

# APPENDIX-3

## Stakeholder Engagement Plan

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# STAKEHOLDER ENGAGEMENT PLAN

for

## MORAVA CORRIDOR MOTORWAY PROJECT



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OCTOBER 2020



# Morava Corridor Motorway Project

## STAKEHOLDER ENGAGEMENT PLAN

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**Client:**



КОРИДОРИ СРБИЈЕ

KORIDORI SRBIJE LTD.

Kralja Petra 21, Belgrade

Serbia

☎: +381 (011) 3344148

**Consultant:**



*international*

2U1K INTERNATIONAL LTD.

PS 6 - 3rd Floor, The Meydan Office Tower

Meydan Road, P.O. Box 450676

Dubai – UAE

☎: +90 (533) 283-6569

## TABLE OF CONTENTS

	<u>Page</u>
<b>DEFINITIONS .....</b>	<b>iv</b>
<b>1 INTRODUCTION.....</b>	<b>1</b>
1.1 Background to Stakeholder Engagement.....	1
1.2 Objectives of the Stakeholder Engagement Plan .....	2
1.3 Structure of the Document .....	3
<b>2 PROJECT DESCRIPTION .....</b>	<b>4</b>
2.1 Project Overview.....	4
2.2 Key Project Aspects.....	5
2.3 Social Area of Influence .....	7
<b>3 LEGAL FRAMEWORK .....</b>	<b>16</b>
3.1 Serbian Requirements for Stakeholder Engagement and Public Consultation .....	16
3.1.1 The Constitution of the Republic of Serbia.....	16
3.1.2 Environmental Impact Assessment.....	16
3.1.3 Law on Expropriation.....	19
3.2 Relevant Conventions to Stakeholder Engagement adopted by Serbia.....	19
3.3 IFI Guidelines.....	20
3.3.1 IFC Performance Standards.....	20
3.3.2 Equator Principles .....	21
3.4 Gaps between Serbian Legislation and International Requirements.....	21
<b>4 KEY PROJECT PRINCIPLES OF STAKEHOLDER ENGAGEMENT AND APPROACH .....</b>	<b>22</b>
4.1 Key Principles .....	22
4.2 Methodological Approach.....	22
4.3 Stakeholder Identification and Analysis.....	23
4.3.1 Vulnerable Groups .....	25
<b>5 STAKEHOLDER ENGAGEMENT.....</b>	<b>27</b>
5.1 Stakeholder Engagement Activities according to National and International Requirements .....	28
5.1.1 Stakeholder Engagement Activities within the Scope of EIA Studies.....	28
5.1.2 Summary of the Social Field Studies for the ESIA Report .....	46
5.2 Tools for Communication Routine .....	50
5.2.1 Internet/Website .....	50
5.2.2 Non-Technical Summary of the ESIA .....	50
5.2.3 Public Media.....	51
5.2.4 Community Relations .....	51
5.2.5 Notice Boards.....	52
<b>6 STAKEHOLDER ENGAGEMENT PROGRAM .....</b>	<b>53</b>
6.1 Pre-Construction Phase.....	54



6.2	Construction Phase.....	58
6.3	Operation Phase.....	63
<b>7</b>	<b>GRIEVANCE MECHANISM .....</b>	<b>65</b>
7.1	Public Grievance Mechanism.....	65
7.1.1	Receipt of Grievances .....	65
7.1.2	Acknowledgement and Record Keeping.....	66
7.1.3	Investigation .....	66
7.1.4	Response to Complainant .....	67
7.1.5	Discussion of Resolution .....	67
7.1.6	Resource to Legal System .....	67
7.2	Worker Grievance Mechanism .....	67
<b>8</b>	<b>EXTERNAL COMMUNICATIONS.....</b>	<b>68</b>
<b>9</b>	<b>MONITORING.....</b>	<b>70</b>
9.1	Key Performance Indicators.....	70
<b>10</b>	<b>INSTITUTIONAL ARRANGEMENTS, ROLES AND RESPONSIBILITIES .....</b>	<b>72</b>
	<b>Annex - 1 Outputs of the Disclosure Meeting of the Draft Spatial Plan.....</b>	<b>73</b>
	<b>Annex - 2 Key Outputs of KILs during Gap Assessment .....</b>	<b>74</b>
	<b>Annex - 3 Summary of CLSs and HHSs.....</b>	<b>83</b>
	<b>Annex - 4 List of NGO’s Interviewed in the ESIA Process .....</b>	<b>85</b>
	<b>Annex - 5 Summary of Focus Group Discussions.....</b>	<b>89</b>
	<b>Annex - 6 List of potential NGO’s to be included in the ESIA Process .....</b>	<b>91</b>
	<b>Annex - 7 Stakeholder Consultation Template.....</b>	<b>93</b>
	<b>Annex- 8 Sample of Public Grievance Form .....</b>	<b>94</b>
	<b>Annex -9 Grievance Log .....</b>	<b>96</b>
	<b>Annex -10 Sample of Grievance Closeout Form .....</b>	<b>97</b>

## LIST OF FIGURES

	<u>Page</u>
Figure 2-1. Project Alignment.....	4
Figure 2-2. Map of Motorway Route and Location of the Project Facilities-1 .....	9
Figure 2-3. Map of Motorway Route and Location of the Project Facilities-2 .....	10
Figure 2-4. Map of Motorway Route and Location of the Project Facilities-3 .....	11
Figure 2-5. Map of Motorway Route and Location of the Project Facilities-4 .....	12
Figure 2-6. Map of Motorway Route and Location of the Project Facilities-5 .....	13
Figure 2-7. Map of Motorway Route and Location of the Project Facilities-6 .....	14
Figure 2-8. Map of Motorway Route and Location of the Project Facilities- .....	15
Figure 3-1. EIA Procedure.....	17
Figure 5-1. Public meeting for the Spatial Plan.....	30
Figure 5-2. The Project updates published for the Krusevac Municipality .....	51

## LIST OF TABLES

	<u>Page</u>
Table 2-1. The Sections of the Project and Responsible Parties .....	6
Table 2-2. Number of Bridges, Overpasses and Interchanges along the Sections of the Motorway .....	6
Table 2-3. Potential Social Impacts According to Settlements in the Area of Influence.....	7
Table 2-4. Municipalities Located in the Social AoI.....	8
Table 3-1. Project-Related Serbian Legislation .....	18
Table 4-1. List of Stakeholders.....	24
Table 4-2. Potential Vulnerable Groups.....	25
Table 5-1. Stakeholder Engagement Activities .....	27
Table 5-2. Past Stakeholder Engagement Activities According to National Requirements..	28
Table 5-3. Future Stakeholder Engagement Activities According to National Requirements .....	30
Table 5-4 Past Stakeholder Engagement Activities within the Scope of ESIA Studies .....	31
Table 5-5. Surveys and Interviews Conducted by 2U1K.....	46
Table 6-1. Pre-Construction Phase Stakeholder Engagement Activities.....	55
Table 6-2. Construction Phase Stakeholder Engagement Activities .....	58
Table 6-3. Operation Phase Stakeholder Engagement Activities.....	63
Table 9-1. Key Performance Indicators (KPI) and monitoring actions – Stakeholder Engagement.....	70
Table 10-1. Roles and Responsibilities .....	72

## DEFINITIONS

**Environmental and Social Impact Assessment** refers to an assessment of the project impact on the natural and social environment undertaken in line with the requirements of the international finance institutions.

**Grievance Mechanism:** is a formal, legal or non-legal (or 'judicial/non-judicial') complaint process that can be used by the individuals, communities and/or civil society organizations that are being negatively affected by certain business activities and operations. A separate workers' grievance mechanism will be prepared prior to the construction and this mechanism will be structured with an intention of it being an effective approach for early identification, assessment and resolution of the grievances of the Project workers throughout the Project's phases.

**Project Affected People:** Project affected people are defined as individuals most likely to observe changes from environmental and social impacts of the Project.

**Public consultations** refer to a suite of activities undertaken as part of the Environmental and Social Impact Assessment and aiming to inform the public about a planned activity and its potential environmental impacts in order to identify public preferences and ensure that there are taken into account in the impact assessment.

**Social Impact Assessment:** Refers to changes to individuals and communities due to a proposed Project. A Social Impact Assessment (SIA) therefore is a method of analyzing what impact a proposed project or plan may have on the social aspects of the environment.

**Stakeholders:** Persons or groups who are directly or indirectly affected by a project as well as those who may have interests in a project and/or the ability to influence its outcome, either positively or negatively. They may include locally affected communities or individuals and their formal or informal representatives, national or local government authorities, politicians, religious leaders, civil society organizations and groups with special interests, the academic community, or other businesses.

**Stakeholder Engagement Plan:** Set up to organize, to document and to formalize engagement and consultation processes of various stakeholders so that their views and concerns are known and addressed in the course of the entire project life and prepared in line with the requirements of the international finance institutions, best practices and Serbian legislation.

**Vulnerable Groups:** Vulnerable groups refers to people who, by virtue of; gender identity, sexual orientation, religion, ethnicity, indigenous status, age, disability, economic disadvantage or social status may be more adversely affected by the Project than others and who may be limited in their ability to claim or take advantage of support measures and development benefits are considered as vulnerable groups.

## ABBREVIATIONS

CLS	Community Level Surveys
CoS	Corridors of Serbia
CRSD	Community Relations and Sustainability Department
EIA	Environmental Impact Assessment
EP	Equator Principles
ESIA	Environmental and Social Impact Assessment
ESIA	Environmental and Social Impact Assessment
FGD	Focus Group Discussion
HH	Household Surveys
ICP	Informed Consultation and Participation
IFC	International Finance Corporation
IJC	Jaroslav Černi Water Institute
KII	Key Informant Interviews
MCTI	Ministry of Construction, Transport and Infrastructure
NGO	Non-Governmental Organization
OPIC	Overseas Private Investment Corporation
PPM	Public Participation Meeting
PS	Performance Standards
RS	Republic of Serbia
SEP	Stakeholder Engagement Plan
SIA	Social Impact Assessment
TBD	To be Determined
UKEF	UK Export Finance

# 1 INTRODUCTION

## 1.1 Background to Stakeholder Engagement

This Stakeholder Engagement Plan (SEP) is prepared as part of the Environmental and Social Impact Assessment for the *Morava Corridor Motorway Project* (herein after ‘the Project’), prepared by 2U1K Engineering and Consultancy Inc. on behalf of “Bechtel Corporation–ENKA İnşaat ve Sanayi A.Ş. (hereinafter referred to as “Contractor”).

The proposed Project is planned to be fund by the Government of Serbia with support from various international financial institutions and the Corridors of Serbia is the implementing entity of the Project (hereinafter referred to as “Employer”)<sup>1</sup>.

The Roads of Serbia (RoS) will be the responsible party for maintenance and preservation, exploitation, construction, reconstruction, organization and control of toll collection, development and management of the Motorway during the operation phase.

This document is part of the disclosure package and recommended to read along ESIA (Environmental and Social Impact Assessment) and other social documents.

This SEP describes CoS and the construction Contractor’s approach in engaging with stakeholders that will be maintained throughout the Project cycle. SEP is a strategy for the provision of timely information on the Project. Commitment to Stakeholder Engagement

The CoS and Community Relations and Sustainability Department (CRSD) of the Contractor will be responsible to implement this SEP during pre-construction and construction phases of the Project. During the operation phase, CoS will have the main responsibility to implement and update this document.

Under the current circumstances and in the context of the COVID 19 pandemic, in accordance with the IFC Interim Advice on Safe Stakeholder Engagement in the Context of COVID 19, issued on May 15<sup>th</sup> 2020, this SEP shall also aim at developing a safe, robust and effective COVID-19 stakeholder engagement and grievance management that proactively supports communication and information sharing.

In terms of land acquisition process, mainly for the implementation of the grievance mechanism, CoS will be the main responsible party with the assistance of CRSD, in the cases where needed.

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<sup>1</sup> Government of Serbia is the borrower of the Project and the Corridors of Serbia (CoS) is the Employer and implementing entity responsible for the access to the Project site, land acquisition and expropriation

The Project will be committed to on the following principles based on the international best practice in order to obtain effective stakeholder engagement as:

- **Commitment** to understand, engage and identify the community at the early project phase,
- **Integrity** in a manner that fosters mutual respect and trust,
- **Respect** the rights, cultural beliefs, values and interests of stakeholders and affected communities,
- **Transparency** in community concerns and respond in a timely, open and effective manner,
- **Inclusiveness** through broad participation is encouraged and supported by the appropriate participation opportunities,
- **Trust** through open and meaningful dialogue that respects and upholds the community's belief, trust and opinions.

## 1.2 Objectives of the Stakeholder Engagement Plan

The objective of this document is to:

- build and maintain a constructive relationship with and among the stakeholders, in particular project-affected communities,
- promote improved environmental and social performance through effective engagement with the stakeholders,
- promote and provide effective means for adequate engagement with project-affected communities throughout the project cycle on issues that could potentially affect them so that their concerns are addressed accordingly and to ensure that meaningful environmental and social information is disclosed to them and to other stakeholders,
- ensure that all stakeholders have ways to access project information and raise issues,
- ensure that project-affected people (PAPs) have accessible and effective means to raise issues and grievances, and the Contractor respond to and manage such issues and grievances appropriately.

### 1.3 Structure of the Document

This SEP is based on the following sources as:

- Information gathered during the national EIA process performed by Institute of Transportation CIP<sup>2</sup> for Section 1 and 2 and by Highway Institute for Section-3;
- Consultations held during the Gap Assessment process performed by 2U1K in March 2019;
- Consultations held during the Spatial Plan by CIP in August 2019; and
- Environmental and Social Impact Assessment (ESIA) consultations held by local Social Impact Assessment (SIA) teams and 2U1K between August-October 2019.

This SEP includes;

- (i) the identification of stakeholders for the Project,
- (ii) analysis of relationships of the stakeholders with the Project,
- (iii) details of consultation methodologies,
- (iv) activities carried out to-date and those planned for the future of the Project,
- (v) details of the process for managing stakeholders' concerns and grievances and explains how the stakeholder engagement process will be recorded, monitored, evaluated and reported.

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<sup>2</sup> Institute of Transportation CIP Ltd, Belgrade is a company registered with the Serbian Business Registers Agency mainly for works for Engineering services and technical consulting. CIP is responsible party for preparation of EIA Reports for Section-1 and Section-2 and the Spatial Plan.

## 2 PROJECT DESCRIPTION

### 2.1 Project Overview

The Project is located in the West Morava Region of Serbia, which is approximately a 112 km length alignment and connects Preljina near Čačak with Pojate on the A1 Motorway (the North-South motorway in central Serbia) through Kruševac. In addition, the Western Morava River flowing along the road is 139 km and approximately 32 km river regulation along the entire route of the Motorway will be carried out within the Project. Figure 2-1 below presents the location of the Project.



**Figure 2-1.** Project Alignment

According to the Economic Analysis and Feasibility Study prepared for the Project, the necessity of the Motorway is summarized in the following bullets:

- Reduce flood risk in the region;
- Economic development of the Morava Valley,
- Increase tourism potential of the Morava Valley,



- Development of the telecommunication system;
- Development of international trade; and
- Reduce traffic accidents over 50%.

The Project is expected to be completed and commissioned in 2023, with 22 years of operation period (overall horizon of analysis is 25 years and it includes the period of investment and the period of operation).

## 2.2 Key Project Aspects

The construction of the Motorway will approximately require 2,000 ha including the associated facilities.

The construction of the Project is planned to be completed in four years. The construction start dates for each Section of the Project is currently being planned, therefore, exact timeline cannot be given at this stage.

The average number of the construction workers will be 3,100 and the peak number of the Project workers will be approximately 3,800 in 2022. The labour requirement for the construction of the Project will be primarily sourced from Serbia, local labour force and complemented by expats.

For convenience, the Project has been divided into 3 Sections with 9 Sectors distributed differently along each Section, to allow construction planning efficiently.

All Sections of the Motorway are situated in flat farmland and next to the wide flood plain by the West Morava River. According to the Spatial Plan of the Project, there will be special studies in order to harmonize the Motorway project (route and facilities in the motorway corridor) with the regime of water, the existing water facilities and water management plans. Accordingly, it is aimed to estimate or propose measures for the regulation of watercourses and protection of coastal areas to minimize the negative impacts of construction of the motorway on the water regime, the stability of the riverbed and other water resources' users in coastal areas. Therefore, in order to realize the Project, there has been additional river diversion works within the scope of the Project, which will require additional land acquisition. The objective of river diversion is to provide the level of protection of Motorway from floods and erosion effects of watercourses.

The length of the Sectors indicating the start and end points according to the Sections of the Project along with the responsible parties are given in the below Table 2-1.

**Table 2-1.** The Sections of the Project and Responsible Parties

Project Section		Length (km)	Expropriation	Construction Employer	Operator
<b>Section-1: Pojate - Kruševac (Koševi)</b>		27.83	Corridors of Serbia (CoS)	CoS	Roads of Serbia (RoS)
Sector-1	Pojate – bridge across South Morava	9.06			
Sector-2	Bridge across South Morava – Makrešane	7.89			
Sector-3	Makrešane – Koševi	10.88			
<b>Section-2: Kruševac (Koševi)-Adrani</b>		53.90	CoS	CoS	RoS
Sector-4	Kruševac (Koševi) – Lopoška river	14.95			
Sector-5	Lopoška river – Trstenik	13.64			
Sector-6	Trstenik – Tovarnica river	11.50			
Sector-7	Tovarnica river – Adrani	13.81			
<b>Section-3: Adrani-Preljina</b>		30.66	CoS	CoS	RoS
Sector-8	Adrani interchange – Mrčajevci interchange	9.00			
Sector-9a	Mrčajevci interchange – Preljina interchange	9.00			
Sector-9b	Preljina interchange – Preljina interchange (E-763)	12.66			
<b>Responsibilities</b>			Land cadastral maps Expropriation administration Payment	Supervision of design and construction (through and third party Consultant) Ownership of RAP Monitoring	Operation and maintenance of motorway

Information about the bridges, overpasses and interchanges along the Proposed Motorway Route are presented in Table 2-2.

**Table 2-2.** Number of Bridges, Overpasses and Interchanges along the Sections of the Motorway

	Section-1	Section-2	Section-3
<b>Bridge</b>	10	15	15
<b>Overpass</b>	8	8	4
<b>Underpass</b>	1	5	9
<b>Culvert</b>	19	31	15
<b>Interchange</b>	4	5	2

## 2.3 Social Area of Influence

The social impacts are determined by the integration of the both environmental and social factors including; different spatial and temporal scopes. The temporal scope of the Project based on planning, construction and operation phases. The buffer zone encompasses a corridor of 1000m being 500 m on each side of the motorway centreline. The aim of defining buffer zone is to outline direct and indirect impacts of the Project within the target area, therefore, the spatial scope of the Social Area of Influence<sup>3</sup> (Aol) includes the following areas,

**The Primary Aol:** The primary area of influence encompasses a buffer zone of 500 m (being 250 m on each side of the Motorway centerline). This corridor potentially expected to experience the land acquisition impacts in addition to other environmental and social impacts.

**The Secondary Aol:** The second area of influence; area of potential socioeconomic impacts directly associated with the Project activities (e.g. health impact caused by traffic movement, air pollution, impact on resources used by the villages).

**Area of Indirect Impacts:** Area of potential socioeconomic impacts indirectly induced by the Project activities (e.g. increase in the local employment rate and incomes, contacts with the Project personnel, labour migration).

**Table 2-3.** Potential Social Impacts According to Settlements in the Area of Influence

Impact zones	Distance to centerline	Expected impacts
<b>Primary Aol</b>	250 m	Physical displacement at Project footprint Economic displacement at Project footprint Cultural Heritage Access to Ecosystem services Employment opportunities Economic development Impacts on Infrastructure and Services Community health and Safety Impacts Changes in the demographical character of the population
<b>Secondary Aol</b>	500 m	Employment opportunities Economic development at village level Impacts on Infrastructure and Services at village level Community health and Safety Impacts at village level Changes in the demographical character of the population
<b>Area of Indirect Impacts</b>	500 m+	Economic development at Municipal level Impacts on Infrastructure and Services at Municipal level Changes in the demographical character of the population

<sup>3</sup> The source of each Aol width is was determined by considering the Spatial Plan and similar motorway projects.

In the seven affected municipalities, there is 48 settlements within the buffer zone of 500m (from each side of the motorway). Table 2-4 below presents the respective information on each affected municipalities of the Project. The figures below present alignment of the Project Sections, respectively.

