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# **Western Balkans Investment Framework Infrastructure Project Facility Technical Assistance 4 (IPF 4)**

TA2012054 R0 WBF

**Preliminary Design and Feasibility Study with  
EIA for construction of Highway E-80 in Serbia  
(SEETO Route 7): from Kosovo\* (administrative  
crossing Merdare) to Niš via Prokuplje bypass,  
section Niš-Pločnik**

WB13-SER-TRA-01

**PRELIMINARY DESIGN  
ENVIRONMENTAL AND SOCIAL IMPACT  
ASSESSMENT  
Stakeholder Engagement Plan**

July 2018

**COWI | IPF**



*European Western Balkans Joint Fund (EWBJF)*

## **Western Balkans Investment Framework (WBIF)**

### **Infrastructure Projects Facility**

### **Technical Assistance 4 (IPF 4)**

## **Infrastructures: Energy, Environment, Transport and Social**

TA 2012054 R0 WBF

**Preliminary Design and Feasibility Study with EIA for construction of Highway E-80 in Serbia (SEETO Route 7): from Kosovo\* (administrative crossing Merdare) to Niš via Prokuplje bypass, section Niš-Pločnik**

#### **WB13-SER-TRA-01**

Stakeholder Engagement Plan (SEP)

July 2018

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# List of Abbreviations

## Acronyms

ARAP – Abbreviated Resettlement Action Plan  
EBRD – European Bank for Reconstruction and Development  
EIB – European Investment Bank  
ESAP – Environmental and Social Action Plan  
ESIA – Environmental and Social Impact Assessment  
KS – Koridori Srbije  
MF – Ministry of Finance  
MoCTI – Ministry of Construction, Transport and Infrastructure  
PERS – Public Enterprise Roads of Serbia  
PR – Performance requirements  
RAP – Resettlement Action Plan

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# 1 Introduction and Project Description

## 1.1 Background to Stakeholder engagement

This document is a Stakeholder Engagement Plan (SEP) prepared to identify relevant stakeholders, define communication channels and plans regarding the preparation of the Design, Construction and Operation of the Highway E-80 in Serbia (SEETO Route 7): From Niš via Prokuplje bypass to Pločnik (Hereinafter referred to as Project).

The SEP seeks to define a technically and culturally appropriate approach to consultation and disclosure of documents. The main goals are to ensure that adequate and timely information is provided to people affected by the Project and other stakeholders so that these groups are given sufficient opportunity to voice their opinions and concerns and that these concerns influence Project decisions. The SEP is designed to achieve the inclusion of vulnerable groups with a gender sensitive approach.

Stakeholder engagement is a key element of a process. It allows stakeholders to interact with the decision making process, to voice their concerns, prioritize social and other impacts and help in designing adequate and commensurate mitigation measures.

Stakeholder engagement adds value to social capital and thereby contributes to acquisition of the social license to operate and the common good. These qualities itself should drive further stakeholder engagement and step outside the traditional engagement frame. If the point of understanding any stakeholder, the language they use, their habits and aspirations, expectations, and reasonable satisfaction is reached the engagement loop has been completed.

Furthermore, while designing the appropriate engagement plan all characteristic of any stakeholder group or individual should be evaluated and considered in order to make sure the designed actions are in general inclusive enough and specially gender inclusive. An assessment on whether it is likely that some groups or individuals are excluded from or unable to participate if mainstream consultation process is applied or would require specific measures and/or assistance by virtue of any of their characteristics.

*Figure 1: EBRD Perspective on Stakeholder engagement*

“The EBRD is committed to the principles of transparency, accountability and stakeholder Engagement. The Bank requires clients to engage with relevant stakeholders, in proportion to the potential impacts associated with the project and level of concern. The engagement will allow improving the quality of the project.”<sup>1</sup>

<sup>1</sup> EBRD (2014) PR 10: Information and Disclosure and Stakeholder Engagement read in conjunction with PR 1: Assessment and Management of Environmental and Social Impacts and Issues. Environmental and Social Policy, accessible at [www.ebrd.com](http://www.ebrd.com),

*Figure 2: EIB Perspective on Stakeholder engagement*

**“A Stakeholder Engagement Plan (SEP) is intended as a blueprint that outlines a project’s stakeholder engagement strategy and guides its roll-out.”<sup>2</sup>**

Therefore the community engagement procedures shall identify all stakeholders, be inclusive (not allow barriers of any kind to prevent from participation, gender, ethnic, age sensitive) and take into account the needs of particularly vulnerable groups.

The SEP provides an overview of the national framework, the requirements of the European Bank for Reconstruction and Development (EBRD), the European Investment Bank (EIB) and international best practice related to information disclosure and outline of the general approach to stakeholder engagement and public consultation.

The SEP is designed to provide adequate engagement throughout the Project cycle and shall be periodically reviewed and updated reflecting new circumstances, changes in Project design, newly identified stakeholders.

Specific objectives of the SEP are further detailed in the following chapter.

## 1.2 Project description and objectives

The Project is defined as Preliminary Design and Feasibility Study with EIA for construction of Highway E-80 in Serbia (SEETO Route 7): from Kosovo\* (administrative crossing Merdare) to Niš via Prokuplje bypass. However, at a later stage it has been divided into two sub-sections to be developed in phases. The first section, for which this SEP is designed, considers upgrade of the road network by construction of Highway E-80 from Niš to Pločnik via Prokuplje bypass in the total length of 37 km.

This Route is part of the SEETO core network a priority highway according to the strategic documentation of Republic of Serbia and recently adopted by the EC as a priority project. As high priority project in view of the Berlin Process it was discussed and reconfirmed in the meeting of WB6 Prime Ministers in Vienna (27-8-2015).

The overall objective of the Project is contributing to integration of Serbia into the transport system of the Region and entire Europe.

The more specific objectives are:

- Reduction of travel times,
- Reduction of vehicle operating costs,
- Improvement of overall accessibility,

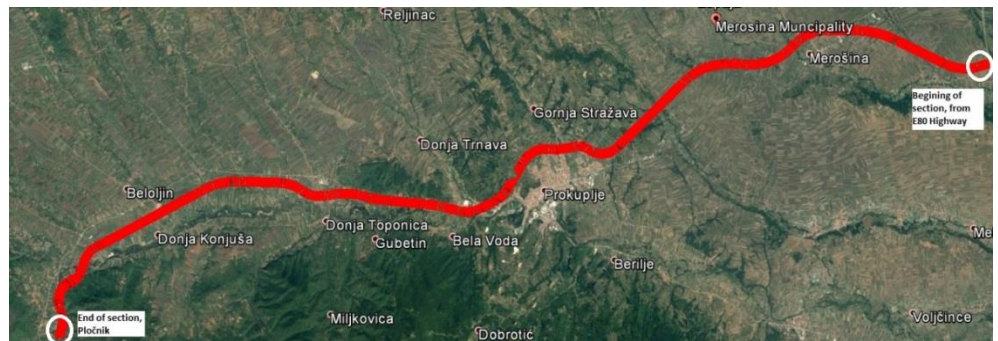
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<sup>2</sup> EIB Environmental and Social Standards, Standard 10: Stakeholder Engagement, accessible at [www.eib.org](http://www.eib.org)

- Improvement of access to health services,
- Improvement to education facilities,
- Facilitation of international and transit traffic, especially for but not limited to goods,
- Reduction of traffic accidents, and
- Improvement of environmental and social conditions along the highway and mitigation of impacts

The figure below depicts the Project area.

*Figure 3: Project area*



- Infrastructure Project Facility – Technical Assistance 4 (IFP4) - TA2012054 R0 WBF
- 4 Preliminary Design and Feasibility Study with ESIA for construction of Highway E-80 in Serbia (SEETO Route 7)  
PRELIMINARY DESIGN – ESIA – SEP

## 2 Objectives of the SEP

The overall importance of engaging with the community and consultation need have already been explained. The main objectives of stakeholder engagements are to:

- Insure that adequate and timely information is provided to those potentially affected by a project,
- Provide to these groups such forums and opportunities to voice their concerns and opinions, and
- Ensure that comments are received in a timely manner so that they can be taken into account during the decision making process.

This SEP describes the Government's and PERS approach in engaging with stakeholders, to be maintained throughout the Project cycle. It is a strategy for the provision of timely information on the Project and details of the grievance mechanism that will be utilized for the Project during the whole Project cycle, including the ESIA process, the construction and the operations phase for all relevant stakeholders.

The figure below identifies and summarizes the phases of stakeholder engagement adopted and guiding this Project.

Table 1: ESIA Phases

Phase	Completed/ Planned
Phase 1: Pre-Scoping	<b>Completed</b>
Phase 2: Route Alternatives/Refinement Assessment	<b>Completed</b>
Phase 3: ESIA Scoping	<b>Completed</b>
Phase 4: Main ESIA Phase	<b>Completed</b>
Phase 5: ESIA Finalisation and Disclosure	<b>Planned</b>
Phase 6: Land Acquisition and involuntary resettlement	<b>Planned</b>
Phase 7: Ongoing Engagement	<b>Planned</b>

Table 2: Construction Phases

Phase	Completed/ Planned
Phase 1: Commencement of building permitting process	<b>Planned</b>
Phase 2: Commencement of works	<b>Planned</b>
Phase 3: Information about anticipated construction activities to affected stakeholders including significant variations during construction works widening the area of influence of the Project or significantly changing the impact	<b>Planned</b>
Phase 4: Dissemination about Project environmental and Social Performance	<b>Planned</b>
Phase 5: Engagement of Stakeholders during Defect Notification Period for works	<b>Planned</b>
Phase 6: Dissemination of completion of works and commencement of operational phase	<b>Planned</b>

*Table 3: Operational Phases*

Phase	Completed/ Planned
Phase1: Communication of emergency preparedness and response plans on a regular basis.	<i>Planned</i>
Phase 2: Keep your grievance mechanism operational.	<i>Planned</i>
Phase 3: Plan Stakeholder Perception Surveys	<i>Planned</i>
Phase 4: Dissemination of environmental and Social Performance	<i>Planned</i>
Phase 5: Engagement of Stakeholders during Defect Notification Period for works	<i>Planned</i>
Phase6: Dissemination of completion of works and commencement of operational phase	<i>Planned</i>

The phases so far completed and engagement of stakeholder therein shall be described in details in the chapter Past Stakeholder engagement.



## 3 Legal Framework and Requirements

### 3.1 The National requirements for public consultation and stakeholder engagement

The Republic of Serbia legal framework does not have a single self-standing separate law or policy treating the subject of Stakeholder engagement. However the idea of stakeholder engagement is deeply embedded in the legal system and clearly recognized in the imperative processes provided by individual laws. From the Constitution as the highest legal act down the hierarchy ladder to all the other laws and by-laws forming the Serbian legislative, there is a strong commitment to stakeholder engagement.

Public participation provision as part of the Environmental Impact Assessment (EIA) approval process in Serbia and the land acquisition and resettlement are outlined below:

- The Constitution of the Republic of Serbia ("Official Gazette of RS" No. 98/06). Passed in 2006 (the Constitution was approved during the Constitutional referendum of 2006, held from the October 28-29. It was officially proclaimed by the National Assembly of the Republic of Serbia on November 8, 2006), Constitution of RS proclaims the rule of law and social justice, principles of civil democracy, human and minority rights and freedoms, and commitment to European principles and values.

The Article 74 proclaims the right to healthy environment and grants the right to timely and comprehensive information on the state of the environment.

