

ZIVINICE WATER AND WASTEWATER PROJECT

Stakeholder Engagement Plan

July 2026



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LIST OF ABBREVIATIONS

BiH	Bosnia and Herzegovina
E&S	Environmental and Social
EBRD	European Bank for Reconstruction and Development
ESMP	Environmental and Social Management Plan
ESR	Environmental and Social Requirement (of EBRD)
FBiH	Federation of Bosnia and Herzegovina
LARP	Land Acquisition and Resettlement Plan
LARF	Land Acquisition and Resettlement Framework
NTS	Non-Technical Summary
PIU	Project Implementation Unit
SEP	Stakeholder Engagement Plan
TC	Tuzla Canton
The Company	Public Company Vodovod i kanalizacija d.o.o.

1 BRIEF GLOSSARY OF STAKEHOLDER ENGAGEMENT

This one-page glossary provides definitions for some of the most important concepts used in this Stakeholder Engagement Plan, although it is by no means an exhaustive list.

GLOSSARY TERM	DEFINITION/ DESCRIPTION
Stakeholders	Stakeholders are those: > who are affected (directly or indirectly, positively or negatively) by a project, including those who might be particularly <i>vulnerable</i> to project impacts; the project may affect their land, natural resources or water supply; it may present a short- or long-term disturbance to their lives; it may offer potential job opportunities or an improved service. > who may have an interest in, or may otherwise influence, the project, but are not affected by it (i.e., interested parties, such as, for e.g., the media, investors, some civil society organisations).
Stakeholder mapping	Involves identifying all individuals, groups and organisations that are affected by a project or otherwise have an interest in the project, along with their needs, interests and concerns. Engagement planning is tailored to stakeholders' needs and interests, and is prioritised on those who are most affected by the project, particularly vulnerable to project impacts, and/or have a high degree of influence over project outcomes.
Stakeholder engagement	Refers to the ways in which an organisation communicates and interacts with local communities and other stakeholders, and involves them in decision-making and project implementation. Engagement is a two-way or multi-way process, with the aim of listening, building trust, reaching common understanding and generating mutual benefit.
Stakeholder Engagement Plan (SEP)	A plan which sets out the requirements and steps needed to identify, consult and engage with stakeholders and disclose project information, to meet project objectives and the expectations of stakeholders. EBRD projects need to disclose a public SEP that meets the requirements of the EBRD Environmental and Social Policy to the EBRD.
Grievance mechanism	A non-judicial process managed by the project implementor for receiving, acknowledging, investigating and responding to Project-related grievances. The written procedure is normally publicly available on the project website and at relevant local sites. The procedure explains: the different channels for complaint; how and when the project implementor will respond; and how complainants can make an appeal or access mediation and arbitration if required. The mechanism should not affect a complainant's access to judicial or administrative remedies. A community grievance mechanism is usually separate from an employee grievance mechanism.
Vulnerable people or groups	People or groups of people who may be more adversely affected by project impacts than others by virtue of characteristics such as their gender, ethnicity, religion, age, physical or mental disability, literacy, social status, etc. Vulnerable people may also include people in vulnerable situations, such as people living below the poverty line, single-headed households, natural resource dependent communities, internally displaced people, etc.

2 INTRODUCTION

2.1 Context

Zivinice's drinking water and wastewater systems were built during the 1960s and have since then undergone little or no maintenance. Consequently, **both the drinking water and the wastewater networks significantly underperform** as illustrated with physical drinking water supply system losses at around 70% (of the water put into distribution), while the wastewater network suffers from high volumes of unwanted water, prematurely discharging sewage to the natural environment. Zivinice's wastewater treatment plant (WWTP) was constructed in 2014. However, wastewater quality monitoring results show that the specified parameters for effluent often exceed legally mandated limits, indicating that the equipment is not adequately maintained.

Therefore, the **European Bank for Reconstruction and Development (the EBRD) is considering providing finance to the City of Zivinice for the modernisation and digitalisation of the below-ground drinking water and wastewater networks in the City of Zivinice** (the Project).

The City is the Borrower and will be responsible for overall Project implementation through the Project Implementation Unit (PIU). The Project infrastructure will be operated by the public utility company JP Vodovod i kanalizacija d.o.o. Živinice (the "Company").

A **Project Implementation Unit** (PIU) has been established to manage the Project, mainly consisting of representatives of the City.

The Project has been **categorised B¹** as per the EBRD Environmental and Social Policy (2024).

2.2 Brief Project Description

Regarding **water supply**, the primary focus of the Project is the optimisation of existing infrastructure, emphasising a significant reduction in water losses. The Project encompasses various components, such as reconstructing the pressure transmission pipeline from PS Spreca to the Mestrici Reservoir, reconstructing the Mestrici reservoir, reconstructing and extending the distribution network in several urban and suburban settlements (Strasanj, Orb, Sjever, Jezero, Novi Grad, Ciljuge, Litve, Golubinjak, Visca, Naselje uz prugu, Riba and Donja Visca), replacing 50% of water meters, installing a SCADA system, procuring a spare pump for the water source Pjesinac and replacing pumps at PS Spreca. In the Dubrave settlement, reconstruction and extension of the distribution network are planned. The Project also includes extension of the water supply network to the Ciljuge and Maline industrial zones.

