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STAKEHOLDER ENGAGEMENT PLAN

Brcko Bypass Project

Public Company „Roads Brcko“

Brcko, march 2020

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1. INTRODUCTION

The Government of Brcko District (hereinafter referred to as: BD Government) and PC Roads Brcko is implementing the Brcko Bypass Project (“the Project”). The proposed project consists of a single carriage way (2-lane) bypass selected on the basis of the concept design to be a combination of the blue variant (18.7 km) and a section of the red variant (4.7km).. The construction of this Bypass has been defined as an operational goal of significance to the development of Brcko within the Development Strategy of Brcko District.

The initial planned project implementation period is 2011-2015. A detailed plan of implementation has been prepared prior to commencement of works. Completion date was 17/02/2018. Because of pending permits and lack of necessary drawings defined a new completion date 15/05/2019.

The Bypass corridor has been included in the Spatial Plan of Brcko District (adopted in June 2007) and the Urban Development Plan of Brcko District (adopted in July 2007).

The BD Government has requested the European Bank for Reconstruction and Development (“Bank” or “EBRD”) to assist in the financing of the Project. In order to co-finance the Project, requires the Project to meet EBRD’s Performance Requirements (“PRs”), covering key areas of environmental and social impacts and issues. These PRs are part of the EBRD’s Environmental and Social Policy (2008) whose purpose is to promote environmentally sound and sustainable development¹.

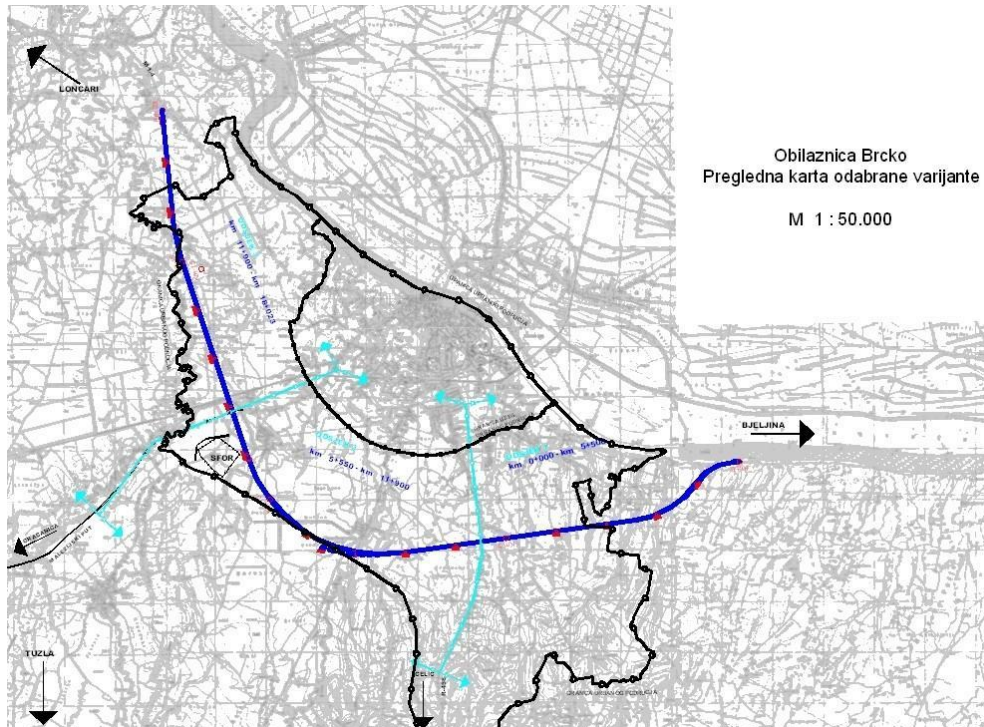


Figure 1 – Project location

¹ <http://www.ebrd.com/downloads/research/policies/2008policy.pdf>

2. LAWS AND REGULATIONS

2.1. Brcko District Legislation related to Public Consultations and Dissemination of Information

PC Roads Brcko is a public institution that functions in accordance with the Statute of PC Roads Brcko. PC Roads Brcko establishes communication methods with interested parties and stakeholders pursuant to the Law on Free Access to Information in BiH ("Official Gazette of BiH", no. 28/00, hereinafter referred to as: LFAI). It is obliged to provide access to information to all stakeholders, as well as every natural person or legal entity. In the framework of its capabilities, PC Roads Brcko is also obliged to undertake all necessary measures of providing assistance to natural persons or legal entities seeking to exercise their rights.