- The National Strategy for Sustainable Development ("Official Gazette of RS" No. 72/09, 81/09) defines sustainable development as a goal oriented, long-term, sustained, comprehensive and synergetic process that affects all aspects of life (economic, social, environmental and institutional) at all levels. Sustainable development means development of a model to such a stage of quality to meet socio-economic needs and at the same time protect the interests of community and citizens, while eliminating or significantly reducing the influences that threaten or damage the environment and natural resources.
- Law on Environmental Protection ("Official Gazette of RS" No. 135/04, 36/09, 2/2009, and 43/2011 – CC Decision). The Law proclaims the paramount rule of Informing and engaging with the public in order to achieve the right to a healthy environment. It is further stated by the Law that everybody has a right to be informed about the state of the environment and to participate in the process of deliberating decision influencing the environment.
- Law on Environmental Impact Assessment ("Official Gazette of RS" No. 135/04, 36/2009). This Law governs preparation of EIA and requires full disclosure of the process and documents as well as extensive stakeholder engagement.

- The Law on Strategic environmental Assessment (“Official Gazette of RS” No 135/04 and 88/10) this law governs preparation of strategic environmental assessments (SEAs) of certain plans or programs that may have a significant impact on the environment. Draft SEAs must be disclosed to the public and public consultations must be held to receive comments before the SEA is adopted.
- Law on Planning and Construction (Official Gazette of RS no, 72/2009, 81/2009. – error 64/2010- decision of the CC 24/2011, 121/2012, 42/2016 – decision of CC 50/2013- decision of CC, 98/2013, decision of CC 132/2014 and 145/2014. This law regulates the system of spatial development of Serbia and requires public review and participation throughout the process of development and adoption of planning documents, including Location Permits, Construction Permits, and Operating Permits.
- Law on Expropriation (passed in 1995 and enacted on January 1, 1996, amended in March 2001, amended again on March 19, 2009, and 2013 by the Constitutional Court ruling) enables government institutions to acquire property for projects that are deemed to be of public interest, while protecting the interests of all persons with legal title, whose assets are to be expropriated. The procedure to be followed incorporates stakeholder engagement throughout the process commencing with the proclamation of the public interest until compensation payment.
- UN Economic Commission for Europe (UNECE) Aarhus Convention

The Aarhus Convention on Access to information, public participation in decision-making and access to justice in environmental matters, which the Republic of Serbia has ratified on May 12, 2009. („Official Gazette – International Contracts “, No. 38/09) came into force in 1998 and links environmental rights and human rights and is based on the belief that it is a basic right of present and future generations to live in an environment adequate to health and wellbeing. The convention is focused on achieving this through the implementation of three pillars: rights of access to information, access to decision-making, and access to justice.

Public participation in decision-making is fundamental in the Convention. The term “public participation” is not explicitly defined, but involves the activity of members of the public working in partnership with public authorities to reach an optimal result in decision-making and policy-making. A minimum requirement of this is to ensure effective notice, supply of adequate information, proper procedures, and taking account of the outcome of public participation. The level of involvement of the public in a particular process depends on a number of factors, including the expected outcome, its scope, who and how many will be affected, whether the result settles matters on a national, region or local level, and so on. The Convention states that public participation should be timely, effective, adequate and formal, and contain information, notification, dialogue, consideration and response.

## 3.2 EBRD Requirements

The Performance Requirement 10 (PR 10) developed by the EBRD promote the principle of strong stakeholder engagement as a focal point to achieve and build strong, constructive and responsible relationship essential for the successful management environmental and social impacts and issues.

The overall objectives of the PR 10 are to:

- Outline a systematic approach to stakeholder engagement that will help clients build and maintain a constructive relationship with their stakeholders, in particular the directly affected communities,
- Promote improved environmental and social performance of clients through effective engagement with the project's stakeholders,
- Promote and provide means for adequate engagement with affected communities throughout the project cycle on issues that could potentially affect them and to ensure that meaningful environmental and social information is disclosed to the project's stakeholders,
- Ensure that grievances from affected communities and other stakeholders are responded to and managed appropriately.

The goal of consultation is to ensure that adequate and timely information is provided to interested parties and to those potentially affected by Project and policies that guide operations, and that these groups are given sufficient opportunity to voice their opinions and concerns.

Stakeholder engagement will be conducted 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, in a cultural appropriate manner, and free of manipulation, interference, coercion and intimidation.

The engagement of stakeholders shall be such to incorporate the following elements:

- Stakeholder identification and analysis,
- Stakeholder engagement planning,
- Disclosure of information,
- Consultation and participation,
- Grievance mechanism and
- Ongoing reporting to relevant stakeholders.

The nature and frequency of stakeholder engagement shall be commensurate to the project scale and avoid engagement "fatigue".

Projects that could result in potentially significant adverse future environmental and social impacts which cannot readily be identified require a participatory ESIA process to be built into each stage. The project shall be driven by engaging stakeholders in a scoping process with interested parties and identified

stakeholders at an early stage to ensure early identification of key issues to be addressed.

Regular reports to interested stakeholders shall be provided on the environmental and social performance as a separate publication. These reports shall be available and accessible to the affected communities.

Resources for public information and engagement should focus on affected parties with a particular attention to those that may be differentially affected by the project because of their disadvantaged or vulnerable status.

The EBRD PR10 requires that engagement continues during project implementation, meaning throughout the project cycle, and that a grievance mechanism is established to receive and facilitate resolution of stakeholders' concerns and grievances.

### 3.3 Gaps between national and EBRD requirements

The national framework in Serbia is broadly compatible with the EBRD requirements of public consultation and stakeholder engagement. This SEP shall take into consideration all the requirements and produce such an engagement plan in order to avoid duplication of processes and stakeholder "fatigue".

### 3.4 Project standards

Effective stakeholder engagement depends on the principles the Project and its participants are committed to. Therefore, this Project shall adhere to the following standards:

- Transparency
- Exchange of knowledge and lessons learned
- Awareness of strategies and activities
- Understanding of policies
- Participatory communication
- Accountability

## 4 Past Stakeholder Engagement Per Phases

### 4.1 ESIA PHASES

#### 4.1.1 Phase 1: Pre-scoping Phase

The pre-scoping phase was the initial step in launching the Project. The main activities under this phase were high level engagement with the Ministry of Agriculture and Environmental Protection, the Ministry of Construction, Transport and Infrastructure.

The purpose of these communications was to gauge the Projects viability and identify any key issues early in the Project. The Main topic of the communication was around the process of undertaking Environmental Impact Assessment (following the national procedure). The Main outcomes of this phase were presentation at the national authority level the concept of the preliminary design, suggestions to contact the National Institute for Cultural heritage Protection in respect to Archaeological sites and the list of national authorities in charge of issuing opinions and conditions of relevance to the position of alignment and its technical characteristics.

#### 4.1.2 Phase 2: Route Alternatives/Refinement Assessment

The initial step in this Phase was the formal decision to commence with the Activity on preparation of the Spatial Plan for the Infrastructure Corridor from Niš to Merdare (Insert Decision Number). This Decision was publicly disclosed in the Official Gazette of the Republic of Serbia No 7/2016 dated January 29, 2016.

Following the formal decision, the Ministry of Construction, Transport and Infrastructure, Sector for spatial planning has organized early insight to the Spatial Plan for the area of specific purpose, the plan for the Infrastructure Corridor from Niš to Merdare. Public disclosure and insight to the document was available from August 22, 2016 until September 5, 2016. The Document was available at the website of the Ministry of Construction, Transport and Infrastructure <http://www.mgsi.gov.rs/>. The announcement and public invitation to citizens and interested public was being done in two ways - through announcements in the media as well as on the website of the Ministry of Construction, Transport and Infrastructure.

Locally the public invitation for early insight was disclosed on the website of the Municipality of Prokuplje [http://www.prokuplje.org.rs/cms/lat/konkursi\\_obavestenja\\_i\\_oglasi](http://www.prokuplje.org.rs/cms/lat/konkursi_obavestenja_i_oglasi) and the Municipality of Merosina at <http://www.merosina.org.rs/cir/vesti/1/?id=57> and Municipality of Kursumlija <http://www.kursumlija.org/>. The public invitation was accompanied by a full set of documents available.

on line. Phone numbers and addresses were provided to which comments within the period aimed for public insight and comments can be addressed.

Further effort was made and the invitation was disclosed on the website <http://www.infodienst-ausschreibungen.de/> a website in German language with direct links to the website of the Ministry of Construction, Transport and Infrastructure. This is a Non-governmental electronic portal of tenders and public invitations and whose operational policy is citizen engagement and wide public information on important issues.

During the public insight stakeholders were invited to comment the document and provide the Ministry with key issues identified.

Outcome of this stakeholder engagement plan identified three main comments to be taken into consideration during the next phase. One comment referred to the update of the plan itself in terms of accuracy of data (provided by the PE Roads of Serbia) and the other two suggested construction of two additional interchanges received from the Municipality of Kuršumlija and one individual. The comments in respect to the plan accuracy has been accepted and other two shall be part of the future stakeholder engagement process and exploration of alternatives for the next stage of planning and construction of the Project, namely from Pločnik to Merdare (administrative border crossing with Kosovo\*<sup>3</sup> )

### 4.1.3 Phase 3: ESIA Scoping Phase

Scoping consultation and disclosure involved meeting with national, regional and municipal level authorities as well as with representatives of local communities and Representatives of Local Government of 2 municipalities Merosina and Prokuplje respectively within the corridor of impact zone.

The aim of this engagement phase was to consult stakeholders about the route selection and project design and to understand the main issues within the local context.

Within this Phase a request to the Ministry of Agriculture and Environmental Protection for the Scope and content of the EIA in line with the requirements of the national legislation has been submitted.

Following this request the Ministry of Agriculture and Environmental protection announced public consultations and public insight to the request, initial scoping report and supporting documents by placing an advertisement in the Newspaper with national coverage POLITIKA on October 10, 2016. Interested stakeholders, public, NGOs were invited to get acquainted with the document and its details and send comments and questions. Comments received during the designated period are related to the next section from Pločnik to Merdare.

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<sup>3</sup> This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and the ICJ Opinion on the Kosovo\* Declaration of Independence

#### 4.1.4 Phase 4: Main ESIA Phase

The main ESIA engagement activities intended to compliment the engagements conducted up to this point. Not only was the intention to compliment but to verify whether the opportunity was given to stakeholders to voice their concerns, learn about the Project. This phase had high relevance in obtaining primary data relevant to assessing the impact and in response to the impact designing adequate mitigation measures.

This Phase by virtue of local context was focused on local level only, consulting with representatives at municipal level, the public of potentially affected settlements, local farmers, local entrepreneurs, local cherry producers and local representatives of the local businesses. The engagement was broadly and significantly supported and attended by the local media representatives (Radio, newspaper).

Two public consultation meetings were held in the Municipality of Merosina and Prokuplje. These two Municipalities administratively cover the broader area of impact assessed in the wider corridor context.

The media campaign comprised of the following

2 weeks prior to the consultation, adverts were placed in the nationally covered newspaper POLITIKA (published daily). Available in Annex 2.

The same adverts were announced on the local radio station SRCE, and were broadcasted for 15 days 3 times a day. Verbal add available in Annex 3.