The Project also aims to enhance the existing **wastewater infrastructure** in the City by separating the sewerage system into stormwater and sanitary sewerage. This involves laying new pipes for sanitary sewerage and repurposing the combined system for temporary stormwater use with appropriate cleaning measures. The collected stormwater will be treated in four newly installed oil and grease separators and then discharged into the Oskova River through four outlets. Furthermore, the Project includes expanding the sanitary sewerage network to five additional settlements— Sjever, Ciljuge, Jezero, Donja Visca and Maline. The Project also includes construction and installation of a small wastewater treatment unit (technology: Sequencing Batch Reactor) within the Maline Industrial Zone, with a planned treatment capacity of approximately 1,500 PE. In relation to the central WWTP in Strasanj, the Project includes procurement of spare

¹ An EBRD project is categorised B when its potential environmental and/or social impacts are typically site-specific, and/or readily identified and addressed through effective mitigation measures.

parts for key equipment, including the surface aerators, bridge drive, circulation mixer, hyperboloid mixer and recirculation pump, to improve maintenance efficiency and reduce downtime in the event of equipment malfunction.

A description of the Project is provided in the Non-Technical Summary (NTS) of the Project which is part of the Project's disclosure package. The Main Designs for the Project are currently being developed.

2.3 Project Benefits

There are significant positive impacts of the proposed Project, including:

- > Significant **reduction in water losses** through the reconstruction of the water supply pipeline.
- > **Replacement of all asbestos-cement water supply pipelines** in the City centre, reducing health and safety risks to the Company's workers and population during the maintenance activities.
- > Contributing to climate change mitigation by **decreasing greenhouse gas emissions**, attributed to reduced electricity requirements for water pumping.
- > **Mitigation of urban flooding risks** by separating the existing combined sewerage system into faecal and stormwater systems.
- > **Connection of new consumers** to the water supply and sewerage systems by their expansion to additional settlements.
- > **Lowered risk of surface water quality degradation** through improved maintenance of wastewater treatment plant's equipment and faster repair times in case of malfunctions.
- > **Contribution to climate change adaptation**, specifically to floods and droughts, by minimising urban flooding occurrence and enhancing water resource availability through reduced water losses.
- > **Enhanced customer satisfaction** due to more dependable service provision and a reduced likelihood of water supply interruptions.
- > **Establishment of a reliable water supply system** which can support local industries and businesses, leading to economic growth and job creation within the community.
- > **Creation of temporary employment opportunities** for the local workforce and fostering local workforce development; and potential engagement of local subcontractors and prospects for local business involvement.

2.4 Objectives and Scope of this Stakeholder Engagement Plan

This Stakeholder Engagement Plan (SEP) was developed by the City of Zivinice in order to clearly communicate to all interested and affected parties the stakeholder engagement program which is to be implemented throughout the entire Project cycle. It will be implemented by the PIU.

The objective of this SEP is to facilitate Project-related decision-making and create opportunities for active involvement of all stakeholders in a timely manner, and to provide possibilities for stakeholders to voice their opinions and concerns that may influence Project decisions. The purpose of the SEP is, therefore, to enhance stakeholder engagement throughout the life cycle of

the Project, and to carry out stakeholder engagement in line with local legislation, as well as the requirements of EBRD.

This SEP is a live document that will be periodically updated by the PIU as necessary to reflect key changes in Project activities or any new developments in the Project scope. Updated versions of the SEP will be disclosed through the same channels used for disclosure of the original SEP, as described in Chapter 5.3 Planned Information Disclosure and Consultations.

2.5 Responsibility for Implementation of this Stakeholder Engagement Plan

A member responsible for implementation of this SEP has been appointed by the PIU (contact information provided in Chapter 6 of this SEP).

Contractors in charge of carrying out specific Project activities will also be required to implement the relevant provisions of this SEP. The grievance mechanism requirements will be laid out in the contracts that will be signed with the contractors.

3 REGULATORY REQUIREMENTS FOR STAKEHOLDER ENGAGEMENT

3.1 Local Legislation Requirements

The rights of all citizens and organisations to access information held by public authorities is guaranteed by the Federation of Bosnia and Herzegovina (FBiH)–level *Law on Free Access to Information*². Public authorities have an obligation to disclose such information.

Furthermore, the *Law on Public Enterprises in FBiH*³ stipulates that all public companies operate on the principle of freedom of access to information and are obligated to make all information regarding their work, organisation and financial management publicly available on their websites.

There are no other local requirements on stakeholder engagement comparable to EBRD requirements elaborated below.

3.2 EBRD Requirements

In its Environmental and Social Policy 2024, EBRD has defined a comprehensive set of specific Environmental and Social Requirements (ESRs) that projects are expected to meet. ESR 10 (Stakeholder Engagement) emphasises the importance of open and transparent engagement between the client and the project stakeholders as an essential element of good international practice and corporate citizenship.

EBRD's ESR 10 requirements can be summarised as follows:

- > The stakeholder engagement process involves stakeholder identification and analysis, engagement planning, information disclosure, meaningful consultation, implementation of a grievance mechanism, and ongoing reporting to relevant stakeholders. Engagement must begin early in the project development and continue throughout the project life cycle.
- > Clients must ensure that stakeholders have access to timely, relevant and understandable information, and that engagement is conducted in a culturally appropriate and inclusive manner, free from manipulation interference, coercion, intimidation and retaliation. For this purpose, the client will disclose relevant project information, in the local language(s) and in a manner that is accessible and culturally appropriate, taking into account any specific needs of groups that may be differentially or disproportionately affected by the project or groups of the population with specific information needs. Engagement should be gender-responsive and inclusive of vulnerable and underrepresented groups. Appropriate measures should also be taken to protect personal data and the privacy of stakeholders. Throughout the life of the project, the client will continue to provide information to identified stakeholders on an ongoing basis.
- > The client will undertake meaningful consultation, based on the nature and scale of the project's adverse risks and impacts and the level of stakeholder interest.
- > To respond to stakeholders' concerns related to the project in a timely manner, the client will establish and maintain an effective grievance mechanism throughout the Project lifecycle, to receive and facilitate resolution of stakeholders' concerns and grievances.
- > Clients are required to develop and implement a SEP that describes how engagement will be carried out throughout the project life cycle, including the timing and methods of engagement, the information to be disclosed, disclosure language(s) and the type of