Exceptionally, access to information may be limited under certain circumstances, by establishing an exception in each separate case, solely in the manner, situation and under the conditions defined by the LFAI (such as the protection of the decision making process of public authorities or the protection of privacy of a third person, etc).

The laws regulating the right of access to information and public consultations are as follows:

Law on Planning and Construction of BD ("Official Gazette of BD", no. 29/08, 18/17, 48/18, 54/18) prescribes public consultations in the procedure of adopting spatial planning documents. The draft document must be disclosed for public review, for not less than 30 days, and must be announced in the media of relevant local communities. The project implementer is obliged to inform the public about the time and place of public consultations, and provide assistance in formulating complaints. All opinions, comments and suggestions received during public consultations must be taken into account, and must be responded to prior to the finalization of the spatial planning documents.

Law on Roadsof BD("Official Gazette of BD", no. 43/04, 19/07, 17/09, 9/13, 10/18) prescribes that PC Roads Brcko is required to inform all road users at least 10 days before about the commencement of work on construction or reconstruction of roads through the media (Article 18, Article 15a).

Law on Local Community Offices ("Official Gazette of BD", no. 3/03, 19/07) regulates the establishment, organizational structure, activities, funding and registration of local communities in the District. It foresees organized forms of communication between the inhabitants of local communities and BD institutions on matters related to the promotion quality of life of residents in local communities; especially in the fields of infrastructure development, urban planning, reconstruction, economic development and assistance to socially vulnerable categories and implementation of projects that contribute to the improvement of the quality of life of residents in local communities.

Law on Freedom of Access to Information of BiH ("Official Gazette of the BiH", no. 28/00, 45/06, 102/09, 62/11) is implemented directly in the District. The Law regulates the manner of obtaining information from public authorities in order to promote public access to such information, as well as transparency and accountability of public authorities.

The Law foresees that every person has the right to access to information to the greatest extent possible consistent with public interest, and that public authorities have a corresponding obligation to disclose such information. Any member of the public can, through a written request, obtain free copies of any information held by the administration within a deadline of

15 days.

Law on the Protection of the Environment of BD (“Official Gazette of BD”, no. 24/04, 1/05, 19/07, 9/09) prescribes that all stakeholders (citizens and organizations) shall participate in matters of environmental protection, and they must be enabled adequate access to all information related to environmental protection as well as the opportunity to participate in decision making (Article 10).

A separate section of the Law is dedicated to public participation and access to information concerning the environment (section VI).

A public hearing for all environmental impact assessments must be organized by the competent department in the given project area. The public hearing is announced through local media and the public is encouraged to submit comments within 30 days.

2.2. EBRD Policies

The provisions of the EBRD Environmental and Social Policy (2008) and the Public Information Policy (2008) for public consultations and access to information have been fully taken into account in preparing this Stakeholder Engagement Plan for the Project.

EBRD Environmental and Social Policy (2008)

The EBRD Environmental and Social Policy covers the environmental and social dimensions of sustainable development. EBRD considers stakeholder engagement as an essential part of good business practices and corporate citizenship, and a way of improving the quality of projects. In particular, effective community engagement is central to the successful management of risks and impacts on communities affected by projects, as well as central to achieving enhanced community benefits.

Performance Requirement 10 of the Policy is dedicated to the issue of stakeholders engagement and sets out the Bank’s requirements for clients to identify stakeholders potentially affected by their projects, disclose sufficient information about issues and impacts arising from the projects and consult with stakeholders in a meaningful and culturally appropriate manner. The client is responsible for ensuring that information disclosure and stakeholder engagement is carried out in accordance with PR 10.

EBRD Public Information Policy (2008)

The EBRD Public Information Policy sets out how the EBRD discloses information and consults with its stakeholders so as to promote better awareness and understanding of its strategies, policies and operations. The project documentation will be enclosed for public on the EBRD website in accordance with this Policy.

3. PREVIOUS STAKEHOLDER ENGAGEMENT

Previous consultation and communication activities related to the Brcko Bypass Project are described in the sections below.

3.1. Public Hearing for the Adoption of Spatial Planning Documents, 2006 and 2007

During the preparation of two major spatial planning documents of Brcko District (Spatial and Urban Development Plan) in 2006 and 2007, the authorities of BD had organized two types of consultations: public hearings and presentations at Local Community Offices (LCOs). The public hearing for the Draft Spatial Plan was held on February 23, 2007, while the public hearing for the Urban Development Plan was held on June 14, 2007. Presentation of this Plan was organized at the LCOs offices in the period from April 25 to May 25, 2006. The main comments/remarks on the draft Plans with regards to the Brcko Bypass were related to potential micro alignments of the road's route in order to avoid resettlement.