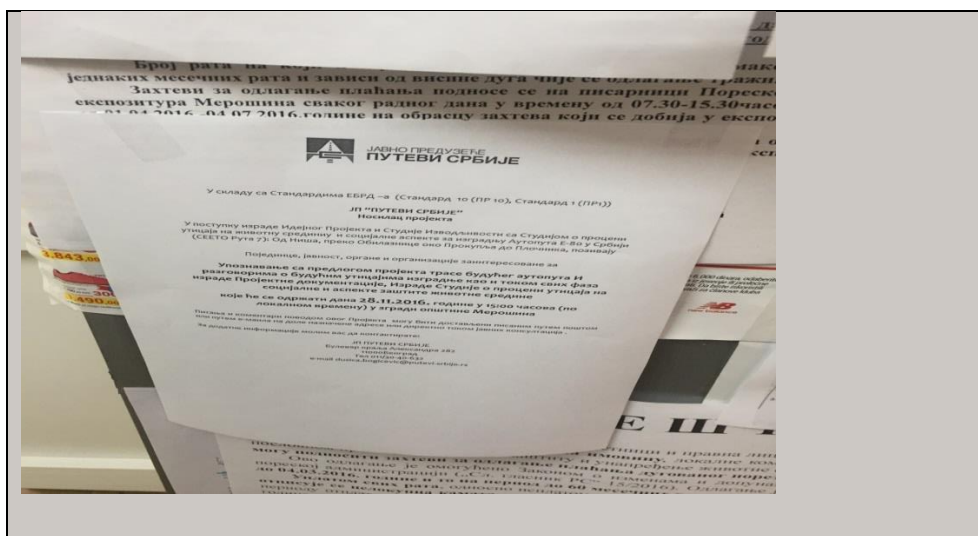
The public invitation with the details were posted in the electronic newspaper TOPLICKE NOVINE.

Consultation poster was sent prior to consultation. Picture to the right shows poster advertising settlement meeting and ESIA in general. A two page folding brochure distributed. The announcement was placed at the Notice Boards of each Municipality. Picture below depicts Announcement on notice board in Merosina.





14 Preliminary Design and Feasibility Study with ESIA for construction of Highway E-80 in Serbia (SEETO Route 7)  
PRELIMINARY DESIGN – ESIA – SEP



Source: CesCowi (November 2016)

Further communication materials used for the main ESIA consultation meetings for both Municipalities are summarized in table below.

Table 4: Material used during public consultations

Material	Description	Purpose
Power Point presentation	Presentation of the alignment and ESIA process. Project progress to date, future plans and timeframe. Expected impacts and mitigation measures	Inform public on alignment and anticipated impacts
ESIA leaflets	Two page leaflet in Serbian summarizing the Project, The ESIA process and methodology used to identify impacts	Easy readable leaflet to be taken home for further reading, The Leaflet contained focal contact points to be contacted
Survey questionnaire	A two page questionnaire with questions about the economic situation, information received about the project and their opinion about the project	Part of social baseline data collection process and community perception of the Project
Evaluation poster	A poster with three questions on how the meeting was organized and announced, were the stakeholder able to ask any question and were the answers to their satisfaction.	Evaluation of effort to engage stakeholder and confirm the satisfaction of meeting expectations and outcome, to be used as lessons learned in the phases to come.

## 4.2 Prokuplje - Public consultation meeting

Following the two-week period aimed for adequately informing the public about the public consultation meeting to be held on the Main ESIA on November 24, 2016 at 3 PM public consultation was held in the premises of the Municipality of Prokuplje. The time and venue were selected based on local knowledge of the municipal representatives to allow participation of a broad stakeholder group. The table below show categories of stakeholder present at the meeting:



Table 5: Stakeholder groups present at Prokuplje

Stakeholder Group	Number of persons attending per gender			Connection to the Project
	Total	M	F	
Settlements including directly affected persons	2	2	0	Interested in impacts and mitigation measures
Authorities and institution Heads of Municipality	5	2	3	Elected representatives of the community being consulted May have expectations regarding development and benefits and want to contribute the enhancement of positive impacts to be brought by the Project
Agencies responsible for planning and permitting	2	2	0	Information on timing of development and the need to harmonize plans
Media representatives	1	1	0	Interested in further promotion of the project and owners of some media potentially directly affected of the project

Figure 4: Pictures from meeting



Source CesCowi (2016)<sup>4</sup>

<sup>4</sup> Pictures taken with permission to disclose

This meeting was conducted to provide information about the Project, The main ESIA Phase the future actions, discuss impacts and mitigation measures and answer any questions the participants might have. Special attention was given to understanding the concerns of the person directly affected by the Project.

### 4.3 Outcomes of the Main ESIA engagement Phase in Prokuplje

In general, the community members who attended the Project are strongly supporting the Project. They further communicated to the Team that the support is evident but a spot of scepticism is present since infrastructure projects in this part of Serbia have only been planned but not often brought to execution. They reported expectations that the Project will bring development opportunities, employment, service provider level increase, and even contribute to promotion of the tourist destination namely Lake Oblacina, Lake Krajkovac and the Archaeological site Plocnik and others . Some reference was made to some previous project failing to commence or complete.

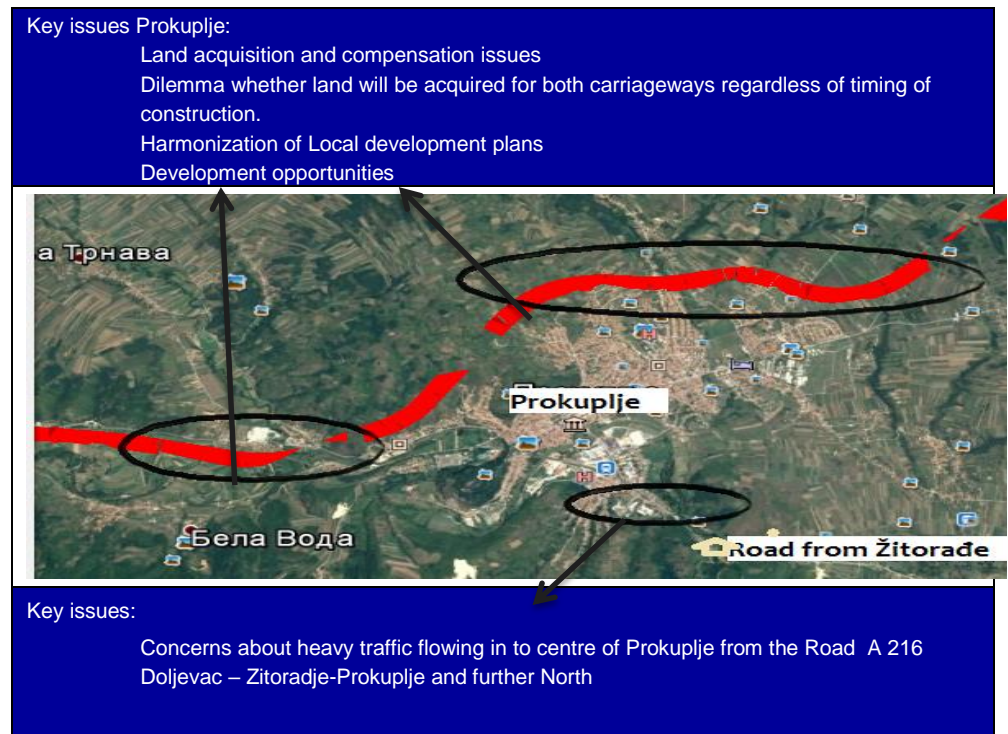
The plan aimed in categorizing the main issues raised and in order to visually identify within the known area of study presented them in a stakeholder issue map. The issues have been categorized as below<sup>5</sup>

- Land acquisition: Will the expropriation be conducted for the whole width of the alignment (both carriageways) given that their understanding was that construction shall be in phases and the first phase shall consider construction of one carriageway.
- Harmonization of local plans: Local plans (DRP) are no longer in compliance with the Spatial Plan. It has been discussed that the plans shall be harmonized in accordance with the national legislation i.e. local plans must comply with the Spatial plans as the latter takes precedence.
- Technical aspect of the project: questions about a second interchange was raised again, followed by acknowledgement that the presentation has shown that this request has already taken into account
- Employment: Given the overall economic situation in Serbia in general many stakeholders were interested in employment opportunities for individuals but for the different sectors as well,
- Land acquisition and loss of assets: Many stakeholders were interested in the process that will be followed during land acquisition, including the fair compensation prior to commencement of works.
- Health and safety: How to prevent heavy traffic entering Prokuplje from the route 2 216 from Žitorađe to Doljevac
- Stakeholder engagement: In general all the stakeholders were interested in continuous engagement. They were keen to remain informed about the Project throughout all the phases.

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<sup>5</sup> The order of listing does not attribute order of priority. All issues have been given the same attention

The figure below represents a Stakeholder issue map for the area of impact covering the Municipality of Prokuplje.



## 4.4 Limitations

The main limitations identified during engagement of Stakeholder for the ESIA phase in the Municipality of Prokuplje are as follows:

**Working hours:** As mentioned above, although during the week meetings were conducted in the afternoon it was noted that individuals sometimes worked late into the evening preventing their attendance.

Even though local context and customs have been taken into account while planning the consultation, it has been learned that the day was the day of celebration of a certain local saint. This prevented some persons to attend.

The announcement for the next public consultation was therefore doubled in effort to reach as many as possible stakeholders.

## 4.5 Merosina - Public consultation meeting

Following the period of 18 days aimed for adequately informing the public about the public consultation meeting to be held during the Main ESIA Phase on November 28, 2016 at 3 PM (local time) public consultation meeting was held in the premises of the Municipality of Merosina. The time and venue was selected based on local knowledge of the municipal representatives to allow participation of a broad stakeholder group. It took into account the daily choruses of women in respect to child and household care to allow participation. The meeting was

attended by roughly 55 attendees which is 0.4% of the entire population. 35 persons likely to be affected directly or indirectly (35 persons signed the attendance sheet, although the consultant counted more than 55 persons present during the presentation; not all signed in) and 8 Municipality Representatives including Madam President of the Municipality and her staff. Out of the 35 person attending 30 were men and 5 women. The table below shows categories of stakeholder present at the meeting. It is to be noted that some persons have attributes connecting them to several different categories.

Table 6: Stakeholders present at the meeting in Merosina

Stakeholder Group	Persons attending			Connection to the Project and Main Concerns raised
	Total	M	F	
Citizens of affected villages by land acquisition resettlement an otherwise but also represented in other groups below.	35	30	5	Concerns about intersecting the current road to two tourist locations by the lakes Oblacina and Krajkovac. Development opportunity for further tourist promotion and small business development opportunities. Land acquisition and timing of compensation payment. Potentially directly affected by the Project Concerned about alternative roads
Road users/ daily migrants Population affected by Design and access restriction along the Project route and access roads. Population, who may benefit from the better traffic access.	10	6	4	Possible temporary impacts during construction, traffic and time benefits during operation. Major concern whether alternative roads will be available. Possible increase in public transportation cost charges.
Inhabitants of villages Balinovac, Baličevac	5	5	0	Major concern whether the highway will intersect current road to Nis. Since alternative road is damaged an affected by a serious landslide. Concerns if the use of the highway will be toll free for daily commuters from Prokuplje to Nis
Entrepreneurs	4	4	0	Possible positive impact in terms of reduction of travel and transport of goods
Representatives of large Business with potential investment plans	2	0	2	Possible impact to land recently acquired for construction of a 6,500 sq. factory with panned production of school equipment and furniture.
Farmers	11	2	9	Loss of livelihood and compensation for crops and perennial plants Timing of land acquisition in relation to further blowing and planting for the next season
Cherry producers	7	7	0	Loss of trees Decrease of quality from dust Compensation for land
Pensioners	8	8	0	Compensation for land
Administrative Authorities and institution Heads of Municipality	3	2	1	Elected representatives of the community being consulted , May have expectations regarding development and benefits and want to contribute the enhancement of positive impacts to be brought by the Project, including employment opportunities Interested in the route verification and alternatives adopted following the previous consultation phases



Stakeholder Group	Persons attending			Connection to the Project and Main Concerns raised
	Total	M	F	
				Reduced travel time, improvement of the environmental impact by diversion of long-haul cargo traffic.
Agencies responsible for planning and permitting	2	2	0	Harmonization of local development plans.
Media representatives	1	1	0	Interested in further promotion of the project and owners of some media potentially directly affected of the project.

