



Vranduk Hydropower Project

Stakeholder Engagement Plan (SEP)

May 2013
European Bank of Reconstruction and Development (EBRD)



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1. Introduction & Project Summary

1.1 Overview

The public utility Elektroprivreda Bosne i Hercegovine (EPBiH) plans to construct a new 20MW hydropower plant near the village of Vranduk on the Bosna River in central Bosnia and Herzegovina ('Vranduk HPP' or 'the Project'). Construction of the Vranduk HPP will enable the potential annual production of 96.38GWh of electricity per year.

This document is our Stakeholder Engagement Plan (SEP). The purpose of the SEP is to enhance stakeholder engagement throughout the life cycle of the project particularly prior to and during the construction and operation of the Vranduk HPP and to carry out stakeholder engagement in line with national laws and international best practise such as the requirements of the European Bank of Reconstruction and Development (EBRD).

1.2 The Project

The Vranduk HPP will be located near the village of Vranduk in the municipality of Zenica in the centre of Bosnia and Herzegovina (BiH). Vranduk is situated in the Zenica-Doboj Canton (Canton IV) on the left bank of the Bosna River between the town of Zenica and the settlement of Nemila. An overview of the Project's location is illustrated in Figure 1.1 and a representation of what the Vranduk HPP is likely to look like once completed is illustrated in Figure 1.2.

Figure 1.1: Project Location



Source: Mott MacDonald Ltd.

Figure 1.2: Photomontage of upstream site



Source: EPBiH

The Vranduk HPP will be a new diversion run-of-the-river hydropower plant. The electricity generated will be transferred to the local transmission and distribution network. The Project includes the following key components:

- A new dam including a small generating unit and a gate storage chamber
- An intake structure upstream on the left river bank
- Creation of a water reservoir up to 6.1km behind the dam

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- A tunnel on the left side of the river upstream of the dam that will carry water about 1.5km to the powerhouse
- A powerhouse, control building, assembly plateau and switchgear building downstream at the end of the power tunnel
- A short water channel (tailrace) between the powerhouse and the downstream riverbed
- Dredging the riverbed to make it up to 2.9m deeper from the Bosna IV Bridge and the village of Nemila (approximately 2.5km)

In addition, the following roads will be renewed or constructed in order to ensure the stability of these roads and of the Zenica-Doboj railway due to the changed water level behind the dam and for providing access to Hanovi, the dam and other project facilities:

- Rehabilitation of around 4km of the Vranduk-Zenica road and ten culverts under the rehabilitated road and the railway line on the left bank of the reservoir.
- Construction of a new road (around 600m) between the intake structure and Hanovi, including a bridge over the railway line upstream of the dam.
- Rehabilitation of a service road between the intake structure and the dam (around 160m).
- Rehabilitation of a local road between the powerhouse and Nemila on the left river bank (around 1.2km)

It is estimated that the construction of the Vranduk HPP will take approximately four years, starting in September 2014 and ending in 2018. An Environmental and Social Impact Assessment (ESIA) has been prepared to assess the impacts and benefits of the projects and to identify mitigation measures to manage such impacts. The primary anticipated adverse impacts during construction will be noise during the construction phase (including the possibility of some blasting for underground works), increased traffic on the road through the valley as materials and equipment are brought in and removed, and some increase in turbidity (cloudiness) in the river when construction and dredging causes mud and dirt to be eroded into the water.. EPBiH will reduce noise as much as possible, will make sure that all traffic follows a Traffic Management Plan to reduce impacts, and will carry out work (including dredging) according to best international practise to avoid erosion. In addition, EPBiH will need to buy about 9,100 m² of land on both sides of the river since it will be flooded. No more than 15 households will be affected. EPBiH will buy the land according to Federation of Bosnia and Herzegovina (FBiH) law and EBRD requirements – no one will suffer economic loss because their land can no longer be used.

Beneficial impacts will include the possibility of some employment opportunities during construction (contractors may bring their own labour forces, however local labour will be used as much as possible for the Project activities), the introduction of recreation and sports and programs and the increased tax revenue for the municipality. .

