

Northern and Southern Sections  
A5 Motorway (Vc Corridor)  
Croatia

Stakeholder Engagement Plan

Prepared for:  
**Hrvatske Autoceste d.o.o.**  
**Croatia**

Prepared by:  
**ENVIRON**  
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Date:  
**October 2012**

Project or Issue Number:  
**UK11-15642**



Contract/Proposal No:	UK11-15642
Issue:	5
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Date:	October 2012

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<b>Version Control Record</b>				
<b>Issue</b>	<b>Description of Status</b>	<b>Date</b>	<b>Reviewer Initials</b>	<b>Authors Initials</b>
1	First Issue to Client	04.06.10	CMH	ACK/JM
2	Second Issue to Client	16.06.10	CMH	ACK/JM
3	Third Issue to Client			
4.	Fourth Issue to Client	25.09.11.		
5.	Fifth Issue to Client	03.10.12.		

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Annex A: Public Grievance Leaflet

# 1. Introduction

Hrvatske Autoceste d.o.o. ('Croatian Motorways Limited' or 'HAC' or the 'Company'), a state-owned manager of the Croatian network of tolled motorways (858km) are seeking to complete of the Croatian part of the motorway network along the Corridor Vc, adjacent to the northern/southern borders with Bosnia and Herzegovina (BiH) (the Project).

This document is the Project's Stakeholder Engagement Plan (SEP). It details HAC's consultation activities to date and its future plans for Project disclosure and stakeholder consultation. It has been prepared on behalf of HAC and it is HAC that has ownership of the SEP at the time of its release. Following HAC's award of the design and build contract, the Contractor will then take ownership of this SEP and will be responsible for its maintenance and the implementation of the future consultation activities outlined in this document. HAC will however remain ultimately responsible for the oversight of the SEP.

## 1.1 Project Description

The proposed route (indicated by the blue line in Figure 1a and 1b) comprises the following sections ('the Routes'):

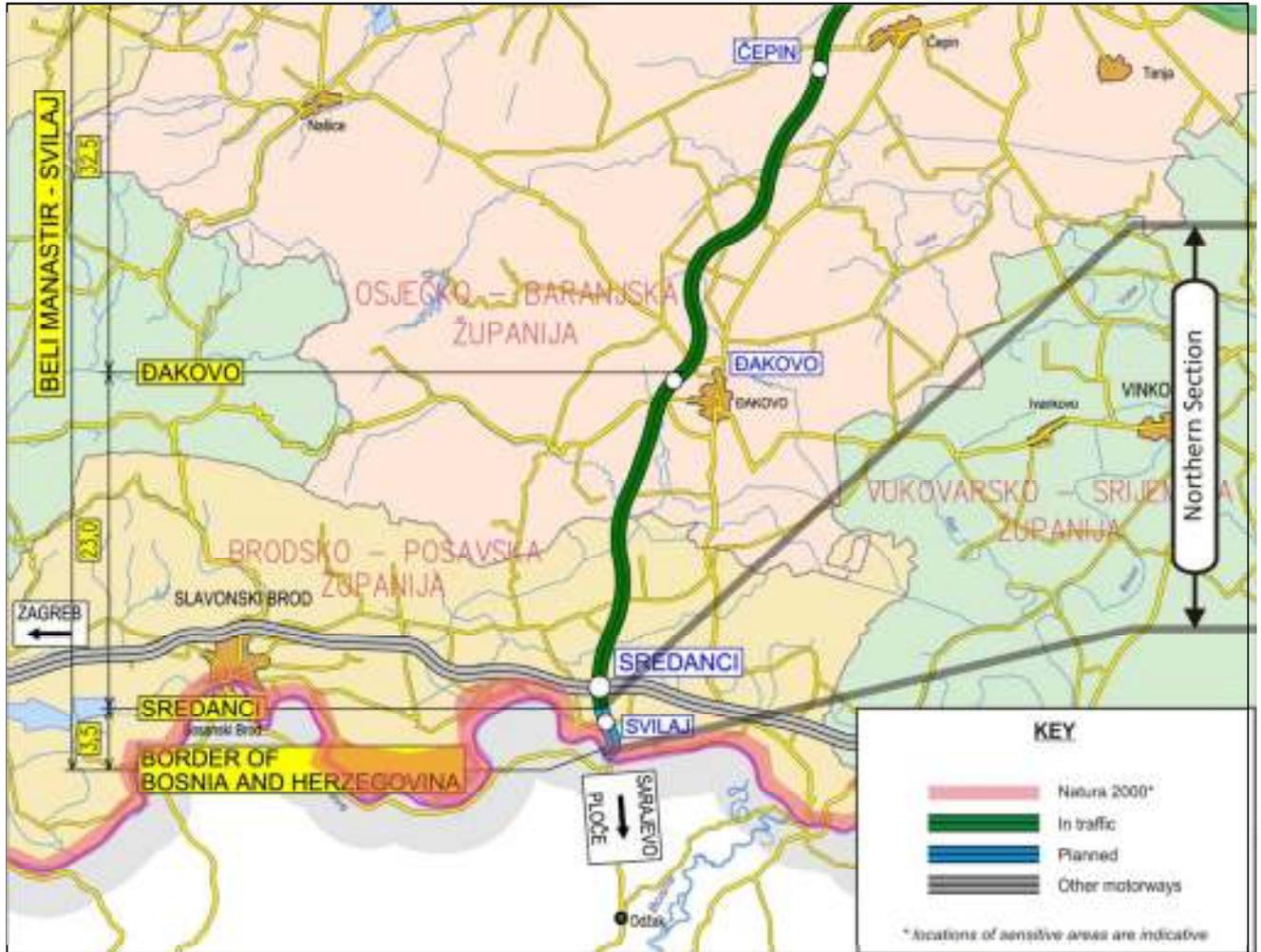
1. Northern Section (3.5 km) – Sredanci to Svilaj (Bosnia and Herzegovina ('BiH') border); and
2. Southern Section (9.8 km) – Ploče Interchange to BiH border.