² Official Gazette of FBiH, No. 32/01 and 48/11

³ Official Gazette of BiH, No. 8/05, 81/08, 22/09 and 109/12

information to be sought from stakeholders. The client will identify those project-affected parties who, because of their circumstances, may be disadvantaged, underrepresented or vulnerable. The SEP will be tailored to consider the main characteristics and interests of the project-affected parties and other interested parties and distinguish between the different levels and methods of engagement that might be appropriate for each. The SEP will be updated as necessary during the project life cycle.

4 PROJECT STAKEHOLDERS

Project stakeholders have been identified and analysed to address the different consultation requirements. Stakeholder mapping was carried out during the development of this SEP based on:

- > site visits to the Project area;
- > discussions with Company representatives and City officials and relevant departments;
- > review of available Project documentation and media search.

The identified key Project stakeholders are listed below, whereas their specific interests/concerns and the planned methods of communication are detailed in Section 5.4. It should be noted that any stakeholders not identified at this stage of the Project may directly contact the PIU to make themselves and their needs known, and to facilitate the effective implementation of the SEP.

1. Households and individuals living and working in the Project area

This group includes households and individuals in the Project area who may be affected by construction works, including vulnerable groups (such as persons with disabilities, pedestrians, cyclists, the elderly and children); more specifically:

- > Residents of the local communities of **Litve, Oskova, Rudar, Visca Donja, Zivinice Centre, Maline, Sjever, Ciljuge and Dubrave Gornje**, who may experience potential disruptions and nuisances from construction activities in their immediate vicinity. These temporary inconveniences include noise, dust, vibrations, potential access restrictions and traffic restrictions throughout the construction phase. It should be noted that there is substantial pedestrian activity throughout the day through the city centre, particularly in the Alija Izetbegovic Street and the Nesib Malkic Boulevard.
- > Vulnerable populations, including individuals with disabilities, pedestrians, cyclists, the elderly and children, who may have heightened sensitivity to factors such as difficulties in access to healthcare facilities, access to pedestrian walkways, heightened dust levels, increased noise and other related challenges associated with ongoing construction activities. The PIU will continue to identify vulnerable and underrepresented stakeholders throughout Project implementation and will adapt engagement methods as needed to ensure their meaningful participation. Locals may also be interested in job opportunities generated as part of the Project, as the works will require both skilled and unskilled labour.

2. Businesses in the Project area

This group of stakeholders includes numerous formal or informal businesses in the Project area – both small businesses and large business facilities (such as the Bingo City Centre shopping centre) – which are susceptible to construction-related disturbances and inconveniences such as access restrictions. It should be noted that there is a significant number of small local businesses throughout the city centre, particularly in the Alija Izetbegovic Street and the Nesib Malkic Boulevard. This area includes shops and cafes which may be susceptible to disruptions caused by nearby construction works. In addition, a significant number of businesses are located within the Ciljuge and Maline industrial zones.

3. Owners and users of land potentially affected by Project infrastructure and required land rights

This stakeholder group includes owners and users of privately owned land plots that may be affected by the construction and operation of the proposed water supply, wastewater and stormwater infrastructure. Depending on the type of infrastructure and the extent of land required, impacts may include permanent land acquisition, establishment of easement rights or other restrictions on land use, temporary occupation of land during construction, restrictions of access, or impacts on crops, trees, structures, fences or other assets..

The exact affected land plots, owners and users will be confirmed through the Expropriation Studies and the Land Acquisition and Resettlement Plan (LARP) to be developed by the City once the Main Designs are prepared.

A Land Acquisition and Resettlement Framework (LARF) has been developed for the Project to define the principles, procedures and entitlements applicable to land acquisition, easement establishment, temporary land occupation, access restrictions and other land-related impacts, in accordance with FBiH legislation and EBRD requirements.

4. Emergency service providers

This group includes the fire station in the Ciljuge area along the R445a road and other relevant emergency, public safety and public-service facilities that may require uninterrupted access during construction. Their primary interest relates to maintaining safe and uninterrupted access during construction activities.

5. Users of cultural and religious assets in the Project area

Numerous significant religious and cultural assets for the local population are located in the Project area, including the Mosque of the Islamic Centre of Zivinice, the Catholic Church of St. John the Baptist and the Chapel of St. Anthony of Padua and the Ciljuge Mosque and the Bosnian Cultural Centre. The scope of their interests includes safeguarding the integrity of religious spaces or cultural assets amid the planned works, preserving the religious and cultural significance of the area, ensuring minimal disruption to religious services (such as Sunday mass or Friday prayers) or cultural events.

6. Current and future customers of the Company

This group of stakeholders refers to beneficiaries of the improved water supply and wastewater systems, i.e., residential, commercial and institutional customers in Zivinice. They will be the direct users of the improved water supply and wastewater infrastructure. Furthermore, the settlements of Sjever, Ciljuge and Jezero within the City will be connected to the City's sewage network, which will yield great benefits to their residents. Their main interests are the quality and reliability of water supply and wastewater services, service fees, consistency in service provision, as well as long-term sustainability and environmental benefits.