Figure 6: Pictures from public consultation meeting in Merosina



Source CesCowi 2016<sup>6</sup>

This meeting was performed to provide information about the Project, The main ESIA Phase the future actions, discuss impacts and mitigation measures and answer any questions the participants might have. Special attention was given to understanding the concerns of the person directly affected by the Project.

<sup>6</sup> Taken with permission to disclose

## 4.6 Outcomes of the Main ESIA engagement Phase in Merosina

In general, the community members who attended the Project are strongly supporting the Project. They further communicated to the Team that the support is evident but a spot of scepticism is present since infrastructure projects in this part of Serbia have only been planned but not often brought to execution. They reported expectations that the Project will bring development opportunities, employment, service provider level increase, and even contribute to promotion of two tourist destination namely Lake Oblacina and Lake Krajkovo. Some reference was made to some previous project failing to commence or complete which has been strongly advocated by a few stakeholders.

The plan aimed in categorizing the main issues raised and in order to visually identify within the known area of study presented them in a stakeholder issue map. The issues have been categorized as below<sup>7</sup>

- Land acquisition: Will the expropriation be conducted for the whole width of the alignment (both carriageways) given that their understanding was that construction shall be in phases and the first phase shall consider construction of one carriageway.
- Harmonization of local plans: Local plans (DRP) are no longer in compliance with the Spatial Plan. It has been discussed that the plans shall be harmonized in accordance with the national legislation i.e. local plans must comply with the national plans as the document of higher rank.
- Technical aspect of the project: Local and alternative roads and impacts relating to infrastructure. Clarifications relating to road upgrades were requested and the community requested reassurance how the local roads shall allow free movement in line with the existing habits. Point was raised suggesting the existing roads should be upgraded rather than demolished in order allow existing communication channels
- Employment: Given the overall economic situation in Serbia in general many stakeholders were interested in employment opportunities for individuals but for the different sectors as well,
- Land acquisition and loss of assets: Many stakeholders were interested in the process that will be followed during land acquisition, including the fair compensation prior to commencement of works. This was a key concern especially in relation to landowners and farmers with land based livelihoods. This was of particular concern. This is related to the high level of profitable agricultural productivity in this area, especially cultivation of fruit (cherries) and wines. Therefore the community was concerned about restriction to use of land and level of compensation.
- Width of Highway: Stakeholders have taken interest in the width of the highway to assess the area of impact from land acquisition to and potential restriction of any future construction within the protective belt around the highway.
- Potential benefits: Potential benefits were a major concern with a focus on road improvement. Some villages are situated in areas with very poor road

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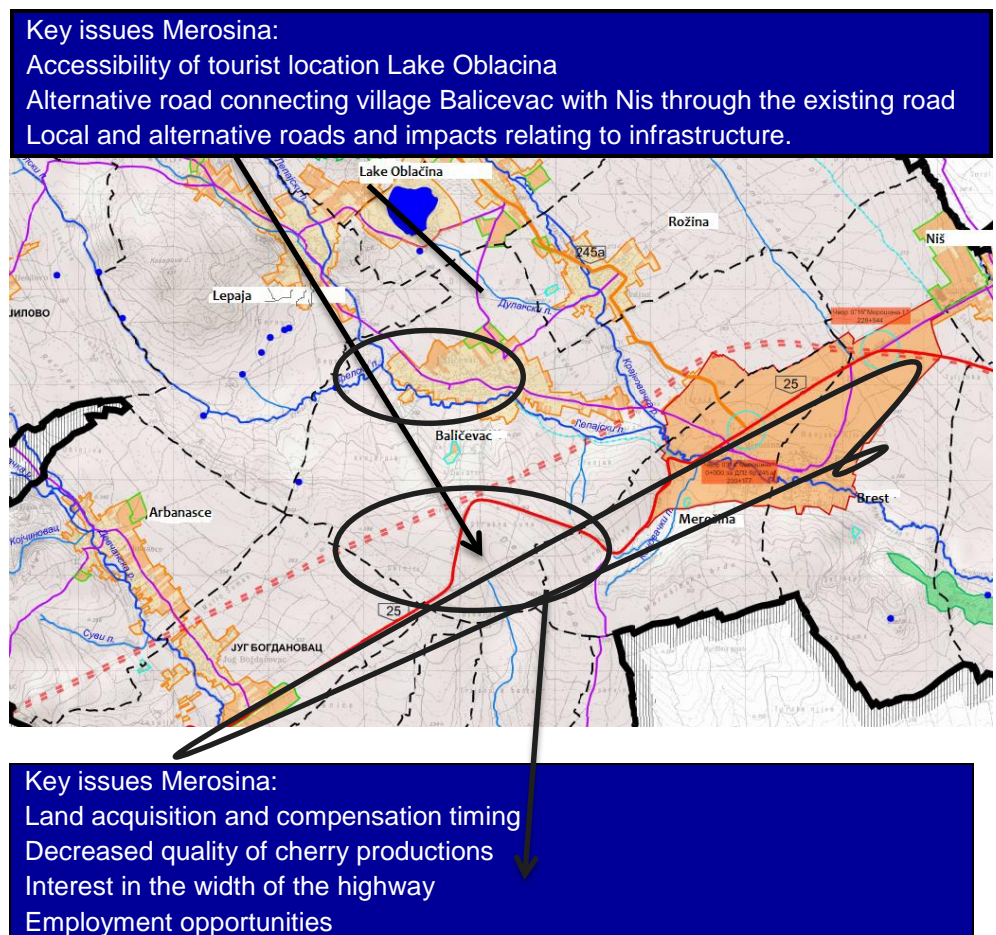
<sup>7</sup> The order of listing does not represent the order of priority. All issues have been given the same attention

network. Questions were raised whether the local community should benefit from toll generated income.

- Health and safety: Concerns were raised how the construction will be managed and procedures in case of emergency.
- Route selection: Representatives of the Company “ERGOMADE” were present and requested details about routing at the location of a specific land plot which was acquired by the company for purposes of erecting a new factory (6.500 sq.)
- Stakeholder engagement: In general all the stakeholders were interested in continuous engagement. They were keen to remain informed about the Project throughout all the phases

The picture below represents a Stakeholder issue map for the area of impact covering the Municipality of Merosina.

Figure 7: Stakeholder issue map Merosina



## 4.7 Engagement through a gender lens

The inclusion of a gender perspective and the participation of women are essential, as well as their involvement. Therefore following the inadequate representation of women on the two previous meeting efforts were made to consult with women only, through focus group discussions, primarily to collect baseline data but also to act

as a forum for these groups to communicate their opinions and concerns regarding the Project and highlight potential impacts.

## 4.8 Focus group discussions with women

Following the interview with key informants from the Municipality of Prokuplje, several different groups of women have been targeted for the focus group discussions.

In total, two focus groups were held on that occasion one with women, and one with a group of labour impaired women. These focus groups were held to better understand potential impacts to:

- Groups that may be vulnerable to project impacts and therefore potentially more subject to negative impacts or have a limited ability to take advantage of positive impacts. The focus groups began by informing the group about the Project and purpose of the ESIA study. Participants were asked a series of open-ended questions on topics specifically related to the group of individuals.

Table 7: Summary of focus group discussion with women

Stakeholder Group	Persons attending	Topics discussed
Women in general	5	Road safety issues during construction. Employment opportunities. Chain tripping. Customs in the area
Labour impaired women	4	Nuisance during construction Continued access to health care facilities

## 4.9 Focus group discussions in Prokuplje

In order to facilitate and capture the concerns and views of those stakeholders mapped as potentially most impacted discussions in focus groups were held. Stakeholders have been directly contacted and invited by individual invitations 10 days prior to the planned event date held on December 24, 2016. The Municipality assisted in organizing the discussions, providing contacts, inviting the targeted individuals, provided the venue and refreshments during the meeting.



Table 8 Summary of focus groups discussions

Stakeholder Group	Number of persons attending			Connection to the Project and topics discussed
	Total	Male	Female	
Representatives of all school and pre-school facilities in Prokuplje	7	4	3	Locate all schools and identify possible impacts to daily travel routes to remote schools
Roma association	2	2	0	Discuss the overall inclusion of Roma population in the decision making process. Identify any squatters or informal settlements along the planned highway route. Discuss engagement of the association in the planned training and awareness program in with regard to the influx of workers and prevention of under aged pregnancy, STD and HIV.
Women	9	N/A	9	Voice out aspiration, fears and concerns of women. Identify key issues.
Large Business representatives "Leoni Wiring System" "HISAR" "Milan Toplica"	4	3	1	Understand the business environment and transport need and daily routine
Association of pensioners	4	3	1	Voice out aspiration, fears and concerns of elderly. Identify key issues and likely vulnerability
Cherry producers and farmers	13	8	5	Discuss likely impacts and losses
Disabled women/labour impaired	4	N/A	4	Voice out aspiration, fears and concerns of women. Identify key issues.

## 4.10 Focus group discussions in Merošina

In order to facilitate and capture the concerns and views of those stakeholders mapped as potentially most impacted discussions in focus groups were held. Stakeholders have been directly contacted and invited by individual invitations 10 days prior to the planned event date held on January 24, 2017. The Municipality assisted in organizing the discussions, providing contacts, inviting the targeted individuals, provided the venue and refreshments during the meeting.

Table 9 Summary of focus groups discussions in Merosina

Stakeholder Group	Number of person attending			Connection to the Project and topics discussed
	Total	Male	Female	
Water and electricity Utility company	5	2	3	Understand potential absorption capacity of water and electrical networks. Assess likely impact to this receptor
Association of pensioners	4	4	0	Understand the views and concerns of the pensioners in

Stakeholder Group	Number of person attending			Connection to the Project and topics discussed
	Total	Male	Female	
				the study area. Identify daily, weekly and monthly routines and travel patterns related to access to health care facilities, family visits.
Local Law enforcement (Ministry of Interior affairs)	1	1	0	Discuss safety issues. Assess the absorption capacity of dealing with influx of workers Prevention of negative impacts
Large Business representatives "ERGOMADE"	2	0	2	Confirm the alternative choice of alignment not to compromise future planned investment of 4 m EUR and investment already made.
Representatives of all school and pre-school facilities in Merošina	5	2	3	Locate all schools and identify possible impacts to daily travel routes to remote schools and pre-school facilities
Women	4	N/A	5	The view and concerns of women regarding the construction and operation of the Highway. Potential impacts undiscovered. Understand the trip chaining, daily habits, travel patterns and most frequent routes. Women drivers' opinion on the construction. Women's access to funding, entrepreneur support etc.
Health care facility in Merošina	4	1	3	Assess absorption capacity for expanded health care needs in case of influx of workers. Understand frequency and purpose of communication with the Clinical Centre in Niš in case of chronic health conditions
Roma association (Chairperson of the association elected by the community)	1	1	0	Explore vulnerabilities; identify informal settlements or houses along the planned alignment. Discuss awareness programs and education of Roma women during changes in local social context.
Red Cross	2	0	2	Understand the activities of The Red Cross and impact to their distribution route of free meals
Tourist Association	1	1	0	Assess tourist capacities, identify potentials for

Stakeholder Group	Number of person attending			Connection to the Project and topics discussed
	Total	Male	Female	
				enhancement of tourist locations
KLER(Economic development office )	2	0	2	Understand the nature, effectiveness of project implemented locally with the Support of WBIF, IPA, and similar funds
Cherry, plum producers and agriculture producers, beekeepers	11	9	2	Understand the location of most fruit bearing plantations, hear the major concerns, and understand the problem of small land plots and the effect on the overall production if land is affected. Understand quality deterioration concerns related to emissions of heavy metals, led and dust. Identify and map the beehives and understand migration routes during the year.