The northern section is an extension of the A5 Motorway (Osijek to Sredanci) which was opened in November 2007. The proposed extension forms part of the Pan-European Corridor Vc which, upon completion, will connect Budapest to the Adriatic Sea at the port of Ploče in southern Croatia. The route has been designated E73 under the International E-road network and is also designated as Corridor Vc (Corridor 5c); branch C of the fifth Pan-European corridor. The EIA for the A5 was publicly disclosed in October 2003.

The southern section is an extension of the A1 Motorway which, upon completion, will connect Zagreb, Split and Dubrovnik, and pass through the southern coastal section of Bosnia and Herzegovina. The route will form part of the E65 European Route that begins in Malmö, Sweden and ends in Chaniá, Greece. The process for the Southern Section EIA disclosure started in April 2010, with public disclosure anticipated to start on the 28<sup>th</sup> May 2010, and lasted until 28<sup>th</sup> June 2010.

The construction of the road will require some land acquisition and therefore a programme of land acquisition is currently ongoing, managed by HAC. Related impacts, mitigation measures and compensation issues are discussed in detail in a Compensation Action Plan (CAP) that will be developed specifically for this Project and made available as part of the disclosure package (see Section 4.2).

Figure 1A: Location of the Proposed Northern Motorway Sections



- **Figure 1B: Location of the Proposed Southern Motorway Section**



## 1.2 Purpose of the Stakeholder Engagement Plan

This SEP is designed to ensure that HAC identify all stakeholders with an interest in the Project, and can engage these stakeholders during the development and life of the Project. This SEP therefore outlines HAC's consultation activities and future plans to engage with stakeholders during the pre-construction, construction and operational phases of the Project. This engagement includes: 1) the provision of relevant, timely and accessible information to stakeholders; and 2) consultation with stakeholders on their opinions, concerns and preferences about Project design and proposed management and mitigation measures for potential impacts.

This SEP therefore describes the:

- national and good international practice requirements for public consultation and disclosure that HAC will conform to;
- project stakeholders that have been identified;
- strategy, format and timetable for future consultation and information disclosure;
- HAC's resources and management structure for developing and implementing the SEP;
- grievance mechanism(s) for stakeholders; and
- means of reporting on consultation and disclosure activities.

## 2. Regulatory Context

### 2.1 Croatian Requirements for Public Consultation

The Croatian public consultation process consists of the following core components:

- Public disclosure and consultation of the Physical Plans. In accordance with the Croatian Physical Planning and Construction Act (OG 76/2007, 38/2009) and its sub-laws/regulations, the Physical Plans are consulted at national, county, municipality and city level.
- Public disclosure and consultation of the EIA. In accordance with the Croatian Environmental Act (OG 110/2007) and its sub-laws/regulations, the EIA is subject to public consultation including public hearings, debates via multi-media announcements and responding to questions/queries/concerns of interested and affected parties (public, private and state).

### 2.2 International Requirements for a SEP

In addition to the Croatian regulatory requirements described above in Section 2.1, the Project will also conform to the disclosure and stakeholder engagement requirements of the European Bank for Reconstruction and Development (EBRD) and European Investment Bank (EIB) which will provide financing for the Project. Specifically the Project will conform to the EBRD's requirements for stakeholder engagement as outlined in EBRD's Environmental and Social Policy, 2008, Performance Requirement 10: Information Disclosure and Stakeholder Engagement. This requires that the Project, which is classified as a Category 'A' project by the EBRD under its policy requirements, should develop a SEP which includes elements highlighted in Section 1.2.

In particular, the EIAs must be made publicly available for comment in a format which is accessible to stakeholders potentially affected by the Project (e.g. in the local language). The EIA (and other documents comprising the disclosure package) shall be placed in the public domain during the formal 120 day disclosure period and then remain publicly available for the duration of the EBRD loan.

The disclosure process must also:

- conform to the spirit, purpose and goals of the United Nations Economic Commission for Europe (UNECE) Convention on Access to Information, Public Participation in Decision-Making and Access to Justice in Environmental Matters (the Aarhus Convention). The Aarhus Convention, ratified by Croatia in 2007, requires meaningful consultation prior to a final decision being taken on a project that is subject to an EIA; and
- meet the requirements of the Espoo Convention on Environmental Impact in a Transboundary Context (Espoo, 1991), which requires the country of project origin to consult neighboring countries where a project has the potential to have adverse impacts across borders.