3.2. Presentation of the Bypass Route to the Public, April-May 2011

In the period from April 21 to May 20, 2011, the Department of Spatial Planning and Property Relations organized a public presentation of the Brcko Bypass route at the Assembly Hall. During the given period, all interested parties were able to obtain more information about the road route, affected land plots and structures and other relevant information. The presentation was administered by two public officers, present during the presentation, to address raised concerns and provide information.

The time and venue of the presentation were published in advance in three newspapers (Jutarnji List, Dnevni Avaz and Nezavisne Novine) and three local radio stations (Radio Avaz Vrazici, Radio and TV Hit Brcko and Radio Valentino).

The majority of inquiries/comments regarding the Project obtained during the presentation of the Bypass route referred to potential micro alignments of the road's route in order to avoid resettlement.

3.3. Project's Census and Socio-economic Survey, May 2011

The Census and Socio-economic Survey were carried out in the period 23– 26 May 2011 in order to assess the impacts of involuntary resettlement and land acquisition on Project Affected Persons (PAPs). These assessment activities were completed at the following project locations: Gornji Brezik, Potocari, Gorica, Omerbegovaca, Gredice and Grbavica. The results of the Census and Survey will be included in the Project documentation and will serve as a basis for planning the future land acquisition process foreseen by the Project.

The consultation identified that PAPs are poorly informed about the Project regardless of the prior BD Government efforts and would require more adequate communication tools with this group of people which will be later laid out in this document.

3.4. The first consultative public meeting, January 2012.

The first public meeting of the project took place in 2012, in the building of the Government in the hall no. 59. There was a need for developing a Study zero state parameters of environmental protection.

3.5. Public presentation of the main project, November 2013.

On 22 November 2013, held a public presentation of the main project "bypass around the town of Brcko in the premises of the Youth Centre in the Square of Justice No.18 in Brcko.

All interested parties were able to inspect the alignment in the premises of the Youth Centre in the Square of Justice No.18 in Brcko, as well as in the premises of the local communities through which the bypass every working day from 11 to 22 November 2013.

3.6. Public notice of the commencement of works, March 2015.

On 05 March 2015, PE Roads of Brcko issued a press release regarding performing preliminary and preparatory work on the construction of a bypass around Brcko via the media (Radio Hit, portal: eBrčko

and Info Brcko).

3.7. The second consultative public meeting, April 2015.

The second public meeting of the project took place on 16.04.2015, in the building of the Youth Centre in the hall no. 1. At this meeting, citizens were familiar with the implementation of the Project.

3.8. Public notice of the opening of the Brcko by-pass, July, 2019

On 11 July 2019, JP Putevi Brčko issued a press release regarding opening of the Brcko by-pass in temporary mode of transport from 12 July 2019 through the public media. The Brcko Bypass is equipped with temporary appropriate traffic signs.

4. PROJECT STAKEHOLDERS

Project stakeholders that have been identified to date are listed in Table 1. Stakeholders need to be informed about Project activities and consulted throughout the entire project cycle. New stakeholders can request to be added by contacting PC Roads Brcko by using the Vulnerable groups need to be informed and consulted in a specific way, suited to their needs and vulnerability status. The government Sub-department for Social Services will be in charge to facilitate the involvement of vulnerable groups.