7. Non-governmental organisations (NGOs), media, general population of the region or the country

This category encompasses a diverse range of stakeholders who, though not directly impacted by the Project, maintain a vested interest in its outcomes. This includes:

- > **NGOs:** Organisations, particularly those dedicated to environmental sustainability and the water quality of local rivers and subterranean springs, may show an interest in the Project in the future. The scope of their interest may revolve around the Project's environmental impact (reduction in water losses and rational utilisation, prevention of sewage overflows and pollution in receiving waters), adherence to international standards (particularly the EU's Water Framework Directive), and its potential to establish a precedent for future infrastructure initiatives.

Note: Although such organisations have not yet demonstrated a specific interest in this Project, all shall be provided with opportunities to voice their opinions or concerns throughout Project preparation and implementation. Any organisations interested in the Project can send their contact details to the PIU to be included in this SEP and notified directly about Project events.

- > **Local and national media:** Both local and national media outlets have significant influence in spreading information regarding the Project. They serve a crucial role in shaping public opinion and ensuring the dissemination of updates, benefits, and potential concerns associated with the Project.
- > **General population of the Zivinice region or the country:** While not direct beneficiaries of the Zivinice water supply and wastewater system, the broader regional or national populace may take interest in the Project's advantages, particularly concerning the improved water quality of the Spreca and Oskova rivers and other positive environmental impacts.

8. Contractors or subcontractors for construction, monitoring and supervision of works, and their employees

The contractors or the supervision engineer have not been selected yet but are a crucial stakeholder for the successful execution and delivery of the Project, ensuring safety and compliance during the construction process.

9. Employees of the City and the Company

The employees of the City and the Company are a group of stakeholders with an interest in the Project's planning and execution, with emphasis on elements such as ensuring a safe working environment, promoting fair employment practices and addressing other labour-related issues.

10. Relevant government authorities and organisations

These stakeholders include regulatory bodies with oversight and vested interest in the successful completion and operation of the Project:

INSTITUTION	RESPONSIBILITIES RELEVANT TO THE PROJECT
City of Zivinice	> Owner of "Vodovod i kanalizacija d.o.o." > Loan beneficiary > PIU member > Issues construction related permits
Sava River Watershed Agency	> Issues water permits for water abstraction
Public Health Institute of TC	> Tests the safety of water (including drinking water, surface water and wastewater)
Roads of FBiH	> Will need to provide consent for construction activities near the M-18 main road
Railways of FBiH	> Will need to provide consent for construction works near the railway line
Zivinice City Police	> Regulates traffic in the city, which will be affected by works
Inspection authorities	> Conduct inspection and supervision in the fields of labour, OHS, environment, etc.
Public utility companies	> Manage and operate underground utilities located in the Project area and likely to be affected by excavation and installation works

5 STAKEHOLDER ENGAGEMENT PROGRAM

5.1 Introduction

Communication and information channels have been designed in this SEP taking into account the specific needs of various stakeholder groups. **The Company and the City of Zivinice acknowledge the significance of meaningful and timely engagement with stakeholders to ensure the success of the Project.** Through this engagement process, they aim to gather valuable feedback, comments and suggestions from stakeholders to enhance the Project's design and maximise local benefits.

Stakeholder engagement activities will be conducted in a manner that is inclusive, culturally appropriate, gender responsive and accessible to all stakeholder groups. Particular attention will be paid to ensuring that vulnerable and underrepresented stakeholders are able to access Project information and participate in consultation activities.

5.2 Previous Disclosure and Engagement Activities

Several news articles regarding the Project have been published on the City of Zivinice's official website and on local online news portals. No other disclosure or engagement activities have yet been undertaken.

5.3 Planned Information Disclosure and Consultations

Effective stakeholder engagement relies on transparent information disclosure and meaningful consultations. This section details the strategy and planned activities to keep all stakeholders informed and involved throughout the Project's lifecycle.

A. DISCLOSURE OF PROJECT DOCUMENTS

The PIU will disclose the following documents as early as possible in the Project development process (but before the start of the contractor selection procedure):

- > this SEP;
- > the Public Grievance Form (Appendix 1 of this SEP);
- > the NTS of the Project;
- > the Environmental and Social Management Plan (ESMP); and
- > the Land Acquisition and Resettlement Framework (LARF) and the future Land Acquisition and Resettlement Plan

These documents will be available in one of the official languages in BiH (as well as English where available), both in electronic and printed forms at:

NAME OF INSTITUTION	WEBSITE	ADDRESS
Public Company "Vodovod i kanalizacija d.o.o." Zivinice (the Company)	https://vikzivinice.ba/	Strasanj bb, Zivinice, BiH
City of Zivinice	https://gradzivinice.ba/	Alije Izetbegovica 28, Zivinice, BiH

The disclosure package will also be available on the EBRD website (www.ebrd.com).

B. PUBLIC CONSULTATION MEETINGS

The PIU will schedule and hold the following meetings with stakeholders as follows:

- > **One public meeting after the Main Designs are developed** – to present the Project to the public and offer a clear understanding of the Project's scope and objectives. This meeting will also serve as an opportunity for stakeholders to provide feedback; and
- > **One public meeting prior to start of construction** – to present the detailed plan of the Project to stakeholders, including information on expected duration of construction works, the available Project-specific grievance mechanism, alternate routes and any other relevant Project specifics. The meeting will also provide an opportunity for affected persons and businesses to discuss practical concerns related to access, land use, business operations, agricultural activities, emergency access and other construction-related issues.