### 3. Stakeholders

#### 3.1 Introduction

Project stakeholders are individuals or groups who:

- i) are affected or likely to be affected directly or indirectly by the project (“affected parties”); or
- ii) may have an interest in the project (“interested parties”)<sup>1</sup>. They include individuals or groups that may be affected by the project (or themselves affect the project) or perceived themselves to be affected by the Project.

In addition, ‘legitimate stakeholder representatives’ may be identified for some of the stakeholder groups. These are people or organisations that have broad based support amongst the stakeholder groups identified and can act as a two way channel of communication between the company and its stakeholders. Legitimate stakeholder representatives can include, for example ‘...elected officials, non-elected community leaders, leaders of informal or traditional community institutions, and elders within the affected community’<sup>2</sup>. Consultation with stakeholder representatives should not preclude participants of individuals from the consultation process.

#### 3.2 Project Stakeholders

The stakeholders that have been identified for the Project to date are listed below. During forthcoming consultation activities HAC will identify individuals and legitimate representatives of stakeholder groups who will be targeted with Project information and consulted.

##### Affected Parties

Affected Party	Likely Consultation Methods
Road Users.	Notices along roads/Local media announcements.
Land owners/users within close proximity of routes.	Face-to-face meetings <sup>3</sup> /focus groups <sup>4</sup> /personal letters/public meetings/local media announcements. Some of these consultations will be carried out as part of the expropriation process.
Land owners/users in close proximity to the routes.	Face-to-face meetings/focus groups/public meetings/local media announcements.
Residents of dwellings in close proximity to the Routes.	Face-to-face meetings/focus groups/public meetings/local media announcements.
Informal land users.	Face-to-face meetings/focus groups/public meetings/local media announcements.

<sup>1</sup> EBRD Performance Requirement 10

<sup>2</sup> IFC, 2007, Guidance Note 1 on Social and Environmental Assessment, paragraph G15

<sup>3</sup> Face-to-face meetings might be meetings with individuals or households.

<sup>4</sup> Focus groups might be meetings with a small number of targeted individuals with similar interests.

<b>Affected Party</b>	<b>Likely Consultation Methods</b>
Formal and informal users of the rivers.	Face-to-face meetings/focus groups/public meetings/local media announcements.
Business owners with premises in proximity to the Routes.	Focus groups/personal letters/public meetings/local media announcements.
Workers involved in the Project and their sub-contractors.	Face-to-face meetings [internal workforce meetings].
Neighbouring countries affected by the project.	Disclosure of relevant information and Ministerial discussions.

## Interested Parties

Interested Party	Contact Details	Likely Consultation Methods
Ministry of Environmental Protection, Physical Planning and Construction	Ulica Republike Austrije 14, 10000 Zagreb <a href="http://www.mzopug.hr/">http://www.mzopug.hr/</a>	Email/Letter/
AZO (Environment State Bureau)	Trg maršala Tita 8, 10000 Zagreb <a href="http://www.azo.hr/Default.aspx">http://www.azo.hr/Default.aspx</a>	Email/Letter/
Ministry of Culture - State Inspection for Heritage Protection	Runjaninova 2, 10000 Zagreb <a href="http://www.min-kulture.hr/default.aspx?id=4607">http://www.min-kulture.hr/default.aspx?id=4607</a>	Email/Letter/Face-to-face meetings
Ministry of Finance	Katančićeva 5, 10000 Zagreb <a href="http://www.mfin.hr/">http://www.mfin.hr/</a>	Email/Letter
Ministry of Sea, Transport and Infrastructure	Prisavlje 14, 10000 Zagreb <a href="http://www.mmpi.hr/default.aspx?id=405">http://www.mmpi.hr/default.aspx?id=405</a>	Email/Letter/
Ministry of Sea, Transport and Infrastructure Inland navigation Port authorities	Prisavlje 14, 10000 Zagreb <a href="http://www.mmpi.hr/promet">http://www.mmpi.hr/promet</a>	Email/Letter/
Ministry of Defence	Trg kralja Petra Krešimira IV, br.1, 10000 Zagreb <a href="http://www.morh.hr">http://www.morh.hr</a>	Email/Letter/
Ministry of Interior	Ulica grada Vukovara 33, 10000 Zagreb <a href="http://www.mup.hr">http://www.mup.hr</a>	Email/Letter
Ministry of Agriculture, Fisheries and Rural Development	Ulica grada Vukovara 78, 10000 Zagreb <a href="http://www.mps.hr">http://www.mps.hr</a>	Email/Letter
Ministry of Health and Social Welfare	Ksaver 200a, 10000 Zagreb <a href="http://www.mzss.hr">http://www.mzss.hr</a>	Email/Letter
Ministry of Regional Development, Forestry and Water Management	Babonićeva 121, 10000 Zagreb <a href="http://www.mrrsvg.hr">http://www.mrrsvg.hr</a>	Email/Letter
Državna uprava za zaštitu i spašavanje DUZS (State Protection and Rescue Service)	Nehajska 5, 10000 Zagreb <a href="http://www.duzs.hr/">http://www.duzs.hr/</a>	Email/Letter/Face-to-face meetings
Hrvatske vode (Croatian Waters)	Ulica grada Vukovara 220, 10000 zagreb <a href="http://www.voda.hr">http://www.voda.hr</a>	Email/Letter