Public consultation and disclosure activities were undertaken during the process to obtain the necessary Preliminary Water Consent and Environmental Permit (involving the disclosure of the EIA) in 2009 and 2010 respectively, in accordance with FBiH regulations. This SEP is designed to promote the Project's approach to stakeholder engagement. It will be available (and any subsequent updates) at the EPBiH website www.elektroprivreda.ba and at the following location in Zenica:

Contact name: Mr. Vinko Bošnjak

Postal address: Electrodistribution Zenica: Safvet bega Bašagića 6, 72000 Zenica

Telephone number: +387 32 449 601

Email: v.bosnjak@elektroprivreda.ba

2. Regulatory Requirements

2.1 Overview

As part of EPBiH's ongoing commitment to good corporate governance and our project stakeholders this SEP is designed to meet international best practise such as the EBRD Performance Requirements (PR) and the laws of the FBiH. The FBiH has signed and ratified the United Nations Economic Commission for Europe's Aarhus Convention, which relates to access to information, public participation in decision-making, and public access to justice in relation to the environment and is inline with EBRD's PRs. Therefore the laws of FBiH are broadly aligned with EBRD's PRs.

2.2 National Regulation

The Law on Environmental Protection ("Official Gazette of FBiH", number 33/03 and 38/09) stipulates that the public must have adequate access to any information regarding the environment that is at the disposal of public authorities, and they must be enabled to participate in decision making process. An Environmental Impact Assessments (EIA) has been prepared for this Project (as per the "Official Gazette" FBiH 33/03, amended) and an Environmental Permit has been obtained (as per the "Official Gazette" no. 19/04). An invitation for a public consultation to disclose the EIA study was issued on 18 October 2010 and the consultation event was held on 3 November 2010. In accordance with the regulations of the Environment Protection Law of FBiH, the public consultation was held by Federal Ministry of Environment and Tourism (MoET) in cooperation with EPBiH. A public meeting was held prior to the issuance of the Preliminary Water Consent as is required by the Law on Waters (O.G. FBiH 70/06) was carried out on 14 September 2009. The meeting was arranged and facilitated by the Water Agency .There was a comments period of longer than 30 days for all interested parties to submit their comments in writing.

2.3 EBRD Requirements

EBRD is committed to promoting environmentally sound and sustainable development in accordance with its Environmental and Social Policy (May 2008) and the subsequent PRs. EBRD sets out its stakeholder engagement requirements in the following documents:

- Environmental and Social Policy (2008)
- Public Information Policy (2008)
- PR 10 Information Disclosure and Stakeholder Engagement (2008)

As this is a Category A project, EBRD requires that affected parties should be informed and consulted at every stage of the Project and engaged in meaningful dialogue. The public consultation on the EIA and the Preliminary Water Consent (as discussed in section 2.2) contributes toward meeting the requirements of EBRD. This SEP has been prepared to facilitate further ongoing dialogue with stakeholders throughout the life of the Project. EPBiH will use the SEP as a tool to identify and incorporate the views of affected persons into decision-making processes, especially in areas that directly affect them such as impact mitigation measures and sharing the development benefits.

3. Identification of Stakeholders & Communication Methods

The Project stakeholders are presented in Table 3.1 below, as well as detail on how EPBiH will engage with them according to the media that they are likely to use and be most comfortable with.