**Table 2-4.** Municipalities Located in the Social AoI

Municipality	Number of settlements within buffer zone
Čičevac	4
Varvarin	2
Kruševac	7
Vrnjačka Banja	6
Trstenik	8
Kraljevo	11
Čačak	10
<b>TOTAL</b>	<b>48</b>



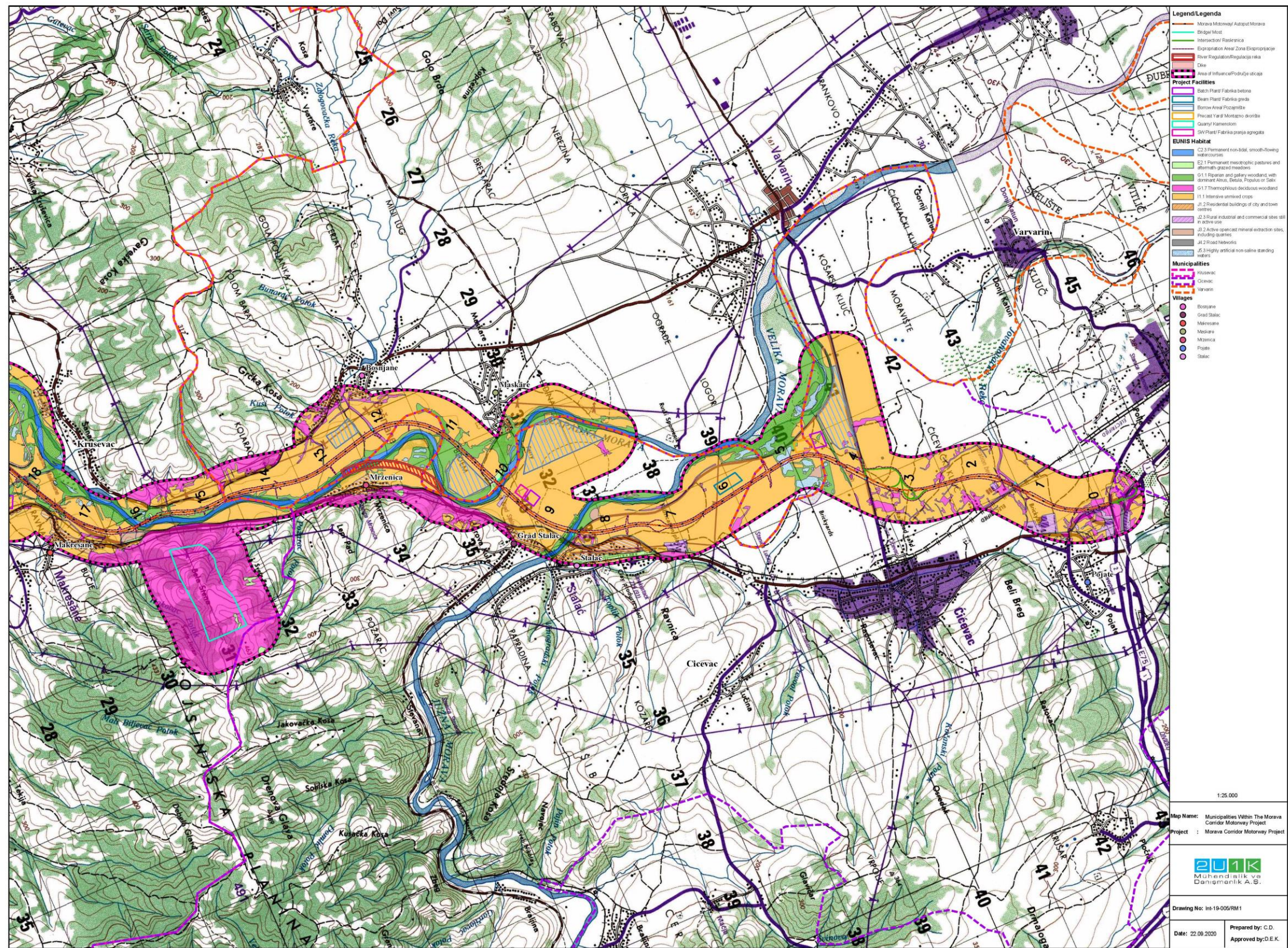


Figure 2-2. Map of Motorway Route and Location of the Project Facilities-1



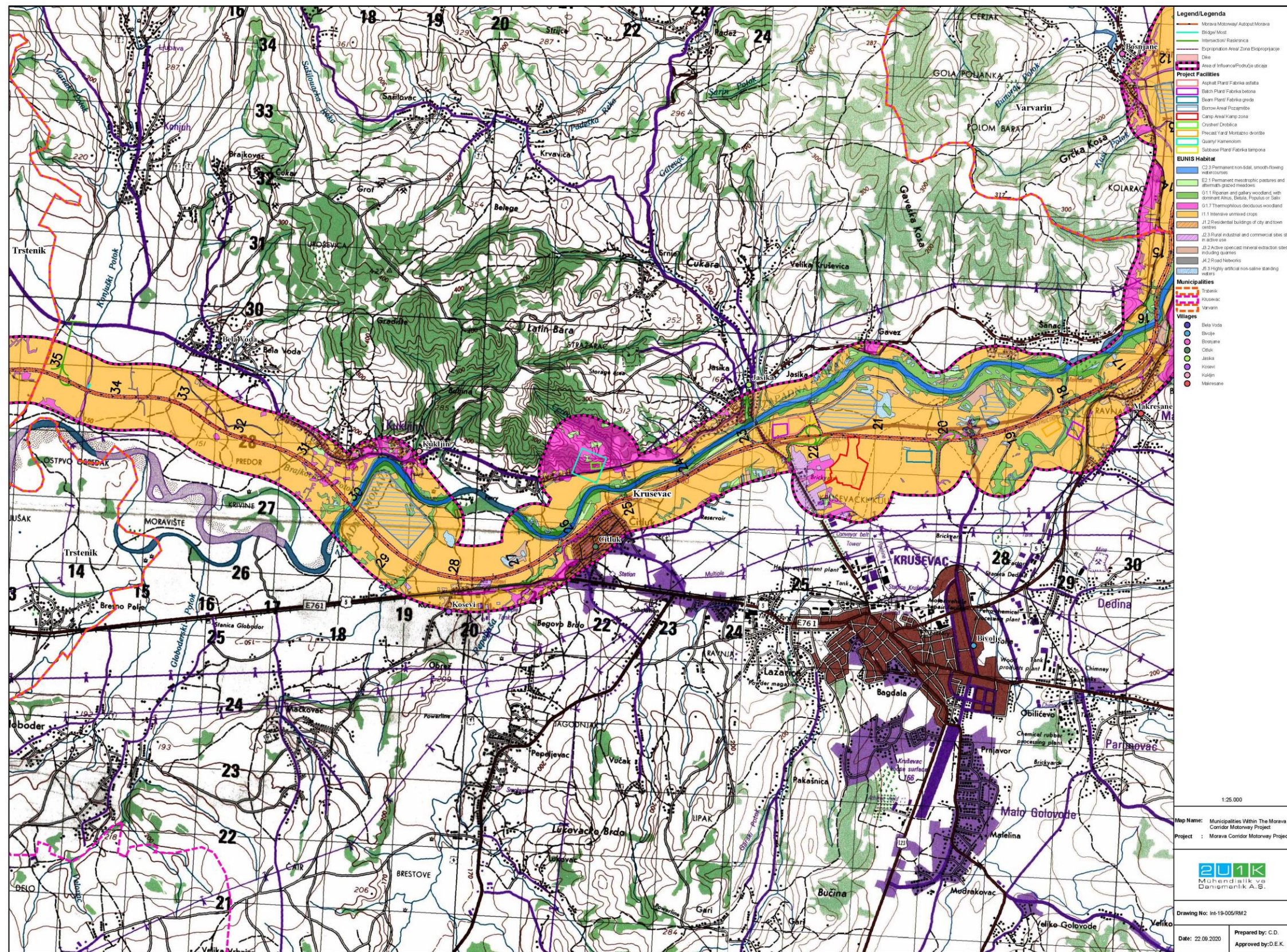


Figure 2-3. Map of Motorway Route and Location of the Project Facilities-2



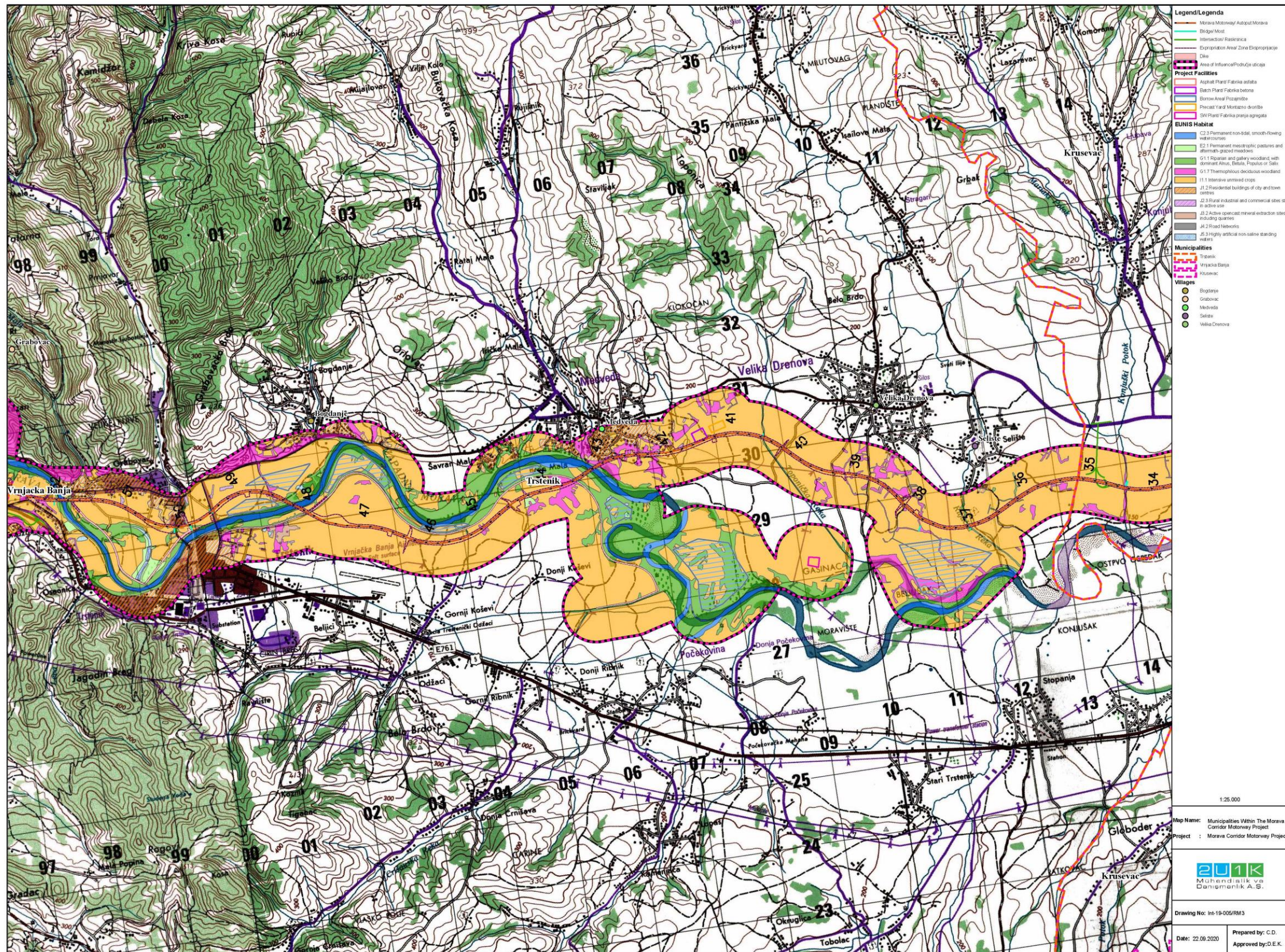


Figure 2-4. Map of Motorway Route and Location of the Project Facilities-3



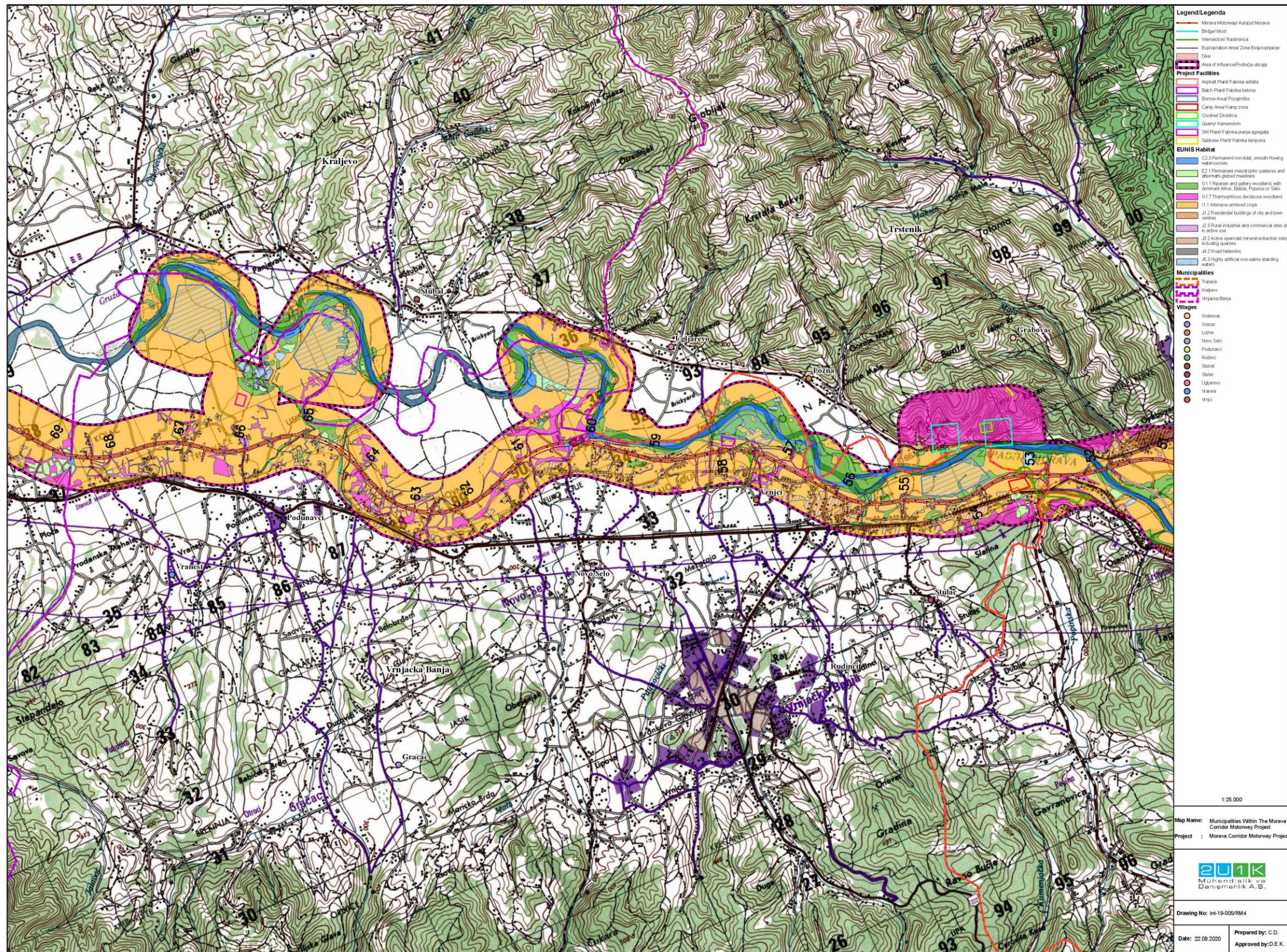


Figure 2-5. Map of Motorway Route and Location of the Project Facilities-4



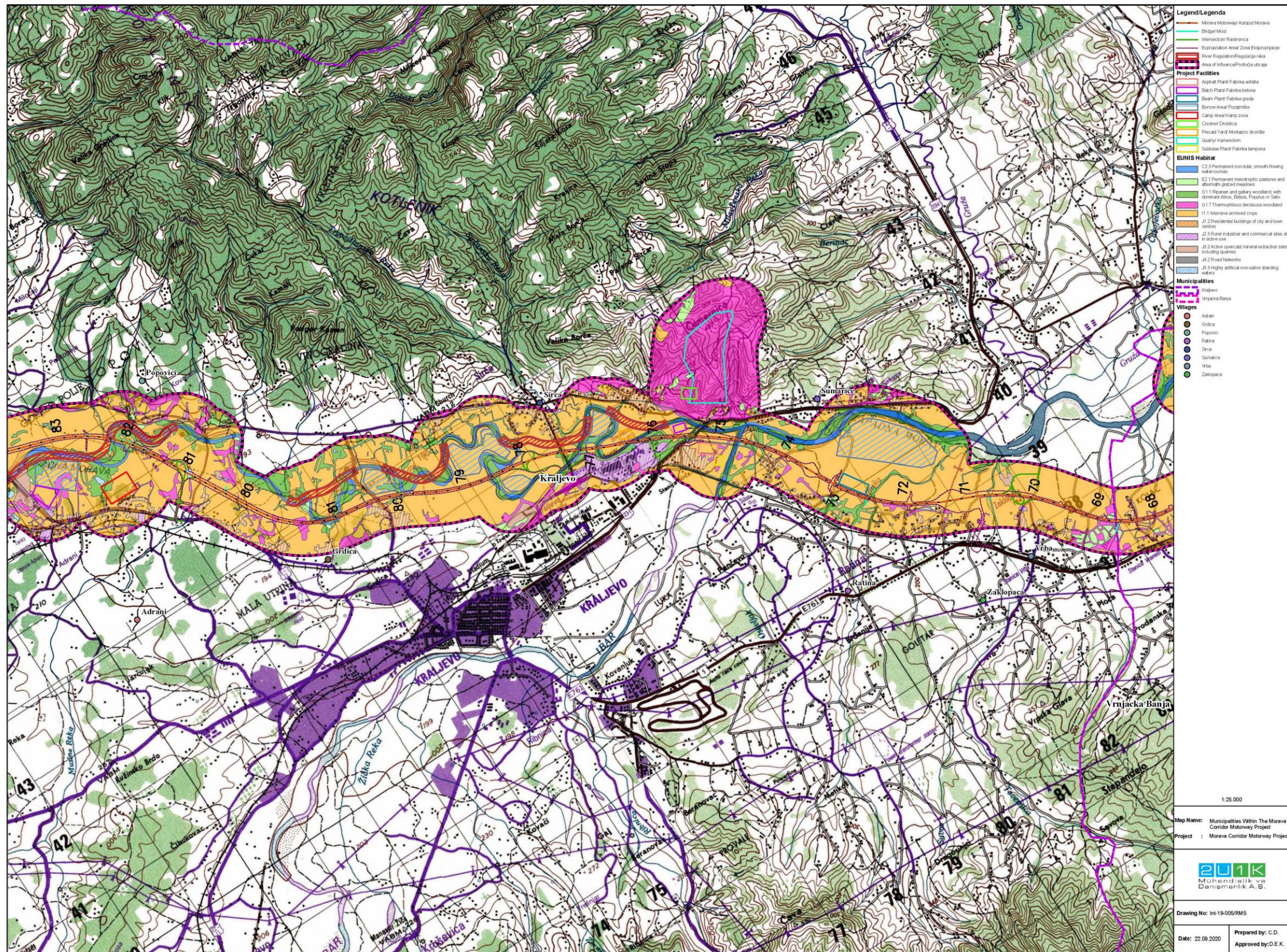


Figure 2-6. Map of Motorway Route and Location of the Project Facilities-5



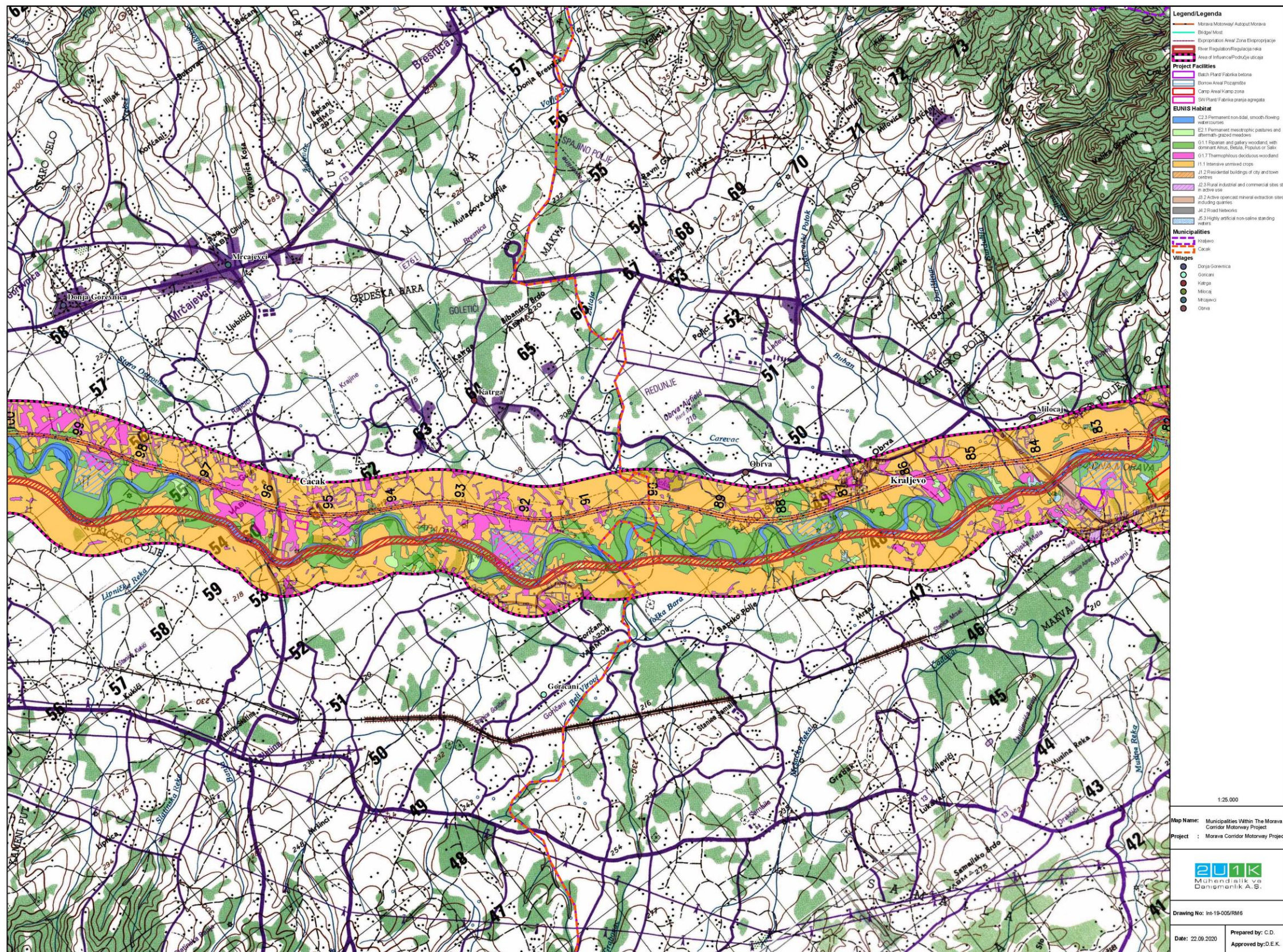


Figure 2-7. Map of Motorway Route and Location of the Project Facilities-6



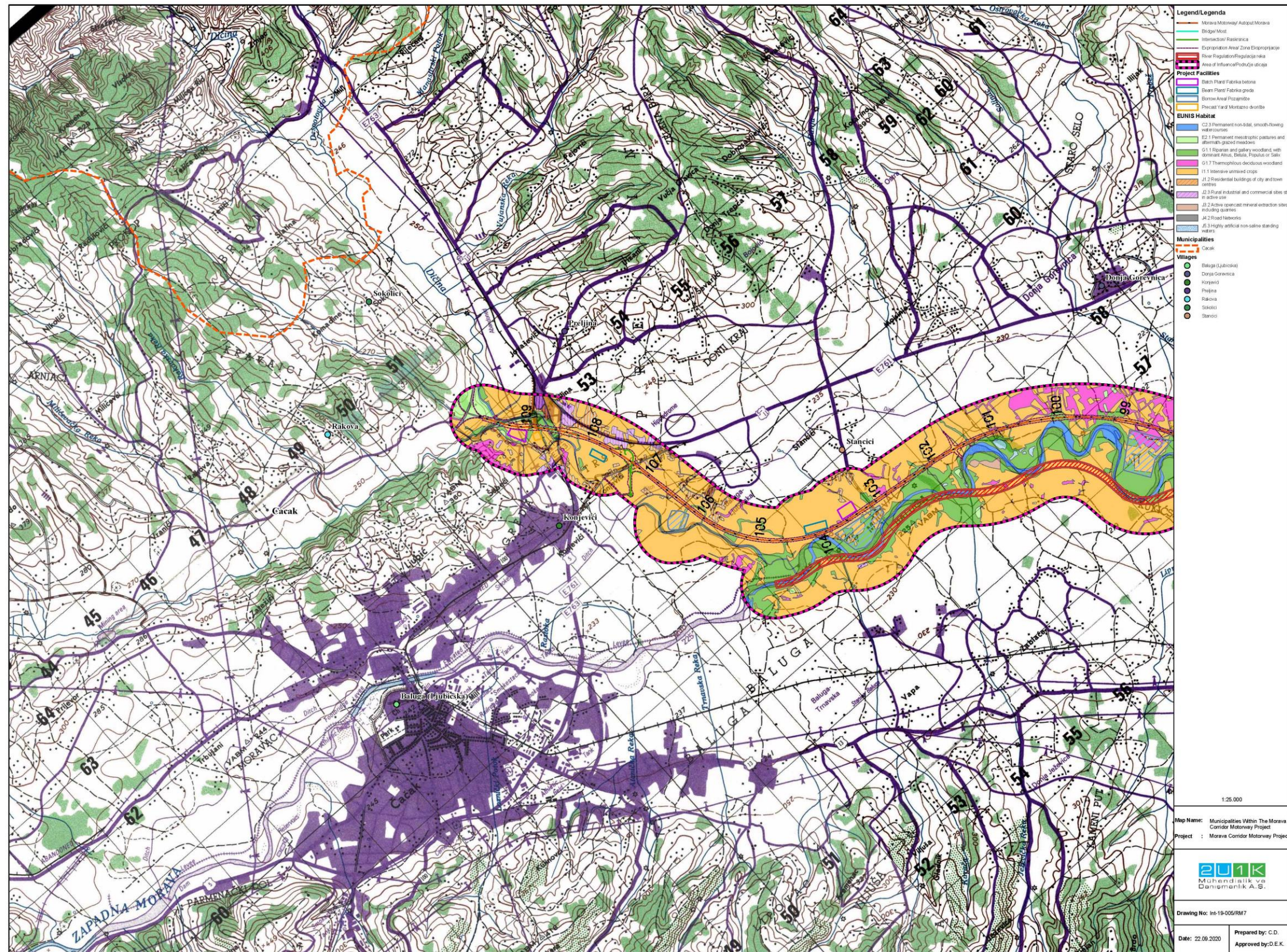


Figure 2-8. Map of Motorway Route and Location of the Project Facilities-



## 3 LEGAL FRAMEWORK

### 3.1 Serbian Requirements for Stakeholder Engagement and Public Consultation

The Serbian 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.