Interested Party	Contact Details	Likely Consultation Methods
legal entity for water management		
Hrvatske šume (Croatian Forests)	Ljudevita Farkaša Vukotinovića 2, 10000 Zagreb <a href="http://www.hrsume.hr/index_flash.html">http://www.hrsume.hr/index_flash.html</a>	Email/Letter/Face-to-face meetings
Hrvatska Elektroprivreda	Ulica grada Vukovara 37, 10000 Zagreb <a href="http://www.hep.hr">http://www.hep.hr</a>	Email/Letter
HEP OPS Ltd,(electricity - TSO, Grid Network Co.)	Kupska 4, 10000 Zagreb, <a href="http://www.hep.hr">http://www.hep.hr</a>	Email/Letter/Face-to-face meetings
HEP ODS Ltd. (electricity - DSO - Grid Network Co.)	Ulica grada Vukovara 37, 10000 Zagreb <a href="http://www.hep.hr">http://www.hep.hr</a>	Email/Letter/Face-to-face meetings
Hrvatske željeznice (Croatian Railways)	Ulica Antuna Mihanovića 12, 10000 Zagreb <a href="http://www.hznet.hr">http://www.hznet.hr</a>	Email/Letter/Face-to-face meetings
HEP-PLIN Ltd.(Gas distributor)	Cara Hadrijana 7, 31000 Osijek <a href="http://www.hep.hr">http://www.hep.hr</a>	Email/Letter
T-com (Croatian Mobile Telephone Company Ltd.)	Savska cesta 32, 10000 Zagreb <a href="http://www.t.ht.hr">http://www.t.ht.hr</a>	Email/Letter
<b>Regional Authorities</b>		
Brod-Posavina County	Petra Krešimira IV 1, 35000 Slavonski Brod <a href="http://www.bpz.hr/">http://www.bpz.hr/</a>	Email/Letter/Face-to-face meetings
Dubrovnik-Neretva County	Gundulićeva poljana 1, 20000 Dubrovnik tel: +385 20 351-400, fax: 020 351-435 <a href="http://www.edubrovnik.org">http://www.edubrovnik.org</a>	Email/Letter/Face-to-face meetings
<b>Local Municipalities</b>		
Oprisavci	Oprisavci 68, 35213 Oprisavci Phone: +385 (0)31 227-501	Letter/Face-to-face meetings
Kula Norinska	Rujnička 1, 20341 Kula Norinska <a href="http://www.kulanorinska.hr">http://www.kulanorinska.hr</a> Phone: +385 (0)20 693527 Fax: +385 (0)20 693349 E-mail: <a href="mailto:kula.norinska@du.t-com.hr">kula.norinska@du.t-com.hr</a>	Email/Letter/Face-to-face meetings
Pojezerje	Otrić-Seoci bb, 20342 Otrić-Seoci Phone: +385 (0)20 695562 Fax: +385 (0)20 695560	Email/Letter/Face-to-face meetings

Interested Party	Contact Details	Likely Consultation Methods
	E-mail: <a href="mailto:opcina.pojezerje1@du.t-com.hr">opcina.pojezerje1@du.t-com.hr</a>	
<b>NGOs and other Organisations</b>		
Osječki zeleni-slobodni Pokret	Dragutina Neumana 2, 31000 Osijek	Letter/Face-to-face meetings
Udruga za zaštitu prirode i okoliša ZELENI OSIJEK	Opatijska 26 f, 31000 Osijek Phone: + 385 (0)31 565 180 Fax: + 385 (0)31 565 182 E-mail: <a href="mailto:zeleniosijek@zeleni-osijek.hr">zeleniosijek@zeleni-osijek.hr</a>	Email/Letter/Face-to-face meetings
Ekološka družba "Prijatelji Kopačkog rita"	Ulica kralja Zvonimira 2, 31327 Bilje	Letter/Face-to-face meetings
Brodsko ekološko društvo - BED	Trg hrvatskog proljeća 1, 35 000 Slavonski Brod <a href="http://www.bed.hr">http://www.bed.hr</a>	Letter/Face-to-face meetings
<b>Bordering countries</b>		
Ministarstvo vanjske trgovine i ekonomskih odnosa Bosne i Hercegovine	Musala 9, 71000 Sarajevo <a href="http://www.mvteo.gov.ba">http://www.mvteo.gov.ba</a>	Email/Letter
Ministarstvo komunikacija i prometa Bosne i Hercegovine	Trg Bosne i Hercegovine	Email/Letter

## 4. Disclosure and Consultation

### 4.1 Earlier Disclosure and Consultation

In accordance with Croatian Environmental Act and Ordinance on EIA, the following disclosure and consultation has already taken place.