Table 3.1: Identification of Stakeholders and Communication Methods

| Stakeholders | Communication details | Proposed Media | |
|--|---|---|---|
| <i>Internal Stakeholders</i> | | | |
| Project Company Employees at Vranduk (approximately 20 during operation phase) | <ul style="list-style-type: none"> Communications will be undertaken on site at Vranduk HPP | <ul style="list-style-type: none"> Bulletin board in break room or corridor at Vranduk (visible location to be identified) Newsletter to be inserted into payslip Grievance procedure | |
| Temporary Construction Workers, subcontractors (several hundred workers during construction phase) | <ul style="list-style-type: none"> Communications will be undertaken on site at Vranduk HPP | <ul style="list-style-type: none"> Information in contract Bulletin board at Vranduk (multiple languages if international migrant workers) Training and tool box talks Grievance procedure | |
| Trade Union Members | <ul style="list-style-type: none"> Mr. Omer Sikira, JP Elektroprivreda BiH, Vilsonovo setaliste 15, Sarajevo, +397 33 751 991, e-mail: o.sikira@elektroprivreda.ba | <ul style="list-style-type: none"> Bulletin board Internal documents and procedures on communication. Information on request to union representatives | |
| <i>External Stakeholders</i> | | | |
| Settlements | <ul style="list-style-type: none"> Vranduk (roughly 50 households); Novi Vranduk (roughly 20 households); Varošiste (roughly 40 households); Beharinovac; Ponirac; Lučice; Koprivina, and Hanovi (roughly 40 households). | <ul style="list-style-type: none"> Head of Vranduk Settlement Head of Novi Vranduk Settlement Head of Varošiste Settlement Head of Beharinovac Settlement Head of Ponirac Settlement Head of Lučice Settlement Head of Koprivina Settlement Head of Hanovi Settlement | <ul style="list-style-type: none"> Public consultation meeting when necessary after start of construction and during construction Email notices sent to Heads of Settlements Newspaper adverts Public bulletin board on construction site and announcements on posters in each village |
| Town | <ul style="list-style-type: none"> Nemila (roughly 2,500 inhabitants) Zenica (roughly 96,000 inhabitants) | <ul style="list-style-type: none"> The mayor of Zenica Municipality Trg BiH 6, 72 000 Zenica Nemila local community office. Zenica Municipality building Zenica library | <ul style="list-style-type: none"> Public consultation meeting when necessary Newspaper adverts Public bulletin board at the construction site Document disclosure at Zenica Municipal Building (dependant on the approval of Zenica Municipality)¹ and Zenica Public Library. |
| People affected by land acquisition | <ul style="list-style-type: none"> Land occupiers Land owners | <ul style="list-style-type: none"> Individual land owners and land occupiers. | <ul style="list-style-type: none"> Consultations as specified in the land acquisition and compensation framework (LACF). Public consultations to determine ownership and negotiate |

¹ Disclosure of information will initially need to be submitted to and approved by the department of the Mayor of Zenica Municipality. Once submitted and approved it will also be submitted to the Ministry for Physical Planning and Environment of Zenica-Doboj Canton for their approval.

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| Stakeholders | Communication details | Proposed Media | |
|--------------------------|--|---|---|
| Zenica Municipality Govt | <ul style="list-style-type: none"> ■ Department for Community Services ■ Department of Waters, ■ Department of Physical Planning and ■ Department for Municipal Affairs; ■ Department of Civil Protection Unit | <ul style="list-style-type: none"> ■ Head of Department Community Services ■ Head of Department Water ■ Head of Department of Physical Planning ■ Head of Department for Municipal Affairs ■ Head of Department Civil Protection Unit | <p>compensation</p> <ul style="list-style-type: none"> ■ Individual consultations during negotiation of land compensation via telephone, mail, email or in person ■ Email correspondence to Heads of Departments ■ Formal and informal meetings / as and when necessary |
| FBiH Govt | <ul style="list-style-type: none"> ■ Ministry of Environment and Tourism ■ Ministry Of Agriculture, Water-Management and Forestry ■ Ministry of Physical Planning; ■ Ministry of Energy, Mining and Industry. | <ul style="list-style-type: none"> ■ MoET Marka Marulića 2, Sarajevo Phone: +387 33 726 700 E-mail: fmoit@fmoit.gov.ba ■ MAWF; Marka Marulića br 2, Sarajevo Phone: +387 33 726 550 e-mail: info@fmpvs.gov.ba ■ MoPP; Marka Marulića 2, Sarajevo Phone: + 387 33 726 500 e-mail: info@fmpu.gov.ba ■ MEMI; Alekse Šantića bb, Mostar Phone: + 387 36 580 015 e-mail: fmeri-sa@bih.net.ba | <ul style="list-style-type: none"> ■ Formal and informal communication as required by project permit(s) ■ Formal and informal meetings as and when necessary |
| NGOs | <ul style="list-style-type: none"> ■ NGO Otpor (Ekološki pokret Otpor) ■ RTV Zenica ■ Eko forum Zenica ■ Asocijacija Zeleni okoliš (AGH) ■ EOA EcoNOVA, Zenica (Novak) ■ Udrženje Sportskih ribolovaca "Bistro" - Zenica | <ul style="list-style-type: none"> ■ Akif Smajlović ■ Direkcija JP, RTV Zenica Phone: +387 32 449 203 e-mail: info@rtvze.ba ■ Ul. Školska 10, 72000 Zenica Phone: +387 32 405 050 e-mail: info@ekoforumzenica.com.ba ■ Crkvice 42, 72000, Zenica Phone: +387 62 983 603 e-mail: prijateljstvo@hotmail.com ■ Bulevar Kulina bana 12, 72000, Zenica Phone: +387 61 933 077 e-mail: econova@gmail ■ Bulevar Kulina Bana 32, 72000 Zenica Phone: +387 32 242 212 e-mail: bistroze@yahoo.com | <ul style="list-style-type: none"> ■ Email copy of NTS ■ Notifications prior to start of construction and at key points in construction process via email ■ Annual reports / Company website disclosure: www.elektroprivreda.ba.com ■ Public consultation meetings when necessary |
| Business | <ul style="list-style-type: none"> ■ Arcelor Mittal Steel ■ Almy Concrete Production Facility ■ Sawmill in Nemila ■ Zenica coal mine | <ul style="list-style-type: none"> Zenica and Nemila | <ul style="list-style-type: none"> ■ Public consultation meetings when necessary ■ Email notices at key points during the construction process (if requested). |
| Other Interested Parties | <ul style="list-style-type: none"> ■ Fondacija Mozaik | <ul style="list-style-type: none"> ■ Soukbunar 42, 71000 Sarajevo Phone: +387 33 266 480 email: info@mozaik.ba | <ul style="list-style-type: none"> ■ Public consultation meeting ■ Newspaper adverts |

