci, Okolica and Prnjavor in Prnjavor municipality.

Table 5.1: Summary of Affected Parties

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

Table 5.2: Summary of Interested Parties

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

Interested party	Contact details	Likely communication methods
Ministry of Finance	Trg Republike Srpske 1, 78000 Banja Luka Tel: 051/339-155 Email: mf@mf.vladars.net	Official correspondence / meetings
Ministry of Physical Planning, Construction and Ecology	Trg Republike Srpske 1, 78000 Banja Luka Tel: 051/339-592 Email: mgr@mgr.vladars.net	Official correspondence / meetings
Ministry of Agriculture, Forestry and Water Management	Trg Republike Srpske 1, 78000 Banja Luka Tel: 051/338-415 Email: mgs@mgs.vladars.net	Official correspondence / meetings
Ministry for Internal Affairs –	Bulevar Desanke Maksimović 4, Banja Luka Tel: 051/334-347 Email: up@mup.vladars.net http://www.mup.vladars.net	Official correspondence / meetings
Agency for Water – Sava River Basin	Banja Luka office: Slavka Rodića 5, 78000 Banja Luka Tel: 051/215-485 mail: banjaluka@vodars.org Doboj office: Vojvode Mišića 22, 73500 Doboj Tel: 053/200-570 Email: doboj@vodars.org	Official correspondence / meetings
Local authorities		
Municipality of Laktaši and affected local communities	Karađorđeva 56, Laktaši Tel: 051/532-216 http://www.laktasi.net	Official correspondence / meetings
Municipality of Prnjavor and affected local communities	Karađorđeva 2, Prnjavor Tel: 051/663-740 http://www.opstinaprnjavor.net/	Official correspondence / meetings
Police station Laktaši	Karađorđeva 38, Laktaši Tel: 051/592-199	Official correspondence / meetings
Police station Prnjavor	Beogradska 2-4, Prnjavor Tel: 051/660-001 Tel: 051/6600-001 (traffic safety)	Official correspondence / meetings
NGOs and other organisations		
Transparency International	Gajeva 2 78000 Banja Luka info@ti-bih.org http://www.ti-bih.org	Meetings / public meetings / media / website disclosure
Association of Hunters Kozara (Laktaši)	Karađorđeva 41, Laktaši Tel: 051/532-398	Meetings / public meetings / media / website disclosure
Association of Hunters Borik (Prnjavor)	Vlade Vinčića 78, Prnjavor Tel: 051/660-150 Email: info@luborik-prnjavor.com http://luborik-prnjavor.com	Meetings / public meetings / media / website disclosure
Other interested NGOs		Meetings / public meetings / media / website disclosure
Federal authorities		

Interested party	Contact details	Likely communication methods
BiH Ministry of Finance and Treasury	Trg BiH 1, Sarajevo Tel: 033/205-345 mail: trezorbih@mft.gov.ba http://www.mft.gov.ba	Official correspondence / meetings

6. STAKEHOLDER ENGAGEMENT PROGRAMME

RSM provided all relevant information to the public. As of June 15th 2011, all interested and affected parties are able to find the following documents on the RSM website (www.autoputevirs.com):

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

As of February 2013 on EIB website (www.eib.org) following documents can also be find:

- Non-Technical Summary Banja Luka Prnjavor Motorway (January 2013)
- Environmental & Social Action Plan (ESAP) (January 2013)
- Stakeholder Engagement Plan (SEP) (January 2013) including grievance mechanism

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

- Republika Srpska Motorways
- Municipality Laktasi
- Municipality Prnjavor
- Municipality Derventa
- Municipality Dobož

Hard copies are also be available at the following municipalities: Laktaši, Prnjavor, Deventna and Dobož, at the addresses provided in Table 5.2 above.

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

During the week commencing 13th June 2011 media announcements were made providing information on where the disclosure package are available and how to contact RSM (in the daily newspapers 'Glas Srpske' and 'Nezavisne novine' and TV station RTRS). Announcements in the same media were also made to inform the public on the times, dates and locations of public meetings. They were also posted in Prnjavor, Derventa and Dobož and on the RSM website. The three municipalities also passed the announcements on to presidents of affected local communities, to inform their residents.

In September 2011, public consultations were held in the three affected municipalities, targeting particularly households and businesses located in the vicinity of the project footprint, which are most likely to be affected by construction. These meetings were used to present the NTS and receive feedback from locally affected stakeholders. The meeting venues in the three affected municipalities and dates for these consultations were:

- Prnjavor, Municipal Building, 27.09.2011
- Dobož, Municipal Building, 28.09.2011
- Derventa, Municipal Building, 29.09.2011

Participants of the public consultations were invited to ask questions and provide feedback on the Project and the EIA documentation during the consultation meetings and were also given the opportunity to submit these by telephone, letter or email after the meetings.

During construction RSM and Contractor(s) will:

- inform the public of the general timetable for construction activities;
- inform affected communities about any construction activities that may affect them, in advance of the activities;
- inform affected communities on the progress of construction; and,
- inform affected communities on any significant anticipated impacts and proposed mitigation measures, seeking feedback on the successfulness of the implementation of these measures.

Information boards will be installed at project borders by RSM / the Contractor with general information on the Motorway construction, i.e. the Company, Contractor, Main Supervisor, Construction Permit No. and deadlines for completion.

RSM & Contractor(s) will also use various other forms of communication, for example, website (RSM and other relevant institutions and organisations), leaflets, meetings, press releases in the local media, announcements, etc. All affected municipalities will always forward all received information materials to presidents of affected local communities, to put up on local community bulletin boards and / pass on to residents.

The public is also able to use the grievance procedure described in Section 7 below. Information regarding the grievance procedure were also widely disseminated to affected municipalities and affected local communities by the end of June 2011.

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

7. GRIEVANCE MECHANISM AND COMPLAINTS PROCEDURE

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

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

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

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

RSM will keep a grievance log of all grievances (including those received and addressed by the Contractor(s)), based on which grievance management reports will be produced and included in the annual environment and safety reports, published on the RSM website.

A separate grievance mechanism is available for workers of the Contractor(s).

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

8. REPORTING

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

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

Contact Details for the Public

Republika Srpska Motorways
Contact person: Nedeljko Gajić, Legal Department
Address: Vase Pelagića 10, 78 000, Banja Luka
Tel: ++387 51 233 670
e-mail: ngajic@autoputevirs.com
www.autoputevirs.com

Contact details of the Contractor(s) could not be added at the time when this version of the SEP was being developed and will be added subsequently, when the Contractor(s) have been identified.

EIB, Luxemburg
98-100, boulevard Konrad Adenauer
L-2950 Luxemburg
Tel: (+352) 43 79 1
<http://www.eib.org>

MUNICIPALITY LAKTAŠI
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Tel: +387 51 532 216
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MUNICIPALITY PRNJAVOR
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78 430 Prnjavor
Tel: ++387 51 663 740
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MUNICIPALITY DERVENTA
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74 400 Derventa
Tel: +387 53 315 106
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MUNICIPALITY DOBOJ
Hilandarska 1,
74 000 Doboj
Tel: +387 53 242 022
www.opstina-doboj.ba

Public Grievance Form

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

Signature: _____

Date: _____

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