#### Northern section

The Permanent Motorways EIA Commission of the Ministry of Environmental Protection, Physical Planning and Construction (MEPPPC) issued the Decision to commence the Public Disclosure and Consultation Process on the A5 Motorway EIA (for the entire Northern section from the Hungarian border to the BiH border) on September the 15th 2003. The Decision passed a requirement to Osijek-Baranja County (in Osijek) and Brod-Posavina County (in Slavonski Brod) to arrange public consultations, hearings and debates. These public meetings were announced in newspaper media, both local and national, and posted on County notice boards (See Section 4).

The consultation undertaken to date for the Northern Section EIA is discussed in more detail below.

Announcements of the EIA process were placed in local (Glas Slavonije) and national newspapers (Jutarnji list) ten days prior to disclosure (October 10, 2003).

The announcements included the:

- date and place of public hearings/meetings to discuss the EIA;;
- duration of public consultation period - 21 days;
- locations where copies of the EIA and EIA Summary are permanently available to public access; and
- details of how interested persons or groups can contact the Company to provide opinions and questions.

The full EIA and the EIA Summary were disclosed and made public in Osijek, Beli Manastir, Đakovo and Slavonski Brod. Summaries of the EIA were also made public in the municipalities of Vrpolje, Donji Andrijevc, and Oprisavci.

Public hearings to discuss the EIA were hosted by the affected County; Brod-Posavina in co-operation with the County Authority took place on:

- October 27<sup>th</sup> 2003 at the Brod-Posavina County Hall (Petra Krešimira IV, br.1, Slavonski Brod). The hearing was attended by 9 people, also including representatives of the Municipal Authorities.

Key issues raised during the EIA consultation hearing in Slavonski Brod (Oct 27<sup>th</sup> 2003) were related to:

- Water protection in the Oprisavci Municipality and the requirement for additional surveying/monitoring activities of water resources along the route section between the villages of Svilaj and Prnjavor;
- Protection measures for archeological sites and nature;
- Proposed flyover in the Oprisavci Municipality and its impact on the planned business zone: Svilaj-Prnjavor; and
- Fragmentation of land in respect of privately owned land and road access to land parcels in addition to the ability for animals to cross the road safely.

During the 21 day period for public consultation, eight formal remarks were recorded. Six remarks were submitted from the Brod-Posavina County hearing. The remarks were received from members of the public and mayors, County Road Administration and the Waterworks Company of Slavonski Brod. All written remarks were responded to by the EIA Authors (IGH), adopted by the Ministry Commission, and were included in the final version of the EIA.

All Location Permits with special conditions and construction permits have been issued for the Project's Northern Section There is no requirement to consult the public during the construction permitting process in Croatia.

### **Southern Section**

A similar process has commenced for the Motorway A10 Southern Section on Monday the April 19th 2010 with the Regulatory Consultation with public disclosure started on the 28th May 2010 in the administrative municipal buildings of Pojezerje, Kula Norinska and Dubrovnik. For the Croatian EIA process, public hearings lasted for 30 days from 28 May to 28th June 2010. Public presentation of the study took place:

- Wednesday 9th June 2010 in Dubrovnik city Hall
- Thursday 10th June 2010 in the city's cultural center Metković.

The written objections were received from the public such as from Pojezerje municipality, Public Institution for the Protection of Natural Resources in the area of the Dubrovačko-Neretvanska County, from Mr. Zdravko Srzentić from Ploče, from the Association Divina Natura from Metković and the Administrative Department for Zoning, Construction and Environmental Protection of the Dubrovačko-Neretvanska County.

The received opinions, objections and suggestions from the public concerned the:

- Project impact on water and ecological network
- Noise impact
- Relocation of the motorway service facility *Pojezerje* from the Pozla Gora mountain slopes westward and lowering the service category to „C type“ (rest area with a petrol station)

The competent ministry studied the opinion of the Expert Commission as well as the suggestions, proposals and opinions of the public and interest parties and the response of the study author (Civil Engineering Institute of Croatia-IGH). Further to the studied material and with the application of the relevant regulations the Ministry passed the Decision for the completion of construction of A10 motorway Budapest – Osijek – Sarajevo – Ploče, i.e. its

section Ploče – B&H border on July 28, 2010 and stipulated the environmental protection measures and the environmental monitoring programme.

Location permit was issued as well as construction permits for the Motorway A10 section Ploče – B&H border.

## 4.2 Future consultation

### 4.2.1 National Consultations

Hrvatske Autoceste d.o.o (HAC) released an environmental and social 'disclosure package' in June 2010. The disclosure package included:

- this Stakeholder Engagement Plan;
- an Environmental and Social Action Plan (ESAP);
- a Compensation Action Plan (CAP) - if available at the time, or shortly afterwards;
- an up-to-date non-technical summary (NTS) that will include:
  - a description of the Project as it is currently proposed (including maps);
  - information on assessment of alternatives;
  - information on potential adverse environmental and social impacts and in particular those that are potentially significant and adverse; and
- the project EIAs and associated materials, prepared and disclosed previously and any recent materials e.g. survey information collected since the original disclosure process.