#### 3.1.1 *The Constitution of the Republic of Serbia*

The Constitution of the Republic of Serbia (“Official Gazette of Republic of Serbia (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 Republic of Serbia, 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.

#### 3.1.2 *Environmental Impact Assessment*

Serbia has mostly adopted the European Union regulatory requirements on Environmental Impact Assessment (EIA) into national legislation, including the EIA Directive (Directive 92/11/EC). The national EIA procedure comprises the sections of screening, scoping, impact assessment and public consultation, furthermore, an EIA is required during the Preliminary design phase of a project. The requirement for an EIA initiated by a formal screening study to identify the categorization of the proposed project. The fulfilment of EIA requirements is a requirement to receive construction permit for the proposed project.

The need of an EIA is regulated by the Decree on the List of Projects (2008) that an EIA is mandatory. According to the List 1, EIA is required for “construction of main highways and roads with four or more lanes”. Table 3-1 presents the EIA Procedure in Serbia through flowchart and the stakeholder engagement required by the law in each Section of the EIA.

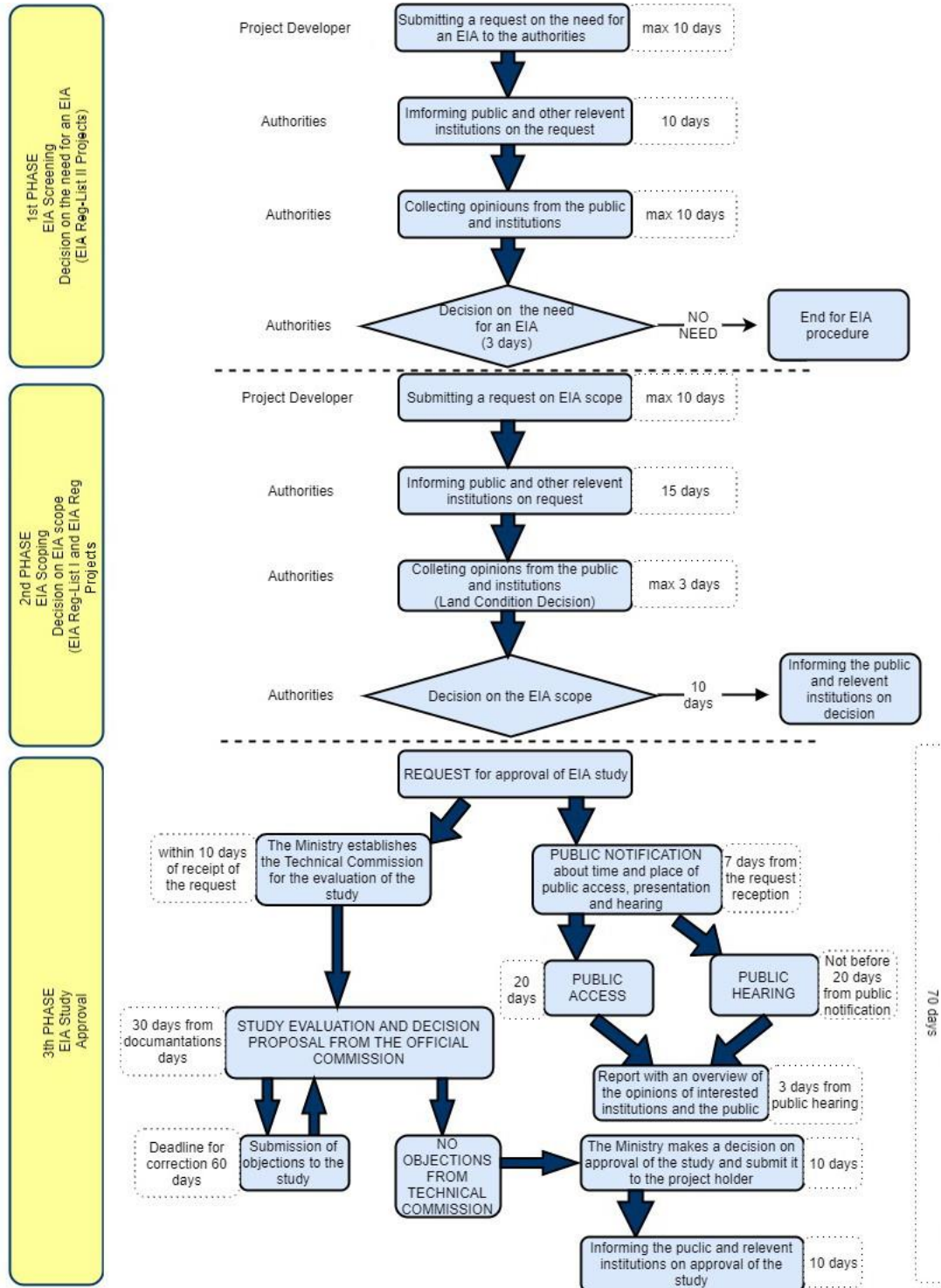


Figure 3-1. EIA Procedure

Public participation provision as part of the Environmental Impact Assessment (EIA) approval process in Serbia and the land acquisition and resettlement are outlined in Table 3-1 below:

**Table 3-1.** Project-Related Serbian Legislation

Legislation	Official Gazette Date and Issue	Implications for the Project Stages
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.
The 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 the right to be informed about the state of the environment and to participate in the process of deliberating decision influencing the environment.
The 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. There are two “Public Participation Meetings (PPM)” in order to be in line with EU Directives. The PPM starts from the scoping Section of the proposed Project. The announcement of the Application for a decision on the scope and content of the EIA Study will be published in the local newspaper and available for 15 days during the scoping phase of the project. Furthermore, final EIA review and comments of the public will be evaluated by the authorities.
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.
The Law on Planning and Construction	Official Gazette of RS no, 72/2009, 81/2009 and 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 Establishment of Public Interest and Special Procedures for Realization of Project of Construction of Infrastructure Corridor Highway E-761, Section Pojate-Preljina	Adopted on July 8, 2019, Official Gazette of RS No.049/2019.	The law on the Establishment of a Public Interest and Special Procedures for the Implementation of the Project for Construction of the Infrastructure Corridor of the E-761 Expressway, section Pojate-Preljina is currently under the parliamentary decision. This law would be a <i>lex specialis</i> enabling quicker procedures for the processes necessary for the Project’s realization.  Article 1 of the draft Law prescribes the establishment of a public interest for the expropriation of the real estate for the construction of the Project, with regulation of the river and the construction of telecommunication infrastructure

Legislation	Official Gazette Date and Issue	Implications for the Project Stages
		along the highway corridor, determining the end-user of the expropriation, the method of securing financial means for the realization of the Project, the procedure of expropriation, the choice of a strategic partner, the application of international standards for design and expropriation customs procedures and taxes applied when importing equipment and materials, as well as arranging other issues for the purpose of more efficient implementation of the Project.

### 3.1.3 Law on Expropriation

This Law (passed in 1995 and enacted on January 1, 1996 and amended latest on 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.

## 3.2 Relevant Conventions to Stakeholder Engagement adopted by Serbia

### UN Economic Commission for Europe (UNECE) Aarhus Convention

The Convention on Access to Information, Public Participation in Decision-Making and Access to Justice in Environmental Matters (hereinafter: the Aarhus Convention), one of the world's most advanced international agreements concerning the environment, both guides sustainable development and strengthens basic democratic principles. It requires that all environment-related data be managed openly, and that civil society and all relevant stakeholders have access to information, are allowed to participate in policy making and have the right to live in a healthy environment.

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 basic right of present and future generations to live in an environment adequate to health and wellbeing.

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.

### 3.3 IFI Guidelines

#### 3.3.1 IFC Performance Standards

The Project will align with good international practice, including the IFC Environmental and Social Sustainability Performance Standards (PS) and Guidance Notes of 2012.

Specific objectives of Stakeholder engagement outlined in Box 3-1. The Project could result in potentially significant and diverse adverse future environmental and social impacts and issues which cannot readily be identified or assessed and which require a formalized and participatory assessment process carried out by independent consultants in accordance with the PSs. The approach to the ESIA and Stakeholder Engagement for the Project is therefore, designed accordingly.

#### Box 3-1. Specific Objectives of the IFC Standards Regarding Stakeholder Engagement

IFC PS:1 Stakeholder Engagement
<p><b>Stakeholder Engagement:</b> According to IFC PS-1 Stakeholder engagement is an ongoing process that may involve, in varying degrees, the following elements: stakeholder analysis and planning, disclosure and dissemination of information, consultation and participation, grievance mechanism, and ongoing reporting to Affected Communities. The nature, frequency, and level of effort of stakeholder engagement may vary considerably and will be commensurate with the project's risks and adverse impacts, and the project's phase of development.</p> <p><b>Stakeholder Analysis and Engagement Planning:</b> Clients should identify the range of stakeholders that may be interested in their actions and consider how external communications might facilitate a dialog with all stakeholders. The client will develop and implement a Stakeholder Engagement Plan that is scaled to the project risks and impacts and development stage, and be tailored to the characteristics and interests of the Affected Communities.</p> <p><b>Disclosure of Information:</b> Disclosure of relevant project information helps Affected Communities and other stakeholders understand the risks, impacts and opportunities of the project. The client will provide Affected Communities with access to relevant information.</p> <p><b>Consultation:</b> When Affected Communities are subject to identified risks and adverse impacts from a project, the client will undertake a process of consultation in a manner that provides the Affected Communities with opportunities to express their views on project risks, impacts and mitigation measures, and allows the client to consider and respond to them. The extent and degree of engagement required by the consultation process should be commensurate with the project's risks and adverse impacts and with the concerns raised by the Affected Communities.</p> <p><b>Informed Consultation and Participation:</b> For projects with potentially significant adverse impacts on Affected Communities, the client will conduct an Informed Consultation and Participation (ICP) process that will build upon the steps outlined above in Consultation and will result in the Affected Communities' informed participation.</p> <p><b>External Communications and Grievance Mechanisms:</b> Client will implement and maintain a procedure for external communications that includes methods to (i) receive and register external communications from the public; (ii) screen and assess the issues raised and determine how to address them; (iii) provide, track, and document responses, if any; and (iv) adjust the management program, as appropriate. In addition, clients are encouraged to make publicly available periodic reports on their environmental and social sustainability. Where there are Affected Communities, the client will establish a grievance mechanism to receive and facilitate resolution of Affected Communities' concerns and grievances about the client's environmental and social performance.</p>



### 3.3.2 Equator Principles

The Equator Principles (EP)s are a risk management framework, adopted by financial institutions, for determining, assessing and managing environmental and social risk in projects. They can be used as a benchmark of international good practice. The Equator Principle 5 has an engagement specific requirement of relevance to the SEP as “projects with potentially significant adverse impacts on Affected Communities will conduct an Informed Consultation and Participation process. The borrower will tailor its consultation process to the language preferences of the Affected Community, their decision-making processes, and the needs of disadvantaged and vulnerable groups. This process should be free from external manipulation, interference, coercion and intimidation.” (Equator Principles, 2012). Specific objectives of Stakeholder engagement outlined in Box 3-2.

#### Box 3-2. Specific Objectives of the Equator Principles Regarding Stakeholder Engagement

EP– 5: Stakeholder Engagement
<p>For all Category A and Category B Projects, the EPFI will require the client to demonstrate effective Stakeholder Engagement as an on-going process in a structured and culturally appropriate manner with Affected Communities and, where relevant, Other Stakeholders. For Projects with potentially significant adverse impacts on Affected Communities, the client will conduct an Informed Consultation and Participation process. The client will tailor its consultation process to: the risks and impacts of the Project, the Project’s phase of development, the language preferences of the Affected Communities, their decision-making processes and the needs of disadvantaged and vulnerable groups. This process should be free from external manipulation, interference, coercion and intimidation.</p> <p>To facilitate Stakeholder Engagement, the client will, commensurate to the Project’s risks and impacts, make the appropriate Assessment Documentation readily available to the Affected Communities, and where relevant Other Stakeholders, in the local language and in a culturally appropriate manner.</p> <p>The client will take account of, and document, the results of the Stakeholder Engagement process, including any actions agreed resulting from such process. For Projects with environmental or social risks and adverse impacts, disclosure should occur early in the Assessment process, in any event before the Project construction commences and on an on-going basis.</p> <p>EPFIs recognize that indigenous peoples may represent vulnerable segments of project-affected communities. Projects affecting indigenous peoples will be subject to a process of Informed Consultation and Participation, and will need to comply with the rights and protections for indigenous peoples contained in relevant national law, including those laws implementing host country obligations under international law. Consistent with the special circumstances described in IFC Performance Standard 7 (when relevant as defined in Principle 3), Projects with adverse impacts on indigenous people will require their Free, Prior and Informed Consent.</p>

### 3.4 Gaps between Serbian Legislation and International Requirements

Although Serbian legal framework is mostly compatible with the requirements of IFI’s, additional implementations are required to achieve alignment with the international standards, including;

- the development of a Stakeholder Engagement Plan,
- identification and engagement with the vulnerable groups,
- in-depth consultations with people affected by land acquisition,
- on-going consultations with the stakeholders throughout the Project’s lifespan, and;
- establishment and implementation of a Project dedicated grievance mechanism.

All these requirements will be considered and fulfilled within the scope of the Project.

## 4 KEY PROJECT PRINCIPLES OF STAKEHOLDER ENGAGEMENT AND APPROACH

### 4.1 Key Principles

Informed Consultation and Participation (ICP) process that will build with the stakeholders through different consultation tools including; public hearing meetings, website of the Project parties, Project reports, grievance mechanism, media and social responsibility projects, will ensure the participation of the affected communities. These tools will incorporate the stakeholders to decision making process, facilitates the stakeholders to raise their opinions (both men's and women's) and inform the stakeholders.

The following key principles underlying the organization of the public dialogue have been formulated on the basis of the good international industry practice and take account of the national experience and local specifics:

- **Inclusivity:** thorough identification of all stakeholders and their active engagement in the consultation process;
- **Proactive approach:** a proactive approach to inform stakeholders about the environmental and social aspects of its current activities and development plans; potential environmental and social risks; and provides mechanisms for receiving feedback from stakeholders; and
- **Social partnership:** seeks to establish partner and mutually beneficial relations with stakeholders where possible.

Consultation made within the scope of national and international requirements of the Project can be found in Chapter 5.1 of this document.

### 4.2 Methodological Approach

The objective of stakeholder identification is to establish which stakeholders may be directly or indirectly affected – either positively or negatively - (“affected parties”), or have an interest in the Project (“other interested parties”).

It is important that particular effort be made to identify any disadvantaged and vulnerable stakeholders who may be differentially or disproportionately affected by the Project or who may have difficulty participating in the engagement and development processes. Stakeholder identification is also an on-going process and will require regular review and update.

### 4.3 Stakeholder Identification and Analysis

A stakeholder is defined as an individual or group that may be directly or indirectly affected by the Project, and/or that may have an interest in or influence over the Project. Stakeholders are those who have an interest in a particular decision, either as individuals or representatives of a group including people who influence a decision or can influence it, as well as those affected by it. Stakeholders include Project affected people and other stakeholders including; non-governmental organisations, governments, shareholders and employees as well as non-affected community members.

Stakeholders have been identified based on proximity to Project features, and the degree of impact and interest in the Project.

**Project-affected** parties includes those likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods. These stakeholders may include individuals or groups, including local communities

**Other Stakeholders** refers to individuals, groups, or organizations with an interest in the project, which may be because of the project location, its characteristics, its impacts, or matters related to public interest. For example, these parties may include regulators, government officials, the private sector, the scientific community, academics, unions, women's organizations, other civil society organizations, and cultural groups.

Table 4-1 below presents identified stakeholders based the on-desktop study<sup>4</sup> and the consultations<sup>5</sup> during the ESIA studies. Disclosure and recommended routine of communication for the future stakeholder engagement activities; during the ESIA are also presented. Preliminary Stakeholder Map is prepared to identify key stakeholders to indicate key stakeholders in which can be found in the below.

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<sup>4</sup> Studies on the Environmental Impact Assessment Project of the E-761 Motorway Project border of Republika Srpska - Pozega - Preljina - Pojate, section Pojate - Krusevac (Kosevi) from km 0-229.75 to km 27 + 600.00 (Traffic Institute CIP, 2018) EIA of Preliminary Design of Motorway E - 761 Pojate – Preljina, Section: Adrani – Mrcajevci (Institute for Roads J.S.C.,2011) Hydro technical Study Corridor of the Motorway E-761, Section Pojate-Preljina Field Study Outcomes (March 18 – 22, 2019)

<sup>5</sup> Consultation tools used for the past stakeholder engagement process presented in Chapter 5 in detail

Table 4-1. List of Stakeholders

Stakeholder Groups	Interested / Affected Party	Communication Tool
<b>Government</b>		
Ministry of Environmental Protection Ministry of Construction, Transport and Infrastructure Ministry of Agriculture, Forestry and Water Management Ministry of Internal Affairs Ministry of Mining and Energy Ministry of Labour and Social Policy Republic Institute for the Protection of Cultural Monuments Corridors of Serbia Roads of Serbia Jaroslav Černi (river regulation purposes)	Interested	Meetings; Conferences; Reports; Correspondence
<b>Technical</b>		
Project Designers EIA Consultants ESIA Consultants	Interested	Meetings; Conferences; Reports Correspondence
<b>Administration</b>		
Kraljevo Municipality Kruševac Municipality Čačak Municipality Vrnjačka Banja Municipality Trstenik Municipality Ćičevac Municipality Varvarin Municipality Cadastral Municipalities (in all affected municipalities)	Interested Affected	Meetings; Conferences; Reports; Correspondence
<b>Local Communities</b>		
All affected 48 local settlements within the Area of Influence of the Project.  Local Businesses  Formal and Informal Land Users	Affected	Consultation; Public hearings; Meeting; Corporate website Shares; Written Project brochure/poster/non-technical summaries Grievance mechanism Corporate social responsibility
Vulnerable groups; <ul style="list-style-type: none"> <li>• Elderly</li> <li>• Disabled</li> <li>• Low income</li> <li>• Untitled houses</li> <li>• Women headed households</li> <li>• Homeless</li> <li>• Seasonal Workers</li> <li>• Size of the land - less than 3 ha (%)</li> </ul>	Affected	Assistance to access Grievance mechanism Assistance to access Project information tools (report, meetings) Additional technical assistance (travel, legal) when necessary, Assistance to obtain updated on the preconstruction and construction activities.
<b>Media</b>		
Local and National Media	Interested	Press releases; Press conference Interview; Newsletters; Reports
<b>Non Governmental Organizations</b>		
See Annex-6 for the detailed NGO List.	Interested	Press releases; Press conference Interview;

Stakeholder Groups	Interested / Affected Party	Communication Tool
		Newsletters; Reports
<b>Project Employees</b>		
Direct Employees Indirect Employees Temporary Employees Trade Unions	Affected	Collective bargaining; Code of Conduct; Public reception; Corporate website; Corporate portal; Electronic network; Letters / responses to requests; Poll / survey; Training Mailing Worker Grievance Mechanism

#### 4.3.1 Vulnerable Groups

Vulnerable groups refers to Persons who, by virtue of; gender identity, sexual orientation, religion, ethnicity, indigenous status, age, disability, economic disadvantage or social status. They can be affected by project impacts differently than others and may be limited in their ability to claim or take advantage of project benefits. Therefore, Employer and the Contractor (with assistance of relevant Municipalities, when needed), shall apply provisions for assisting disadvantaged or vulnerable individuals that may be more adversely affected by displacement than others and who may be limited in their ability to claim or take advantage of livelihood assistance and related development benefits.

The sources of main impacts on the vulnerable people in the area are identified as traffic intensity, infectious disease and employment opportunities and land acquisition. The following vulnerable groups were identified at this stage of the Project.

**Table 4-2.** Potential Vulnerable Groups

Vulnerable Category	Support Methodology
<b>Elderly (aged over 65)</b>	<ul style="list-style-type: none"> <li>• Travel assistance</li> <li>• Assistance on acknowledging and signing official documents</li> <li>• Access to legal resources with an assistance in case of a need (i.e. transportation)</li> <li>• Assistance to access compensation payments</li> <li>• Assistance to clear and store materials from their land.</li> </ul>
<b>PAPs with size of a land less than 3 ha</b>	<ul style="list-style-type: none"> <li>• Assistance to find alternative land</li> <li>• Temporary livelihood assistance when required,</li> <li>• Job assistance</li> <li>• Replanting assistance</li> </ul>
<b>Disabled</b>	<ul style="list-style-type: none"> <li>• Travel assistance</li> <li>• Assistance to obtain personal documents</li> <li>• Assistance to access compensation payments</li> <li>• Access to legal resources with an assistance in case of a need (i.e. transportation)</li> <li>• Assistance to clear and store materials from their land.</li> </ul>

Vulnerable Category	Support Methodology
<b>Low income<sup>6</sup></b>	<ul style="list-style-type: none"> <li>• Priority for job opportunity during the construction phase of the Project</li> <li>• Access to legal resources with an assistance in case of a need (i.e. transportation)</li> <li>• Assistance to access compensation payments</li> <li>• Travel assistance</li> </ul>
<b>Informal structures</b>	<ul style="list-style-type: none"> <li>• Moving allowances</li> </ul>
<b>Women headed households</b>	<ul style="list-style-type: none"> <li>• equal employment opportunities for women;</li> </ul>
<b>Single parents households</b>	<ul style="list-style-type: none"> <li>• Where physical relocation is necessary, provide temporary housing</li> <li>• Temporary livelihood assistance when required,</li> <li>• Priority for job opportunity</li> <li>• Job assistance</li> </ul>
<b>Homeless</b>	<ul style="list-style-type: none"> <li>• Temporary livelihood assistance when required,</li> <li>• Priority for job opportunity</li> <li>• Job assistance</li> </ul>
<b>Seasonal Workers</b>	<ul style="list-style-type: none"> <li>• Temporary livelihood assistance</li> <li>• Priority for job opportunity</li> <li>• Job assistance</li> </ul>

To ensure that all Project affected stakeholders will have an opportunity to receive Project information, raise concerns or make written or oral comments, special provisions will be taken to consider vulnerable groups in a meaningful way, including but not limited to:

- Provision of transport to disclosure and public participation meetings (e.g. for elderly, physically disabled people or other people who wish to access the locations where public meetings are held).
- Allowing participants to either make comments formally during the meeting or informally on a one-to-one basis after a meeting.
- The option that the participants who are not able to read or write have the opportunity to listen to presentations and provide their concerns verbally to minute takers during or after the meeting.

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<sup>6</sup> According to Statistical Office of Republic of Serbia **poverty threshold** amounts to 15 600 dinars a month on an average for a single person household. For a household with two adults and one child aged below 14, the threshold is 28 080 dinars per a month, while for a four-member household with two adults and two children aged below 14, it amounts to 32 760 dinars.

## 5 STAKEHOLDER ENGAGEMENT

As indicated in the Legal Framework section of this Report, Serbia is a member of Aarhus Convention. The stakeholder engagement process of the Project has been started since the project planning phase and has been continued throughout the EIA processes. In that regards, public disclosure and meetings has been and will be conducted within the scope of the Spatial Plan and EIA processes.

In addition to the national requirements, ESIA and Resettlement and Livelihood Restoration Framework (RLRF) will be also disclosed with the PAPs and other stakeholders. The Table 5-1 below defines the past and planned stakeholder engagement activities to be conducted within the scope of the national and international requirements.