Table 3.1 provides an indication of the stakeholders that we would expect to consult with throughout the Project lifecycle.

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This SEP and this above table will be updated on an ongoing basis as new stakeholders are identified through the Project implementation.

4. Consultation and Disclosure Programme

EPBiH has disclosed the EIA, and will disclose a non-technical summary (NTS), and environmental and social action plan (ESAP) for the Project. They will also provide information, in the form of public consultations, newspaper articles, leaflets, notices and emails to ensure that stakeholders are well informed about the Project throughout its lifecycle. Stakeholders will have the opportunity to express their opinion about the Project and about EPBiH, including complaints at all stages of the Project construction and operation.

The EIA process has been concluded for the Project and during this period the MoET was responsible for carrying out public consultations with local communities. Public consultations were carried out during the process to obtain the Preliminary Water Consent (14 September 2009) and to disclose the EIA Study (3 November 2010)².

EPBiH has workers on other hydropower projects in FBiH and we disclose information to these workers through their employment terms and conditions, EHS policies and procedures and the workers' grievance mechanism. These measures will also be used during the construction phase and once the Vranduk HPP is operational (as presented in Table 4.1) and will be extended to contracted workers as well as EPBiH workers.

Meetings that have been held to date with external stakeholders, include the following:

- Federal Ministry of Environment and Tourism;
- Federal Ministry of Physical Planning;
- Federal Ministry of Energy, Mining and Industry;
- Federal Ministry of Agriculture, Water-management and Forestry; and
- The Zenica Municipality Departments for Community Services, Waters and Environmental Protection; and Civil Protection Unit.

The disclosure and consultation activities that have been performed or will be carried out by EPBiH, MoET and other related Ministries and Agencies (such as the Water Agency) as part of the Project are presented in Table 4.1 overleaf.

² Comments made during the public consultations will be uploaded to the EPBiH website.

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Table 4.1: Public Consultation and Disclosure Programme