Notifications were made during the week commencing 21<sup>st</sup> June 2010. Notices were announced in local media to launch the disclosure package, providing information on where the disclosure package was available, how to contact HAC and the times, dates and location of any public meetings (articles were published in newspapers "Glas Slavonije, Slobodna Dalmacija". The notices were also posted within the Municipalities (as listed in Section 3.2 under 'Interested parties') and on the HAC website. The notice was also specify the cut-off date for feedback.

A copy of the CAP (when available) was posted to affected parties. Targeted meetings with affected owners and tenants were arranged by HAC and held according to the schedule to be included in the CAP. Further details of these additional consultations are provided in the CAP.

Copies of the NTS were posted to selected interested parties and legitimate representatives of affected parties. The entire disclosure package, including the NTS and the underlying environmental assessments, made available to all affected communities for public review. The entire disclosure package was made available in a variety of locations and formats as described below:

- electronically on the HAC website;
- electronically on the EBRD website;
- as a hard copy in all venues to be used for public meetings;

- as a hard copy in the offices of the Municipalities;
- as a hard copy at EBRD's London and Zagreb offices; and
- as a hard copy in HAC main office in Zagreb.

Contact details and web addresses the above are provided in Section 8.

In early July 2010 public meetings targeted at primary stakeholders were held in towns close to proposed Project, specifically Slavonski Brod and Metković. These meetings were used to present the NTS, and solicit feedback from local stakeholders.

Public meetings were held:

- Meeting 1. Slavonski Brod, Petra Krešimira IV 1, 35000 Slavonski Brod, July 14, 2010
- Meeting 2. Metković, S.Radića 1, July 06, 2010

All stakeholders, including members of the public were invited to ask questions during the meetings and were also given the opportunity to ask questions by telephone, letter or email after the meetings. Feedback on the Project and the EIA documentation solicited through suggestions and comments log books located at the meeting venues above and HAC main offices, a phone log, discussions with stakeholder representatives, and a comments space on the HAC web site (see Section 8).

The meetings were conducted in the Croatian language and attended by representatives of HAC and their consultants.

Further information regarding the location of disclosed materials and contact points is provided in the table below.

The disclosure materials will remain in the public domain for the duration of the project. This SEP will be updated periodically and remain available throughout the life of the Project.

#### **4.2.2 Consultations with Bosnia Herzegovina**

The Espoo Convention is intended to promote sustainable development by promoting international cooperation when determining the environmental impacts of a proposed activity. The Project shall therefore ensure that the requirements of the Espoo Convention are met. Specifically this involves disclosure of relevant information and consultation with BiH.

For the southern section of the motorway the EIA has been shared with BiH and comments from BiH authorities will be actively sought.

For the northern section, the requirements of the Espoo Convention should, to the extent possible, be retrospectively applied. Thus, HAC will formally notify 'affected parties', in this case also BiH, of potential impacts. If the affected parties want to be further informed or to participate in the process, further exchange of information is required.

For this project potential transboundary issues include:

- The border crossing location(s);

- Impacts associated with extraction of aggregates from the River Sava;
- Potential impacts on shared groundwater resources;
- Potential accidents and spillages and emergency provisions.

If BiH wish to participate further, HAC should disclose relevant materials. These materials include the original EIA, the Project Non Technical Summary and Environmental and Social Action Plan.

Points of contact and mechanisms for the disclosure of information and collation of comments should be agreed between HAC and affected parties (BiH authorities). In line with the Espoo Convention a process must be agreed that ensures the public in affected countries is informed and public comments are captured and considered within the final decision. The Final Decision, with justification or reasoning, must then be provided to the affected parties.

Croatia signed a Protocol with neighbouring countries on transboundary cooperation. The Ministry of Sea, Transport and Infrastructure is authority assigned with responsibility for resolve border issues in Croatia.

### **4.3 Consultation during Construction and Operations**

During construction HAC will:

- issue (e.g. via the local media) a general timetable of planned stakeholder engagement activities;
- inform affected communities about any construction activities that may affect them in advance of the activities;
- inform affected communities on the progress of construction;
- solicit feedback from community members on the effectiveness of any mitigation measures for construction nuisance via the Stakeholder Liaison Officer (see below);
- implement a Grievance Procedure (see Section 6 below) and;
- identify an individual (Stakeholder Liaison Officer) who will be responsible for ongoing communications and liaison with members of the community and other stakeholders.

HAC will inform affected communities in advance of significant construction activities, for example, predicted start and end dates of each phase highlighting any significant anticipated impacts (e.g. road closures / diversions).

Information/warning boards will be installed at project borders by HAC/Contractor with general information on the Motorway construction, i.e. the Company, Contractor, Main Supervisor and Construction Permit No. The Regulation for public road closure (OG 119/2007) is to be followed in the case construction of temporary or permanent closure of any local public roads.

In addition where appropriate the following communication media may be used:

- Website
- Information leaflets

- Letters
- Information meetings
- Press releases in the local media
- Public notices
- Variable message signs (for road users)

The public will also be able to use the grievance procedure (see Section 6) or contact the Stakeholder Liaison Officer with suggestions or comments at any time using the contact details provided in Section 8 of this SEP.