**Table 5-1. Stakeholder Engagement Activities**

Project Section	Engagement Activity	Planned Completed	Date
<b>Environmental Impact Assessment</b>			
Section-1	Disclosure of Environmental Impact Assessment (EIA) Report	Completed	July 19
Section-2	Disclosure of EIA Report	Planned	To be determined (TBD)
Section-3	Disclosure of EIA Report	Planned	TBD
Section-1	Public Participation Meeting (PPM) for EIA	Completed	August 2019
Section-2	PPM for EIA	Planned	TBD
Section-3	PPM for EIA	Planned	TBD
All Sections	Disclosure of Draft Spatial Plan	Completed	July-August 2019
All Sections	PPM for Draft Spatial Plan	Completed	November 2019
All Sections	Disclosure of updated Spatial Plan	Completed	November 2019
All Sections	PPM for updated Spatial Plan	Planned	TBD
<b>Resettlement and Livelihood Restoration Framework (RLRF)</b>			
All Sections	Submission of the Draft Framework with the Lenders (including the Lender Technical Advisor)	Planned	February 2020
All Sections	Disclosure of the Final Draft version through web-site and PPMs	Planned	February 2020
All Sections	Disclosure of the Final version	Planned	August 2020
<b>Environmental and Social Impact Assessment</b>			
All Sections	Gap Assessment for Scoping Phase	Completed	March 2019
All Sections	Consultations for Social Baseline and Impact Assessment	Completed	August-October 2019
All Sections	ESIA Disclosure PPM	Completed	September 2020

This SEP provides an overview of national frameworks and requirements of International Finance Institutions (IFI), and international best practices related to information disclosure and outline of the general approach to stakeholder engagement and public consultation.



The subsections below present the engagement and disclosure activities of the Project, including the future activities.

## 5.1 Stakeholder Engagement Activities according to National and International Requirements

### 5.1.1 Stakeholder Engagement Activities within the Scope of EIA Studies

For national requirements, the past and future stakeholder engagement activities are given in Table 5-2 and 5-2 below. The activities include disclosure of the Environmental Impact Assessment, Spatial Plan<sup>7</sup>, Environmental Impact Assessment prepared for the Project.

**Table 5-2.** Past Stakeholder Engagement Activities According to National Requirements

Activity	Details	Date	Responsible Party
Disclosure of Draft Spatial Plan	<p>The announcement of the disclosure of the Plan was published in the Daily newspaper "Kurir" of Serbia on 18th July 2019.</p> <p>Public Disclosure process for the Draft Plan was held from 18<sup>th</sup> July to 1<sup>st</sup> August 2019 for 30 days, at the local authorities in Kraljevo, Kruševac Čačak, Varvarin, Vrnjačka Banja, Trstenik and Čičevac, as well as on the Minister of Construction, Transport and Infrastructure (MCTI) website.</p> <p>The Commission<sup>8</sup> was established to conduct Public Disclosure process of the Draft Spatial Plan by the Decision of the MCTI to monitor and organize the public disclosure process.</p> <p>Upon completion of the disclosure process, a public participation session was held, on 26<sup>th</sup> August 2019 with the participation of the Commission representatives, local governmental bodies and the public. (See Figure 5-1)</p> <p>The outputs of the meeting is assessed by the Commission member and the technically feasible comments are taken into consideration for the finalization of the Plan.</p>	July 2019- August 2019	MCTI CIP
Disclosure of the Project EIA Scoping	<p>Roads of Serbia have applied for the Scoping for Environmental Impact Assessment to the relevant authority i.e., Ministry for the Environmental Protection, for the following sections of the Project:</p> <ul style="list-style-type: none"> <li>• Section 1 on August 15, 2018</li> <li>• Section 2 on July 02, 2018; and</li> <li>• Section 3 on July 02, 2018;</li> </ul> <p>Decisions on necessity and scope of the Environmental Impact Assessment were issued on December 18, 2018 and January 10, 2019.</p>	August 2018 - March 2019	Roads of Serbia

<sup>7</sup> The official process of the Project started in 2010 by the Republic of Serbia through adopting decision on development of the Spatial Plan for Specific Purposes for infrastructural corridor highway E-761, Section Pojate-Preljina (Official Gazette RS 84/10). In 2013, the Regulation of Spatial Plan for Specific Purposes for infrastructural corridor highway E-761 Section Pojate-Preljina adopted (Official Gazette RS 98/13).

<sup>8</sup> The commission is consisting of the President of the Commission; Đorđe Milić, M.Sc. Spatial Planner. Also the Members of the Commission are Miroslav Marić, M.Sc. Spatial Planner, Maja Krga, B.Sc. Spatial Planner, Dragan Jemuović, B.Sc. Mech. Eng., Dubravka Pavlović, B.Sc. Spatial Planner, Ivana Stefanović, B.Sc. Spatial Planner and Aleksandra Đumić, B.Sc. Spatial Planner



Activity	Details	Date	Responsible Party
	<p>Public disclosure for the EIA process was performed in accordance with the Law on Environmental Impact Assessment.</p> <p>There was a notice in daily newspapers e.g., "Politika" on August 22, 2018 and the request for Scoping was disclosed on the Ministry for Environmental Protection's web site<sup>9</sup>.</p> <p>The Project is also covered by the Serbian media channels to inform the citizens. On March 2019, the MCTI held a meeting on the Project with the affected mayors and municipal presidents, as well as representatives of companies and institutes involved in the design and future construction of the Project. Detailed information of the meeting was published on the Ministry's website<sup>10</sup>.</p>		
Disclosure for the EIA (Section – 1)	<p>EIA Study for Section 1 was delivered on 26<sup>th</sup> July 2019 to the Ministry for Environmental Protection. The announcement of EIA delivery was published on the Ministry for Environmental Protection website, whereof is indicated that interested public could review delivered EIA Study at the Municipality of Kruševac, Čičevac and Varvarin or Ministry website in the next 20 days. Public meeting was held on 15.08.2019 at the Municipality of Kruševac. The EIA Studies for Section 2 and Section 3 are currently in preparation process.</p>	July 2019	CIP

<sup>9</sup> <http://www.ekologija.gov.rs/obavestjenja/procena-uticaja-na-zivotnu-sredinu/>

<sup>10</sup> <https://www.mgsi.gov.rs/cir/aktuelnosti/mihajlovitsheva-sa-chelnicima-gradova-i-opshtina-koje-tshe-povezati-moravski-koridor>



**Figure 5-1.** Public meeting for the Spatial Plan

Table 5-3 below presents the future engagement activities to be conducted according to the national requirements.

**Table 5-3.** Future Stakeholder Engagement Activities According to National Requirements

Activity	Details	Date	Responsible Party
Disclosure for the EIA (Section – 2 and 3)	The EIA Studies for Section 2 and Section 3 are currently in preparation process.	To be Determined (TBD)	CIP and Highway Institute
Disclosure of the Draft version Project Spatial Plan	Repeated public disclosure for the Project will be held from November 04 to November 18, 2019 in Kraljevo and Krusevac and Vrnjacka Banja and Trstenik, as well as announced on the website of the Ministry of Construction, Transport and Infrastructure ( <a href="http://www.mgsi.gov.rs">http://www.mgsi.gov.rs</a> ) and the web pages of local self-government units.  Natural and legal persons may submit their comments to the Draft Spatial Plan until the November 18, 2019. The Public Disclosure meeting is expected to be held on November 29, 2019, in the municipality of Vrnjacka Banja.	04-18 November 2019	MCTI and CIP

### 5.1.2. Stakeholder Engagement Activities within the Scope of ESIA Studies

For the scope of the ESIA studies, the past and future stakeholder engagement activities are given in Table 5-4 and 5-4 below.

**Table 5-4** Past Stakeholder Engagement Activities within the Scope of ESIA Studies


Activity	Details	Date	Responsible Party																		
Gap Assessment Studies for ESIA	<p>For the initial stakeholder analysis, 2U1K conducted Key Informant Interviews (KII) carried out in order to:</p> <ul style="list-style-type: none"> <li>•understand the Justification of the Project;</li> <li>•obtain updated information on the EIAs prepared for the different phases of the Project; and</li> <li>•understand the possible environmental and social impacts and the approach to mitigations of the impacts.</li> </ul> <p>It should be noted that, these interviews were carried out in an unofficial way and the scope of the meetings were limited since the ESIA process did not start officially.</p> <p>Following authorities were interviewed within the scope of Gap Assessment as:</p> <ul style="list-style-type: none"> <li>• Institute for Nature Protection of Serbia.</li> <li>• CIP</li> <li>• Highway Institutie</li> <li>• Roads of Serbia</li> <li>• Jaroslav Černi (The outputs of the KII consultations are presented in Annex-2).</li> </ul>	March 2019	The Contractor 2U1K																		
ESIA Consultation Phase	<p>Table below presents the number of surveys and interviews conducted respectively and following sub-sections provide details of the surveys conducted.</p> <table border="1"> <thead> <tr> <th>Type of Survey/ Interview</th> <th>Number of Surveys/Interviews/ Meetings</th> </tr> </thead> <tbody> <tr> <td>Household Surveys</td> <td>1563</td> </tr> <tr> <td>Community Level Surveys</td> <td>48</td> </tr> <tr> <td>Key Informant Interviews (KIIs) during the Gap Assessment</td> <td>6</td> </tr> <tr> <td>KIIs with Non-Governmental Organizations</td> <td>9</td> </tr> <tr> <td>KIIs with Affected Municipalities</td> <td>7</td> </tr> <tr> <td>Focus Group Discussions</td> <td>7</td> </tr> <tr> <td>Business Surveys</td> <td>110</td> </tr> <tr> <td>Consultation for Resettlement and Livelihood Restoration Framework</td> <td>7</td> </tr> </tbody> </table>	Type of Survey/ Interview	Number of Surveys/Interviews/ Meetings	Household Surveys	1563	Community Level Surveys	48	Key Informant Interviews (KIIs) during the Gap Assessment	6	KIIs with Non-Governmental Organizations	9	KIIs with Affected Municipalities	7	Focus Group Discussions	7	Business Surveys	110	Consultation for Resettlement and Livelihood Restoration Framework	7	August 2019 – October 2019	2U1K
Type of Survey/ Interview	Number of Surveys/Interviews/ Meetings																				
Household Surveys	1563																				
Community Level Surveys	48																				
Key Informant Interviews (KIIs) during the Gap Assessment	6																				
KIIs with Non-Governmental Organizations	9																				
KIIs with Affected Municipalities	7																				
Focus Group Discussions	7																				
Business Surveys	110																				
Consultation for Resettlement and Livelihood Restoration Framework	7																				

Activity	Details	Date	Responsible Party
	<p>The qualitative and quantitative tools that were used during the ESIA consultation phase in order to gather data for baseline purposes are as follows:</p> <p>Community Level Surveys (CLS): Community level surveys were performed with the village representatives and 46 CLS were conducted in total.</p> <p>Household Surveys (HHS): There is a total of 48 settlements within the buffer zone of 1000 meters. In period from 26.08.2019-26.09.2019 1563 household surveys conducted according to the sample size determined in compliance with the population of the settlements. (The main impacts expected by the participants according to the settlements is presented in Annex-3.)</p> <p>Focus Group Discussions (FGD): Another method used for qualitative primary data collection is planned to be focus group discussions (FGDs) with different social/stakeholder groups: men, women, farmers, entrepreneurs, youth, elderly, etc. (See Annex 5 for details of the FGDs)</p> <p>NGO meetings: In period from 10.09.2019 till 18.10.2019, 10 NGO FGDs were held by the local social team with the supervision of 2U1K.</p> <p>Following NGOs were interviewed:</p> <ul style="list-style-type: none"> <li>• NGO Treehouse</li> <li>• Krusevac's Educational Center</li> <li>• Eurokontakt</li> <li>• Bee organization</li> <li>• White Tree Organization</li> <li>• NGO EKO IBAR</li> <li>• NGO Morava Fishing Association, former president of the municipality</li> <li>• Information level about the Project is inadequate.</li> <li>• West Morava Water Sports Association and Ecology Society</li> <li>• Women Entrepreneur Association</li> </ul> <p>The summary of NGO meetings is presented in Annex-4.</p> <p>Key Informant Interviews (KII): Key informant interviews (KIIs) were held with relevant local leaders and topic experts like health care professionals, education professionals, local government officers and other individuals able to provide specific information. Key Informant Interviews are realized in 7 Municipalities.</p> <p>Total of 110 companies were interviewed within the scope of Business surveys for the Project as:</p>		


Activity	Details		Date	Responsible Party																		
	<table border="1" data-bbox="824 295 1263 555"> <thead> <tr> <th>Municipality</th> <th>Number of Surveys</th> </tr> </thead> <tbody> <tr> <td>Ćićevec</td> <td>12</td> </tr> <tr> <td>Varvarin</td> <td>11</td> </tr> <tr> <td>Kruševac</td> <td>19</td> </tr> <tr> <td>Vrnjačka Banja</td> <td>13</td> </tr> <tr> <td>Trstenik</td> <td>8</td> </tr> <tr> <td>Kraljevo</td> <td>18</td> </tr> <tr> <td>Čačak</td> <td>29</td> </tr> <tr> <td><b>TOTAL</b></td> <td><b>110</b></td> </tr> </tbody> </table> <p data-bbox="392 603 1084 627">Through the mentioned surveys following topics were discussed :</p> <ul data-bbox="439 639 1162 963" style="list-style-type: none"> <li>• Population and Demography of the Aol</li> <li>• Economic conditions of the Aol</li> <li>• Existing ecosystem services of the Aol</li> <li>• Health, environment and security conditions of the Aol</li> <li>• Infrastructure and Services of the Aol</li> <li>• Vulnerability assessment</li> <li>• Existing tangible and intangible resources located within the Aol</li> <li>• Project Information level of the interviewees</li> <li>• Suggestions for the Project development</li> </ul> <p data-bbox="392 975 1697 1054">Social baseline conditions of the Aol derived from the desktop and field studies can be found in Chapter 5 of the ESIA Report. Social impact Assessment including suggestions made by the interviewees can be found in Chapter 6 of the ESIA Report for respective topics listed above.</p>		Municipality	Number of Surveys	Ćićevec	12	Varvarin	11	Kruševac	19	Vrnjačka Banja	13	Trstenik	8	Kraljevo	18	Čačak	29	<b>TOTAL</b>	<b>110</b>		
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Disclosure of the Resettlement and Livelihood Restoration Framework (RLRF)	<p data-bbox="392 1075 1697 1129">On January 22, 2020, both English and Serbian versions of the RLRF were disclosed on the official web site of the Corridors of Serbia (CoS) from the links provided below:</p> <p data-bbox="392 1139 568 1163">Serbian version:</p> <p data-bbox="392 1166 1648 1190"><a href="http://koridorisrbije.rs/site/content/media/img/files/Morava%20RLRF%20Rev_%2010%20(14_01_2020)_Serbian(1).pdf">http://koridorisrbije.rs/site/content/media/img/files/Morava%20RLRF%20Rev_%2010%20(14_01_2020)_Serbian(1).pdf</a></p> <p data-bbox="392 1203 562 1227">English version:</p> <p data-bbox="392 1235 1435 1259"><a href="http://koridorisrbije.rs/site/content/media/img/files/RLRF_Rev_10%20(14_01_2020)%20CC.pdf.pdf">http://koridorisrbije.rs/site/content/media/img/files/RLRF_Rev_10%20(14_01_2020)%20CC.pdf.pdf</a></p> <p data-bbox="392 1272 1697 1326">In the third quarter of February 2020, public participation meetings for disclosure were conducted to share the scope of the Framework</p> <p data-bbox="392 1335 1697 1359">For the announcement of the disclosure meeting, several invitation channels were used including the TV announcements,</p>		Third quarter of February 2020	2U1K CoS																		


Activity	Details	Date	Responsible Party																
	<p>municipal announcements, radio and social media</p> <p>Various informative materials were prepared to be used during the disclosure meetings including the presentation, brochure, maps (showing the motorway route, expropriation zone and the associated facilities) and comment forms</p> <p>Distribution of the participants according to the municipalities given in below.</p> <table border="1" data-bbox="801 427 1283 730"> <thead> <tr> <th>Municipality</th> <th>Number of Participants</th> </tr> </thead> <tbody> <tr> <td>Krusevac</td> <td>9</td> </tr> <tr> <td>Cicevac</td> <td>8</td> </tr> <tr> <td>Trstenik</td> <td>30</td> </tr> <tr> <td>Vrnjačka Banja</td> <td>26</td> </tr> <tr> <td>Kraljevo</td> <td>37</td> </tr> <tr> <td>Čačak</td> <td>21</td> </tr> <tr> <td>Total</td> <td>131</td> </tr> </tbody> </table>	Municipality	Number of Participants	Krusevac	9	Cicevac	8	Trstenik	30	Vrnjačka Banja	26	Kraljevo	37	Čačak	21	Total	131		
Municipality	Number of Participants																		
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ESIA Disclosure	<p>2U1K experts conducted a field study on August 2020 to assess whether open air Public Participation Meeting (PPM) could be arranged with local authorities and venues considering mandatory restrictions and social distancing measures associated with Covid-19. With the assessment of venues in August, all the arrangements and official permits were completed to conduct open air Public Participation Meetings in each affected villages, respectively. With the approval of local authorities, Contractor, Employer and Project Lenders; 2U1K was able to arrange and organize outdoor Public Participation Meetings located on each affected municipalities between the dates of September 23-30. The arranged venues were feasible to invite affected villages' leaders/ representatives and interested NGOs.</p> <p>All the villages arranged to have Project Leaflets prior to PPMs and banners posted at the office of the village heads. It is important to note that the number of leaflets calculated for each affected villages according to ESIA baseline data to cover all vulnerable households in minimum. In other words, availability of leaflets for all vulnerable households was the key approach to reach out to them one by one and provide information on Project documents and how to contact to Project Parties. Also, website of the Employer announced the meetings in local language. The announcement of PPMs as well as the soft copy of the Non-Technical Summary of the ESIA Report can be accessed from: <a href="http://koridorisrbije.rs/sr/n-a-5f6206db6de3c">http://koridorisrbije.rs/sr/n-a-5f6206db6de3c</a></p> <p>Also, 17 NGOs and organizations were invited to participate in the open air venues. NGOs whom participated during the ESIA studies are also included in the invitation circle. The invitation made in Serbian language and included following information;</p> <ul style="list-style-type: none"> <li>• Purpose of the Meeting</li> <li>• Brief Project Information</li> <li>• PPM Schedule for Each Affected Municipality</li> <li>• Covid-19 Precautions</li> <li>• Access to Project Documentation</li> </ul>	September 2020	2U1K BEJV CoS																

Activity	Details	Date	Responsible Party
	<ul style="list-style-type: none"> <li>• Contact Information.</li> </ul> <p>Each meetings presented through a local facilitator whom was capable of translate from Serbian to English to obtain additional information from the 2U1K experts when necessary. In addition, meetings included hard copies of Project leaflets available for stakeholders to obtain. Also Project banners were posted entrances of the meeting venue.</p> <p>The presentation contained the following topics;</p> <ul style="list-style-type: none"> <li>• Purpose of the Meeting,</li> <li>• Covid – 19 briefing and precautions,</li> <li>• Introduction of the Project,</li> <li>• Explaining the Project parties,</li> <li>• Benefits of the Project,</li> <li>• Project sections and sectors,</li> <li>• Roles and responsibilities,</li> <li>• Land acquisition and resettlement,</li> <li>• Project construction schedule,</li> <li>• Project elements,</li> <li>• River regulation,</li> <li>• Introduction to environmental and social area of influence,</li> <li>• Environmental and social baseline studies conducted for the ESIA,</li> <li>• Key environmental and social impacts expected for construction and operation phase of the Project,</li> <li>• Environmental and Social Management and Monitoring Plan,</li> <li>• Conclusion,</li> <li>• Informed consultation and participation,</li> <li>• Grievance mechanism,</li> <li>• Access to Project documents and contact information.</li> </ul> <p>As can be seen in the images below the Route map was prepared for each affected municipality and hard copy (in A1 size) and presented at the end of the PPM for the interested stakeholders to show;</p> <ul style="list-style-type: none"> <li>• Route of the motorway,</li> <li>• Associated facilities,</li> <li>• River regulation,</li> <li>• Expropriation zone,</li> <li>• Location of the bridges, interchanges and underpasses,</li> <li>• EUNIS Habitat,             <ul style="list-style-type: none"> <li>• Location of the villages.</li> </ul> </li> </ul> <p>Summary of each PPMs presented in the following Table, for details of the PPM arrangements, tools provided and all recorded suggestions / feedbacks received from the participants can be found in Annex 11 of this Report.</p>		


Activity	Details			Date	Responsible Party
	Municipality	Meeting Date	Summary of the Meeting		
	Cicevac	September 23,2020	<p>The meeting was conducted in the backyard of the Economical Trade School of Cicevac at 5:00 P.M. In total there were 9 local participants, Deputy Mayor of Cicevac Municipality, representatives from Cicevac Municipality, local media representatives, experts from Corridors of Serbia, BEJV representatives and experts whom will conduct Resettlement Action Plan.</p> <p>At the end of the presentation, the attendees wanted to look at the route map in detail with the assistance of 2U1K experts, route of the Motorway, location of bridges, underpasses and overpasses and Project facilities were shown to locals.</p>  <p>An attendee stated that borrow pit is close to the Morova river and some small lakes formed in pits emptied as a result of similar material extraction for some other projects in the region previously. As a response, 2U1K experts acknowledged this comment, pre-cautions, and mitigation measures were explained regarding to this concern (rehabilitation or reinstatement works were discussed with the locals). Also, continuing supplementary biodiversity studies were also mentioned to the attendee and result of the studies will give opinions to Project designed for rehabilitation and reinstatement options.</p>		




Activity	Details		Date	Responsible Party
	Varvarin	<p>The PPM was conducted at the Plaza Hotel in Varvarin Municipality. In total there were 10 local participants, including Deputy President Assembly of Varvarin, officials from Varvarin Municipality, local TV (RTK TV), local business owners, experts from Corridors of Serbia, BEJV representatives and experts whom will conduct Resettlement Action Plan. Deputy President Assembly of Varvarin was provided with hard copy of Non-Technical Summary of ESIA and leaflets for further distribution. Local news reporters interviewed Günal Özenirler with the help of translation by Lola Milojevic to introduce the Project, location of Project facilities and purpose of the PPM.</p> <p>At the end of the presentation, an attendee stated that there is an old church located in Maskare village and wondered whether the stated church will be impacted due to Project. 2U1K experts explained the archeological studies conducted within the scope of ESIA and concluded that no tangible or intangible values will be impacted due to Project. Also, Chance Find Procedure was explained to the attendee.</p>  <p>Another attendee stated ongoing issues with flood in the Region and wondered how the Project will place a role in this matter. 2U1K explained the purpose of the river regulation for the Project as well as other flood protection measures considered within the scope of the Project. The representative from CoS also contributed to the explanation river regulation design.</p>		

Activity	Details		Date	Responsible Party
	Krusevac	<p>The PPM was conducted at the Nicolo Hotel located in Krusevac Municipality. The local participants were offered for bottled drinks, hygienic supplies and Project leaflets. In total there were 9 local participants, Counselor Member of the Krusevac, Secretary of the Local office in Kuklin, local TV (Jefimija TV), locals whom are affected by the expropriation, representor from CoS, BEJV representatives and experts whom will conduct Resettlement Action Plan. The Counselor Member was provided with hard copy of Non-Technical Summary of the ESIA and leaflets for further distribution. Local news reporter interviewed Günal Özenirler with the help of translation by Lola Milojevic to introduce the Project, location of Project facilities and purpose of the PPM.</p> <p>At the end of the presentation, an attendee asked whether it is safe to continue agricultural production nearby the Motorway. 2U1K environmental expert (Günal Özenirler) explained the environmental studies conducted for the both construction and operation phases to assess the short term, long term and residual impacts of the Project. Considering the studies conducted in regard to air and noise impacts, the results of measurement and modelling studies show that agricultural fields neighboring the Motorway will not have a residual impacts after the implementation of mitigation measures stated in the ESIA.</p> 	September 25,2020	