Since the National Employment offices from Prokuplje and Merosina could not attend a separate meeting was scheduled and conducted on February 1, and 2, 2017. The purpose of this meeting was to assess the local pool of workforce and employment opportunities for the local community A summary of stakeholder engagement activities throughout the Phases are presented in Appendix 2.

## 4.11 Evaluation Method

An assessment of effectiveness and achievement of broad community support cannot rely solely on the interpretation of internal stakeholders. The process and the outcome must be taken into review. The method used for both public consultation meetings was a combination of orally and participatory approach. At the end of the meetings attendees were asked three questions to rate the quality of meeting.

Figure 8: Evaluation of meetings and picture of evaluation poster

1. Has the meeting been organized in a way to facilitate your attendance?
2. Were you able to ask the questions that you wanted?
3. Were you satisfied with the answers provided? Was the information provided clear and sufficient?

МОЛИМО ВАС ОЦЕНИТЕ САСТАНАК!

ДА ЛИ ЈЕ ДАНАШЊИ САСТАНАК ОРГАНИЗОВАН АДЕКВАТНО (НАЧИН ОБАВЕШТЕЊА, МЕСТО, ВРЕМЕ ИСЛ.)?

ДА	НЕ	ДЕЛИМИЧНО
1111		

ДА ЛИ ВАМ ЈЕ БИЛО ДОПУШТЕНО ДА ПОСТАВИТЕ ПИТАЊА КОЈА СТЕ ЖЕЛЕЛИ?

ДА	НЕ	ДЕЛИМИЧНО
svi		

ДА ЛИ СТЕ БИЛИ ЗАДОВОЉНИ ПРУЖЕНИМ ОДГОВОРНИМА? ДА ЛИ ЈЕ ИНФОРМАЦИЈА БИЛА ЗАДОВОЉАВАЈУЋА И ДА ЛИ ЈЕ БИЛА ДОВОЉНО ЈАСНА?

ДА	НЕ	ДЕЛИМИЧНО
28		9

У МЕРОШНИИ 28. НОВЕМБРА 2016. ГОДИНЕ

## 5 Stakeholder Identification and Analysis

### 5.1 Stakeholder Identification

For the purposes of this plan and according to EBRD Performance Requirements (PR 10, point 8) stakeholders are individuals or groups that are affected or likely to be affected (both directly and indirectly) by the project ("affected parties") or that may have an interest in the project ("other interested parties").

Stakeholders are essential to a project's success or failure because they are interested in, and exert influence over, the project's objectives and outcomes.

The objective of stakeholder identification, which is closely connected to the identification of impacts, is to establish which individuals and organizations may be directly or indirectly, positively or negatively impacted by the project and to bring them forward to the first line of information.

The mapping of stakeholder by level of interest and their power to be exerted over the Project identifies the level and way of engagement commensurate to the risk level identified.

The most common mapping methodology and applicable to this Project, can be presented as per figure below:

Figure 9: Stakeholder risk assessment diagram



Stakeholder list is variable and shall be regularly reviewed and updated throughout project cycle. The risk associated to each stakeholder group shall be assessed from time to time, not less than during changes of sequences e.g. when going from the Main ESIA phase to final ESIA phase, from design to construction phase. If the interest of a certain stakeholder group and its power to influence the Project should change its mutual balance in comparison to the initial assessment, influenced by a number of circumstances, the risk associated to such a stakeholder group shall be further assessed and appropriate mitigation measures in term of adaptive stakeholder engagement applied.

## 5.2 Stakeholder Analysis

Effective plans are developed only after proper identification of stakeholders and their connection to the Project. It is further needed to understand their priorities.

Not all impacts, issues target stakeholders equally either influenced by subjective internal or objective external factors. Whatever the factor may be they have all been cross-referenced through the stakeholder risk mapping exercise resulting in identification of groups based on their connections to the project. Having an understanding of the connections of a stakeholder group to the project helps identify the key objectives of engagement.

*Table 10: National Government Stakeholders*

Stakeholder Group(s)
Ministry of Construction, Transport and Infrastructure
Ministry of Agriculture and Environmental Protection
Ministry of Health
Ministry of Labour, Employment, Social and Veterans affairs
Ministry of Mining and Energy

*Table 11: Regional and Local Government Stakeholders*

Stakeholder Group(s)
Municipality of Merošina
Municipality of Prokuplje
Municipal departments for Urban planning (both Municipalities)
Niš City Administration for economy, sustainable development and the environment

*Table 12: List of External Stakeholders influencing the project design, alignment and construction*

Stakeholder Group(s)
Demining centre
PE Broadcasting Equipment and Communications
PE EMS
PE Železnice infrastruktura
PUC Hammeum
PUC Naisus
PE Directorate for construction of Municipality
PE for urban and spatial planning Prokuplje
PE Post
PE Roads of Serbia
PE Hydro meteorological Institute
PE Seismological institute
Republic Institute for Protection of Cultural Monuments
Statistical Office of the Republic of Serbia

Table 13: Affected population and enterprises

Stakeholder Group(s)		
<b>Municipality Merošina</b>		
Formal and informal owners of land required for the Project within the following cadastral Municipalities		
Gradište		
Brest		
Merošina		
Balićevac		
Arbanasce		
Jug Bogdanovac		
Formal and informal owners of assets and structures required for the Project		
Formal and informal tenants of structures		
Businesses interested in Project benefits		
Project affected persons residing in settlements directly affected or adjacent to the Project route and Project area of influence		
Residents and non -residents using the Project affected area for recreational purposes		
Road users (daily, frequent and occasional)		
Roma Association		
Women		
Elderly /Pensioners		
Settlements/Communities directly benefiting from the Project		
Farmers		
Cherry Producers		
Education facilities (school and pre-school)		
Business within the Municipality:		
ERGOMADE		
RED CROSS		
Health care facilities		
<b>Municipality Prokuplje</b>		
Formal and informal owners of land required for the Project within the following cadastral Municipalities :		
Nova Božurna	Jugbogdanovac	Donja Konjusa
Đurovac	Lepaja	Kondzelj
Donja Stražava	Balićevac	Bresnici
Prokuplje Grad	Merosina	Prekadin
Prokuplje	Brest	Drenovac
Gubetin	Donje Tocare	Mala Plana
Potočić	Tulare	Gradiste
Donja Konjuša	Vica	Toponica
Djukovac	Bela Voda	Pojate
Balajnac		
Formal and informal owners of assets and structures required for the Project		
Farmers		
Cherry producers and wholesalers		
Business within the Municipality:		
“Leoni Wiring system”		
“Hissar”		
“Prokupac”		
“Milan Toplica”		
Two mini hydropower plants		

*Table 14: Vulnerable groups and individuals*

Stakeholder Group(s)
Persons receiving assistance from the Red Cross in the form of daily meals
Marginalized persons due to incomplete integration into the community.
Women
Elderly /Pensioners
People living with a disability
Minority communities
Income support receivers
Illiterate men and women

*Table 15: Other Interested Parties*

Stakeholder Group(s)
NGO s
Mass Media Radio Srce, Topličke novine, TV Most
Tourist organizations
Prospective Contractor
Prospective Supervision consultant for Supervision of construction works
Any future EMP Supervising consultant (if any)
Stakeholder Group(s)
Financial Institutions (National or International) providing the proceeds for financing of the Project



## 6 Stakeholder Engagement and Information Disclosure Program

The Stakeholder Engagement and Information Disclosure Programme include a clear plan of actions with deadlines and responsibilities in order to ensure the maximum engagement level for all relevant stakeholders.

An initial Stakeholder Engagement Programme is presented in this chapter to cover the remaining phase of the Project cycle. The remainder of the Project cycle comprises the following:

- ESIA Finalization and disclosure Phase (both under National requirements and the EBRD Policy) – this phase includes disclosure of draft document including the Resettlement Policy Framework and this SEP,
- Consultation on the draft ESIA, RPF and SEP,
- Disclosure of final documents.
- Information on community health and safety risks and impacts (including any expected road access restrictions and construction works) and proposed mitigation measures
- Construction Phase, and
- Operation Phase.

In addition, the Project's Resettlement Policy Framework (RPF) sets principles how to identify stakeholders directly affected by land acquisition and principles and activities for engaging with people affected by the Project's land acquisition process. Furthermore the Resettlement Action Plans shall have its own requirements of engagement, consultation and disclosure described in details.

To ensure meaningful consultation for vulnerable groups and individuals the stakeholder engagement activity will be designed but not limited to:

- Reach out to affected parties that may be differentially affected by the project because of their disadvantaged or vulnerable status.
- The information shall be provided to those parties personally with appropriate aide in cases of illiteracy, sight or hearing impaired,
- For these groups information disclosure and consultation shall aim to build their capacity for better inclusion in other engagement processes in the future.
- Single parents to be given a choice for consultation and information disclosure activities to correspond to their care giving responsibilities to young children,
- Transport to be provided to and from venues in cases of less mobility due to health conditions,
- Focus Group discussions
- House visits and individual consultation in special cases,
- If needed in special cases liaison and include social workers to assist in the stakeholder engagement.

## 6.1 Pre-Construction Phase

During pre-construction period the information package shall be updated as needed and disclosed. It is important to notify local stakeholders, in a meaningful and timely manner, of any activities that might impact them.