Table 1. Identified Stakeholders for the Project

| No. | Identified Stakeholder Group | Detailed Description of Identified Stakeholder Groups |
|-----|--|--|
| 1. | Project Affected People (PAPs) | <ul style="list-style-type: none"> ▪ Persons and households, businesses along the Brcko Bypassroute |
| 2. | Local residents and businesses in the project area | <ul style="list-style-type: none"> ▪ Population affected by construction and by access restrictions ▪ Freight and other transport related businesses |
| 3. | Users of new road | <ul style="list-style-type: none"> ▪ Residents of Brcko and users of Brcko Bypass ▪ Population who may benefit from the better traffic access ▪ Freight and other transport related businesses ▪ Elderly and ill persons; ▪ Persons with special needs; |
| 4. | Affected vulnerable groups (especially if they are affected by involuntary resettlement) | <ul style="list-style-type: none"> ▪ Households with very low or no income, particularly those who are not owners of any property (formal and informal users); ▪ Ethnic minorities ▪ Refugees |
| 5. | Local Community Offices (LCOs) | <ul style="list-style-type: none"> ▪ All affectedLCOs: Brod, Donji Rahic, Gorice, Gornji Brezik, Grbavica, Gredice 1, Gredice 2, Omerbegovaca, Potocari |
| 6. | PC Roads Brcko | <ul style="list-style-type: none"> ▪ Sector for the realization of the Bypass ▪ Project Implementation Units ▪ Department for Public Affairs ▪ Department for Spatial Planning |
| 7. | Government departments involved in the Project | <ul style="list-style-type: none"> ▪ Department for Displaced Persons and Refugees ▪ Department for Health and Other Services ▪ Department for Agriculture ▪ Office for Public Property Management |
| 8. | Interested NGOs on national and local level | <ul style="list-style-type: none"> ▪ No NGOs identified at this stage |
| 9. | Employees and workers | <ul style="list-style-type: none"> ▪ Employees of the BD Government Departments involved in the Project and employee unions ▪ Construction workers and temporary workers |

Stakeholder Engagement Plan for the Brcko Bypass Project

- Contractors
- Companies contracted to monitor and supervise the works
-

5. STAKEHOLDER ENGAGEMENT PROGRAM

In order to adequately respond to the needs of different groups, communication and information channels have been designed for all identified stakeholders in accordance with their needs.

PC Roads Brcko has partially developed a system for communication with the stakeholders in practice. This includes the following types of communication and information disclosure:

- Official website of the PC Roads Brcko (www.putevibrcko.ba);
- Telephone inquiries;
- Mail, fax or e-mail inquiries;
- Public announcements communicated to the media (radio, daily newspapers, etc.);
- Public hearings on need basis and as required by legal regulations.

5.1. Available Information and Communication Tools

In addition to the existing information available on the official website, PC Roads Brcko intends to disclose the following documentation regarding the Project:

- Project information sheet
- Project description
- Non-technical Summary of the Environmental Impact Assessment for the Brcko Bypass (NTS)
- Summary of the Environmental and Social Action Plan (ESAP);
- Summary of Project Implementation Monitoring Reports;
- Resettlement and Compensation Framework
- Stakeholder Engagement Plan (SEP);
- Summary of conclusions from the consultative meetings and public discussions held;
- Grievance form.

These documents will be disclosed and remain available for the life of EBRD's loan.

PC Roads Brcko will carry out public consultations that will reflect upon the issues of relevance to the Project. All interested stakeholders will be timely informed about the exact time and place of venue by using the foreseen means of communications specified in the SEP.

PC Roads Brcko will also provide printed copies of the above mentioned documents which will be available in accordance with the planned schedule for the implementation of the Program at:

1. LCO offices (See Table 2 for contact information of relevant LCOs in Brcko District) covered by the Project,.
2. PC Roads Brcko building (Bosne Srebrene 29,76100 Brcko District BiH)

Information on the availability of information concerning the Project, including the type of provided information and the location where printed copies can be obtained, will be submitted to the local media.

Access to information for identified vulnerable groups will be facilitated by PC Roads Brcko as appropriate for each person/family according to their specific needs and/or situation. Vulnerable households will be consulted on the type of assistance they need for resettlement (e.g. special transport measures for persons with physical disabilities, assistance to identify and buy new apartments, assistance to access self employment programs, etc). This assistance will be provided by the BD Government through the involvement of its Sub-department for Social Protection.

For the purpose of informing the identified vulnerable groups, the Sub-department will appoint an officer who will act on behalf of PC Roads Brcko, and hold individual meetings with each vulnerable person and determine their needs concerning resettlement as well as the manner of meeting the identified needs.