Activity	Details			Date	Responsible Party
			<p>Another attendee asked what type of impacts are expected in neighboring locations by the quarry located in Makresani village. 2U1K environmental expert (Günel Özenirler) explained that the area of influence of the Project includes not only the route of the Motorway, Project facilities and areas for the river regulation also included. In that regards, environmental baseline studies for air quality, noise and vibration were also covered for the potential quarry locations in the ESIA study. To minimize impacts, the area of the quarry was decided reduced in order to mitigate impacts to the locals, sensitive receptors, settlements and beehives. It was also noted by the 2U1K that, this Project will be financed by the International Finance Institutions and according to their standards, the rehabilitation of selected quarries is committed within the scope of Project. Management and monitoring of the Project facilities are also covered in the Environmental and Social Monitoring and Management Plan of the ESIA. In case the locals have further comments / suggestions in regard to this matter, communication channels of the Project were reminded to the locals as given in the PowerPoint presentation.</p>		
	Trstenik	September 26, 2020	<p>The PPM was conducted at the Public Venue in front of the local library in Trstenik Municipality. The local participants were offered for bottled drinks, hygienic supplies and Project leaflets.</p> <p>In total, there were 27 participants, Mayor of the Trstenik Municipality, Vice President of Trstenik Municipality, local TV (Trstenik TV), locals whom wanted further information on the expropriation, representors from CoS and BEJV. The Mayor was provided with hard copy of Non-Technical Summary of the ESIA and PR official from the Trstenik was provided with additional leaflets for further distribution. Local news reporter interviewed Günel Özenirler with the help of translation by Dragan Kovacevic to introduce the Project, location of Project facilities and purpose of the PPM.</p>		


Activity	Details			Date	Responsible Party
			 <p>At the end of the presentation, the locals were pleased to be discussed further details with the representor from CoS, Nina Valcic, in regard to future expropriation procedures planned within the scope of the Project. Nina Valcic started her speech with the brief information of the Expropriation Law and procedures adopted within the national framework. Also, she explained the Project will also follow International Finance Institutions requirements to bridge any gaps by the national legislation. Availability of Cadastral Maps were also discussed by Nina Valcic and the availability of these maps can be found in CoS website as well as in all affected Municipalities. The evaluation procedure for the expropriated lands, structures and agricultural products were briefly introduced by Nina Valcic. The upcoming social field study for the Resettlement Action Plan was introduced and the procedures were briefly discussed as well, the further announcements in regard to RAP studies will also be made by the Trstenik Municipality officials.</p>		
	Vrnjacka Banja	September 28,2020	<p>The PPM was conducted at the amphitheater located in Vrnjacka Banja Municipality. The local participants were offered for bottled drinks, hygienic supplies and Project leaflets.</p> <p>In total, there were 33 participants including the Mayor of Vrnjacka Banja, local TV (VRT TV), locals whom wanted further information on the expropriation, representors from CoS and BEJV. The Mayor was provided with hard copy of Non-</p>		

Activity	Details		Date	Responsible Party
		<p>Technical Summary of the ESIA. Local news reporter interviewed Günal Özenirler with the help of translation by Dragan Kovacevic to introduce the Project, location of Project facilities and purpose of the PPM.</p>  <p>At the end of the presentation, an attendee requested further information on who to contact regarding the construction activities. 2U1K representative, Günal Özenirler, explained that the Contractor will implement Construction Management Plan. Within the scope of this Plan, affected settlements for upcoming construction works will be notified prior to construction activities in detail. Also, Mr. Özenirler stated that the engagement with stakeholder will be continuous process throughout the phases of the Project. Stakeholder Engagement Plan (SEP) prepared for this Project was briefly introduced and explained locals how to access to the Report.</p> <p>Another attendee stated that after the expropriation, his settlement will be separated in two and additional access may be needed for locals in terms of health and school services. 2U1K representative, Günal Özenirler, explained the planned bridges and underpasses to be constructed within the Project and showed the locations of these structures through the map at the end of PPM directly to the attendee. Field studies in the scope of RAP will discuss this issue with the locals in further details, and these types of issues will be covered in RAP. In case they have further questions or suggestions in regard to this matter, grievance mechanism was reminded to the</p>		



Activity	Details			Date	Responsible Party
	Kraljevo	September 29,2020	<p>attendee again.</p> <p>The PPM was conducted at the entrance of Bataljan Elementary School. The school administration provided electricity, chairs and desks for 2U1K. Both entrance of the venue arranged to include masks and hygienic supplies for the attendees.</p> <p>In total, there were 29 participants including; officials from local environmental NGO, local TV (RVT Kraljevo), locals who wanted further information on the expropriation and ecological conditions of the Morava River, representors from CoS and BEJV. Although the Municipality officials were previously contacted officially through letter, e-mail and phone call, Municipality representors were not present in the meeting. Local news reporter interviewed Günal Özenirler with the help of translation by Dragan Kovacevic to introduce the Project, location of Project facilities and purpose of the PPM.</p> <p>At the end of the presentation, a local asked the purpose behind the river regulation and how this with affect the natural habitat in the Morava River. Similar to the comment, an attendee from a local NGO asked how river regulation activities will be monitored. 2U1K representative, Günal Özenirler, explained the purpose of the river regulation, especially in terms of flood prevention. For ecological conditions, the intensive ecological baseline survey within the scope of ESIA study was explained and background disciplines of the national and international experts who conducted the baseline studies were briefly introduced. Mitigation measures considered within the scope of river regulation (including technical details) also explained by Mr. Özenirler and for attendees whom may want further information can access to the NTS whether in hard copy or electronic version. Additional ecological studies that are currently been ongoing was also introduced and the banner posted regarding the details of the ongoing studies were shown to the attendees, the results of the studies stated to be disclosed to all interested stakeholders. The purpose of Environmental and Social Management Plan as introduced in the PowerPoint presentation was expanded to explain what type monitoring activities are suggested in terms of surface water, ground water, flora, fauna and soil. Last, 2U1K representatives also explained that during the construction activities continuous engagement will be made with interested and affected stakeholders and reference to Stakeholder Engagement Plan (SEP) was made and how the locals can access to Serbian version SEP was also explained.</p>		

Activity	Details			Date	Responsible Party
			 <p>Another attendee requested further information on the studies conducted for soil quality. 2U1K representative, Günal Özenirler, explained the studies conducted within the scope of baseline studies and measures considered after the assessment of potential impacts. Günal Özenirler also noted that selection of borrow pits were made with the consideration of environment, social and cultural aspects.</p>		
	Cacak	September 30,2020	<p>The PPM as conducted at the public hall located in municipality center. In total, there were 33 participants including; officials from Cacak Municipality, local TV (Galaksija TV), locals who wanted further information on the community health and safety, expropriation and river regulation of the Morava River, representors from CoS and BEJV. The hard copy of Non-Technical Summary of the ESIA Report was provided to the Public Relations department of the Cacak Municipality as well as locals who requested to 2U1K experts. Local news reporter interviewed Günal Özenirler with the help of translation by Dragan Kovacevic to introduce the Project, location of Project facilities and purpose of the PPM.</p> <p>At the end of the presentation, an attendee asked about the impacts of the river regulation in terms of ground and surface water. The results of the environmental impact assessment in terms of ground and surface water explained by 2U1K expert, Günal Özenirler. Especially as the locals seemed to be concerned for the groundwater; Mr. Özenirler pointed out that no negative impact is foreseen for the</p>		

Activity	Details		Date	Responsible Party
		<p>groundwater. Mr. Özenirler stated that the levels in groundwater will be monitored through the monitoring wells and mitigation measures are already prepared in case there is a change for groundwater levels in the region. Also, Mr. Özenirler pointed out the Technical Review of the River Regulation study that is currently being ongoing with the attendees. The purpose of the river regulation, especially from the aspect of flood prevention was also explained to the locals by Mr. Özenirler. River regulation impacts in terms of ecosystem was discussed and in-depth studies conducted within the ESIA were introduced to the locals. At this stage, summary of the existing study ecological studies was stated to be accessed from the Non-Technical Summary of the ESIA. Mr. Özenirler also pointed out the ongoing critical habitat assessment and biodiversity studies for the Project. Last, Mr. Özenirler explained the stakeholder engagement activities will be ongoing throughout the project phases, and construction activities will be notified to the locals in an appropriate timeframe before the work starts.</p>  <p>Another attendee complained regarding the lack of information provided to locals who are affected by the expropriation. 2U1K expert Yasemin Celikel stated that this Project will obey not only national legislations also requirements of International Finance Institutions. Therefore, transparency and ongoing stakeholder engagement is the key approach to move forwards with the Project. For expropriation related</p>		



Activity	Details				Date	Responsible Party
				matters the locals were also suggested to look over the disclosed Resettlement and Livelihood Restoration Framework of the Project. Also, the locals were informed that there is an ongoing Resettlement Action Plan study that the locals can be reached by the experts to convey their issue in detail. Experts from CoS made a speech stating these issues will be taken into a consideration for further assessment and requested attendees with similar complaints to address this issue through official mechanisms to be recorded and monitored. Also, grievance mechanism was mentioned again to all attendees and details communication options repeated by Mr. Özenirler.		

### 5.1.2 Summary of the Social Field Studies for the ESIA Report

The social study area was decided by considering the impacts sourced from transportation route, workers accommodation, noise during construction and operation phases, labour influx, land use, changes on dust and air quality. As stated previously, there are 7 municipalities and 48 settlements within the envisaged the Project and construction facilities.

The objective of primary data collection is to gather recent data, to triangulate it with secondary data and to gather first-hand information from potentially impacted communities.

The Table below presents the number of surveys and interviews conducted respectively and following sub-sections provide details of the surveys conducted.

**Table 5-5.** Surveys and Interviews Conducted by 2U1K

Type of Survey/ Interview	Number of Surveys/Interviews/ Meetings
Household Surveys	1563
Community Level Surveys	48
Key Informant Interviews (KIIs) during the Gap Assessment	6
KIIs with Non-Governmental Organizations	9
KIIs with Affected Municipalities	7
Focus Group Discussions	7
Business Surveys	110

Following subsections will address brief summary of the outcomes of the social field study in respective topics. Details of the social field study as well as other topics that were covered can be found in ESIA Chapter 5, furthermore, Chapter 6 of the ESIA Report presents the impact assessment derived from the outcomes of the baseline conditions of the Area of Influence.

Further details on surveys can also be found in Annex 2 (Key Outputs of KIIs during Gap Assessment Study), Annex 3 (Summary of CLSs and HHSs), Annex 4 (List of NGOs interviewed) and Annex 5 (Summary of Focus Group Discussions) of this Report.

#### 5.1.2.1 Population of the Area of Influence

**Cicevac Municipality:** According to the outputs of the Community Level Surveys, total of 3,576 people live in four villages. In all settlements interviewed, it was stated that the population decreases due to economic reasons.

**Krusevac Municipality:** Unlike the other municipalities where Community Level Surveys were conducted, it was observed that in some settlements of Krusevac Municipality, population increase was observed directly related to job opportunities.



Varvarin Municipality: According to Community Level Surveys results, Bošnjane village is experiencing the population increase as a result of economic opportunities and the population of the Maskere village decreases due to lack of employment opportunities.

Kraljevo Municipality: When the municipalities in the impact area are analyzed, it was observed that Kraljevo is the most affected Municipality in terms of number of the villages in the AoI of the Project. There are 11 villages located in the 1 km AoI of the Project with the total population of 14,249. The economic reasons stated to be the main cause of both population growth and the population decrease.

Vrnjačka Banja Municipality: 15,115 people live in the affected villages located in 1 km zone of Vrnjačka Banja Municipality. This Municipality is more heterogeneous in terms of ethnic composition when compared to the other Municipalities. There are 7% of Roma in Gracac and 1-3% of Bulgarians and Hungarians in the other villages.

Trstenik Municipality: The average household size of the villages varies between 2.5 and 4. In all villages, there is a decrease in the population due to economic reasons.

Cacak Municipality: According to the results of Community Level Surveys, majority of the affected villages population figures have been decreasing due to economic reasons.

#### 5.1.2.2 Economy of the Area of Influence

Based on the Household and Community Level Surveys, the PAPs are predominantly involved in agricultural activities as their main source of income. Also, livestock activities are common for household purposes.

In all affected municipalities, unemployment was stated to be a significant issue. Especially considering the fact that increased number of out-migration of young generation occurred over the recent years due to lack of job opportunities.

Among the affected municipalities, Trstenik municipality is observed to be most affected from the lack of employment opportunities in the AoI. On the other hand, considering the unemployment rate (34.9 %) and number of villages (seven) affected by the Project related activities, especially during the expropriation process, Trstenik municipality is one of the highly sensitive receptors when assessing the local economy. Also, considering the unemployment rate (26.9%) and number of affected villages (11), it can be stated that Kraljevo municipality is moderately sensitive in terms of economic impacts of the Project.

#### 5.1.2.3 Ecosystem Services of the Area of Influence

The Project alignment will pass through forestlands in each of the Municipalities within the AoI. The most affected Municipalities are located in Section-2 including Trstenik and Vrnjačka Banja Municipalities. The forestlands in the AoI are mainly used for wood, plant and mushroom collection and hunting purposes. All of the forest related activities are mainly used for household consumption according to the results of social field study.

During the site visit conducted by 2U1K in August 2019, it was observed that the Quarry area proposed by the Contractor is located in the close proximity to apicultural activity area. However, beekeeping activities are carried out various locations in the forest area, and the locations of all beekeepers could not be determined during ESIA studies. According to the information received from the Association of Professional Beekeepers, beehives located in the close proximity Morava River will be affected by the excavation and blasting activities of the Project including dust, noise and vibration. The beekeeper Association of Krusevac recommended that the construction activities should be conducted as much as practical distance from the beehives (in May, June, July they can fly 2 km) by considering the seasonal changes.

During the discussions with the head of villages, although there may be lack of touristic activities nor facilities among the Aol, it was stated that most of the affected settlement may have potential to become a touristic location. This matter is also covered in the Spatial Plan (November 2019) of the Project indicating the importance of Project to increase the tourism potential of the affected settlements through easier accessibility of the settlements.

During the social field studies, the head of each affected villages was asked the purpose of Morava River usage, although fishing activities are common in majority of the affected settlements within the Aol, the locals do not generate income from fishing. On the other hand, Cacak Municipality is observed to be the only affected municipality that use the River for transportation purposes.

#### 5.1.2.4 Cultural and Intangible Values of the Area of Influence

During the social field study, specific questionnaires were dedicated to determine and understand the existing tangible/intangible cultural heritages among the Aol.

According to Spatial Plan, National EIAs and the interviews with focus groups and head of villages, it was determined that there are intangible cultural heritage such as two sacred trees and an old building in the Municipality of Maskare, archaeological sites and immovable cultural assets in the Project and the route of the motorway and area of the river regulation was determined in line with these information. Thus, the Motorway route and area of the river regulation works will not coincide with any archaeological area and immovable cultural assets and will not impact these areas.

As stated in the Spatial Plan of the Project, these trees were left outside of the selected route of the Motorway. In addition, according to the design of the Project, none of the Project construction facilities will be neighboring these trees. The locals access to of these sacred trees are through existing unpaved village roads.



#### 5.1.2.5 Project Information Level of the Area of Influence

Project Information Level has been asked through Community Level Surveys and Household Surveys. It was stated that the Project was heard by the public in all settlements. Television is the primary source of information for the public and the second source of information was stated as radio and the internet. Village heads stated that their knowledge of the Project is not sufficient, and they would like to be informed in more detail about the following issues:

- Employment Opportunities;
- The Proposed Motorway Route Alignment;
- Construction Period;
- Operation Period;
- Compensation; and
- Expropriation.

#### 5.1.2.6 Vulnerability Assessment of the Area of Influence

Cicevac Municipality: When the villages located in the Cicevac Municipality were compared according to the different vulnerability categories, it is seen that the Stalac village has the population density. The main vulnerability indicator based on the financial indicators and mora 75% of the households in the interviewed villages cannot make saving. Almost 50% of household members of the households in the villages except Mrzenica village are unemployed. Grad Stalać is the only village that has ethnic minority.

Krusevac Municipality: When the villages located in the borders of Krusevac Municipality compared, it is seen that the Citluk village has the all vulnerable categories. It was seen that the main source for the vulnerability is economy. The most populated group among all villages are the unemployed and the low educated groups. There was no ethnic minority in the villages. The number of people with chronic illnesses, people with disabilities or over 65 years of age and the number of households with having difficulty payments are quite low compared to other vulnerability categories.

Varvarin Municipality: It was observed that the village of Maskare has the more vulnerable groups when it compared with the village of Bosnjane. The most populated vulnerable category is the people who cannot make saving in two villages. Maskare also a high population in terms of age and chronic diseases.

Kraljevo Municipality: It has been observed that the Kraljevo Municipality has the less vulnerable population when it compared to other municipalities in the AoI. In Vrba, Grdica and Popovići villages, land per household is smaller than 3 hectares. It was seen that the livelihood sources related to agriculture in this Municipality are lower than the other Municipalities. Vrba is the most populous group among vulnerable groups in Kraljevo.

Vrnjačka Banja Municipality: According to the results of Household Surveys, it has been analyzed that most vulnerable groups resides in Ruđinci village within the borders of Vrnjačka Banja. The vulnerability in this Municipality based on the economy as in other settlements and is related to the limited asset ownership. A large proportion of the households interviewed in the villages of Vrnjačka Banja municipality have less than 3 hectares of land. The education rate is relatively higher than other municipalities. The number of people has no income other than agriculture was the highest in the village of Novo Selo.

Trstenik Municipality: Among the villages located in the municipality of Trestenik, it was observed that the village of Ugljarevo and Medveđa has the most populous groups in terms of vulnerability. The main vulnerability areas are land ownership and low education.

Cacak Municipality: When the results of the household surveys were evaluated, it was seen that Preljina was the village with the highest number of vulnerable groups among the villages in Cacak Municipality. The reason for the vulnerability in this village is related to the limited assets ownership. When the whole municipality is assessed, it is seen that the majority of the villages has less than 3 hectares.

## 5.2 Tools for Communication Routine

The Contractor will develop disclosure materials that are clear, consistent and provided in a timely manner to local communities and other stakeholders. All the communication materials will be developed in English and Serbian languages. Prior to any disclosure, the Contractor will conduct pre-disclosure planning to define a process for information disclosure that ensures that all key groups within Communities of Interest are given the opportunity to receive and comment on Project information.

### 5.2.1 Internet/Website

The Contractor will update its website with relevant project information in Serbian language as a minimum. The ESIA will be made available on the website as will contact details for the Contractor's community relations staff.

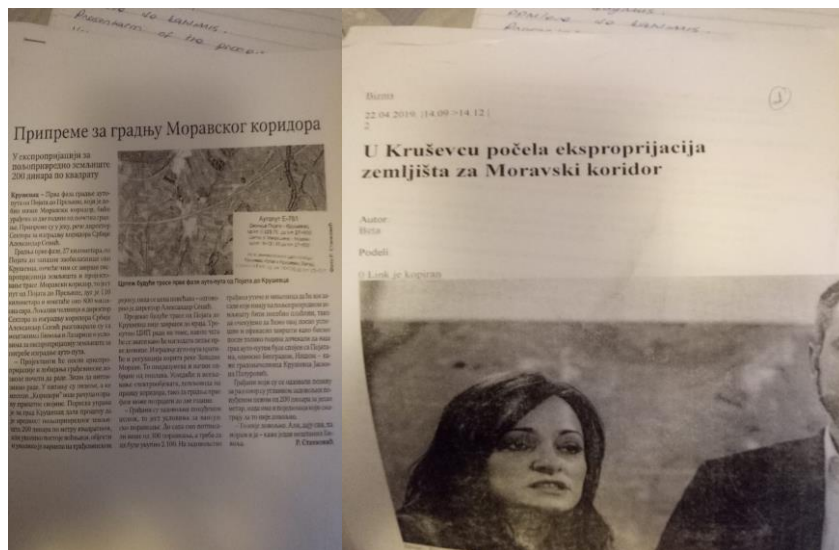
### 5.2.2 Non-Technical Summary of the ESIA

The Non-Technical Summary of the ESIA is available to present the key project issues and the Contractor's approaches to minimize, mitigate and manage. This document will be distributed during the PPMs, and will be available Contractor's website, in the representative office in site and copies will be provided to the offices of the village representatives and responsible offices of the each affected municipalities. (See: <http://koridorisrbije.rs/sr/n-a-5f6206db6de3c> )



### 5.2.3 Public Media

As appropriate relevant Project information will also be provided to public media. This will particularly be undertaken during ESIA disclosure and construction, and will also occur if any major changes to the Project are envisaged which may impact local communities or land uses. According to consultations during the ESIA baseline studies, it was observed that the main information tool on the updates for the Project was through news from the TV by the local communities. Also, the land acquisition process of the Project was informed through the local newspapers of each affected municipalities. Figure 5-2 below presents a sample of the Project related news for the Krusevac municipality as an example.



**Figure 5-2.** The Project updates published for the Krusevac Municipality

### 5.2.4 Community Relations

In addition to the Grievance Procedure that will be implemented by the Contractor for specific issues, the Contractor will respond to comments and questions from local residents in a full and timely manner. In order to do so, the Contractor will implement Community Relations Plan.

Consultation methods with local residents during preparation for the construction works will be covered within the Community Relations Plan. Some of the consultation topics to be covered in the Plan are:

- Schedule of construction works,
- Traffic scheme during the construction period,
- Routes of movement of construction equipment,
- Measures to ensure the safety of construction sites, etc.

Such consultations are necessary to take into account the opinions and concerns of local residents and to minimize potential negative impacts during the construction phase. Consultations should be conducted prior to approval of the Construction Management and actual start of construction work.

#### 5.2.5 Notice Boards

Notice boards are an effective mechanism to inform literate audiences and can be used to inform affected communities regarding the construction activities, road closures and available under/overpasses. Selecting the best location for the notice boards should be done in consultation with community members.

These notice boards will be regularly updated with Project, construction activities, limitation on accessibility and road closures, employment opportunities and impact management measures including the grievance mechanism. Noticeboards could also include the grievance/suggestion box and name and contact information of the responsible site management.



## 6 STAKEHOLDER ENGAGEMENT PROGRAM

The Stakeholder Engagement Program, through an Informed Consultation and Participation (ICP) process, includes set of actions with targeted audience and responsibilities in order to ensure the maximum engagement level for all relevant stakeholders.

The ICP process presented in this chapter covers 3 phases of the Project cycle. The Project cycle comprises the following;

- Pre-construction Phase
- Construction Phase
- Operation Phase.

The Employer of the Project, as part of the stakeholder engagement, will disclose following information and documentation regarding the Project as:

- Stakeholder Engagement Plan (SEP),
- Project description and updates regarding the implementation progress of the Project,
- Information on community health and safety risks and impacts (including any expected road access restrictions and construction works) and proposed mitigation measures;
- Resettlement and Livelihood Restoration Framework (RLRF),
- Resettlement Action Plans (RAPs),
- Summary of conclusions from the consultative meetings and public discussions held,
- The Grievance Redress Mechanism, its objectives, and the information request form.

The information packages will be available in Serbian (as well as in English) immediately upon the commencement of the Project. Information packages will be accessible through websites of the affected municipalities and CoS. Printed copies of SEP, RLRF, RAPs and RLRF will be available in all affected municipalities and Project offices. The Contractor will also disclose ESIA, SEP and Grievance Redress Mechanism to its own website.