| Information to be disclosed | Timeframe | Communication / media tool | Location | Opportunity for stakeholder comment |
|--|---|--|---|---|
| <i>Internal Stakeholders</i> | | | | |
| Workers' grievance mechanism | From the commencement of Project activities | Bulletin board in break room, tool box talks when new groups of workers commence work on the Project | Vranduk HPP construction site. | Workers (including non-employees) can lodge grievances at any time throughout their employment on the Project |
| Employment terms and conditions | From the commencement of Project activities | Included in contracts | N/A | Through staff grievance mechanism |
| Human resources and Environment, Health and Safety (EHS) policies and procedures | From the commencement of Project activities | Included in contracts | N/A | Through staff grievance mechanism |
| <i>External Stakeholders</i> | | | | |
| <i>Previous Stakeholder Engagement</i> | | | | |
| Documentation for the Preliminary EIA | Submitted to the Federal MoET on 24 June 2009 and the Ministry made a conclusion on development of the EIA Study on 9 July 2009. | Notification of availability through Public media Hard copies provided to local government offices and interested stakeholders for comments and suggestions | Direct letter of request from MoET | Period for comments and suggestions was 15 from the day of receipt of request |
| Advertisement in public media disclosing application for Preliminary Water Consent (carried out by Water Agency) | After the application for preliminary water consent and prior to the public consultation (which was carried out on 14 September 2009) | Announcement on the bulletin board and website of Water Agency Direct written announcements to the interested stakeholders and public. | Dnveni Avaz and Oslobodenje The announcement was issued but we do not have information whether and when the authorized agency announced this in public media but | 30 day comments period for submission of written comments. This time frame was already been respected according to the Law on Waters. |
| Public meeting before issuance of Preliminary Water Consent (held by Water Agency) | 14 September 2009 | Public meeting | Head Office of EPBiH Vilsonovo setaliste 15, 71000 Sarajevo, | During meetings (there were requests for answers and clarifications during the meeting but no complaints or comments were received) |
| Invitation for public meeting before issuance of the Study of EIA | 18 October 2010 issued the announcement for public discussion. | Public media – newspapers Website of the Federal MoET | Dnveni Avaz www.fmoit.gov.ba/ba/clanak/469/javna-rasprava-jp-elektroprivreda-bih-he-vranduk | During meetings 30 days from the day of issuance of announcement for public meeting for submission of written |

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| Information to be disclosed | Timeframe | Communication / media tool | Location | Opportunity for stakeholder comment comments |
|---|---|--|--|---|
| <p>Public meeting held by MoET on Study of EIA</p> <p>In accordance with the regulations of the Environment Protection Law of FBiH the public discussion was held by Federal MoET in cooperation with EPBiH</p> <p>Representatives of Water Agency who issued the Preliminary Water Consent also participated</p> | 3 November 2010 | Invitations from MoET and hard copy of documentation was available for viewing at the premises of MoET and the website of MoET - www.fmoit.gov.ba (link Environmental Permits) | <p>www.fmoit.gov.ba (link Environmental Permits)</p> <p>Social centre in Vranduk near the planned location of HPP Vranduk.</p> | During public meeting and 30 days from the day of issuance of announcement for public meeting |
| Non-technical summary (dated April 2010) | Provided during the public consultation 3 November 2010 and available on the MoET website | Website | <p>www.elektroprivreda.ba</p> <p>www.fmoit.gov.ba/</p> | During public consultation |
| Company's environmental and social policy | Environmental policy provided 2010 and Policy of Occupational Health and Safety 2011 on website | Website: | www.elektroprivreda.ba | Through public grievance mechanism |
| Disclosure of concession contract and the decision design | 10 August 2012 | Publication in the local gazettes and bulletins | Dnevni avaz and Oslobođenje | None provided |
| Call to affected land owners to participate in negotiations on compensation for Land Acquisition | 27 March 2013 | Newspaper Article and EPBiH website. Also at the Zenica Municipality offices and on the notice board at Elektrodistribucija Zenica | <p>Dnevni avaz and Oslobođenje</p> <p>www.elektroprivreda.ba</p> <p>At the offices of Zenica Municipality</p> <p>On the notice board of Elektrodistribucija Zenica</p> | Affected persons asked to comment |
| Negotiations on compensation for Land Acquisition for Phase 1 of the land acquisition process- first meeting | 17 April 2013 | Public consultation | EPBiH subsidiary branch (Elektrodistribucija Zenica) premises | During the public consultation |
| Negotiations on compensation for Land Acquisition for Phase 1 of the land acquisition process - second meeting | 8 May 2013 | Public consultation | EPBiH subsidiary branch (Elektrodistribucija Zenica) premises | During the public consultation |
| Discussion on Expropriation (individual meetings for each of the seven plots in Phase 1 of the land acquisition process-) | 20 June 2013 | Consultations with plot owners. Meetings included independent valuers | Individually each owner's property, during the valuers' assessment of the properties | To Zenica Municipality during the meeting and at any time up until the expropriation elaborate is |