Table 16: Stakeholder Engagement and Information Disclosure Program in Pre-Construction Phase

No	Activity	Stakeholders	Timing and Frequency	Responsibility	Communication/ Media tool	Opportunity for Stakeholder Comment
	Pre-Construction Phase ESIA Finalization and disclosure phase					
1	<p>Notify stakeholders of and disclose draft updated Project ESIA information package.</p> <p>ESIA information package includes: all EIAs, Project Non-Technical Summary (NTS), and Stakeholder Engagement Plan (SEP) including grievance mechanism, Resettlement Policy Framework (RPF), Environmental and Social Action Plan (ESAP).</p>	ALL	August 9, 2018	KS MoCTI	<p>For notification:</p> <p>Announcement on website KS , Municipality Merošina and Municipality Prokuplje, at premises and main public places of the affected municipalities.</p> <p>Mass media (local newspapers, TV channels, radio, social media).</p> <p>Information will be mainly available in Serbia and Serbian and English languages on official websites.</p> <p>For ESIA package disclosure:</p> <p>Website of PERS and MoCTI</p> <p>Websites of Municipalities Prokuplje and Merošina.</p> <p>Hard copies of the ESIA package will be available at the Municipalities Merošina and Prokuplje, at PERS premises in Belgrade</p> <p>information package available in Serbian and English languages.</p>	<p>A deadline for comments is a minimum of 60 days after the disclosure date.</p> <p>Enquiries and comments via the KS MoCTI, website.</p> <p>Response via official correspondence, e-mail or grievance mechanism.</p>
2	<p>Public hearings in relation to the disclosure of the EIA under national legislation.</p> <p>The EIA to be disclosed on the MEP website and is available in hard copy in the premises of the MEP and the municipality Merosina and Prokuplje</p>	ALL	Expected during August 2018	MEP	<p>For notification:</p> <p>Announcement on website of MEP, Municipality Merošina and Municipality Prokuplje, at premises and main public places of the affected municipalities.</p> <p>Mass media (local newspapers, TV channels, radio, social media).</p> <p>Information will be available in the Serbian language</p> <p>For the EIA disclosure:</p> <p>Website of MEP</p> <p>Websites of Municipalities Prokuplje and Merošina.</p> <p>Hard copies of the EIA package are available at the Municipalities Merošina and Prokuplje, at MEP premises in Belgrade</p> <p>information package available in the Serbian language.</p>	<p>A deadline for comments is a minimum of 20 days after the disclosure date.</p> <p>Enquiries and comments are to be submitted to MEP.</p> <p>Response via official correspondence.</p>

No	Activity	Stakeholders	Timing and Frequency	Responsibility	Communication/ Media tool	Opportunity for Stakeholder Comment
3	<p>Notify stakeholders on the commencement of the Building permitting process and provide opportunities for comments.</p> <p>Disclose the decision and relevant documentation on the Building permit and provide opportunities for comments</p>	Public Concerned authorities and organizations	At least 15 days after the submission of request for Building permit and approval	KS	<p>Public notice and official correspondence by concerned authorities and organizations.</p> <p>Noticeboards and website of the building authority and the affected municipalities Prokuplje and Merošina</p> <p>Employer's website Employer prepares documentation and submits the application for the Building permitting process.</p> <p>Employer discloses the Building Permits on the websites locally</p>	<p>Enquiries and comments via the KS , MoCTI, website.</p> <p>Response via official correspondence, e-mail or grievance mechanism.</p>
4	<p>Implement stakeholder engagement and information disclosure activities for specific project-affected groups outlined in the Resettlement Policy Framework (RPF)</p> <p>This will include but not be limited to:</p> <ul style="list-style-type: none"> <li>disclosure of draft document as part of ESIA</li> </ul> <p>Public consultation on draft RPF</p> <p>Focus group discussions with women</p>	<p>Project Affected Persons affected directly by land acquisition and resettlement within the corridor of Impact</p> <p>Special effort to engage at least 50 % of all affected women or women as household members</p> <p>Relevant authorities from Municipalities</p>	TBD	PERS and KS MoCTI	<p>Notices and updates on the website of PERS, MoCTI, Municipalities of Merosina and Prokuplje.</p> <p>Direct individual invitation sent to PAPs address.</p> <p>Public notice and official correspondence by concerned authorities and organizations.</p> <p>Noticeboards and website of relevant authorities and municipality premises in the affected settlements.</p> <p>Hard copies available at KS HQ Kralja Petra 21, Beograd and at the Municipalities Prokuplje and Merosina</p>	<p>Enquiries, statements, objections, comments directly at meetings and/ or via the KS e-mail designated in the invitation as focal contact for information.</p> <p>Grievance mechanism.</p>
5	Engage with stakeholders during preparation of site specific RAP	All	TBD	KS PERS	<p>Social Survey of all affected households</p> <p>Disclosure of draft RAP/ARAP</p>	During each meeting or via designated phones and in writing
6	Notifications and disclosure as described in bullets 1 through 5	Vulnerable groups /persons	As defined in bullets 1 through 5	KS	<p>In addition to communication tools described in bullets 1 through 3 vulnerable groups will receive house visits and/ or invitation to individual or small group meetings as agreed with the specific group/ individuals.</p> <p>Assistance will be provided in transportation to and from the venues.</p> <p>Simplified easy understandable brochures, print-out of salient features of documents, using non- technical language will be prepared for information to be disseminated and disclosed. Illiterate or partially literate persons will have documents read out loud in presence of a entrusted third person and sign language knowledgeably person if needed</p>	Notifications and disclosure as described in bullets 1 through 5

## 6.2 Construction Phase

During construction the most important pointer is to identify stakeholders most likely to be affected by construction, notify local stakeholders of construction activities and changes to schedules. Aim for rapid response times in resolving grievances and specific community health and safety consultation activities to raise awareness of safety risks and reduce the risk to the lowest possible level.

Table 17: Stakeholder Engagement and Information Disclosure Program in Construction Phase

No	Activity	Stakeholders	Timing	Responsibility	Communication/ Media tool
1.	Disseminate information about anticipated construction activities to affected stakeholders.	Affected communities,  Project affected persons (e.g. land owners, vulnerable groups etc.),  Public.	At least starting from two months prior to construction.	Contractor and Employer	Contractor's website, official correspondence, mass media, local noticeboards and premises of municipalities.  Employers website  Chief Liaison officer of Contractor
2.	Develop and implement a road safety awareness and education program for use with local communities. Program to address construction phase.	Affected communities  Road users  Vulnerable persons	At least starting from two months prior to construction and regularly throughout the construction works	Employer and Contractor in liaison with local authorities, law enforcement offices	Workshops  Leaflets  Mass media
3	Children and minor targeted road safety awareness and education program,	Children and minors	At least starting from two months prior to construction regularly throughout the construction works	Employer and Contractor in liaison with local authorities, law enforcement offices and school and pre-school facilities	Workshops  Leaflets  Mass media
3	Develop effective training and prevention plan for possible increased spread of communicable diseases such as HIV/AIDS in particular and other sexually transmitted diseases	Minors  Vulnerable groups  Affected communities	At least starting from two months prior to construction regularly throughout the construction works	Employer and Contractor in liaison with local authorities, law enforcement offices, health facilities and schools	Workshops  Leaflets  Mass media
2	Keep stakeholders informed on any project or construction-related activities that might affect them (e.g. notify stakeholders of road closures and diversions and any transport disruptions, construction schedule	Road users, PAPs, affected communities, public and private sector enterprises affected by the Project footprint etc.,  relevant local/regional/national authorities,	From commencement of works in regular intervals for Stakeholder to get accustomed to receive information	Contractor	Contractor  Local Authorities as appropriate

No	Activity	Stakeholders	Timing	Responsibility	Communication/ Media tool
		General public			
3	Keep stakeholders informed on project procurement plan for local goods and services	Road users, PAPs, affected communities, public and private sector enterprises affected by the Project footprint etc., relevant local/regional/national authorities,  General public	From commencement of works	Contractor	Contractor's website, official correspondence, mass media, local noticeboards and premises of municipalities.  Employers website
4	Keep stakeholders informed about local employment opportunities	Road users, PAPs, affected communities, public and private sector enterprises affected by the Project footprint etc., relevant local/regional/national authorities, General public	After signature of contract for construction works during mobilisation period and later as needed	Contractor  Local Employment office	Contractor's website, official correspondence, mass media, local noticeboards and premises of municipalities.  Employers website  Local Employments office
5	Disclose information on project Environmental and Social construction performance.	PAPs,  General Public.	Semi-annually	Contractor	Contractors website
6	Implement stakeholder engagement and information disclosure activities for specific project-affected groups outlined in the RPF	PAPs	November 2018		Mass media  Contractor website  Direct meetings with PAPs.
7	Notifications and disclosure as described in bullets 1 through 6	Vulnerable groups /persons	As defined in bullets 1 through 6	KS	In addition to communication tools described in bullets 1 through 6 vulnerable groups will receive house visits and/ or invitation to individual or small group meetings as agreed with the specific group/ individuals. Assistance will be provided in transportation to and from the venues. Simplified easy understandable brochures, print-out of salient features of documents, using

No	Activity	Stakeholders	Timing	Responsibility	Communication/ Media tool
					non- technical language will be prepared for information to be disseminated and disclosed. Illiterate or partially literate persons will have documents read out loud in presence of an entrusted third person and using sign language



## 6.3 Operation Phase

Table 18: Stakeholder Engagement and Information Disclosure Program in Operation Phase

No	Activity	Stakeholders	Timing	Responsibility	Communication/ Media tool	Opportunity for Stakeholder Comment
	Operation phase					
1.	Disseminate information about transition of responsibilities and liabilities from Contractor to Road Management authority	Affected communities, Project affected persons Public.	At least starting from two months prior to taking over of works	Contractor and Employer and Road Management authority	Contractor's website, official correspondence, mass media, local noticeboards and premises of municipalities. Employers website .Chief Liaison officer of Contractor	Grievance mechanism. Contractors grievance / liaison officer
2	Keep stakeholders informed on any operation -related activities that might affect them (e.g. notify stakeholders of road closures and diversions) traffic jams and similar	Road users, relevant local /regional/ national authorities, General public	From commencement of operation phase and on going	Road management authority	Mass media. On Road signs Road management authority website	As envisaged by national law
3	Update stakeholder information	Road users, PAPs, affected communities, public and private sector enterprises affected by the Project footprint etc. relevant local/ regional/national authorities, General public	From commencement of works	Contractor	Contractor's website, official correspondence, mass media, local noticeboards and premises of municipalities. Employers website	As envisaged by national law
4	Communicate emergency preparedness and response plans on a regular basis	General Public	AS per national requirements	Road Management Authority	Mass media Road managements authority website	As per national requirement
5	Road safety and dissemination of unsafe location on roads specially black spots	Road users General public Relevant authorities	In appropriate intervals	Road management authority	Mass media Road managements authority website	Via Road management authority website
6	Disseminate information on road conditions ( four seasons)	Road users General public	In appropriate intervals	Road management authority	Mass media Road managements authority website	Grievance mechanism. Via CLO Via designated e-mail and phone
7	Organizing traffic count and monitoring on other values on public road	General public Road users	As per national law requirements	AS per national requirement	Mass media Road managements authority website	Via designated e-mail and phone

No	Activity	Stakeholders	Timing	Responsibility	Communication/ Media tool	Opportunity for Stakeholder Comment
8	Disseminate information about tolling stations and tolling cost	General Public Road users	As per national requirements	Road management authority	Mass media Road managements authority website	Via designated e-mail and phone

## 7 Grievance Mechanism

Respecting the grievance panels and its authorities made available under the national legislation and a Project Specific Grievance Mechanism shall be designed. Given the type of potential Project impacts, the Project will have a central redress mechanism i.e. the Central Feedback Desk (CFD) at the level of Koridori Srbije. The CFD shall serve as both Project level information centre and grievance mechanism, available to those affected by implementation of all Project sub-components throughout the Project Cycle: ESIA Phase, Construction Phase and Operational Phase including land acquisition and resettlement.

During the Construction Phase the Contractor shall, as per requirements of the national law, provisions of the contract for construction works, assign the role of a Grievance officer to complement the existing grievance mechanism. The CFD and the Contractors grievance officer shall liaison closely and publish reports on grievance jointly semi-annually following the procedure and tools, and covering the range of stakeholders as designed in this SEP.