It is important to note that, these documents and information will remain in the public domain for the entire duration of the Project.

## 6.1 Pre-Construction Phase

During pre-construction phase, the information package will 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.

The ESIA and EIA information disclosure package will be disclosed in pre-construction phase. The disclosure and consultation activities will be designed along the following objectives:

- Consultation events and opportunities will be widely and proactively publicized (two weeks prior to any meeting),
- The ESIA Summary will be accessible prior to any event to ensure that people are informed of the assessment content and conclusions in advance of the meeting,
- The location and timing of any meeting will be designed to maximize accessibility to affected stakeholders,
- Accessibility to the meeting venues (i.e. transportation services) will be provided for each affected settlement,
- Information presented will be clear and non-technical, and will be presented in the local language understood by those in the communities,
- Facilitation will be provided to ensure that stakeholders are able to raise their concerns,
- Issues raised will be answered at the meeting or actively followed up.

ESIA disclosure and stakeholder engagement require effective processes, systems and tools. These become even more important in ensuring effective engagement during the Covid-19 pandemic. Under this special circumstance, the Project endeavored to reduce large human gathering during ESIA disclosure, especially when consulting with communities. 2U1K experts conducted a field study on August 2020 to assess whether open air Public Participation Meeting (PPM) could be arranged with local authorities and venues. With the assessment of venues in August, all the arrangements and official permits were completed to conduct open air Public Participation Meetings in each affected villages, respectively.

With the approval of local authorities, Contractor, Employer and Project Lenders; 2U1K was able to arrange and organize outdoor Public Participation Meetings located on each affected municipalities between the dates of September 23-30. Details of the PPMs can be found in Annex – 11 of this Report.



Stakeholder engagement activities that will be held during the pre-construction phase is presented in Table 6-1.

**Table 6-1.** Pre-Construction Phase Stakeholder Engagement Activities

No	Action	Target Stakeholders	Responsibility	Consultation Tool
1.	<p>Disclosure of ESIA and the Management Plans , and SEP<sup>11</sup>. conducted in September 2020.</p> <p>During the disclosure process, affected communities were informed on outcomes of the ESIA studies. This included significant Project related impacts that were assessed during the ESIA studies as follows:</p> <ul style="list-style-type: none"> <li>- River regulation works</li> <li>- Impacts on ecosystem services</li> <li>- Impacts on ecology and habitat loss</li> <li>- Impacts related to land acquisition and resettlement</li> <li>- Impacts on cultural heritage sites/areas</li> <li>- Impacts on environment (including; construction and operation noise, air quality, resource efficiency and waste management).</li> </ul>	All Stakeholders	The Contractor CoS	<ul style="list-style-type: none"> <li>• Public Participation Meeting</li> <li>• Project leaflets</li> <li>• Community notice boards/banners indicating information of the ESIA studies and measures to be considered.</li> <li>• Announcement on the Project website</li> <li>• Announcement on the Municipalities website,</li> <li>• Mass media (local newspapers, TV channels, radio, social media).</li> <li>• Hard copies of NTS on the affected village offices and municipal buildings</li> <li>• Soft copies of NTS, SEP and RLRf to be available for public review in CoS's website (both Serbian and English)</li> </ul>
2.	<p>Inform stakeholders on the activities related to design process river regulation works and present salient features of design, alignment and route and regulation alternatives if any.</p>	Project Affected People Vulnerable Groups Interested Stakeholders	CoS	<ul style="list-style-type: none"> <li>• Public participation meeting</li> <li>• Announcement on the Project website</li> <li>• Project leaflets</li> <li>• Project banners located at municipal offices, common village areas, offices of the village heads</li> <li>• Announcement on the municipalities website,</li> </ul>

<sup>11</sup> ESIA disclosure and stakeholder engagement require effective processes, systems and tools. These become even more important in ensuring effective engagement during the Covid-19 pandemic. Under this special circumstance, the Project will endeavor to reduce large human gathering during ESIA disclosure, especially when consulting with communities. Various alternative means (like getting online feedback, web meeting, email, small gathering etc.) may be used to ensure meaningful consultation, while minimize the exposure risk of COVID-19 among participants. It is important to note that internet availability of affected settlements' were assessed during the baseline studies, therefore, virtual meetings and spread of project documentation links are suggested accordingly.

No	Action	Target Stakeholders	Responsibility	Consultation Tool
				<ul style="list-style-type: none"> <li>• Mass media (local newspapers, TV channels, radio, social media)</li> <li>• Assistance to vulnerable groups will be provided when needed.</li> </ul>
3.	Public Participation Meetings in Compliance with the national EIA Process	All Stakeholders	Ministry of Environmental Protection	<ul style="list-style-type: none"> <li>• Media announcement</li> <li>• Official invitation Letters to governmental bodies</li> <li>• Presentation,</li> <li>• Project brochures,</li> <li>• Records of the opinions and the concerns of the stakeholders,</li> </ul>
4.	Introduce Stakeholder Engagement Plan and Project Grievance Mechanism	All Stakeholders	The Contractor CoS	<ul style="list-style-type: none"> <li>• Information on the grievance mechanism and the stakeholder engagement tools through webinars, leaflets, banners and CoS's website.</li> <li>• Distribution of the Contact details of the Public Relations Officers,</li> <li>• Records of the grievances</li> </ul>
5.	Informed Consultations on land acquisition and compensations during the finalization of Resettlement and Livelihood Restoration Plan used to develop specific Resettlement Action Plan	Landowners and land users Informal landowners and land users Owners of assets, structures, buildings and businesses that will be affected by the Project	CoS	<ul style="list-style-type: none"> <li>• Public notice and official correspondence by concerned authorities and organization</li> <li>• CoS Website</li> <li>• Noticeboards on the affected local municipalities</li> <li>• Individual compensation agreements and the Grievance Records<sup>12</sup></li> </ul>
6.	Implementation of stakeholder engagement activities for PAPs	PAPs that will be directly/indirectly affected by the land acquisition and resettlement	CoS	<ul style="list-style-type: none"> <li>• Announcement on the Project website</li> <li>• Announcement on the Municipalities website,</li> <li>• Project banners and leaflets,</li> </ul>

<sup>12</sup> A specific grievance mechanism will be established for the affected people from the land acquisition and this mechanism will be introduced to the PAPs as part of the Resettlement Policy Framework.



No	Action	Target Stakeholders	Responsibility	Consultation Tool
		activities Vulnerable groups		<ul style="list-style-type: none"> <li>• Hard copies of NTS on the affected village offices and municipal buildings</li> <li>• Soft copies of NTS, SEP and RLRf to be available for public review in CoS's website (both Serbian and English)</li> <li>• Grievance records</li> </ul>
7.	Engage with stakeholders during preparation of site specific RAPs and implementation of individual measures as prescribed in the RAP	All Stakeholders	CoS	<ul style="list-style-type: none"> <li>• Social Survey of all affected households with individual visits (if applicable) to each affected household</li> <li>• Disclosure of draft RAP</li> <li>• Dissemination of Cut-Off date via public announcements (through local media, banners, web-site, etc.)</li> </ul>

## 6.2 Construction Phase

The aim of the construction phase stakeholder engagement is to minimize the community health and safety impacts of the Project, management of the potential contractors, management of the grievance mechanism and minimization of the construction related impacts. The Contractor will implement Community Relations Plan to establish a process for communicating and engaging with stakeholders, construction related comments and suggestions. Feedbacks received regarding the construction activities (i.e. design suggestions, accessibility issues, etc.) will be managed through the process determined through Community Relations Plan.

Stakeholder engagement activities that will be held during the construction phase is presented in Table 6-2 below.

**Table 6-2.** Construction Phase Stakeholder Engagement Activities

No	Action	Target stakeholders	Responsibility	Consultation Tool
1.	Information Disclosure on: <ul style="list-style-type: none"> <li>Purpose and nature of the construction activities</li> <li>Early notification of Construction start date, scheduling and duration</li> <li>Potential impacts and health and safety measures/ mechanisms</li> </ul>	All affected settlements and Interested parties	Public Relations Team of the Contractor CoS	<ul style="list-style-type: none"> <li>Regular site visits,</li> <li>Annual Environmental and Social Monitoring Reports</li> <li>Official meetings with the governmental bodies and NGOs</li> <li>Grievance Mechanism</li> <li>Banners posted in public amenity buildings, construction sites and municipal buildings</li> <li>Project Web-site</li> </ul>
2.	<ul style="list-style-type: none"> <li>Notification of any transport disruptions.</li> <li>Notification of construction activities, closure of roads, available under/over passes, pedestrian accessibility, etc.</li> <li>Notification of schools and hospitals nearby the Project site will be informed about the peak movements of the vehicle.</li> </ul>	All affected settlement Vulnerable Groups Local Authorities Local Businesses	CSR and EHS Teams of the Contractor	<ul style="list-style-type: none"> <li>Direct phone calls to head of villages, sensitive receptors and to the hospitals, nursing homes, schools and presenting direct phone call number to be contacted in cases of emergency notices</li> <li>Direct phone calls in regard to road closures to the affected head of villages and / or advertisement through the local media and CoS's website</li> <li>Banners posted to present construction schedule, road closures and measures to be considered in terms of community health and safety in head of villages' offices, public amenity buildings, construction sites and municipal buildings</li> <li>Grievance Mechanism</li> </ul>

No	Action	Target stakeholders	Responsibility	Consultation Tool
				<ul style="list-style-type: none"> <li>Information boxes located at the construction sites</li> <li>Placing traffic signs and warnings regarding the construction activities, including a direct contact number of the construction supervisor</li> </ul>
3.	Information on any activities likely to cause disturbance locally such as construction noise and vibration	All affected settlement Vulnerable Groups Local Authorities Local Businesses Animal husbandry owners nearby the construction activities Beehives nearby the construction site	CSR and EHS Teams of the Contractor	<ul style="list-style-type: none"> <li>Phone calls to notice the affected villages' representatives 713 days prior to the activities to be conducted to the arranged site and providing a direct phone number of the construction/EHS supervisor</li> <li>Contacting to the nearby beehives (if any) 714 days prior to the activities to be conducted to the arranged site</li> <li>Banners posted in village amenity buildings and construction sites (including information on grievance mechanism)</li> <li>Grievance and suggestion boxes located at the construction sites</li> <li>Contact person available on site during works, and their contact details prominently displayed at the entrance to the site(s)</li> <li>Direct phone calls made to nearby schools and hospitals 7 days prior to construction activities</li> <li>Direct engagement with the nearby head of villages and notify them about the options to contact in regard to potential grievances.</li> <li>Monitoring noise related grievance cases to be closed sufficiently through collecting feedback from the complainant (if the contact information is available)</li> </ul>

<sup>13</sup> Scheduling to be in line with the construction noise management plan to be prepared by the Contractor.

<sup>14</sup> Scheduling to be in line with the construction noise management plan to be prepared by the Contractor.



No	Action	Target stakeholders	Responsibility	Consultation Tool
4.	Notification of stakeholders on river regulation works and potential limitations on river related activities.	All affected settlement Vulnerable Groups Local Authorities Touristic Facilities	CSR and EHS Teams of the Contractor	<ul style="list-style-type: none"> <li>• Phone calls to notice the affected villages' representatives 715 days prior to the activities to be conducted to the arranged site, providing a direct phone number of the construction/EHS supervisor</li> <li>• Contacting to the touristic facilities nearby the construction activities (if any) 716 days prior to the activities to be conducted to the arranged site</li> <li>• Banners posted in village amenity buildings and construction sites (including information on grievance mechanism)</li> <li>• Grievance and suggestion boxes located at the construction sites</li> <li>• Contact person available on site during works, and their contact details prominently displayed at the entrance to the site(s)</li> <li>• Direct engagement with the nearby head of villages and notify them about the options to contact in regard to potential grievances.</li> <li>• Contacting local media sources to notify about the regulations activities to be conducted (ideally 7 days prior to the construction starts)</li> <li>• Banners posted to present construction schedule and measures to be considered in terms of community health and safety in head of villages' offices, public amenity buildings, construction sites by the river and municipal buildings</li> <li>• Warnings signs to be placed prior to start of the construction activity, including a direct contact number of the construction supervisor</li> </ul>

<sup>15</sup> Scheduling to be in line with the construction noise management plan to be prepared by the Contractor.

<sup>16</sup> Scheduling to be in line with the construction noise management plan to be prepared by the Contractor.

No	Action	Target stakeholders	Responsibility	Consultation Tool
5.	Feedback and grievance mechanism <ul style="list-style-type: none"> <li>• Training on Grievance Procedure</li> <li>• Grievance Resolution Process (including in response to security, construction or contractor issues)</li> <li>• Provide training on the Contractor's policies (employees and contractors) on respectful and appropriate behaviors with communities</li> </ul>	All affected settlements, Interested parties and Project Workers	CSR and EHS Teams of the Contractor	<ul style="list-style-type: none"> <li>• Advertisement on the Grievance Mechanism through Project banners, leaflets and the Project's web-site</li> <li>• Direct phone calls, emails, and face-to-face meetings, village visits.</li> </ul>
6.	Inform stakeholders regarding the construction works are nearby or within the forests; where ecosystem service related activities are common by the locals	Project Affected People Vulnerable Groups	The Contractor CoS	<ul style="list-style-type: none"> <li>• Place Project Banners entrance and common areas of the forest where the construction works will occur</li> <li>• Contact head of villages directly 7 days prior to the construction activities to notice them on construction works, measures took into consideration and contact information for grievances</li> <li>• Warnings signs to be placed prior to start of the construction activity, including a direct contact number of the construction supervisor</li> <li>• Grievance and suggestion boxes located at the construction sites</li> </ul>
7.	Inform stakeholders regarding the construction works nearby the cultural heritage sites	All affected settlement Vulnerable Groups Local Authorities	The Contractor CoS	<ul style="list-style-type: none"> <li>• Place Project Banners entrance and common areas of the heritage sites where the construction works will occur nearby.</li> <li>• Contact head of villages directly 7 days prior to the construction activities to notice them on construction works, measures took into consideration and contact information for grievances</li> <li>• Warnings signs to be placed prior to start of the construction activity, including a direct contact number of the construction supervisor</li> <li>• Grievance and suggestion boxes located at the construction sites</li> </ul>
8.	Recruitment and Procurement, Employment of Local Workers Occupational Health and Safety <ul style="list-style-type: none"> <li>• Recruitment of employees</li> </ul>	All affected settlements	CSR and Contract/procurement teams of the Contractor	<ul style="list-style-type: none"> <li>• Website announcement</li> <li>• Banners posted on village common areas and municipal offices for access to employment and procurement opportunities</li> </ul>

No	Action	Target stakeholders	Responsibility	Consultation Tool
	<ul style="list-style-type: none"> <li>• Training of staff</li> <li>• Procurement of supplies and services</li> <li>• Design of Capacity development program for local people through targeted training programs internally and with key external training partners</li> </ul>		Human Resource Team of the Contractor	<ul style="list-style-type: none"> <li>• Training of Non-Serbian workers on the cultural codes of Serbia</li> <li>• Information meeting about safety precautions of the construction of the Motorway</li> <li>• Safety meetings about the barrow pits</li> </ul>
9.	Develop, implement and keep informed local communities on: <ul style="list-style-type: none"> <li>• Community health and safety plan</li> <li>• Local procurement plan</li> <li>• Traffic management plan</li> <li>• Emergency response plan</li> </ul>	All affected settlement	CSR and EHS Teams of the Contractor	Contractor's website, official correspondence, mass media, local noticeboards and premises of municipalities.
10.	Disclose information on project Environmental and Social construction performance	PAPs Interested Stakeholders	Contractor	Contractor's website



### 6.3 Operation Phase

The aim of the operation phase stakeholder engagement is to introduce the public possible operational impacts and information about the transition of the responsibilities from the Contractor to Road Management Authority of Serbia and increase the capacity of the Roads of Serbia to ensure the implementation of SEP. Stakeholder engagement activities that will be held during the operation phase is presented in Table 6-3 below.

**Table 6-3. Operation Phase Stakeholder Engagement Activities**

No	Action	Target stakeholders	Responsibility	Consultation Tool
1.	Information on any activities likely to cause disturbance locally such as operation noise	All affected settlement Vulnerable Groups Local Authorities Local Businesses	Road Management Authority	<ul style="list-style-type: none"> <li>• Banners posted in village amenity buildings regarding the Motorway (including information on grievance mechanism)</li> <li>• Grievance and suggestion boxes located at the Project offices, Municipal Buildings, etc.</li> <li>• Continuous engagement with the head of villages and sensitive receptors to obtain feedback regarding the operational noise.</li> <li>• Monitoring noise related grievance cases to be closed sufficiently through collecting feedback from the complainant (if the contact information is available)</li> </ul>
2.	Assign and provide training on the implementation of the SEP and Grievance Mechanism for the operation phase of the Project.	Staff of Roads of Serbia	Road Management Authority	<ul style="list-style-type: none"> <li>• Training Tools</li> <li>• Training Records</li> <li>• Notice boards</li> <li>• Grievance Mechanism</li> </ul>
3.	Disseminate information about transition of responsibilities and liabilities from the Contractor to Roads of Serbia	Affected communities, Project affected persons Public.	The Contractor and Employer and Road Management Authority	<ul style="list-style-type: none"> <li>• Grievance mechanism.</li> <li>• Contractors grievance / liaison officer</li> </ul>

No	Action	Target stakeholders	Responsibility	Consultation Tool
4.	Keep stakeholders informed on any operation -related activities that might affect them including but not limited to: - road closures and diversions - operational noise - traffic jams, etc.	Affected communities, Project affected persons Public.	Road Management Authority	<ul style="list-style-type: none"> <li>• Consultation Records</li> <li>• Grievance Mechanism</li> <li>• Feedbacks from the sensitive receptors and head of villages</li> <li>• Periodic visits to the villages</li> </ul>
5.	Update and implement SEP and Community Health and Safety Plan and Traffic Management Plan considering the operational phase impact of the Project.	Affected communities, Project affected persons Public.	Road Management Authority	<ul style="list-style-type: none"> <li>• Disclosure of the updated documents to be shared via website and hard copies to be available in municipal offices and Project office</li> </ul>
6.	Develop and publish Annual Environmental and Social Report (brief summary of the Annual Environmental and Social Monitoring Report (AESMR))	Affected communities, Project affected persons, Public.	Road Management Authority	<ul style="list-style-type: none"> <li>• Annual Environmental and Social Monitoring Reports</li> <li>• SEP</li> </ul>
7.	Disseminate information on: - road safety - road conditions - tolling stations and tolling cost	Affected communities, Project affected persons, Public.	Road Management Authority	<ul style="list-style-type: none"> <li>• Project Banners</li> <li>• Mass media</li> <li>• Grievance Mechanism</li> </ul>

## 7 GRIEVANCE MECHANISM

The purpose of Grievance Management is foremost to provide access to a problem-solving procedure applicable throughout the Project lifecycle.

A structured Grievance Management system will be established to ensure that grievances associated with the Project are addressed through a transparent and impartial process<sup>17</sup>. Stakeholders will be able to share their opinions and grievances via a range of options such as letters, e-mail, grievance boxes and face to face meetings during all phases of the Project.

### 7.1 Public Grievance Mechanism

Regardless of general response and resolution timeframes, some complaints may require immediate attention, for example, an urgent safety issue or where it concerns the livelihood of locals.

Public Grievance will be managed in six main steps as described below.

#### 7.1.1 Receipt of Grievances

Complaints may be filed by;

- sending letters or e-mails to the provided addresses,
- calling on the provided phone number,
- visit to municipality,
- visit to Project site by using the Grievance Form.

Address: KORIDORI SRBIJE d.o.o. Beograd, Kralja Petra 21,

Telephone: +381 11 3344174,

E—mail: office@koridorisrbije.rs (subject field: To the attention of the Grievance Committee).

It should be noted that all individuals are free to raise their grievances anonymously when requested. It is however important to specify an address that can be used by the Community Relations and Sustainability Department (CRSD) to send a reply.

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<sup>17</sup> The overall Project grievances will be acknowledged by the designated Project functions assigned by the Contractor and the Employer through centralized system in order for all parties to have access to all grievances related to the Project. In terms of land acquisition process, mainly for the implementation of the grievance mechanism, the Employer will be the main responsible party with the assistance of the assigned Project functions, in the cases where needed.



### 7.1.2 Acknowledgement and Record Keeping

All incoming grievances will be reflected in a Grievance Log to assign an individual reference number in a daily basis and inform the complainant about the reference number assigned to his/her complaint, either on the date of filing (if a complaint is delivered personally or over the telephone) or within seven days of receipt (if a complaint is sent by ordinary or electronic mail).

The Grievance Log will also be used to track the status of a grievance, analyses the frequency of complaints arising, typical sources and causes of complaints, as well as to identify prevailing topics and any recurrent trends.

All complaints will be recorded in the respective Grievance Log with the following information:

- Grievance reference number,
- Date of the grievance,
- Location where the grievance was received and in what form (for grievance boxes),
- Complainant's contact details (in case of non-anonymous grievances)
- Content of the grievance,
- Parties responsible for the addressing the issue,
- Dates when the investigation of the grievances initiated and completed,
- Results of the investigation,
- Information on the proposed corrective actions to be sent to complainant (in case of non-anonymous) and the date of the sent,
- Deadlines for required actions by the Project staff,
- Indication on whether the corrective action was satisfactory or a reason for non-resolution of the grievance,
- The result of the close-out, and;
- Any outstanding actions for non-closed grievance cases.

After the registration of the grievance to the log, significance of the grievance will be assessed within five to seven days.

### 7.1.3 Investigation

The CRSD will classify the grievance and request suggestion from the related Project departments in 10-14 days.

Each complaint is directed by the CRSD depending on the technical issues that the complaint raises (for example principal engineer in charge of construction for a given spread, officer in charge of land acquisition and compensation, environmental engineer, etc.).

Grievance is acknowledged through a personal meeting, phone call, grievance boxes or letter as appropriate, within a target of 14 working days after submission (except the complaints

that require immediate attention). If the grievance is not well understood or if additional information is required, clarification will be sought from the complainant during this step.

If the resolution of the complaint is deemed to be within the responsibility of a construction or other contractor, a responsible individual should still be designated within the CoS to monitor the satisfactory resolution of the problem by the contractor in question.

#### *7.1.4 Response to Complainant*

Each complaint is considered within 30 days of receipt and the reply is communicated using the address/telephone number specified by the complainant. The CSRSD keeps copies and records of all complaints and replies.

The CSRSD is in charge of ensuring that a response is given within the above timeframe, and monitors agreement of the complainant on the proposed resolution and its further implementation.

For the anonymous complaints, resolution will be disclosed on the Project's website.

#### *7.1.5 Discussion of Resolution*

If a complainant is not satisfied with the proposed resolution, further negotiations can take place until the matter of the complaint is resolved and the case is closed. If negotiations between the Project parties and the complainant do not achieve a satisfactory result leading to the closure of the complaint, then the grievance is escalated to higher levels to be defined in the course of the Project's procedures setting.

#### *7.1.6 Resource to Legal System*

The parties may take the dispute to court at any point during the process. Resorting to the Project's amicable grievance resolution does not prevent the complainant to resort to Justice at any stage in the process.

## **7.2 Worker Grievance Mechanism**

A Worker Grievance Mechanism will be established by the Project prior to construction within the scope of the HR Management Plan to manage the complaints from all Project employees. This mechanism will be structured with an intention of it being an effective approach for early identification, assessment and resolution of grievances throughout the Project's phases. During the construction phase, the Contractor will be responsible to implement the mechanism then it will be transferred to CoS for the operations phase.

## 8 EXTERNAL COMMUNICATIONS

The external communication includes exchange of information both within the entire Project parties themselves and all related stakeholders. It is significant for all parties involved to take ownership of entire stakeholder relations and manage them effectively.