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| Information to be disclosed | Timeframe | Communication / media tool | Location | Opportunity for stakeholder comment signed. After that point, through the grievance mechanism |
|--|-----------|---|---|--|
| <i>Future Stakeholder Engagement</i> | | | | |
| <p>ESIA package disclosure.</p> <p>The ESIA package consists of:</p> <ul style="list-style-type: none"> ■ The Project EIA, ■ The Non-technical summary ■ This SEP <p>The Project ESAP</p> | May 2013 | <p>Advertisements that the ESIA package consisting of the EIA, NTS, this SEP and ESAP) is available for 120 days of public review and comment to be posted in Dnveni Avaz and Oslobodenje newspapers</p> <p>Electronic copies at www.elektroprivreda.ba and www.ebrd.com</p> <p>Paper copies available for review at:</p> <ul style="list-style-type: none"> ■ Local government offices in Zenica: <ul style="list-style-type: none"> ○ Department of Administrative and Housing Issues ○ Department of Physical Planning ○ Department of Proprietary Rights Geodetic and Cadastral Affairs ○ Department of Municipal Affairs ■ EPBiH Sarajevo and Zenica offices ■ EBRD London and Sarajevo offices <p>Leaflets distributed in community buildings, such as churches, schools, town halls, libraries and police stations (use of leaflets to</p> | <p>Dnveni Avaz and Oslobodenje</p> <p>www.elektroprivreda.ba and www.ebrd.com</p> <p>Local government www.zenica.ba</p> <p>Department of Administrative and Housing Issues Phone: +387 32 287 896</p> <p>Department of Physical Planning Phone: +387 32 401 019</p> <p>Department of Proprietary Rights Geodetic and Cadastral Affairs Phone: +387 32 287 551</p> <p>Department of Municipal Affairs Phone: +387 32 401 215</p> <p>EPBiH Sarajevo: Vilsonovo šetalište 15, 71000 Sarajevo, Phone: +387 33 751 000</p> <p>EPBiH Zenica: c/o Electrodistribution Zenica Safvet bega Bašagića 6, 72000 Zenica, Phone: +387 32 449 603</p> <p>EBRD London (UK): One Exchange Square London EC2A 2JN United Kingdom</p> | Stakeholders will be able to submit comments at any time before finalisation using the contact details in Section 6 of this report |

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| Information to be disclosed | Timeframe | Communication / media tool | Location | Opportunity for stakeholder comment |
|---|---|--|--|--|
| | | be decided by relevant ministries) ³ . Email documents upon request | Phone: +44 20 7338 6000 EBRD Serbia (FBiH): 15th Floor, Tower B, Unitic Towers, Fra Andela Zvizdovica 1, 71000 Sarajevo Phone: +387 33 667 945/946/947 | |
| Public meeting in Vranduk and/or nearby city/village (if requested by stakeholders) | Prior to construction and before the end of the 120 day disclosure period | Stakeholders notified through the NTS and via newspaper. | Non-technical summary Dnveni Avaz and Oslobodenje | During the public meeting and through the public grievance mechanism |
| Meetings to negotiate compensation for Land Acquisition for Phase 2 of the land acquisition process- | Prior to the commencement of land acquisition and compensation activities for Phase 2 of the Project | Notification 15 days prior to the consultation in a newspaper Article and EPBiH website. Also at the Zenica Municipality offices and on the notice board at Elektrodistribucija Zenica | Dnevni avaz and Oslobodenje www.elektroprivreda.ba At the offices of Zenica Municipality On the notice board of Elektrodistribucija Zenica Held at EPBiH subsidiary branch (Elektrodistribucija Zenica) premises | During the consultation |
| Discussion on Expropriation (individual meetings for each of the plots owners in Phase 2 of the land acquisition process) – if necessary | To be carried out prior to the meetings to negotiate resettlement – if negotiations fail. | Consultations with plot owners. Meetings to include independent valuers | Individually each owner's property, during the valuers' assessment of the properties | To Zenica Municipality during the meeting and at any time up until the expropriation elaborate is signed. After that point, through the grievance mechanism |
| Project schedules -once they have been approved by the authorized ministries - will be disclosed to directly affected stakeholders To notify them in advance of key construction work phases such the beginning of construction works, blasting, tunnelling, any road disruptions and if there are any major | One month prior to start of tunnelling, construction or other major work phases and re-issued if there are any significant changes (approximately September 2014) | Signposts at the entrance to Project construction sites and at key locations close to the site where local community members regularly access. . Leaflets distributed in community buildings, such as churches, schools, town halls, libraries and police stations. | The entrance to the Project construction sites and at key locations close to the site Community buildings, such as churches, schools, town halls, libraries and police stations | During the construction and implementation phases through public grievance mechanism |

³ According to Bosnian Law, sticking and distribution of leaflets is within the jurisdiction of EPBiH, so for this and other leaflets mentioned in Table 4.1 the use of these leaflets will need prior approval by the relevant authorities in charge.