The CFD will be applicable to all Project activities and relevant to all local communities affected by project activities implemented within individual sections.

The CFD shall be responsible for receiving and responding to grievances and comments of the following two groups:

- A person directly affected by the project including the impact due to land acquisition, resettlement and rehabilitation measures,
- Residents interested in and/or affected by the project living in the affected municipalities.

The CFD shall be established early in the project cycle, prior to commencement of early land acquisition and resettlement activities, in order to manage and appropriately answer complaints made by the population located within the Project area of influence during its different phases. It will equally be authorized to receive complaints in respect to routing, scoping, expropriation, construction, operation and closure of sub-projects. In addition, this procedure will help to improve the Project social performance since the number and nature of the received complaints is an indicator of the manner in which the Project is conducted and the behaviour of employees and contractors.

The CFD shall publish an easy readable guiding brochure/leaflet at minimum containing the following information: a simple overview on the respective role of the CFD, domain of authority, contact details, flowchart of a grievance, grievance contact information (where and how).

### 7.1 Raising grievances and the procedure

The grievance panel includes an independent, objective appeal mechanism, which will not impede access to judicial or administrative remedies nor influence the outcomes in these procedures. Through the SEP and other means, the Client will inform the affected parties about the grievance process and report regularly to the public on its implementation, protecting the privacy of individuals..

Any grievance can be brought to the attention of the CFD anonymously, personally or by telephone or in writing by filling in the grievance form by phone, e-mail, post, fax or personal delivery to the address below:

Koridori Srbije  
 Central Feedback Desk  
 Kralja Petra 21  
 11000 Beograd

and to additional local addresses/numbers to be determined later in agreement with the respective members of local municipalities and the communities. The access points and details on entry points shall be publicized and shall be part of the awareness building process.

## 7.2 Grievance administration

Any grievance shall follow the path of the following mandatory steps: Receive Assess and assign, Acknowledge, Investigate, Respond, follow up and close out.

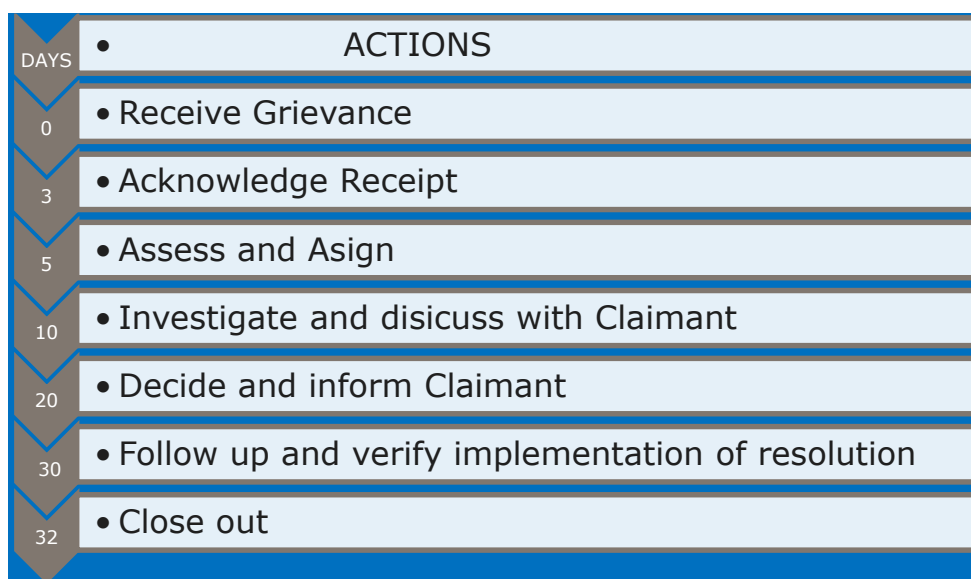
Once logged the CFD shall conduct a rapid assessment to verify the nature of grievances and determine on the severity. Within 3 days from logging it will acknowledge that the case is registered and provide the complainant with the basic next step information. It will then investigate by trying to understand the issue from the perspective of the complainant and understand what action he/she requires. The CFD will investigate by looking into the facts and circumstances interview all parties involved and confer with relevant stakeholders. Once investigated, and depending on the severity and type of grievance, the provisional decision shall be discussed with the complainant in the timeframe of 10 days after logging the grievance. Unilaterally announcement shall be an exception. The final agreement should be specific and issued and grievant informed about the final decision not later than 20 days after the logging of the grievance. Closing out the grievance occurs after the implementation of the resolution has been verified. Even when an agreement is not reached, or the grievance was rejected it is important to document the result, actions and effort put into the resolution, close out the case.

In case of anonymous grievance, after acknowledgment of the grievance within three days from logging, the CFD will investigate the grievance and within 20 days from logging the grievance, issue final decision that will be disclosed on the website of the KS. Closing out the grievance occurs after the implementation of the resolution has been verified.

The CFD shall keep a grievance register log that will have all necessary elements to disaggregate the grievance by gender of the person logging it as well as by type of grievance. Each grievance will be recorded in the register with the following information at minimum:

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

Figure 10: Grievance Flowchart



## 7.3 Grievance and beneficiary feedback reporting

The role of the CFD, in addition to addressing grievances, shall be to keep and store comments/grievances received and keep the Central grievance log administered by the Project promoter. In order to allow full knowledge of this tool and its results, quarterly updates from the CFD shall be available on the Project's Promoter website [www.putevi-srbije.rs](http://www.putevi-srbije.rs) and the websites of Municipality Prokuplje [www.prokuplje.org.rs](http://www.prokuplje.org.rs) and Merošina [www.merosina.org.rs](http://www.merosina.org.rs).

The updates shall be disaggregated by gender, type of grievances /complaints. In order to have continuous dialogue, quarterly public meetings shall be held to discuss the outcomes of grievances, in general, discuss the grievance/complaints report and inform the community about current Project activities.

## 7.4 Constitution of CFD

The CFD shall nominate a Public outreach specialist (POS) to be responsible for the CFD and 4 additional persons, two from each Municipality one of which shall be representative of each affected local community and one a municipal official to support the grievance. This will allow any potential grievance to be addressed even at the planning stage. The POS will be an employee of the Project promoter with the CFD administration function assigned. Each member from both municipalities will be an employee of the respective Municipality, a person familiar with the procedures, community and the impact area. The POS will be responsible to administer any grievance received, take any action necessary to address the grievance and inform the complainant about the outcome of the process. The POS will be a person with excellent knowledge of the Project and its components, as well as the role and responsibilities of all the stakeholders. She / he shall create and maintain an exhaustive data base of stakeholders, their responsible persons and representatives. Once the grievance is received POS shall communicate with the adequate stakeholder, explain the issue and propose adequate measures. The CFD shall prepare a guideline and grievance brochure to be distributed among the

affected communities which will include notifications to the local community on the grievance procedure distributed through leaflets and radio announcements. The in depth coverage of the grievance mechanism shall be under each site specific RAP/ARAP as appropriate.

## 7.5 Operational grievance panel

During the Construction Phase every Contractor shall, as per requirements of the national law, provisions of the contract for construction works, assign the role of a Grievance officer to complement the existing grievance mechanism and will be governed by rules of national legislation, the EIB and EBRD social policies and requirements, Good International Practices and this SEP. The Contractor grievance mechanism will be led by the Grievance officer. The mechanism adopted for raising, redress, timeframes, communication with grievant, anonymous grievances, administration communication and reporting will accordingly apply to Contractor grievance mechanism. The Contractor Grievance officer will monthly report to CFD about number of grievances received, categories of grievances, time taken for resolution of grievances, percentage of resolved grievances etc The Contractor Grievance officer will inform grievant about the possibility to raise grievance before Project CFD if not satisfied with the decision of the Officer. If that grievance is then raised before CFD, CFD will issue its final decision covering the range of stakeholders as designed in this SEP.

Grievance Form is provided in **Error! Reference source not found..**

## 8 Monitoring of Grievance Management and Stakeholder Engagement Activities

Effectiveness and appropriateness of the individual consultation activities will be measured by answers to questions be posed to stakeholders to provide an indication of the effectiveness of the meeting and the process of stakeholder engagement. These will be tailored to be relevant to the audience but will address the manner in which the meeting and overall process is viewed to be free of manipulation, interference, coercion, and intimidation, and conducted on the basis of timely, relevant, understandable and accessible information in a culturally appropriate format. A broad guideline for the preparation of the questionnaire is provided in Table below.

Table 19: Effectiveness of engagement evaluation sample questionnaire

Indicator	Example questions to be asked to stakeholders	Rate of Evaluation
Free of manipulation, interference, coercion, and intimidation	<ul style="list-style-type: none"> <li>• Have you been in any way intimidated or coerced during this consultation process?</li> <li>• Have you been in any way intimidated or unduly incentivized to be supportive of the project?</li> </ul>	H (more than 75% of stakeholders answering yes) M (between 35% and 75% of stakeholders answering yes) L (less than 35% of stakeholders answering yes)
Timely and relevant Information	Do you think you have been provided with all relevant information in advance of this meeting? Do you feel the developer allowed enough time for interpretation of project information and the submission of comments? Do you think you had enough opportunities to have a meaningful influence on the broad project design options (e.g., mitigation measures, sharing of development benefits and opportunities, siting, location, routing, sequencing, and scheduling)?	H (more than 75% of stakeholders answering yes) M (between 35% and 75% of stakeholders answering yes) L (less than 35% of stakeholders answering yes)
Appropriate, understandable and accessible information	<p>Did you find the information discussed during this meeting useful? Do you find the material distributed/shown adequate and complete, including draft documents and plans regarding the project? Do you think it is clear how your comments will be included on issues such as proposed mitigation measures, the sharing of development benefits, opportunities, and implementation issues in the final project documents?</p> <p>Do you think you have been consulted in a culturally appropriate way? After the meetings, do you feel that you fully understand how the project will affect your life?</p>	H (more than 75% of stakeholders answering yes) M (between 35% and 75% of stakeholders answering yes) L (less than 35% of stakeholders answering yes)

Evaluation identifies trends over time and the shortcomings during implementation of this SEP. Only the positive evaluation will determine the adequacy of approach. A medium or low score after a particular meeting or over an engagement phase will indicate an inadequacy with the engagement activities that requires corrective action. Changes may involve a set of changes but should most likely give results if focused on notifications, moderators of meetings, venues and time of meetings, language used etc

## 8.1 Monitoring of Stakeholder Engagement Activities

Key Performance indicators (KPI) as defined below, shall be used to monitor and evaluate the outcomes of stakeholder engagement:

- The Project information is available for public to comment and SEP is revised from time to time as required;
- Actions listed in the Stakeholder Engagement and Information Disclosure programme are implemented as scheduled;
- The minutes of consultation meetings are recorded and meetings logged in a register;
- Grievances are logged and tracked through to resolution within a timeframe of 20 calendar days from acknowledgement of receipt (evidenced by an up-to-date grievance register);
- Semi-annual Grievance Report to be prepared and made publicly available
- Contractors and subcontractor's contracts include clauses obliging them to adopt SEP requirements, as appropriate;
- Contractors progress reports include summary of the grievance mechanism (summary of new grievances recorded and update on the resolution of existing grievances)
- Annual reports on the implementation of the SEP and grievance process are made available as part of annual external reporting on the E&S performance of the Project which shall be made publicly available.