External communication is the very first step in creating the appropriate the Project image. It contains related Project information from inventive reports, printed publications, presentations, or web pages. The main goal of external communication is to inform the stakeholders an important message about the work and quality of the Project. External communication activities play a very important role in every phase of the Project cycle. To engage with stakeholder groups that impacted parties: governmental institutions, local communities, associations, organizations, academia, media, and NGO's. A good working relationships will be established with all of stakeholders and actively elicit their input through public consultations, focus groups, face-to-face meetings. It is essential to be proactive, accessible, and responsive about project impacts and work collaboratively with the stakeholders on projects of mutual interest.

The Grievance Mechanism will provide complaint management and their responses which is intended specifically on affected stakeholders. The external communications will cover specifications of the SEP and the Grievance Mechanism. All related Project representatives from CoS and the Contractor will communicate with the stakeholders on a regular basis. For implementation and maintenance of the external communication; each request and/or feedback will be recorded and be followed and responded to by the Community Relations and Sustainability Department. The team will track related external communications to facilitate a local discourse with identified stakeholders and affected communities.

The external communication information, aligned to the Project's progress reports, will list the activities will carry out in over the Project phases, and will include key performance indicators (KPI) for the Contractor and the Employer to enable measurement of performance against set targets.

According IFC, External Communications have several benefits:

- Increases program transparency
- Reduces the spread of misinformation
- Serves as a two-way channel for feedback from stakeholders
- Builds interest and buy-in from civil society and government
- Strengthens corporate image among the public and industry peers
- Improves risk management
- Strengthens brand value / reputation
- Increases appeal to financial investors



All engagements will be documented both in writing and photographically, with minutes taken in standardized format and attendance recorded. Minutes will be shared with and approved by participants.

## 9 MONITORING

The monitoring measures are to be implemented throughout the Project phases to assess compliance of SEP with the dedicated Project Standards. In the event that monitoring identified non-conformance with the Project Standards, these will be investigated and appropriate corrective actions will be identified.

The SEP will be reviewed bi-annually and updated if required. The recorded grievances raised by the communities and the workers will be summarized and reported to all Project management monthly, all stakeholder engagement activities, grievances and the feedbacks will be disclosed in the Annual Environmental and the Social Report.

### 9.1 Key Performance Indicators

A set of Key Performance Indicators (KPIs) have been defined to enable monitoring and evaluation of the implementation of the SEP and guide updates and revisions of the document. The Table 9-1 below summarizes the KPIs and associated key monitoring actions that can be used to assess the progress and effectiveness of proposed mitigation strategies.

**Table 9-1.** Key Performance Indicators (KPI) and monitoring actions – Stakeholder Engagement

No	KPI	Target	Monitoring Measure
1	Number of community complaints or grievances	Total number reduced year on year	Complaints Log/Database
2	Number complaints responded <sup>18</sup> to within targeted time frame of one month	Target of 90%	Complaints Log/Database
3	Reporting back to stakeholders on implementation of the Grievance Procedure	Delivery of regular reports to stakeholders on the outcomes of the Grievance Procedure	Reporting
4	Consultation Records <ul style="list-style-type: none"> <li>- number of the meetings held,</li> <li>- number of the participants attended the public consultation meetings,</li> <li>- visits paid to local authorities or other local stakeholders,</li> <li>- frequency of the visits paid to the settlements affected by the project,</li> <li>- number of grievances raised per settlement</li> <li>- types of grievances (complaint/request)</li> <li>- timeline required to solve grievances</li> <li>- status of grievances (open/closed)</li> <li>- number of grievances that are on hold/ or disagreed</li> </ul>	Delivery of regular reports on the consultation activities	Reporting

<sup>18</sup> Not all grievances may be closed within 30 days, the closure of grievance will depend on grievance's targeted timeline; nevertheless, the Promoter will inform the complainant regarding the progress of the grievance within 30 days.

No	KPI	Target	Monitoring Measure
5	Internal auditing Grievance Procedure to ensure that it is being implemented and grievances are being adequately addressed	Bi-annual audit complete Target of 90% of grievances closed out to satisfaction of complainant within one month	Audit report.
6	The Contractor will prepare and implement HR policy and in compliance with this Policy the following issues will be monitored: <ul style="list-style-type: none"> <li>- The number of local employees</li> <li>- %of HR personnel hired and deployed against the planned organization chart</li> <li>- Number of signed contracts</li> <li>- Number of HR Policy Trainings received by employees</li> <li>- Implementation of Workers Grievance Mechanism</li> <li>- Number of workers strikes</li> <li>- Number of demobilization</li> </ul>	Monthly	Employee Records Signed Contracts Workers GRM
7	External Communication system will be established and following issues will be monitored as: <ul style="list-style-type: none"> <li>- Percentages of communications being answered through website</li> <li>- Percentages of received communications being answered through e-mail</li> <li>- Percentage of answered calls through telephone exchange.</li> </ul>	Monthly	Reporting



## 10 INSTITUTIONAL ARRANGEMENTS, ROLES AND RESPONSIBILITIES

The implementation of this SEP is the overall responsibility of the CoS. Responsibility for individual activities foreseen by the SEP is listed in Table 10-1 below.

**Table 10-1.** Roles and Responsibilities

Name of the Authority	Responsibilities
<b>Ministry for Construction, Transport and Infrastructure</b>	The role of Ministry will be during the permitting phase and to some extent during public disclosure of the Project. The activities regarding Project documentation and permits, a certain role of this Ministry will be dissemination of the information regarding the project. Public disclosure and media coverage will be to some extent responsibility of this Ministry.
<b>CoS</b>	<p>The day-to-day implementation of the SEP, grievance management for the land acquisition and resettlement will be the responsibility of the CoS.</p> <p>CoS 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.</p> <p>Prior to construction, the public and local community will be informed, through the websites of CoS and those of the respective Municipality's Administration website, about the information and Grievance officer.</p> <p>The day-to-day implementation of the SEP will be the responsibility of the Land acquisition and resettlement department of CoS.</p>
<b>Construction Contractor</b>	<p>Stakeholder engagement and grievances management related to construction activities will be managed by the Construction Contractor. Prior to construction, the public and local community will be informed by construction contractor at local level.</p> <p>Prepare HR Policy and Workers GRM and comply with their requirements</p>
<b>Ministry for Environmental Protection</b>	The role of the ministry would be public disclosure and participation in public hearings in relation to the disclosure of the EIA under national legislation. The EIA Report for all the road sections will be disclosed on the website of the Ministry for Environmental Protection and will be available in hard copy in the Ministries office and municipalities affected by the Project. All of the disclosure information will be available in the Serbian language.
<b>Municipalities</b>	To facilitate public consultation and engagement with affected persons (owners and users) in the communities in their area and disclose RAP.

## Annex - 1 Outputs of the Disclosure Meeting of the Draft Spatial Plan

Table below summarizes the main topics that have been covered during the disclosure of the Draft Spatial Plan.

CICEVAC MUNICIPALITY
<ul style="list-style-type: none"> <li>• Demand for alternative routes for agricultural purposed and reconstruction of the existing roads,</li> <li>• Protection of agricultural lands and mitigation measures to prevent impacts for fertile lands,</li> <li>• Further information and justification on the Project design and the route selection,</li> </ul>
KRUSEVAC MUNICIPALITY
<ul style="list-style-type: none"> <li>• Adjust the bypass routes where applicable,</li> <li>• Demand on information for the updated route alignment,</li> <li>• Unsatisfactory land prices,</li> <li>• Potential noise impacts to the nearest settlements of the motorway,</li> <li>• Protection of the cultural heritages located in Citluk,</li> <li>• Taking consideration to the sewerage line during the design of the Project,</li> </ul>
TRESTENIK MUNICIPALITY
<ul style="list-style-type: none"> <li>• Demand for route changes</li> <li>• Avoiding agricultural plots and mitigation for local businesses,</li> <li>• Prevent negative impacts for exiting businesses,</li> <li>• Protection of sewage system,</li> </ul>
VRNJAČKA BANJA MUNICIPALITY
<ul style="list-style-type: none"> <li>• Disclosure of the Spatial Plan in a more accessible way,</li> <li>• Change of access roads and overpasses to prevent impacts on the households,</li> <li>• Changing route design to prevent physical displacement</li> <li>• Identification of the motorway route and discussion for the compensation,</li> <li>• Excluding agricultural land during the design of the Project</li> <li>• Protection of the households during the river regulation,</li> <li>• Demand on mitigation measures for flood risk</li> <li>• Demand for route changes for the vulnerable households,</li> <li>• Prevention on the negative impact on the local businesses.</li> </ul>
KRALJEVO MUNICIPALITY
<ul style="list-style-type: none"> <li>• Demand for access roads and connection roads,</li> <li>• Demand for relocating to route to prevent impact on the cultivated lands,</li> <li>• Assistance for low income people during expropriation,</li> <li>• Demand to realignment of the Project route to protect cultivated lands and farmers whom have main income as agriculture,</li> </ul>
CACAK MUNICIPALITY
<ul style="list-style-type: none"> <li>• Further access roads to develop tourism</li> <li>• Need for emergency, medical service and fair fighting,</li> <li>• Legal assistance for the expropriated lands as some of them were sold unknowingly about the Project,</li> <li>• Relocate the route to prevent physical displacement of the local businesses since there are already very few businesses in operation.</li> <li>• Farmers cannot ride their tractor in the available direction which will negatively impact their cultivation,</li> <li>• There are uncertainties among the locals therefore some farmers are cultivating without knowing the expropriation,</li> <li>• River bed should be cleared out,</li> <li>• Cultural properties should be legally protected,</li> <li>• Forestland should not be exploited unplanned,</li> <li>• Mitigation measures for air pollution and noise,</li> <li>• Prevent using chemicals that may harm agricultural products during the construction phase,</li> </ul>

## Annex - 2 Key Outputs of KILs during Gap Assessment

This section presents the interviews conducted with the Serbian authorities with the supervision of the Contractor during the Gap Assessment Process in March 2019. It is important to note that, these interviews were based on the general overview of the Project and determining the major gaps between national and international requirements of the Project. All the bullets stated in each authority's topic is based on their opinion. The role of each institution in relation to the Project is given in the below Table:

Key Informant	Role in the Project
Institute for Nature Protection of Serbia	Determination of protected biodiversity areas and the preparation of protection procedures.
CIP	Institute of Transportation CIP Ltd, Belgrade is a company registered with the Serbian Business Registers Agency mainly for works for Engineering services and technical consulting. CIP is responsible party for preparation of EIA Reports for Section-1 and Section-2.
Highway Institute	It is engineering and technical consulting company and responsible party for preparation of EIA Report for Section-3.
Roads of Serbia	Responsible party for maintenance and preservation, exploitation, construction, reconstruction, organization and control of toll collection, development and management of I and II category state roads in the Republic of Serbia.
Jaroslav Černi	Responsible party to conduct Hydro Technical Study corridor of the Project, also known as the Project.

### Institute for Nature Protection of Serbia

Institute for Nature Conservation of Serbia was founded by the Government of the Republic of Serbia in order to carry out activities on protection and improvement of nature in Serbia.

#### Impact of the Motorway construction according to the Institute:

- According to the interview with the Natural Reservation Institution's expert, the most important impact on biodiversity is the alignment of the Project since the route is interfacing with bird and bat migration routes.
- Some sections of the alignment pass through state owned forests. It should be noted that the forest areas on the route are not considered as natural protected area. (There is strict natural reserve Osredak near Trstenik)
- There is also a monumental tree, named as Stabla Čačka, near the route of the Project. Even if there was no legal obligation on protection of the Tree, it was still remarked as protected since it has a cultural importance by the locals.
- Noise barriers can block the passage of animals.



The list below presents the comments stated during the interview by Institute as;

### **Impact of the River Regulation**

- The river is not currently used for drinking water purposes.
- It is used for irrigation purposes, but this is not a common practice.
- Fishing is a common activity in the region for hobby and household consumption.
- Although there is no dam project on the Project area, there are Hydro-Power Plants with small capacities.

### **CIP**

CIP is responsible to prepare national EIA reports and design Reports for Section-1 and Section-2 of the Project.

The section below presents the comments stated during the interview by CIP as;

### **EIA process**

After the flood in 2014, Jaroslav Černi conducted a study to determine the flood zone and as a result of this study the alignment of the Project has been changed to construct the motorway out of the borders of the flood zone. According to the studies, the Project was required to change in the alignment and river diversion, in which resulted to update existing EIA Reports.

According to the consultants involved in the EIA process, the updated EIA will not have difference in terms of horizontal design. However, the new EIA will have difference in terms of vertical design due to hydro technical work. Due to this change in design, CIP is waiting for the location conditions to complete the EIA reports and consultants stated that they cannot provide any timeframe about the completion of the EIA reports since their work is depending on location conditions.

### **Project Alternatives**

- According to the EIA report for Section-1, the question of the final route of the West-Morava highway is considered an open question, since the route of the Pojate-Kruševac-Kraljevo road is almost completely constructed for various purposes (production activities, existing housing, etc.) and can almost be considered as a residential road.
- In accordance with the adopted goals: minimum construction costs, minimal maintenance costs, minimal operating costs, maximum safety and comfort, minimal environmental impact and minimum spatial consequences, given criteria and their indicators, a multi-criteria evaluation of the considered variant solutions of the

highway route was carried out using the VIKOR<sup>19</sup> method. As a result, the tunnel alternative was not selected due to budget constraints.

**Associated Facilities:**

- The assessment of the associated facilities has not been conducted within the scope of the EIA report.
- Municipalities have their own land. It is recommended that EPC Contractors to negotiate with the municipality to rent these lands for the establishment of the associated facilities.

**Impacts of the Motorway**

- In Section-1, the Project is passing through agricultural lands.
- There is a water protection zone in 67. Km of the alignment.
- As a result of the Project, physical resettlement will be required along the route.

**Public Participation:**

- Ministry of Environmental Protection is responsible to organize the public participation meetings.

**Highway Institute**

This Institution is responsible to conduct EIA report for Section-3 of the Project. According to the consultants of the Institution, 95% of the EIA Report is completed. The location conditions are expired as a result of the hydro-technical study for West Morava. The estimated timeframe for the completion of the EIA report is minimum 1 year.

The section below presents the comments stated during the interview by Highway Institute as;

**Impacts of Motorway:**

- The consultants identified new wetlands on the route. Although these wetlands are artificial and created as a result of the material intake, it still has importance considering the bird migration routes.
- There are some cemeteries, archaeological sites and monumental trees on the route that needs protection.
- Nearly 10 houses will be demolished in Sector 8-9.

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<sup>19</sup> The VIKOR method is a multi-criteria decision making method. VIKOR ranks alternatives and determines the solution named compromise that is the closest to the ideal.

### **Corporate level stakeholder engagement:**

- The Institute noted that there should be a better communication between institutions involved in the project to ensure both motorway design and river regulation work is planned and assessed properly.

### **Public Participation:**

- The previous plans prepared for the Project were available on the Municipalities website and the public is aware of the Project.
- There will be an EIA disclosure meeting after the finalization of the EIA report. Public will be invited to the meeting via TV and newspaper announcements.
- Ministry of Environmental Protection will organize Public Participation Meetings in each municipality, located on the Project route. Printed copy of the Report will be distributed to the public to review the EIA and to give feedback on the report.

### **Associated Facilities:**

- Separate EIA is required for concrete and asphalt plants.

### **Roads of Serbia**

Department of Sector for Strategy, Designing and Development Department for Environmental Protection was consulted within the Institution. This department is responsible to monitor national EIA Process, which is not covering land acquisition and the other social impacts.

The section below presents the comments stated during the interview by Roads of Serbia as;

### **Impacts of the motorway:**

- It was stated that the magnitude of the Land Acquisition impacts will be higher when it is compared with the Environmental impacts.
- The technology that will be used during the construction (asphalt, batching, borrow) will be determined by the subcontractors, which may require additional permits, and this can create delay in the Project process.
- Some facilities and access roads will be lost after the Project.

### **Impacts of the river diversion:**

- The local people's access to the river will be blocked as a result of river diversion.
- The wetlands in the area will be disturbed.



**Corporate Level Stakeholder Engagement:**

- There is no designated authority to control the usage of borrow areas and the material intake is done irregularly without formal monitoring.
- The role of the local authorities for the monitoring during the construction phase is not clear for the institution,
- The Institution is familiar to work with other International Finance Institutions including World Bank and EBRD. It is recommended to establish a Project Implementation Unit within the institution.
- It was stated that Roads of Serbia established a Grievance Mechanism however; this mechanism is now under the control of Corridors of Serbia.
- The Institution does not have an updated organization chart which states the roles and responsibilities of different departments within the organization.
- During the meeting, it was observed that there is a contrast between Roads of Serbia and Corridors of Serbia, which needs to be clarified by Ministry of Construction, Transport and Infrastructure in terms of roles and responsibilities.

**Project Alternatives:**

- Roads of Serbia is open to new alignment suggestions to prevent and / or reduce land acquisition and river diversion impacts.

**Public participation:**

- Roads of Serbia stated that if public reacts against to the alignment of the Project during the EIA disclosure phase, the alignment can be changed.

**Jaroslav Černi Institute**

The planning of the motorway has been started 10 years ago. However, after the damage of the flood in 2014 to the agricultural lands, Ministry of Agriculture recommended to the Ministry of Construction, Transport and Infrastructure (MCTI) to consider the water level of the river during the planning of the motorway. As a result of this recommendation, MCTI requested Jaroslav Černi Institute to conduct Hydro-technical study to determine the flood zone.

According to the study of Jaroslav Černi Institute, it was determined that the alignment of the motorway is located within the borders of the flood zone which will create safety issues during the operation phase of the motorway.

In order to prevent the possible health and safety risks of the Project during the operation phase, MCTI determined a new alignment according to the outputs of the Hydro-technical Study Corridor of the Motorway E-761, Section Pojate-Preljina (2016) for the sustainability of the Project.

The new alignment of the Section-1 and Section-3 is determined, however, predesign works for Section-2 is still on-going.

**The impacts of the river diversion:**

- Section 8- 9 has permanent meanders, which are in the close proximity to motorway, and this part of the river will be regulated.
- There are 8 hydropower projects on the route and the change of the flow rate of the river may create impact on these facilities.
- Within the last 40 years, such a diversion is not conducted in Serbia that needs specific expertise.
- The material that will be gathered during the river regulation can be used during the construction of the Project and the usage of this material will prevent the additional land requirement. Approximately 6 cubic million soil will be gathered from the river regulation works which is planned to be used during construction of the Project.
- Upon the completion of the river regulation, agricultural activities in the area can be continued in a more sustainable manner.
- Institute advised that material areas should not be back filled completely to create ponds. These areas can be given to the public to swim and fishing as a social responsibility.

**Monitoring:**

- Both in the hydro-technical study report and the interview conducted in the context of the scoping studies, Jaroslav Černi Institute suggested monitoring of the highway construction activities and mitigation measures against the potential impacts on the water regime and monitoring during operation period.

**Corporate level stakeholder engagement:**

The relationship between institutions involved to the process is horizontal and MCTI should lead the institutions to cooperate to complete the official processes in a timely manner.

Furthermore, during the Gap Assessment process, 2U1K conducted catch interviews with the locals to grasp general overview on local's knowledge, perception and suggestion regarding the Project. The interviews were conducted in March 2019.

Summary of Focus Group Discussions			
Location	Project Component	Site observation	Opinions of the Participants
Stalać Village	Water Crossing Route is located in the close proximity to the settlements	A natural gas pipelines will be affected by the Project Football field will be affected	Elderly female <ul style="list-style-type: none"> <li>• She heard the project from TV</li> <li>• She did not experience any flood within the village</li> <li>• She supports the Project</li> <li>• She stated that the younger generation would be impacted from the project in a positive way as a result of the job opportunities.</li> <li>• She has no information on the land acquisition but she stated that the average price for 1 acre is 250 euros.</li> </ul>
Maskare Village	Borrow area Female members of the community were farming during the site visit next to borrow area.	There is a chicken farm in the village and the farm's water is discharged into the river	Elderly male <ul style="list-style-type: none"> <li>• General opinion about the Project is positive</li> <li>• He requested repair of the suspension bridge in the village which is forbidden to use due to safety issues.</li> <li>• He stated that villagers are vulnerable because they don't have a passage.</li> <li>• The village is affected by the flood, especially the farmlands.</li> <li>• He stated that the traffic load on the roads in the village is too heavy and he thinks that the traffic load will decrease when the motorway is in operation.</li> </ul>
Kukljin Village	Water crossing Borrow area Route is located in the close proximity to the settlements	The community has a transportation tool to transport cars and materials to cross the river There are two large borrow areas and the motorway passes through the farmlands	Elderly male <ul style="list-style-type: none"> <li>• He knows the project.</li> <li>• He heard the project from TV.</li> <li>• 1500 people lives in the village.</li> <li>• He stated that the general opinions of the villagers about the Project is positive.</li> <li>• The villagers have expectations about the local procurement impacts of the Project. He stated that after the Project, small businesses will be opened in the region and the Project will create job opportunities.</li> </ul> <p>The villagers use the river for fishing, almost every household are fishing for household consumption.</p> <p>There are several fish species existed in the river including, catfish, white fish, carp, pike zonder and coomon nose.</p>
Seliste Village	Forest crossing Borrow area Route is located in the close proximity to the settlements	Borrow area is cancelled since it is located in the protection zone	First interview Middle age male <ul style="list-style-type: none"> <li>• The villager stated that they have invested a lot for the agricultural lands in the last 2 years.</li> <li>• They would like to learn the alignment of the Project.</li> <li>• The villagers are exporting; apple plum pears and roses.</li> <li>• Average land size of each household is approximately 2 hectares and if their land is going to be affected by the Project they will not be able to continue agricultural activities in a small propotion of the land.</li> <li>• They also have a land in the hilly areas of the village however, the quality of these lands are categorized as 4 which is not suitable for the agriculture.</li> <li>• The younger generation of the villagers also rent lands from the elderly generation which increases the land acquisition</li> </ul>



Summary of Focus Group Discussions			
Location	Project Component	Site observation	Opinions of the Participants
			<p>impacts on the livelihoods.</p> <p>Second interview</p> <p>Two middle age male participants</p> <ul style="list-style-type: none"> <li>• The participants would like to learn the alignment of the Project</li> <li>• The villagers have concerns related with the Project since the main income of the villagers are depending on the agricultural activities.</li> <li>• They underlined that the estimated route of the Project will affect the most fertile lands.</li> <li>• They also indicated that the villages of Belavo Selište Medveja Drenova are in the same situation.</li> </ul>
Medvedja Village	Derivation Route is located in the close proximity to the settlements	Seven houses are going to be resettled in this village.	<p>Elderly Female</p> <ul style="list-style-type: none"> <li>• She knows the Project from TV.</li> <li>• She would like to know the alignment.</li> <li>• She would like to learn land acquisition zone.</li> <li>• They have concerns related with the resettlement</li> </ul>
Trstenik-Bogdanje	Water crossing Route is located in the close proximity to the settlements	There are already used material areas located in this village	<p>Elderly Male</p> <ul style="list-style-type: none"> <li>• He stated that they are affected by the flood and they know that there will be river regulation to prevent flood risks.</li> <li>• The flood rose up to 3 meters.</li> <li>• He specified that the general opinions of the villagers about the Project is positive.</li> <li>• He said that their village has a young population and they will be able to work for the construction.</li> </ul>
Vrnjci Village	Route is located in the close proximity to the settlements Forest crossing	Six houses are going to be resettled in this village.	<p>Middle age Male</p> <ul style="list-style-type: none"> <li>• He heard the Project 2-3 years ago.</li> <li>• He has the printed version of the new alignment however; he didn't want to share the source of this information.</li> <li>• He assumed that the previous alignment was better than the new one and the new alignment is going to affect his house.</li> <li>• During the consultation he showed his house to the team and he underlined a few times that he is not going to sell his house.</li> <li>• He stated that the houses are really expensive and he said "Even if you give me \$ 10 million, I won't give you this house".</li> <li>• He recommended team to change the route of the Project considering the less populated areas.</li> <li>• Their house also affected by the 2014 flood disaster, however he stated that there should be a special precaution for the flood, the new route will be also affected by the flood.</li> <li>• He said that they also found the Roman road during the construction of the house and the area might have importance in terms of cultural heritage.</li> </ul>

Summary of Focus Group Discussions			
Location	Project Component	Site observation	Opinions of the Participants
Podunavci Village	Route is located in the close proximity to the settlements	One house is going to be resettled in this village.	Elderly Female and Male <ul style="list-style-type: none"> <li>• They stated that they know the Project.</li> <li>• Geodynamic survey was conducted 3 days ago.</li> <li>• They said it would not have a big impact because the road is not close to their houses.</li> </ul>
Donja Gorevnica	Borrow area Forest crossing Derivation	The only settlement indicating that the river is used for swimming purposes.	Young Male <ul style="list-style-type: none"> <li>• He heard about the Project from media and TV.</li> <li>• He uses the river for swimming.</li> <li>• He doesn't know the river regulation.</li> <li>• He does not expect a special impact from the project.</li> </ul>
Preljina		Interchange 7 houses are going to be resettled.	Middle Age Male <ul style="list-style-type: none"> <li>• He heard about the project from TV.</li> <li>• He said that the construction is starting in this year.</li> <li>• He works in the municipality, therefore has detailed information</li> <li>• He stated that the discussion in the municipality was not official.</li> <li>• He stated that even if the house would be affected, he is not going to react the Project, since it will create national value.</li> </ul>

### Annex - 3 Summary of CLSs and HHSs

The following Table summarizes the underlined impacts of the participants. Detailed social impact assessment will be presented in ESIA Report.