Table 2: Stakeholder Communication Tools

| Stakeholder | Population | Relevant issues | Communication / proposed media |
|--|---|---|---|
| | | <i>External stakeholders</i> | |
| Project Affected People (PAP) | 24 households and 2 businesses affected by involuntary resettlement | <p>Providing timely information on expropriation and construction activities: Tel: +387(0) 49 240-680 Email: dejan.karan@bdcentral.net Web: www.vlada.bdcentral.net</p> <p>E-mail: bojandelic@putevibrcko.ba Web: www.putevibrcko.ba</p> | <p>Disclosure through the web: www.vlada.bdcentral.net http://www.putevibrcko.ba</p> <p>Delivering information by post</p> <p>Delivering relevant documentation to local communities on whose territory expropriation is carried out (particularly RAP and SEP) in printed form</p> <p>Advance notification of works via letter and use of local media</p> <p>LCO Bulletin Board</p> <p>Disclosure through the web: www.vlada.bdcentral.net www.putevibrcko.ba/</p> <p>Daily newspapers: Oslobođenje, Dnevni list, Press</p> <p>Portal: eBrčko, infoBrčko</p> <p>Radio: Radio Brcko, Radio Hit Brcko , Posavska tv</p> <p>Public meetings</p> <p>Disclosure through the web: www.vlada.bdcentral.net www.putevibrcko.ba/</p> <p>Daily newspapers: Oslobođenje, Dnevni list, Press</p> <p>Portal: eBrčko, infoBrčko</p> <p>Radio: Radio Brčko, Radio Hit Brcko, Posavska tv</p> <p>Disclosure through the web: www.vlada.bdcentral.net www.putevibrcko.ba/</p> <p>Delivering information by post</p> <p>Delivering relevant documentation to local communities on whose territory expropriation is carried out (particularly RAP and SEP)</p> <p>Proactively providing information and assistance in understanding the provided information and submitted documentation (individual meetings,</p> |
| Local residents and businesses in the vicinity of theProject area | 12,000 – 15,000 | <p>Providing timely information to the public on construction activities</p> <p>See contact information above.</p> | |
| Users of new roads | 80.000 | <p>Providing timely information to the public on construction activities</p> <p>See contact information above.</p> | |
| Affected vulnerable groups (especially if they are affected by involuntary resettlement) | 12 identified individuals and/or households | <p>Providing timely information on expropriation activities: Department for Health and Other Services Tel: +387 240 821 E-mail: andja.nikolic@bdcentral.net Web: bdcentral.net</p> <p>E-mail: ljiljastjepanovic@putevibrcko.ba Web: www.putevibrcko.ba/</p> | |

Stakeholder Engagement Plan for the Brcko Bypass Project

Stakeholder Engagement Plan for the Brcko Bypass Project

| Stakeholder | Population | Relevant issues | Communication / proposed media |
|--|--|--|--|
| <p>LCOs:</p> <ul style="list-style-type: none"> ▪ Brod (tel. 061 298 978, 504 232) ▪ Donji Rahic (tel. 065 058 563) ▪ Gorice (tel. 063 259 358) ▪ Gornji Brezik (tel. 065 545 377) ▪ Grbavica (tel. 066 712 745) ▪ Gredice 1 (tel. 065 289 018) ▪ Gredice 2 (tel. 065 587 926) ▪ Omerbegovaca (tel. 061 575 986, 049 503 182) ▪ Potocari (065 660 870) <p>Government Departments relevant for the Project:</p> <ul style="list-style-type: none"> ▪ Department for Public Affairs ▪ Department for Spatial Planning ▪ Department for Displaced Persons and Refugees ▪ Department for Health and Other Services ▪ Department for Agriculture ▪ Office for Public Property Management | <p>Not applicable</p> <p>Not applicable</p> | <p>Providing timely information on planned road construction and expansion works, consultations regarding the prepared plans and documentation, grievance management</p> <p>Tel: +387(0) 49 490-152 Web: www.putevibrcko.ba/</p> <p>Web: www.putevibrcko.ba</p> <p>Consultations with relevant government Departments concerning Project activities</p> | <p>assistance in identifying and buying new apartments, assistance in moving, assistance during the post-resettlement period)</p> <p>PC Roads Brcko and the BD will continue with regular contacts with LCOs through its Department for Support to LCOs and NGOs</p> <p>The BD will continue with regular contacts through internal communication channels</p> <p>Disclosure through the web: www.vlada.bdcentral.net</p> <p>www.putevibrcko.ba/</p> |
| <p>Interested NGOs on national and local level</p> | <p>Not applicable</p> | <p>Providing timely information, communication and consultation, grievance management Tel: +387(0) 49 490-152 E-mail: bojandelic@putevibrcko.ba Web: www.putevibrcko.ba/ Web: www.vlada.bdcentral.net</p> | <p>Daily newspapers: Dnevni List, Oslobođenje, Press Portal: eBrčko, infoBrčko Radio: Radio Avaz, Radio Hit Brcko and Radio Valentino</p> <p>The BD will maintain regular contacts with NGOs through its Department for Support to LCOs and NGOs</p> |
| <i>Internal stakeholders</i> | | | |
| <p>Employees and workers of BD Government</p> | <p>71 (as of March 2019)</p> | <p>Tel: +387(0) 49 490-152 Web: www.putevibrcko.ba/</p> | <p>Internal bulletin board in PC Roads Brcko building, grievance procedure for the employees</p> |
| <p>Employees and workers: Temporary construction workers, subcontractors or companies contracted for monitoring and supervision of works</p> | <p>275 (25 Contactors 233Subcontractors; 17 Supervision</p> | <p>Grievance procedure, code of conduct, labour, work safety and health regulations, environmental protection requirements</p> | <p>Information on contracts, bulletin board, training</p> |