Throughout the life of the Project, HAC (pre contract award) or the Contractor (post contract award) will continue to update stakeholders via the website including information on the operation, maintenance and rehabilitation needs. In particular stakeholders will be given prior knowledge of any planned road section closures. The grievance procedure described in Section 6 will remain in place throughout the life of the Project.

## 5. Resources and Responsibilities

Stakeholder engagement activities will be coordinated by the HAC Stakeholder Liaison Manager:

### **HAC (Pre contract award)**

Name: Dijana Stopnišek

Address: Širolina 4, Zagreb

Phone: +385 1 /46 94 438

email: [dijana.stopnisek@hac.hr](mailto:dijana.stopnisek@hac.hr)

### **VIADUKT d.d. (following contract award)**

Name: Tomislav Vinski

Address: Veliki Prolog

Phone: +385(0)91 4410 977

Email: [tomislav.vinski@viadukt.hr](mailto:tomislav.vinski@viadukt.hr)

### **Osijek-Koteks d.d. (following contract award)**

Name: Davor Mandura

Address: Šamačka 11, Osijek

Phone: +385 91/ 283 14 85

Email: [davor.mandura@osijek-koteks.hr](mailto:davor.mandura@osijek-koteks.hr)

### **Swietelsky d.d. (following contract award)**

Name: Blaženka Špiljar Šenjug

Address: Nova cesta 192

Phone: + 385 1 36 89 282

Email [b.spilar@swietelsky .hr](mailto:b.spilar@swietelsky.hr)

The Stakeholder Liaison Officer will be responsible for the disclosure of Project information, public consultation activities and the management of the HAC/Contractor Public Grievance Procedure (see Section 6, below).

## 6. Grievance Mechanism

### 6.1 Introduction

Managing grievances, including avoiding and minimizing them, is an integral part of a sound stakeholder engagement strategy. Plans will be made to manage (avoid, mitigate or compensate) any potential environmental or social impacts identified during the EIA process as part of HAC's Environmental and Social Action Plan and Compensation Action Plan included within the disclosure package.

However, to ensure that HAC is made aware of, and thereby able to manage or compensate any unexpected environmental and social impacts, a Public Grievance Mechanism has been developed. This is described in the remainder of this section.

### 6.2 Procedure

HAC has developed a Procedure for general communication with users of HAC motorways and other services in which grievance mechanisms are defined, including description of submitting grievances (comments and complaints), its method of solving grievances, HAC responsibilities and records of communication on grievances.

HAC has developed several methods for the public to lodge a grievance/request for information as outlined below:

- HAC Procedure (April 2010) defines 9 modes of submitting complaints: two e-mail addresses, two facsimile numbers, regular mail to HAC, writing in the complaints book, free-of-charge dedicated telephone line (complaint noted), by information access request form to be sent to HAC by regular mail, by facsimile, and by e-mail.
- A dedicated telephone line has been set up in order to respond to information requests and complaints concerning the project [0800-0422];
- The website referenced in Section 4 shall include a system that receives and processes comments and complaints from the public [www.hac.hr ]; and
- A Project specific Public Grievance Leaflet with accompanying grievance form (see Annex A).

The leaflet will be posted on HAC's web site [www.hac.hr ] and will also be available at the meeting venues. When any public grievances are received, these will be managed through a series of steps (see Annex A for details).

After resolution has been agreed and implemented HAC will undertake follow-up monitoring to check that the problem does not recur.

All grievances will be logged in a grievance log, which will include:

- the reference number;
- the date the grievance was lodged;
- content of the grievance;
- date the acknowledgment was sent;

- date the investigation was completed;
- findings of the investigation;
- proposed resolution; and
- statement of satisfaction of the person who lodged the grievance, or reason for non-resolution of the grievance.

The procedure will be operational from the date the disclosure package is released.

## 7. Reporting

The Company will publish details of issues raised during the consultation process and provide appropriate feedback both on its website and place hard copies, which should not be removed, in local libraries and venues for the public meetings as outlined in Section 4.2.

Throughout the Project, HAC will maintain communication channels with relevant stakeholders. In addition to the Grievance Procedure, HAC will notify interested stakeholders<sup>5</sup> of any significant Project events, for example, changes in the Project schedule or major activities such as the onset of construction activities. HAC will provide Project updates on its web site (Section 4.2).

During construction and operations, HAC will produce an annual environment and safety report, which will include a summary of the Project's performance on management of health, safety, environment and social issues. This will be posted on the Company's website on an annual basis. Wherever possible stakeholders will be informed about the report by email and provided with a link to the website.

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<sup>5</sup> Interested stakeholders include those identified during the consultation process and other stakeholders identified after the consultation process with a legitimate interest in the Project.

## 8. Contact Details for the Public

### HAC Main Offices

#### Contact

Hrvatske Autoceste d.o.o / Croatian Motorways Ltd.

Sirolina 4

10000 Zagreb

Croatia

telephone: +385 1 46 94 444

fax: +385 1 46 94 692

e-mail: [info@hac.hr](mailto:info@hac.hr)

[www.hac.hr](http://www.hac.hr)

### Contractor's Main Office

#### Contact

VIADUKT d.d.

Kranjčevićeva 2

10000 Zagreb

Hrvatska

[www.viadukt.hr](http://www.viadukt.hr)

Osijek - Koteks d.d.