During public consultation meetings, the PIU will pay particular attention to: 1) explaining potential land-related impacts of the Project, 2) encouraging local businesses to voice their concerns, expectations and suggestions, 3) discussing and clarifying compensation mechanisms available for any temporary income losses.

These consultations will be organised at a central venue in the City (such as the City Hall), which is deemed appropriate taking into account the relatively small size of Zivinice and the ease of access for all community members (without significant travel or logistical challenges). **As needed, the PIU will organise separate small group discussions** and will identify whether any further specific assistance may be needed to ensure that any vulnerable groups or individuals are not excluded from or unable to participate fully in the consultation process.

All meetings will be documented, and the discussions/feedback recorded. All Project-related comments and proposals will be considered by the PIU. **A brief report ("comments matrix") on comments/proposals received and responses from the PIU will be published** within 2 weeks from the public meetings, on the websites of the City of Zivinice and the Company.

The PIU will inform all stakeholders about the exact date, time and venue where the meetings will be held 10 days in advance through the following channels:

1. official website of the City of Zivinice, as well as the website of the Company;
2. announcements posted in: (i) Zivinice City Hall, (ii) bulletin boards of local community offices in the Project area: Maline, Ciljuge, Litve, Oskova, Rudar, Visca Donja, Zivinice Centre and Dubrave Gornje;
3. local media and newspapers in wide circulation in Zivinice (e.g., web portals Zivinice.ba, Zivinice Carsija, Tuzlanski.ba, TV stations RTV Zivinice and RTV Slon, daily newspapers such as Dnevni Avaz, Dnevni List or Oslobodjenje);
4. the City of Zivinice's Facebook page: <https://www.facebook.com/GradZivinice/>

C. INFORMING THE PUBLIC ABOUT CONSTRUCTION WORKS

The PIU will commit to providing clear information concerning various facets of planned construction activities. This includes specifics about the locations, anticipated commencement dates, expected duration of planned works and any predicted disruptions in traffic flows and any other potential inconveniences to the public at least 30 days before start of works through the same channels listed above.

Once construction starts, information boards will be placed by the contractors at construction sites to clearly display contact information for third-party concerns (contact details of the PIU member designated to address any issues or concerns raised by third parties – their position, phone number, and email address).

In addition, written notifications will be sent by the PIU to the following schools in the urban zone of Zivinice to inform them about the start of Project works and request the schools to inform the students about safety aspects:

- > Elementary school "Prva osnovna skola Zivinice"
- > Elementary school "Druga osnovna skola Zivinice"
- > High school "Mjesovita srednja skola Zivinice"
- > Private preschool institution "Mery Isabel" Zivinice
- > Public preschool institution "Djecije obdaniste" Zivinice
- > Private preschool institution "Richmond Park International".

Furthermore, the PIU will send written notifications about planned works to representatives of religious and cultural facilities:

- > Mosque of the Islamic Centre of Zivinice
- > Catholic Church of St. John the Baptist
- > Chapel of St. Anthony of Padua
- > Ciljuge Mosque
- > Bosnian Cultural Centre.

5.4 Stakeholder Engagement Objectives and Methods

The list of identified stakeholders and specific communication requirements are provided in below.

As noted previously, this list of stakeholders below may not be final, and that any stakeholders not identified at this stage of the Project may directly contact the PIU to make themselves and their needs and interests known. The SEP will be updated accordingly by the PIU.

Suggestions for improvement of proposed communication methods are also welcome and can be sent to the PIU which is open to feedback from stakeholders.

Table 1: Stakeholder engagement program details

	IDENTIFIED STAKEHOLDER	SPECIFIC ISSUES OR INTERESTS	COMMUNICATION AND ENGAGEMENT ACTIVITIES AND EFFORTS	INFORMATION AND DOCUMENTS TO BE DISCLOSED
1.	<i>Households and individuals living and working in the Project area (local communities of Litve, Oskova, Rudar, Visca Donja, Zivinice Centre, Maline, Sjever, Ciljuge and Dubrave Gornje)</i>	> Construction activities may cause disturbances to the local population (noise, dust, vibration, access restrictions, traffic restrictions) > Vulnerable categories such as individuals with disabilities, pedestrians, cyclists, the elderly and children may experience particular difficulties (access to healthcare facilities, access to pedestrian walkways, etc.) – PIU to continue to identify vulnerable and underrepresented stakeholders throughout Project implementation and to adapt engagement methods to ensure meaningful participation.	> Access to Project documents online and in the premises of the Company and the City > Disclosure of information on planned construction works > Public consultation meetings and disclosure of comments matrix after the consultations > Community grievance mechanism > Official notification to schools in the urban zone of Zivinice⁴ > Separate small group discussions as necessary > Media/press releases	> Project disclosure package > Comments matrix (to be prepared after public consultations) > Information on the extent, timing and duration of planned works, any expected water supply interruptions and how long they are estimated to last > Information on availability of grievance mechanism > Information on traffic arrangements and safety issues during construction/maintenance > Summary of Environmental and Social Reports

⁴ Elementary school "Prva osnovna skola Zivinice", Elementary school "Druga osnovna skola Zivinice", High school "Mjesovita srednja skola Zivinice", Private preschool institution "Mery Isabel" Zivinice, Public preschool institution "Djecije obdaniste" Zivinice, Private preschool institution "Richmond Park International"