5.2. Information Provided by the Contractors

During the construction works, the contractors will submit quarterly information regarding the progress of works. The schedule of works and potential amendments to the schedule of works will be submitted to the LCOs approximately two (2) weeks prior to the commencement of the construction works. The schedules will provide information on the schedule of commencement and finalization of the works which may impact the affected groups (such as access, noise and dust). At the same time, the opportunity to raise grievances will be provided (grievance mechanism in Chapter 8), and the contact information for disclosing information or allowing expressing concern will be presented. The notification will be disclosed on the website, bulletin boards, and LCOs.

In summary, the contractors will:

- Contact directly all parties in order to provide information on the construction works at least two weeks prior to commencement of works, disclosing the schedule of works;
- Quarterly update the information on the progress of works (to be delivered to PC Roads Brcko);
- Disclose information on any delays to affected persons.

5.3. Formal Request for Information

In case PC Roads Brcko, receives a formal request for access to information not related to information determined by the SEP, PC Roads Brcko will apply the provisions and procedures set out by the LFAI as explained below:

The formal request is submitted in written form in one of the official languages in the Brcko District. The request for access to information may be submitted personally to the protocol of PC Roads Brcko.

In case PC Roads Brcko does not have the information requested, and in case it does not have access to the information requested, it is obliged, within eight (8) days of receipt, to forward the request to the competent institution or legal entity. PC Roads Brcko is obliged to notify the requester about the undertaken measure by issuing a Conclusion. Within fifteen (15) days upon receiving the request, PC Roads Brcko is obliged to notify the requester whether he/she has been granted access to the requested information².

In case PC Roads Brcko grants access to requested information completely or partially, it is obliged to notify the requester by issuing a Decision. The Decision determines the possibility of personal access and examination of information in the offices of PC Roads Brcko at a time suitable for the requester and PC Roads Brcko personnel, or the possibility of delivering the information in written form to the requester if the document containing the information does not exceed ten pages.

The official form for requesting access to information can be found in Annex 2.

6. TIMETABLE

The first Project public meeting is planned to take place in January 2012, while the exact date and place of venue will be announced to the public at least two weeks in advance. It is

² In case of exceptions and the need to examine the confidential commercial information or information of public interest, the deadline may be prolonged, according to the LFAI. The requester must be notified of all actions and reasons for prolonging the deadline.

envisaged that the second Project public meeting will take place prior to the commencement of construction activities.

All information on the Project will be disclosed to the public prior to the first public meeting, and will remain available on the BD Government website.

Prior to the commencement of the Project, all affected groups will be informed about the Project's scope and contact information which they can address for further information. They will be informed about the availability of the publicly available information on the BD Government website. This type of information dissemination will be carried out by using the Project Information Sheet delivered to the LCOs and placed on the LCOs' bulletin board. Neighbourhood meetings at LCO offices will take place on the need basis and every 4 months after the project effectiveness until the completion of the Project.

Table 3: Timetable of main consultation/information activities

| Activity | Expected Dates | Responsible Party |
|--|--|---|
| Second Project public meeting | Prior to commencement of construction activities | PC Roads Brcko |
| Placement of the project information sheet on govt website and LCOs' bulletin boards | Prior to the start of the Project | Sub-department for Support to LCOs and NGOs PC Roads Brcko |
| Regular neighbourhood and LCO meetings | Every 4 months, and on a need basis | PC Roads Brcko Sub-department for Support to LCOs and NGOs |

7. IMPLEMENTATION RESPONSIBILITIES

The BD Government and PC Roads Brcko are responsible for the implementation of the SEP during the entire project cycle. PC Roads Brcko will appoint a qualified person from the Company who will be responsible for the implementation of the information program intended for the identified vulnerable groups.

All contractors in charge of carrying out specific Project activities are obliged to implement the SEP.