Šamačka 11,

31000 Osijek

Hrvatska

Swietelsky d.d.

Nova cesta 192

10000 Zagreb,

Hrvatska

[www.swietelsky.hr](http://www.swietelsky.hr)

### **EBRD, Croatia**

Miramarska 23/III

10 000 Zagreb

Croatia

[www.ebrd.com](http://www.ebrd.com)

### **EBRD, London**

Business Information Centre

One Exchange Square

London

EC2A 2JN

UK

[www.ebrd.com](http://www.ebrd.com)

## **Annex A: Public Grievance Leaflet**

## Annex A

### Motorway in Corridor Vc Northern Section (Sredanci – BiH border) and Southern Section (Ploče – Metkovic - BiH border) - Public Grievance Leaflet

The State owned Company, Hrvatske Autoceste d.o.o / Croatian Motorways Limited (HAC), administers, manages and operates the Croatian motorway and national road network. HAC are currently in the process of constructing the Motorway A5 in Corridor Vc. HAC are striving to ensure that the construction and operation of this stretch of the road will not cause any problems for those living near to its proposed route. However we would like to hear about any concerns or grievances that you have in relation to the Project's activities.

#### What kind of grievance can I lodge?

Anyone can lodge a grievance if they feel that HAC activities are negatively affecting them, their community or their local environment. Example of grievances could include, for example:

- Negative impacts to local residents (such as excessive dust, noise, odour or blocking of roads and access routes).
- Environmental damage resulting from Project activities.
- Practices that endanger the health and safety of employees or residents.
- Failure to meet the labour rights of employees working on the Project.

#### How can I submit a grievance?

Anyone can submit a grievance to HAC in the following ways:

- By phone to:  
Dedicated telephone line 0800-0422
- By e-mail on:  
[info@hac.hr](mailto:info@hac.hr)
- Via the website at:  
HAC - <http://www.hac.hr/>
- In person to:  
HAC - Croatian Motorways Ltd, Sirolina 4, 10000, Zagreb, Croatia
- By completing the attached grievance form and posting it to or dropping it at the locations specified on the form or any of the following addresses:  
Hrvatske Autoceste d.o.o / Croatian Motorways Ltd.

Sirolina 4  
10000 Zagreb  
Croatia

### How will HAC deal with my grievance?

HAC will go through the following steps to deal with your grievance:

**Step 1: Acknowledgement:** HAC will contact you to acknowledge and where possible resolve within the following timescales:

- Five business days for a verbal request for information and ten business days for a written request for information.
- Immediately for a verbal complaint and within five business days for a written complaint.

This acknowledgment will include your grievance reference number, the person at HAC responsible for tracking your grievance and their contact details, and the expected date for completing the investigation into your grievance (where appropriate).

**Step 2: Investigation:** HAC will then set up an investigation into your grievance. We may need to contact you during this investigation. HAC will aim to complete the investigation within a further twenty working days.

**Step 3 Resolution:** When we have investigated the grievance we will contact you with our findings and our proposed response. If our investigations find that the grievance does not relate to the Project's activities, or if HAC is working within the relevant Croatian and International Standards in relation to the grievance (e.g. for grievances related to environmental impacts of the Project) we will explain this in writing to you. Otherwise we will propose a response to address the grievance. If you consider our response (and its implementation) to be satisfactory we will ask you to sign a statement of satisfaction if you are happy to do so. If you are not satisfied with our response we will have further discussions with you to see if there are other steps which can be taken to resolve the grievance.

**Step 4 Follow up:** HAC may contact you at a later stage to check that our activities pose no further problems.

**Confidentiality:** HAC will ensure that your name and contact details are not disclosed without your consent and only the HAC team directly working on the investigation of your grievance will be aware of them. If it is not possible for the team to fully investigate the grievance without revealing your identity (for example if you are required to give evidence in court) the investigation team will discuss with you how you wish to proceed.

**Anonymity:** If you wish to lodge a grievance anonymously you can do so using the attached form without filling in the name and contact details. In this case the grievance will still be

investigated, but it may be more difficult for HAC to conduct the investigation and we will not be able to give you feedback on our investigations.

<b>Public Grievance Form</b> Motorway A5 in Corridor Vc Northern Section (Sredanci – BiH border) and Southern Section (Ploče - Metkovic – BiH border)			
Grievance Reference Number (to be filled in by HAC):			
Contact Details	Name:		
	Address:		
	Tel:		
	e-mail:		
How would you prefer to be contacted? Please tick box	By post	By phone	By e-mail
Name and the identification information.			
Details of your grievance. Please describe the problems, who it happened to, when, where and how many times, as relevant			
What is your suggested resolution for the grievance?			
How to submit this form to HAC	By Post to: Dijana Stopnišek Hrvatske Autoceste d.o.o, Sirolina 4, 10000 Zagreb, Croatia		
	By hand: please drop this form at the address above		
	By e-mail: Please email your grievance, suggested resolution and preferred contact details to: <a href="mailto:dijana.stopnisek@hac.hr">dijana.stopnisek@hac.hr</a>		
Signature		Date	