The monitoring of Grievance management will be through a set of indicators ensuring effective and timely resolution of grievance. The indicators will be measures within the reporting periods. The indicators are listed below:

- Number of Grievances received;
- Number (%) of Grievances acknowledged within the timeframe;
- Number (%) of Grievances unilaterally decided;
- Number (%) of Grievances closed within the specified time-frame;
- Number (%) of grievance related to a same or repeated event and /or location to identify areas most affected by potentially negative impacts of the project.
- Number (%) of grievance received comparing to the previous reporting period.
- Number (%) of complainant satisfied with the process (timely, fair)
- Number (%) of complainant satisfied with the outcome.



## 9 Institutional Arrangements, Roles and Responsibilities

As of July 1, 2018, the implementation of the Project, this SEP and Grievance Management has been assigned to Koridori Srbije d.o.o. a Government owned company. Koridori Srbije which took the role over from PERS. Koridori Srbije will implement any outstanding activity and continue with future ones in line with this SEP. Koridori Srbije will closely liaison with other relevant institutions, governmental bodies, local governments, and affected communities and individual as well as with other stakeholders to engage with them and ensure full disclosure of information and documents as defined by this SEP.

The day-to-day implementation of the SEP will be the responsibility of the Land acquisition and resettlement department of Koridori Srbije, within its legal department, collectively referred in this SEP as the Central Engagement Team (CET). The department employs 15 experts experienced in stakeholder engagement – planning, implementation and monitoring, as well as in land acquisition and resettlement processes, and dispute avoidance. Individual responsibilities within the department itself will be assigned separately and included in future information packages. Within the department one person shall be appointed as an outreach specialist to oversee the stakeholder engagement and grievance management, coordinate activities as per the schedule and list of activities.

Stakeholder engagement and grievances management related to construction activities will be managed by the Contractors Grievance officer and overseen by the Supervision Consultant to be appointed to act as the Engineer in accordance with the Contract for Construction works. The Contractors responsibilities shall be clearly delineated and specified in the respective works contracts. Salient features of the SEP shall be incorporated in the Tender documents and their application shall be mandatory. Prior to construction, the public and local community will be informed, through the websites of Koridori Srbije and those of the respective Municipality's Administration website, about the Contractor's contact information and Grievance officer.



## Appendix 1 Sample Grievance Form

Reference No: \_\_\_\_\_

### Full Name

Note: you can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent

First name \_\_\_\_\_

Last name \_\_\_\_\_

☐ I wish to raise my grievance anonymously

☐ I request not to disclose my identity without my consent

### Contact Information

Please mark how you wish to be contacted (mail, telephone, e-mail).

☐ By Post: Please provide mailing address:

\_\_\_\_\_

\_\_\_\_\_

☐ By Telephone: \_\_\_\_\_

☐ By E-mail \_\_\_\_\_

### Preferred Language for communication

☐ Serbian

☐ Other indicate \_\_\_\_\_

### 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

☐ One time incident/grievance (date \_\_\_\_\_)

☐ Happened more than once (how many times? \_\_\_\_\_)

☐ 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



## Appendix 2 Summary of stakeholder engagement through phases

ESIA preparation phases					
	PRE-SCOPING		ROUTE ALTERNATIVE/REFINEMENT ASSESSMENT	ESIA SCOPING PHASE	MAIN ESIA PHASE
STAKEHOLDER TYPE	High Level Government officials Ministry of Construction, Transport and Infrastructure Ministry of Agriculture and Environmental Protection National Institute for Cultural heritage protection		Ministry of Construction, Transport and Infrastructure General Public Municipality Prokuplje Municipality Merošina	Ministry of Agriculture and Environmental Protection General public Persons affected in the Project area	Persons affected or likely to be affected (directly or indirectly) by the project (affected parties); Persons that may have an interest in the project (other interested parties). Local authorities and institutions Vulnerable person
DATES, TYPE OF MEETINGS/EVENTS AND STAKEHOLDERS ENGAGED	From January 2016 to August 2016 - Authorities, members of the public, ESIA Authors		January 29, 2016 Authorities, members of the public August 22 to September 5, 2016 Authorities, members of the public, civil society September 29, 2016 Designer, Authorities, ESIA Team, members of the Public	October 10, 2016 ESIA /Designer team, Authorities, members of the public, PAPs	November 24,26 and 28, 2016 December 14 and 17, 2016 January 24 and 27, 2017 February 1 and 2, 2017 November 17, 2017 ESIA/Design Team, members of the public, PAPs, local authorities, institutions and civil organizations
Number of persons attending (total in all meetings events) <sup>8</sup>	Jan 12	May 8	40	5	194 <sup>9</sup>
	Feb 8	June 7			
	March 10	July 3			
	April 8	August 8			
NUMBER OF MEETINGS/EVENTS	Regular Monthly progress meetings		5	4	35 including focus group discussions

<sup>8</sup> The number of stakeholders has been identified by the attendance sheets were available. In other cases information from key informants were provided

<sup>9</sup> Please refer to detailed list in Appendix 3

ESIA preparation phases				
SUMMARY OF MAIN CONCERNS AND QUESTIONS RAISED	Concept of the Preliminary Design Approach to Stakeholder engagement	Accuracy of data provided in the Spatial Plan Request for designing two additional interchanges	No concerns raised in connection to this Section	Compensation and entitlements for losses due to land acquisition and resettlement; Employment opportunities and conditions; Health and safety concerns during construction; Access to remaining property, Local road network

## Appendix 3 Summary of ESIA Team meetings

Tool	Date and Place	Stakeholders groups	No of people attending	Purpose
<b>Structured questionnaire</b>	September 26, 2016	Local citizens	18	Discuss planned and on-going expansions of communities near the highway route; Discuss the presence of vulnerable groups, ethnicities, religions, etc.; Discuss employment and economic growth in the area; Collect information on livelihood and local economy with specific reference to the 1 km corridor; Discuss any Project-related impacts; Discuss appropriate mitigation measure
	November 24, 2016		22	
<b>Structured questionnaire</b>	November 28, 2016 Merošina	Local citizens	50	Discuss planned and on-going expansions of communities near the highway route; Discuss the presence of vulnerable groups, ethnicities, religions, etc.; Discuss employment and economic growth in the area; Collect information on livelihood and local economy with specific reference to the 1 km corridor; Discuss any Project-related impacts; Discuss appropriate mitigation measure
<b>Focus Group discussions</b>	PROKUPLJE			
	December 15, 2016	Authorized representatives /Principals of all Elementary schools in Prokuplje	4	Discuss current location of schools; Discuss and map remote schools, Discuss and understand the routes of transportation of pupils to schools; Discuss mitigation measures
	December 15, 2016	Authorized Representatives of the Pre-school facility	1	Discuss current location of pre-school facilities and create maps of remote pre-schools. Understand the daily transportation route of children, Discuss mitigation measures
	December 15, 2016	Authorized Representatives of the High Schools (Gymnasium and the Agriculture school)	3	Discuss current location of high -school facilities Understand the daily transportation route of children, Discuss mitigation measures
	December 15, 2016	President of the Education syndicate	1	Discuss overall access to education issues in relation to construction of the Highway.
	December 15, 2016	Cherry Producers and wholesalers	13	Discuss water use systems and issues; Discuss crop type and production, seasonality, techniques, animal-farming, sheep-farming , etc.; Discuss the importance of agriculture(cherry production) and farming activities for livelihood; Discuss agricultural and farming practices in the area, type of land rights, agricultural methods, disputes and development plans and projects; Discuss any Project-related impacts on local businesses; Discuss appropriate mitigation measures.
	December 15, 2016	Representatives of the largest Businesses and employer in the area "Leoni wiring system" "Hissar" "Prokupac"	4	Discuss development opportunities as a result of construction of the Highway. Discuss and understand daily operation and routine of the business including transport of goods, products, basic raw material and finished products as well as understand the daily travel routes of employees and their transport lines and timetables.

Tool	Date and Place	Stakeholders groups	No of people attending	Purpose
	December 15, 2016	Women from the Association of disabled women	2	Discuss access to training and employment opportunities; Discuss gender issue; Discuss access, availability and quality of health care; Discuss current issues; Discuss how the Project may impact women and children; Discuss appropriate mitigation measures Discuss any other issues.
	December, 2016	Men from the association of disabled workers	2	Understand if the construction will impact the disabled persons differently and whether specialized facilities used exclusively by this vulnerable group are impacted
	December, 2016	Representatives (President and secretary) of the Roma NGO	2	Discuss issues facing the vulnerable population; Discuss exact location of Roma settlements; Discuss employment opportunities for Roma population, Discuss inclusive approaches and support in prevention of sexually transmitted diseases and HIV prevention in relation to influx of workers
	December 15, 2016	Association of pensioners	5	Discuss issues encountered by the elderly population in the project area; Discuss access, availability and quality of health care; Discuss any Project-related impacts; Discuss potential mitigation measures.
	December, 15 2016	Women	3	Discuss access to training and employment opportunities; Discuss gender issue; Discuss access, availability and quality of health care; Discuss current issues; Discuss how the Project may impact women and children; Discuss appropriate mitigation measures Discuss any other issues.
<b>Focus Group discussions</b>	<b>MEROSINA</b>			
	January 24, 2017	Roma association-president	1	Discuss issues facing the vulnerable population; Discuss exact location of Roma settlements; Discuss employment opportunities for Roma population, Discuss inclusive approaches and support in prevention of sexually transmitted diseases and HIV prevention in relation to influx of workers
	January 24, 2017	Pensioners	8	Discuss potential impacts on this vulnerable group
	January 24, 2017	Utility companies	5	Discuss potential impacts to utilities and supply
	January 24, 2017	Red Cross Association	2	Understand the activities and support provided to the vulnerable members of society
	January 24, 2017	Cherry and other fruit producers	5	Discuss impact to fruit bearing trees and productivity issues
	January 24, 2017	Farmers	5	Discuss impact to agricultural land, understand location of access routes and roads
	January 24, 2017	Beekeepers association -president	1	Discuss and understand location of beehives and harvesting patterns
	January 24, 2017	Women	10	Discuss access to training and employment opportunities; Discuss gender issue; Discuss access, availability and quality of health care; Discuss current issues; Discuss how the Project may impact women and children; Discuss appropriate mitigation measures Discuss any other issues.
	January 24,2017	Business representatives "ERGOMADE"	4	Discuss progress in development of the complex and possible conflicts with construction of the Highway.



Tool	Date and Place	Stakeholders groups	No of people attending	Purpose
	January 24,2017	School and pre-school Representatives	6	Discuss current location of schools; Discuss and map remote schools, Discuss and understand the routes of transportation of pupils to schools; Discuss mitigation measures
<b>Key informants interviews</b>	August 22, 2016	Representatives of Municipality of Prokuplje	4	Discussions preparation of stakeholder engagement meetings.
	September 15, 2016	Representatives of Municipality of Merošina	3	Discussions about the refinement of the alignment
	October 10, 2016	Representatives of Municipality of Merošina	2	Discussions about the available workforce and possible data collection option
	November 23, 24, 28 2016	Representatives of Municipality of Prokuplje	4	Discussions about stakeholder engagement meeting preparation. Distribution of announcement posters and brochures
	December 8, 27 2016	Representatives of Municipality of Merošina	3	Discussions about stakeholder engagement meeting preparation. Distribution of announcement posters and brochures
	January 13, 2017	President of the association of Beekeepers	1	Discuss location of beehives and impacts during construction and adequate mitigation measures