	IDENTIFIED STAKEHOLDER	SPECIFIC ISSUES OR INTERESTS	COMMUNICATION AND ENGAGEMENT ACTIVITIES AND EFFORTS	INFORMATION AND DOCUMENTS TO BE DISCLOSED
2.	<i>Businesses in the Project area</i>	> Potential access restrictions and other construction related disturbances such as increased noise and dust for businesses and disruption of business activities	> Access to Project documents online and in the premises of the Company and the City > Disclosure of information on planned construction works > Public consultation meetings and disclosure of comments matrix after the consultations > Community grievance mechanism > Separate small group discussions as necessary > Media/press releases	> Same as above > Information on the process for providing fair compensation for actual Project-induced losses, involving determining the average turnover of the business and the amount of losses, through an assessment conducted by an appointed court expert
3.	<i>Owners and users of land potentially affected by Project infrastructure and required land rights</i>	> Land acquisition or restrictions on land use > Compensation and entitlements > Timing of land access and construction works;	> Targeted engagement during preparation of the LARP; continued communication during LARP implementation	> Land Acquisition and Resettlement Framework > Final alignment and affected land plots once confirmed; LARP process; eligibility and compensation principles; expected timetable for land access and works; grievance mechanism and contact details.

	IDENTIFIED STAKEHOLDER	SPECIFIC ISSUES OR INTERESTS	COMMUNICATION AND ENGAGEMENT ACTIVITIES AND EFFORTS	INFORMATION AND DOCUMENTS TO BE DISCLOSED
4.	<i>Emergency service providers</i>	> Maintaining uninterrupted access for emergency response vehicles and staff > Advance notification of planned construction activities that may affect traffic flow or access routes > Road safety and traffic management during construction works	> Direct communication and official notifications prior to commencement of works in sensitive locations > Ongoing communication during construction works as needed	> Information on the extent, timing and duration of planned works and access arrangements
5.	<i>Users of cultural and religious assets in the Project area</i>	> Potential access restrictions, increased noise and dust levels due to construction activities	> Official notification about planned works to representatives of religious and cultural facilities⁵ > Access to Project documents online and in the premises of the Company and the City > Public consultation meetings and disclosure of comments matrix after the consultations > Community grievance mechanism > Separate small group	> Same as above

⁵ Mosque of the Islamic Centre of Zivinice, Catholic Church of St. John the Baptist, Chapel of St. Anthony of Padua, Ciljuge Mosque, Bosnian Cultural Centre

	IDENTIFIED STAKEHOLDER	SPECIFIC ISSUES OR INTERESTS	COMMUNICATION AND ENGAGEMENT ACTIVITIES AND EFFORTS	INFORMATION AND DOCUMENTS TO BE DISCLOSED
			discussions as necessary > Media/press releases	
6.	<i>Current and future customers of the Company</i>	> Quality and reliability of water supply and sewage/wastewater services, service fees, consistency in service provision, as well as long-term sustainability and environmental benefits	> Disclosure of information directly through information sent along with bills or other official communication channels with customers > Media/press releases	> Information on any potential service disruptions during construction and/or maintenance > Information on service fees > Project disclosure package > Summary of Environmental and Social Reports
7.	<i>NGOs, media, general population of the region or the country</i>	> General success of the Project and alignment with international standards > Enhanced water quality of local rivers, protection of subterranean springs and other positive environmental impacts	> Access to Project documents online > Media/press releases > Public consultation meetings	> Project disclosure package > Summary of Environmental and Social Reports
8.	<i>Contractors or subcontractors for construction, monitoring and supervision of works, and their employees</i>	> Health and safety, labour and working conditions, environmental setting and impacts, road and traffic safety	> Information through contracting > Trainings and inductions before mobilisation > Communication via supervising engineers > Toolbox talks at construction sites on health and safety, Chance Find Procedure, and other topics > Regular reports on progress of works	> Work safety and health regulations, environmental protection requirements > Information on workers' grievance mechanism

	IDENTIFIED STAKEHOLDER	SPECIFIC ISSUES OR INTERESTS	COMMUNICATION AND ENGAGEMENT ACTIVITIES AND EFFORTS	INFORMATION AND DOCUMENTS TO BE DISCLOSED
			submitted during construction works > Workers' grievance mechanism	
9.	<i>Employees of the City and the Company</i>	> Involvement in Project planning and implementation, safe working conditions (during operation and maintenance), fair employment practices and other labour related issues	> City's and Company's internal communication channels > Trainings as necessary	> Information about the planned Project activities
10.	<i>Relevant government authorities and organisations:</i> > City of Zivinice > Sava River Watershed Agency > Public Health Institute of TC > Roads of FBiH > Railways of FBiH > Zivinice City Police > Inspection authorities > Public utility companies	> Issuing permits, consents and opinions in accordance with local legislation > Monitoring of compliance with local legislation	> Official communication channels > Consultations with relevant government authorities in the framework of permitting procedures > Reporting and monitoring based on local legislation requirements > Timely communication with public utility companies in case of any accidental utility disruptions	> Information on Project activities in the formats and as required by local legislation

6 GRIEVANCE MANAGEMENT

6.1 Overview

The PIU will strive to ensure that the (re)construction of the water supply and sewage pipelines will not result in adverse impacts for those living or working near the Project sites or for other potentially affected stakeholders. The PIU understands that management of grievances is a vital component of stakeholder engagement and an important aspect of risk management for the Project. A Project-level grievance mechanism has been set up for affected communities as a process for receiving, evaluating and addressing grievances from affected communities. The PIU will implement the grievance mechanism to ensure that it is responsive to any concerns and complaints particularly from affected stakeholders and communities.