8. GRIEVANCE MECHANISM

Law of Brcko District of Bosnia and Herzegovina states that the relevant department of the Government of Brcko District Kaja issued prior environmental permit and a building permit, responsible for the implementation of the mechanism for resolving complaints in the process of approving the project. Responsibility for the implementation of the mechanism for resolving complaints in accordance with the EBRD's MA has switches to PE Roads of Brcko, Brcko District in the stages of construction and operation of the Project. PE Roads of Brcko will implement a mechanism for resolving complaints during the construction and operation of the bypass around Brcko to ensure sensitivity (ability to respond) to any concerns or complaints, especially by individuals and communities affected by the project. Director of the Company will be responsible for the management mechanism for resolving complaints. Contact details Company Director and Project Manager are shown at the end of Section.

Any comments or concerns can be brought to the attention of PC Roads Brcko verbally or in writing (by post or e-mail) or by filling in a grievance form (see Annex 1). The form will be available on the website of PC Roads of Brcko (<http://www.putevibrcko.ba/dokumenti-obilazica/>). Appeal forms can be submitted to the representative of the company whose contact details listed. All complaints will be recorded in the register and will award them the number.

For all complaints will be:

- Send confirmation about received within 7 days.
- Respond in a period not exceeding 30 days.

Information about complaints will be recorded in the minutes of the complaints by the Project Manager. These information will incl enjoy:

- Name and contact interested parties;
- For details on the nature of the complaint;
- The date of receipt and the date of the response to complaints about, and
- The date of receipt, the date of responses and the date of dismissal, and
- Information on how to and it has been made, as confirmed receipt of the complaint, as posted and how the resolved

PC Roads Brcko will make all reasonable efforts to address the complaint upon the acknowledgement of grievance. If PC Roads Brcko is not able to address the issues raised by immediate corrective action, a long-term corrective action will be identified. The complainant will be informed about the proposed corrective action and follow-up of corrective action within 30 days upon the acknowledgement of grievance.

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

At all times, complainants are also able to seek legal remedies in accordance with the laws

and regulations of Brcko District.

Grievances need to be sent to the address provided below.

Contact information of PC Roads Brcko for the Project:

Director:

Miroslav Miškić, PhD

St. Bosne Srebrenice 29

76100 Brcko district BiH

Tel. +387 49 490 151

e-mail address: miroslavmiskic@putevibrcko.ba

Manager Project:

Bojan Delić, Graduated Civil Engineer

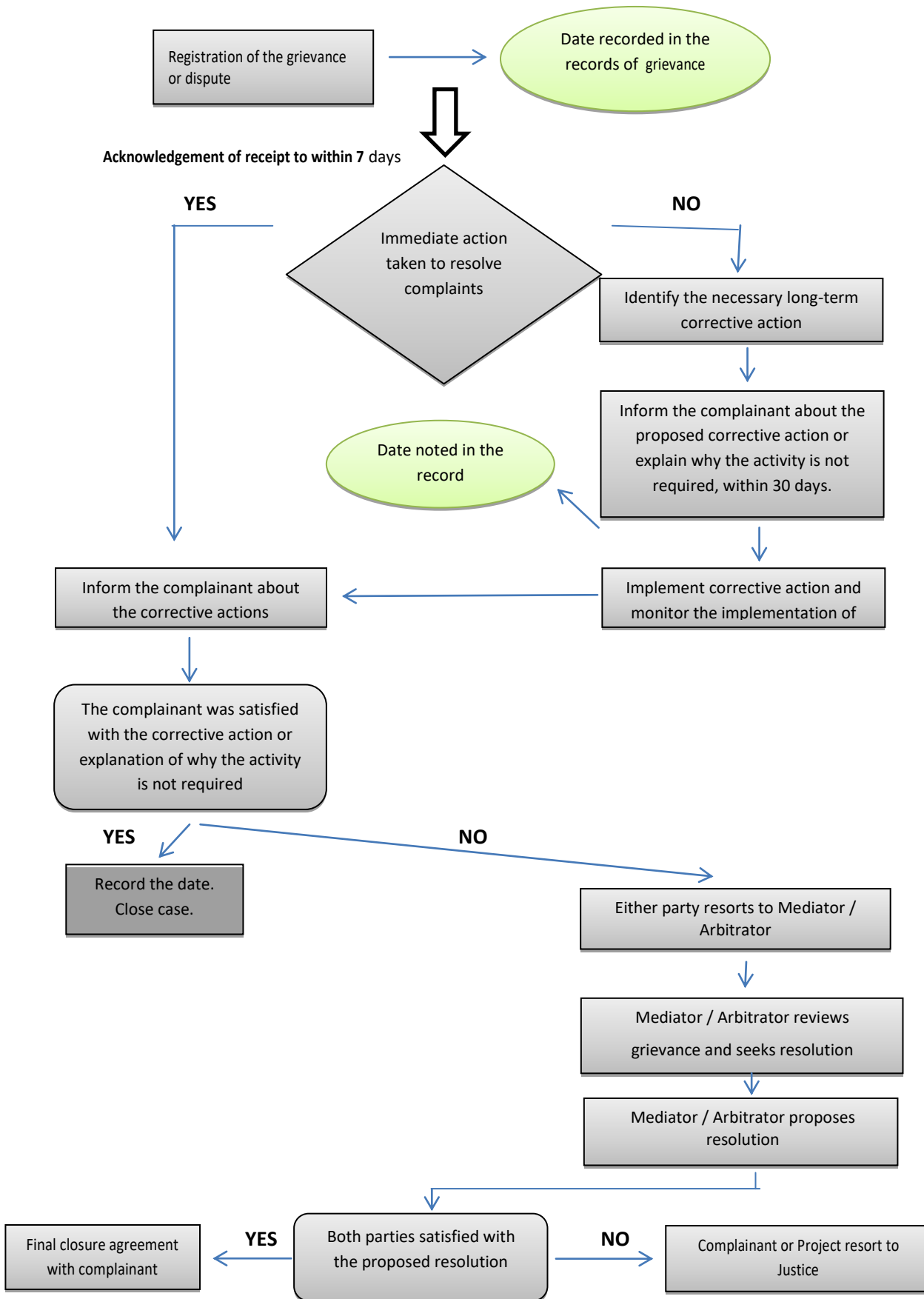
St. Bosne Srebrenice 29

76100 Brcko district BiH

Tel. +387 49 490 152

e-mail address: bojandelic@putevibrcko.ba

Flowchart for Processing Grievances



9. MONITORING AND REPORTING

PC Roads Brcko will publish details of issues raised during the consultation process and provide appropriate feedback both on its website and in LCO's.

Throughout the Project, PC Roads Brcko and its Contractors will communicate with relevant stakeholders and inform them on any significant issues, for example, changes in the construction deadlines. PC Roads Brcko and Contractors will provide Project updates on its web site.

PC Roads Brcko and its contractors will produce annual environment and safety reports, which will include a summary of the Project's performance on management of health, safety, environment and social issues, including a summary of grievances raised and the corrective measures undertaken to address them. This summary report will be posted on the PC Roads Brcko website.

Contact Information

Contact information of the BD Government for the Project:

Director:

Miroslav Miškić, PhD

St. Nosne Srebrene 29

76100 Brcko district BiH

Tel. +387 49 490 151

e-mail adresa: miroslavmiskic@putevibrcko.ba

Voditelj Projekta:

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St. Bosne Srebrene 29

76100 Brcko district BiH

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e-mail adresa: ljiljastjepanovic@putevibrcko.ba

Adnan Azapagić, Law Graduate

St. Bosne Srebrene 29

76100 Brcko district BiH

Tel. +387 49 490 156

e-mail adresa: adnanazapagic@putevibrcko.ba

Web: www.putevibrcko.ba/

Annex 1. Public 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

Bosanski

Srpski

Hrvatski

Engleski

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: Bojan Delić, Project Manager, PC Roads Brcko

Tel.: 049 490 152 or

Address ul. Bosne Srebrene 29, Brcko :

E-mail: bojandelic@putevibrcko.ba.

Annex 2. Formal Access to Information Request Form

ACCESS TO INFORMATION REQUEST

Name and last name of requester

Address

Telephone/telefax/e-mail

Date

**BOSNIA AND HERZEGOVINA
BRCKO DISTRICT
PC ROADS BRCKO
(BRCKO BYPASS PROJECT)**

Address: Bosne Srebrene 29, 76100 Brcko

Telephone: +387(0)49/490-152

E-mail: bojandelic@putevibrcko.ba

SUBJECT: ACCESS TO INFORMATION REQUEST

On the basis of the Law on Free Access to Information in BiH, I request access to the following information:

(Indicate precisely which information you are requesting and describe as precisely as possible).

Indicate in which manner would you like to access the information:

- a. direct inspection,
- b. duplication of the information,
- c. delivery of information to the home address,
- d. delivery of information electronically – by e-mail (if possible).

Requester

Note: The first ten pages of duplication of material of standard format is free of charge, and all other requested information with a larger number of pages shall be paid by the requester in advance.