Sections	Municipality	Impact	Name of the Settlement	
Section-1	Cicevac	Access to the agricultural lands and underpass requirement	Grad Stalac	
		Flood Risk	Grad Stalac Mrzenica Stalać	
		Land Acquisition	Stalać	
		Bridge Requirement	Stalać	
	Krusevac	Flood risk	Bela Voda	
		Bridge Requirement	Jasika	
		River transportation	Kosevi	
		Access to the agricultural lands and underpass requirement	Makrešane Bošnjane	
		Inadequate electricity infrastructure	Bošnjane	
		Cultural heritage	Maskare	
		Bridge requirement	Maskare	
	Section-2	Kraljevo	Inadequate sewage system	Adrani
			Flood risk	Adrani Vrba Grđica Miločaj Popovići Sirča Stubal
Access to the agricultural lands and underpass requirement			Adrani Vrba Miločaj Popovići Sirča Stubal	
Inadequate electricity infrastructure			Vrba	
Inadequate sewage system			Vrba	
Inadequate waste management			Miločaj	



Sections	Municipality	Impact	Name of the Settlement
Section-3		Community health and Safety	Miločaj
		Quality of groundwater	Obrva
		Access to the other villages	Obrva
		Land acquisition and livelihood	Popovići
		Bridge Requirement	Sirča
	Trestenik	Inadequate sewage system	Bogdanje
		Flood risk	Bogdanje Lozna Grabovac Medveđa Ugljarevo
		Access to the agricultural lands and underpass requirement	Lozna Grabovac
		Bridge Requirement	Ugljarevo
		Cultural heritage	Selište
	Vrnjacka Banja	Inadequate sewage system	Vrnjci Novo Selo Podunavci
		Flood risk	Novo Selo Podunavci Ruđinci
	Cacak	Inadequate sewage system	Mrčajevci
Flood risk		Donja Gorevnica Katrga Goričani	
Access to the agricultural lands and underpass requirement		Baluga Katrga Mrčajevci	
Access to the other villages		Donja Gorevnica Katrga Mrčajevci	
Land acquisition and livelihood		Baluga Katrga	
Access to cemetery		Baluga	
Loss of irrigation channels		Baluga Donja Gorevnica	

## Annex - 4 List of NGO's Interviewed in the ESIA Process

Section	Municipality	NGO Name	Information Level	Comments on the Project	Proposed Mitigation Measures
Section 1	Krusevac	NGO Treehouse	Informed about the Project briefly through news and online search.	<p>Environment, especially waste management</p> <ul style="list-style-type: none"> <li>In terms of waste management and economy, the Project may decrease the transportation fees for the companies of the recycling Section and decrease the price of recycling.</li> <li>Biodiversity is the main issue. From the previous experiences, infrastructure Projects seems to not rehabilitate the land afterwards of the Project.</li> </ul>	<ul style="list-style-type: none"> <li>Funds to plant trees and support NGOs is a quite good impression from the Project company.</li> <li>The Project should have good communications with the locals. Even the crops that are not going to be expropriated should be taken into consideration.</li> <li>Flood assessment should be made. For two years after the flood, NGOs did not get any fund from EU because all the funds were directly sent to the flood management. If this happen again, NGOs will not be able to survive by themselves.</li> <li>This project could be presented as a role model to show the construction could be done in a proper way.</li> </ul>
Section 1	Krusevac	Krusevac's Educational Center	Informed about the Project briefly through online search.	<p>Education and youth employment</p> <ul style="list-style-type: none"> <li>Krusevac is lacking in engineers and people to work for IT sector. It is important to note that, qualified people are earning low payrolls in this region.</li> <li>Krusevac does not have a university and majority of the educated people are migrating to bigger cities for job opportunities.</li> <li>The country is currently suffering low level transportation routes comparing to the other EU countries. The project will connect the different cities that will increase development.</li> </ul>	<ul style="list-style-type: none"> <li>Local companies should be hired to work for the project.</li> <li>Co-work for potential social responsibility projects. Workshops could be financed by the Project Company.</li> </ul>
Section 1	Krusevac	Eurokontakt	Informed about the Project briefly through online search.	<p>Social services and EU integration</p> <ul style="list-style-type: none"> <li>Cities which going to be near motorway may have positive impacts but with distance of 20 km may have negative impact.</li> </ul>	<ul style="list-style-type: none"> <li>Specific zones and biodiversity issues that needs to be taken considered should be discussed with NGOs before the implementation of the project.</li> </ul>

Section	Municipality	NGO Name	Information Level	Comments on the Project	Proposed Mitigation Measures
				<ul style="list-style-type: none"> <li>Economic impact is the most important positive impact. It is important because:               <ul style="list-style-type: none"> <li>invites new investors and increases employment.</li> <li>Municipalities on the road will have boost on the local economy.</li> <li>Interactive for foreign investments.</li> <li>Unemployment is the biggest problem in Serbia and therefore this will help to boost the economy.</li> <li>Social needs will be lower considering the more employment.</li> </ul> </li> <li>Agricultural capacity for the region will decrease as the highway will divide the parcels.</li> </ul>	<ul style="list-style-type: none"> <li>Potential social investment projects including the senior support.</li> </ul>
Section 1	Krusevac	Bee organization	Inadequate	Beehives located in the close proximity to Quarry <sup>20</sup> in Mrzenica and Beehives located around the Morava river	<ul style="list-style-type: none"> <li>The quality of the flowers will be reduced as a result of the CO2 emissions and dust and it will reduce the honey production. Construction activities should be conducted at least 500m- 2 km away from the beehives (in May, June, July they can fly 2 km) by considering the seasonal changes.</li> </ul>
Section 1	Krusevac	White Tree Organization	They know the Project and they stated that the Project was used as a political advertisement in last 10 years, however, it became popular in last one year.	<p>Environment</p> <ul style="list-style-type: none"> <li>The NGO participated PPM conducted for the Spatial Plan. According to their observation majority of the local community has positive opinion about the Project</li> <li>According to the NGO the Project will help Krusevac on the economic development however, they have concerns on the river regulation.</li> </ul>	<ul style="list-style-type: none"> <li>According to the NGO, during the planning NGOs needs to be gathered, however NGOs in Serbia do not have influence on the development of the Projects which needs to be changed to increase NGO involvement.</li> </ul>

<sup>20</sup> The participant only knows the alignment of the Motorway. He has no information about the planned Query area.



Section	Municipality	NGO Name	Information Level	Comments on the Project	Proposed Mitigation Measures
Sector 2	Kraljevo	NGO EKO IBAR	Information level about the Project is inadequate.	Flora and Fauna <ul style="list-style-type: none"> <li>• Within the Project alignment only Kraljevo has relatively importance in terms of flora and fauna and the NGO expects objection on the Project.</li> <li>• The role of the Government should be well defined for the construction and operation Sectors.</li> <li>• In Kraljevo they would like to learn the number of the tree cutting and would like to learn the responsible party for replanting.</li> <li>• The Municipality has 15 types of mushrooms in red list that needs to be protected.</li> </ul>	<ul style="list-style-type: none"> <li>• Construction schedule has to be disclosed.</li> <li>• Local experts who have detailed knowledge about the area should be the part of the monitoring process.</li> </ul>
	Vrnjacka Banja	NGO Morava Fishing Association, former president of the municipality Information level about the Project is inadequate.	Inadequate	<ul style="list-style-type: none"> <li>• Tourism sector: The Municipality has importance in term of tourism. Tourism sources are: (a) Thermal water (b) Morava river (c) Mountain Goc.</li> <li>• Small enterprises: To prevent migration of the young population and develop tourism the community invested for the small businesses in recent years.</li> <li>• Hunting: hunting area will be reduced.<sup>21</sup></li> </ul>	<ul style="list-style-type: none"> <li>• Entry and exit areas to the motorway should be provided to the local businesses.</li> <li>• Motorway should provide access to the touristic locations.</li> <li>• Existing bridge within the borders of the Municipality should be protected.</li> <li>• Irrigation wells (8-10 m distance) should be protected.</li> <li>• Grievance mechanism should be established as soon as possible.</li> </ul>
	Trestenik	West Morava Water Sports Association and Ecology	Inadequate	Morava river ecosystem and physical impact on the river bank as it may change the water flow and hence may have bad impact on water sports: NGO's mentioned that the highway is passing	<ul style="list-style-type: none"> <li>• Construction schedule needs to be disclosed.</li> <li>• Final route should be disclosed.</li> </ul>

<sup>21</sup> 1. "Vrnjačka Reka" (13.8 acres) managed by the Hunting Association of Vrnjačka Banja. This hunting area includes the following species: doe, wild boar, rabbit, wolf, fox, pheasant, field grouse, quail, and ring-pigeon.

2. "Beli izvor" (8.8 acres) managed by the Public Service "Borjak". This open hunting ground features the following species: deer, wild boar, doe, rabbit, pheasant, woodcock, wild pigeon, marten, badger, wolf, fox, wild cat, magpie and gray crowbar.

Source: <https://ivrnjackabanja.com/travel/activities/hunting/>

Section	Municipality	NGO Name	Information Level	Comments on the Project	Proposed Mitigation Measures
		Society		through very critical spot of Tristenik as it is close to the airport, used for sportive purposes, the water sports locales, the water supply wells (500 m) of the Tristenik town.	<ul style="list-style-type: none"> <li>• Interchanges on the highway should be designed by the considering the land use patterns.</li> <li>• Noise is very important cause the spot of the meeting that was made with NGO's is very tranquil and hence NGO's are highly concerned that this spot will lose its importance and attraction on local people for gathering in weekends.</li> <li>• Local media should be used for announcement of the public consultation meeting.</li> </ul>
Section-3	Cacak	Women Entrepreneur Association	Inadequate	<p>Local Businesses</p> <ul style="list-style-type: none"> <li>• They already experience the "Milos Veliki" Highway's benefits and they expect positive impacts from Morava Motorway Project;</li> <li>• After the completion of the Project, motorway will help them to sell their products in a wider market in an easier way;</li> <li>• They don't want this Project just to be political and as women investors; they would like to be the part of this Project;</li> <li>• They did not get any offer for this Project.</li> <li>• They would like to be the part of this Project; They have expectation for the employment opportunity for the young generation of the Cacak. Since the young population of Cacak already migrated to Belgrade and abroad countries or working for minimum wage.</li> <li>• The transportation will be faster and it will help them to find new markets.</li> </ul>	<ul style="list-style-type: none"> <li>• The permits about the speed limit needs to be changed for the faster transportation.</li> <li>• Information provided by the media is misleading and timeline of the Project is changing. The exact schedule of the Project should be shared with the public.</li> <li>• The Project will contribute the transportation however the government should find a balance between the taxes and motorway costs.</li> </ul>

## Annex – 5 Summary of Focus Group Discussions

Total of seven Focus Group Discussions (FGD) with 66 participants were conducted in the following municipalities: Preljina, Vrnjačka Banja (two FGDs), Adrani, Baluga, Maskare, and Krusevac. Table below presents further details regarding the FGDs, respectively.

Name of the settlement	Target Group	Number of participants	Date of FGD
<b>Preljina</b>	Women from general population	10	10/15/2019
<b>Vrnjačka Banja</b>	Young Women	7	10/10/2019
	Roma Women	12	
<b>Adrani</b>	Women from general population	8	10/15/2019
<b>Baluga</b>	Farmer Women	8	10/14/2019
<b>Maskare</b>	Older Women	11	10/16/2019
<b>Kruševac</b>	Unemployed Women	10	10/16/2019

The topics covered by FGDs can be divided in two key segments. The first one is related to the role of women in the household and the community (division of housework, care of other family members, employment, engagement in agriculture, etc.), while the other one observed the information relevant to the project implementation (do FGD participants have enough information about the project, what are their expectations, concerns and recommendations).

Based on the data collected through conducting seven FGDs with different groups of women, regarding the position of women in the household and community, the following conclusions were derived as:

- Comparing to men, women are significantly less informed about the processes and events at the local level, in their communities.
- Women are mainly not involved in the decision-making processes in their communities.
- In local communities there are no women associations in which they could link and do something together.
- Generally speaking, local and national TV stations, and Internet portals are key sources of the information of women who participated in the FGDs.

In terms of recommendations following statements were given by the FGDS as;

- The respondents showed relatively low level of information on the project implementation, it was recommended to present the locals regarding the whole Project process and receive feedback.
- Considering the fact that the key channels through which local population receives the information are local TV stations, newspapers and the Internet portals, those media should be used for presenting all relevant information on the project.

- Since many respondents emphasized negative impact of the project on the environment, it was stated to be extremely important to introduce adequate measures to protect the environment, but also inform local community about those measures.
- For the local residents, potential effects of the project on increasing the employment and investments are also of significant importance. The locals suggested to communicate to the local residents, as the employment issue is particularly important in this area.



## Annex – 6 List of potential NGO's to be included in the ESIA Process

The Table below presents the list of NGO's that are categorized as Primary and Secondary with the recommendations of the local social experts assigned for the Project. The identification of the listed NGO's are categorized according to their activity, visibility and relation to the Project. The area of representation for the NGO's within the Area of Influence are mainly based on environment, youth, and women and minorities subjects and distributed in all affected seven municipalities. The local social experts placed an emphasis on the locations that are expected to have direct impact by the Project as the cities of Krusevac, Trstenik and Kraljevo. The given list below will be updated during the ESIA disclosure phase when necessary.

NGO name	Municipality	COMENT
<b>Primary NGO List</b>		
UG „NO MOBING“	Čačak	Formally existing but not cooperative since there is no true entity
Omladinska mreža Kraljevo	Kraljevo	Formally existing but not cooperative since there is no true entity
Eko pokret „Ibar“	Kraljevo	Existing and active organisation
KAPD Balkan	Kraljevo	Existing and active organisation
UG „Fenomena“	Kraljevo	Formally existing but not cooperative since there is no true entity
Forum NVO	Kraljevo	Formally existing but not cooperative since there is no true entity
UG Čuvari prirode	Vrnjačka Banja	Existing and active organisation
Udruženje pčelara	Vrnjačka Banja	Formally existing but not cooperative since there is no true entity
Udruženje hotelijera	Vrnjačka Banja	Formally existing but not cooperative since there is no true entity
Udruženje banja Srbije	Vrnjačka Banja	Formally existing but not cooperative since there is no true entity
Ekološki pokret „Moravski Orašak“	Trstenik	Formally existing but not cooperative since there is no true entity
Udruženje za demokratizaciju i obrazovanje Roma	Trstenik	Formally existing but not cooperative since there is no true entity
Udruženje za emancipaciju Roma „KHAM“	Trstenik	Formally existing but not cooperative since there is no true entity
Društvo za sportove na vodi „Zapadna Morava“	Trstenik	Existing and active organisation
Lovačko udruženje „Radoslav Boža Brkić“	Trstenik	Formally existing but not cooperative since there is no true entity
Udruženje odgajivača krupne stoke i krava muzara „Mala Drenova“	Trstenik	Formally existing but not cooperative since there is no true entity
Udruženje žena „Peščanik“	Kruševac	Formally existing but not cooperative since there is no true entity
Udruženje Romkinja „STASTI I BAHTALI ROMNI“	Kruševac	Formally existing but not cooperative since there is no true entity

NGO name	Municipality	COMENT
UG za podršku evropskim integracijama „Evrokontakt“	Kruševac	Existing and active organisation
Kruševački ekološki centar	Kruševac	Existing and active organisation
UG „EURO LOVE“	Varvarin	Formally existing but not cooperative since there is no true entity
Udruženje žena „UNA“	Ćičevac	Formally existing but not cooperative since ne there is no true entity
Udruženje pčelaea „Ćičevac“	Ćičevac	Formally existing but not cooperative since there is no true entity
UG Geografsko ekološko društvo	Čačak	Existing and active organisation
Udruženje „Pozitiva“	Čačak	Formally existing but not cooperative since there is no true entity
Udruženje roma „Budimo ljudi“	Čačak	Formally existing but not cooperative since there is no true entity
Udruženje „Putokaz“	Čačak	Formally existing but not cooperative since there is no true entity
Zavičajno društvo Kraljevo	Kraljevo	Formally existing but not cooperative since there is no true entity
UG „Ruke prijateljstva“	Kraljevo	Formally existing but not cooperative since there is no true entity
Centar za aktivizam i volonterizam	Kraljevo	Formally existing but not cooperative since there is no true entity
Klub mladih Kraljevo	Kraljevo	Formally existing but not cooperative since there is no true entity
Udruženje Roma	Vrnjačka Banja	Formally existing but not cooperative since there is no true entity
UG „Novoselac“	Vrnjačka Banja	Formally existing but not cooperative since there is no true entity
Udruženje preduzetnika Trstenika	Trstenik	Formally existing but not cooperative since there is no true entity
Udruženje ART centar Roma Srbije	Trstenik	Formally existing but not cooperative since there is no true entity
Udruženje Roma Dr Sava Stanojević	Trstenik	Formally existing but not cooperative since there is no true entity
UG Drenovski koreni	Trstenik	Formally existing but not cooperative since there is no true entity
UG Mladi na delu	Trstenik	Formally existing but not cooperative since there is no true entity
Organizacija izviđača „Car Lazar“	Kruševac	Existing and active organisation
UG „Asocijacija mladih“	Kruševac	Existing and active organisation
UG „Treehouse“	Kruševac	Formally existing but not cooperative since there is no true entity
UG Penzioneri i ostali građani opštine Varvarin	Varvarin	Formally existing but not cooperative since there is no true entity
Centar za razvoj građanskog društva	Varvarin	Formally existing but not cooperative since there is no true entity
UG „Naš grad“	Ćičevac	Formally existing but not cooperative since there is no true entity
Udruženje za razvoj i unapređenje opštine Ćičevac „Akcija“	Ćičevac	Formally existing but not cooperative since there is no true entity

**Annex - 7 Stakeholder Consultation Template**

No	Date	Responsible Contractor representative	Name of Stakeholder/Group	Type of Consultation (community/Public authority, NGO)	Purpose of Consultation (Request, visit, etc.)	Place	Subject	Activities/action to be taken

## Annex- 8 Sample of Public Grievance Form

### Public Grievance Form (Sample)

<b>Date</b>	
<b>Full Name</b>	<p><i>You can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent.</i></p> <p><input type="checkbox"/> I request non-disclosure of my identity information</p> <p><input type="checkbox"/> I would like to submit ANONYMOUS claim</p>
<b>Please mark how you wish to be contacted (mail, telephone, e-mail).</b>	<p><input type="checkbox"/> By Post: Please provide mailing address .....</p> <p><input type="checkbox"/> By person:.....</p> <p><input type="checkbox"/> By telephone:.....</p> <p><input type="checkbox"/> By e-mail:.....</p> <p><input type="checkbox"/> Other:.....</p>
<b>Province/Town/Settlement</b>	
<b>Category of the Grievance</b>	
1. On assets/properties impacted by the project	
2. Compensation (delay, value, discrimination, lack of information)	
3. On infrastructure	
4. On decrease or complete loss of sources of income	
5. On environmental issues (like pollution, dust, noise)	
6. Damage on the properties (on croplands, structure)	
7. Request for employment	
8. On traffic, transportation and other risks	
9. On health	
10. On quality of life (security issues, cultural conflicts)	
11. On land acquisition	
12. On the productivity of agriculture/animal husbandry	
13. Other (Please specify):	



<b>Description of the Grievance (WHAT, WHEN, WHERE, WHY, IMPACT) Please briefly explain the cause-root of the complaint</b>	
<b>Have you ever filed a complaint on the same issue before?</b>	
<b>Do you know if any other locals that are experiencing the same issue?</b>	
<b>Please state if you have any suggestions or options to resolve your complaint?</b>	
<b>Please do not fill this section of the form.</b>	
<b>To be filled out by the CRSD</b>	
<b>How was the comment received?</b>	
<input type="checkbox"/> In person <input type="checkbox"/> By phone <input type="checkbox"/> By mail <input type="checkbox"/> By grievance box number:      (please include the box number) <input type="checkbox"/> Other (please describe)	
<b>Grievance Registration Date:</b>	<b>Grievance Number:</b>
<b>Response Required:</b>	<b>Signature:</b>
<input type="checkbox"/> Yes <input type="checkbox"/> No	

## Annex –9 Grievance Log

Grievance #	Date	Complainant Name	Address / Phone number	Category of the complaint	Description of the complaint	Company Recipient	Dept assigned	Actions Taken	How decision was communicated to complainant	How company will avoid problem in the future	Status	Close out Date	Comments/Related Correspondence

## Annex –10 Sample of Grievance Closeout Form

### Grievance Closeout Form (Sample)

Type of Grievance:	<input type="checkbox"/> Public	<input type="checkbox"/> Employee
Is the case urgent:	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Grievance closeout number:		
Date Submitted:		
Language Submitted:		
Name of the Translator (if needed)		
Target Date for Resolution:		
Contact Information of the Stakeholder (if given)		
Desired Method of Contact:		
Description of the Grievance:		
Compensation Required?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Assessment of Grievance Level and Rationale:		
<b>CONTROL OF THE REMEDIATE ACTION AND THE DECISION</b>		
Stages of the Remediate Action	Deadline and Responsible Party	
1.		
2.		
3.		
4.		

5.		
6.		
7.		
8.		
Sign off:		
Date:		
<b>In case the case was non-anonymous</b>	<input type="checkbox"/> YES <input type="checkbox"/> NO	Comments:
Is the complainant satisfied with the corrective action taken to address the grievance?		
Is the grievance resubmitted?	<input type="checkbox"/> YES <input type="checkbox"/> NO	Comments:
New Grievance Number		Date of Resubmission:
<b>Grievance Closure: To be Completed by Non-Anonymous Complainant</b>		
Name of the Complainant:		
Are you satisfied with the corrective measures taken for your grievance?	<input type="checkbox"/> YES <input type="checkbox"/> NO	Comments:
Signature of Complainant:	Date:	
<b>To be Completed by Grievance Officer</b>		
Are you satisfied that this grievance has been resolved?	<input type="checkbox"/> YES <input type="checkbox"/> NO	Comments:
Signature of CRSD	Date:	