Both the PIU and the contractors/supervision engineers on site will accept grievances associated with the Project. The PIU will monitor the way in which grievances are being handled and ensure they are properly addressed within deadlines specified within the mechanism presented below.

This chapter includes the following supporting appendices: Project Grievance Form (Appendix 1: Public Grievance Form), template of the Grievance Registry (Appendix 2: Grievance Registry – Template), and template of the Stakeholder Engagement Registry (

Appendix 3: Internal Stakeholder Engagement Registry – Template

Note: Any personal data will be processed in line with the FBiH regulations on personal data protection.

	Stakeholder category and name	Type of engagement	Date of engagement	Key issues/concerns	Follow-up action agreed	Notes on progress
1.	(E.g., affected resident, cultural or religious institution...)	(E.g., official meeting, presentation, informal meeting...)				
2.						
3.						
4.						
5.						



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The following sections of this chapter elaborate the Project grievance procedure and steps. A separate grievance mechanism is available for workers.

6.2 Submitting Grievances

Any concerns can be brought to the attention of PIU verbally (personally or by telephone) or in writing by filling in the Project Grievance Form (by personal delivery, post or e-mail to the address/number given below), without any costs incurred to the complainant. Grievances may also be submitted anonymously or without the use of the form if preferred. **After the start of construction works, the Project Grievance Form may also be submitted directly to the contractor for construction works or the supervision engineer**, which will forward any such received grievances to PIU without delay (within 24 hours) to allow PIU to further process the grievance/comment (i.e., record, acknowledge and respond to the grievance in the timeframes defined below).

The **information boards to be placed at the construction site will clearly display contact information for third-party concerns** (contact details of the PIU member designated to address any issues or concerns raised by third parties – their name, position, phone number, and email address).

The Project will not tolerate any form of retaliation, intimidation, coercion, discrimination, harassment or threats against any stakeholder raising concerns, comments or grievances regarding the Project. Any allegation of intimidation, retaliation or other stakeholder safety concern will be recorded, reviewed and addressed through the grievance mechanism in a timely and confidential manner.

6.3 Sensitive Grievances

Sensitive grievances, including allegations of gender-based violence and harassment, sexual exploitation and abuse, child abuse, intimidation, harassment or retaliation, may be submitted through the same Project grievance mechanism. Such grievances may be submitted anonymously and will be handled confidentially, with access to information restricted to authorised personnel only.

Designated focal point will also be responsible for receiving and coordinating the handling of sensitive grievances. Where appropriate, complainants will be referred to relevant support services or competent authorities in accordance with applicable legal requirements.

Sensitive grievances will not be disclosed publicly and any records related to such complaints will be maintained separately from general grievance records where necessary to protect the privacy and safety of complainants.



6.4 Recording and Acknowledging Grievances

The PIU will record all grievances in a **Grievance Registry** (format provided in Appendix 2: Grievance Registry – Template), separate from the Stakeholder Engagement Registry (

Appendix 3: Internal Stakeholder Engagement Registry – Template

Note: Any personal data will be processed in line with the FBiH regulations on personal data protection.

	Stakeholder category and name	Type of engagement	Date of engagement	Key issues/concerns	Follow-up action agreed	Notes on progress
6.	(E.g., affected resident, cultural or religious institution...)	(E.g., official meeting, presentation, informal meeting...)				
7.						
8.						
9.						
10						



of this SEP), which details interactions with communities and stakeholders.

All grievances will be recorded by PIU in the registry and assigned a number. Written and non-anonymous grievances will be acknowledged within 5 working days. Personal information collected through the grievance mechanism will be used solely for the purpose of reviewing and resolving grievances. Access to grievance records will be limited to authorised personnel involved in grievance management. Personal data will be handled confidentially and in accordance with applicable data protection requirements. To enable proper monitoring and evaluation, **each grievance will be recorded in the registry with the following information:**

- > **description of grievance, including an indication of the type (topic) of the grievance** – such as: (i) grievances related to economic disruptions for local businesses in the Project area, (ii) grievances related to temporary use of privately owned land for material storage and equipment housing, (iii) grievances related to gender-based violence and harassment, (iv) grievances related to construction noise or dust, etc. – to enable timely detection of most frequent incidents, ascertain trends and manage risks;
- > **details about complainant's profile** (gender, age, location and vulnerabilities if known), to understand who and where is most affected by potentially negative impacts of the Project (note: this information will be considered confidential and only disclosed to PIU staff working on grievances);
- > **date of receipt of grievance and date of acknowledgement** returned to the complainant;
- > **description of actions** taken (investigation, corrective measures, preventive measures); and
- > **date of resolution** and closure/provision of feedback to the complainant, including recording of level of satisfaction with the proposed resolution (see grievance close-out form below).

6.5 Assisting Complainants

If the grievance is vague and not clear enough, the PIU will assist and provide counsel in formulating/redrafting the submission, in order for the grievance to become clearer, for purposes of an informed decision by the PIU, in the best interests of persons affected by the Project and in consideration of the preferred resolution steps of the complainant.

6.6 Grievance Resolution

The PIU will make all reasonable efforts to address the complaint upon the acknowledgement of grievance. If the PIU is not able to address the issues raised by immediate corrective action, a long-term corrective action will be identified. **The complainant will be informed about the proposed corrective action and follow-up of corrective action within 15 working days upon the acknowledgement of grievance.** Preventive actions will be identified and implemented with the aim of preventing recurrence of the same issue in the future; these will also be communicated to the complainant.

During the process of informing the complainant of the proposed action, the PIU will validate complainant satisfaction through providing a **grievance close-out form** for the resolved grievance to be signed by the complainant (if the complainant agrees) and the PIU to attest to their mutual

satisfaction. The PIU will make reasonable efforts to follow-up with the complainant to verify successful implementation of the action.

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

***NOTE:** At all times, complainants may seek other legal remedies in accordance with the local legislation, including formal judicial appeal.*

Contact information for sending grievances:

ZIVINICE WATER SUPPLY AND SEWAGE NETWORK RECONSTRUCTION PROJECT

Project Implementation Unit

Attention: Head of the Department for Municipal Services of the City of Zivinice

Alije Izetbegovica 28, Zivinice, Bosnia and Herzegovina

Tel. +387 35 743 323

E-mail: TBA

EBRD's Independent Project Accountability Mechanism

In addition to the Project-level mechanism managed by the PIU, the EBRD's Independent Project Accountability Mechanism⁶ (IPAM), as an independent last resort tool where project mechanism fails, aims to facilitate the resolution of social, environmental and public disclosure issues raised by Project-affected people and civil society organisations about EBRD financed projects among Project stakeholders or to determine whether the Bank has complied with its ESP and the Project-specific provisions of its Access to Information Policy; and where applicable to address any existing non-compliance with these policies, while preventing future non-compliance by the Bank.

⁶ Information about the IPAM process can be found at: <https://www.ebrd.com/what-we-do/independent-project-accountability-mechanism.html>

7 MONITORING AND REPORTING

The results of the stakeholder engagement process will be included in **six-monthly E&S Social Reports during construction and annual E&S reports during operation to EBRD**, to be prepared by the PIU. A **summary of these reports** will be prepared by the PIU to ensure regular reporting to stakeholders and **posted online** (without any confidential information) on the Company's and City's websites.

The reports will include, in particular, the following information:

- > **Number and types (topics) of received community grievances** raised in the reporting period, (such as: (i) grievances related to economic disruptions for local businesses in the Project area, (ii) grievances related to temporary use of privately owned land for material storage and equipment housing, (iii) grievances related to gender-based violence and harassment, (iv) grievances related to construction noise or dust, etc. – to enable timely detection of most frequent incidents, ascertain trends and manage risks) with indication of opened, resolved and closed grievances and whether they have been closed out within the timeframes stated in the grievance mechanism.
- > **Number and types of information disclosure activities** through all channels.
- > **Place and time of consultation meetings held and other types of engagement activities**, with information on the number of participants, issues and concerns raised during meetings and information on how the issues raised were taken into consideration by the PIU.

The PIU will be responsible for monitoring of all Project related stakeholder engagement activities, ensuring the fulfilment and updating of this SEP, and reporting to EBRD and the public.

Appendix 3 of this SEP provides a template for tracking stakeholder engagement activities.

7.1 Appendix 1: Public Grievance Form

Disclaimer: Personal information provided through this grievance form will be used solely for the purpose of reviewing and responding to the grievance. Information will be handled confidentially and in accordance with applicable personal data protection requirements. The Project will not tolerate any form of intimidation, coercion, discrimination, harassment or retaliation against individuals raising concerns or submitting grievances related to the Project.

Reference Number	
Full name (optional) ☐ I wish to raise my grievance anonymously. ☐ I request that you do not disclose my identity without my consent.	
Contact information Please mark how you wish to be contacted (mail, telephone, e-mail).	By Post: Please provide mailing address: ----- ----- By Telephone: ----- By E-mail: -----
Preferred language of communication	- Bosnian/Croatian/Serbian - English (if possible) - Other -----
Description of Incident for Grievance	What happened? Where did it happen? Who did it happen to? What is the result of the problem?
Date of Incident / Grievance	
	☐ One-time incident/grievance (date -----) ☐ Happened more than once (how many times? -----) ☐ On-going (currently experiencing problem)
What would you like to see happen?	

Signature: -----

Date: -----

Please return this form to:

ZIVINICE WATER SUPPLY AND SEWAGE NETWORK PROJECT Project Implementation Unit Attention: Head of the Department of Municipal Services of the City of Zivinice Alije Izetbegovica 28, Zivinice, Bosnia and Herzegovina Tel. +387 35 743 323 E-mail: TBA

7.2 Appendix 2: Grievance Registry – Template

Note: Any personal data will be processed in line with the FBiH regulations on personal data protection.

	Name of complainant	Complainant profile	Contact information	Date received	Date acknowledged	Type (topic) of problem	Grievance description	Proposed corrective action (immediate or long-term)	Due date for action	Results of action	Date of closure	Grievance follow-up	Recurrence (Y/N)	Notes
1.	Enter name or 'anonymous'					E.g., noise, dust, gender-based violence and harassment								
2.														
3.														
4.														
5.														

7.3 Appendix 3: Internal Stakeholder Engagement Registry – Template

Note: Any personal data will be processed in line with the FBiH regulations on personal data protection.

	Stakeholder category and name	Type of engagement	Date of engagement	Key issues/concerns	Follow-up action agreed	Notes on progress
11.	(E.g., affected resident, cultural or religious institution...)	(E.g., official meeting, presentation, informal meeting...)				
12.						
13.						
14.						
15.						