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| Information to be disclosed | Timeframe | Communication / media tool | Location | Opportunity for stakeholder comment |
|---|--|---|------------------------|--|
| changes to the construction schedule construction works. Project schedules also submitted to relevant ministries, local government entities (Department of Administrative and Housing Issues, Department of Physical Planning, Department of Proprietary Rights Geodetic and Cadastral Affairs, Department of Municipal Affairs) and inspection authorities to announce start of works | | Email to interested parties upon request Website | www.elektroprivreda.ba | |
| Consultation with key stakeholders (affected parties) at key construction work phases such the beginning of construction works, blasting, tunnelling, and road disruptions and at least annually to incorporate the views of affected persons into decision-making processes | At each new phase of the project and at least annually | Signposts at the entrance to Project construction sites and at key locations close to the site where local community members regularly access. Leaflets distributed in community buildings, such as churches, schools, town halls, libraries and police stations. Email to interested parties, upon request Website | www.elektroprivreda.ba | During the construction and implementation phases through public grievance mechanism |
| Public grievance mechanism (see section 5) | From the commencement of Project activities | Website Contact details in Section 6 of this SEP Public Meetings Non-technical Summary | www.elektroprivreda.ba | Public can lodge grievances at any time throughout the lifecycle of the Project |

Note: N/A = Not applicable.

Table 4.1 shows the information we will disclose to people and authorities, and how we will communicate the information. The delivery of information will meet all applicable legal requirements.

5. Public Grievance Mechanism

Bosnian law states that the relevant ministries that are responsible for the issuance of the Preliminary Water Consent, Environmental Permit, and Construction Permit, are responsible for implementing a grievance mechanism during the approval process of the Project. The responsibility for implementing a grievance mechanism in accordance with EBRD's PRs will pass to EPBiH for the construction and operation phases of the Project. EPBiH will implement a grievance mechanism during construction and operation of the Vranduk HPP to ensure that it is responsive to any concerns or complaints particularly from affected stakeholders and communities. The Head of Department for Construction of Hydro Power Plants will be responsible for managing the grievance mechanism⁴. Contact details for the Head of Department and the Project Manager are shown in Section 6.

Any comments or concerns can be brought to the attention of the company verbally or in writing (by post or e-mail) or by filling in a grievance form (example included in Appendix A). The grievance form will be made available on the EPBiH website (www.elektroprivreda.ba) alongside a description of the grievance mechanism. Grievance forms can then be submitted to the company representative whose contact details are provided in Section 6.

All grievances will be:

- Acknowledged within **7 days**; and
- Responded to in no later than **30 days**.

Grievance information will be recorded in a grievance log by the Project Manager. This information will include:

- Stakeholder name and contact details;
- Details of the nature of the grievance;
- Date received and responded to; and
- Date received, responded to and closed out; and
- How it was submitted, acknowledged, responded to and closed out.

Individuals do not have to give their name, and also can request their name be kept confidential. Of course, EPBiH cannot communicate responses to anonymous grievances.

It is important to note that this mechanism does not take the place of legal rights that people have. Even if a person submits a grievance, he or she may use other legal avenues to achieve their goals.

A separate grievance mechanism will be available for Project employees and non-employee workers and this is not detailed in this SEP.

⁴ This can be carried out alongside their other duties.

6. Company Contact Information

The Project Manager for this Project is:

Attention: Amil Kamenica

Title: Project Manager

Company: EPBiH

Postal Address: Vilsonovo šetalište 15, 71000 Sarajevo

Telephone: +387 33 751 749

E-mail address: am.kamenica@elektroprivreda.ba

Comments regarding the Environmental Impact Assessment can be submitted to:

Attention: Ms. Kadira Mocevic

Title: Head of Department of Environmental Management

Company: EPBiH

Postal Address: Visonovo setaliste 15, 71000 Sarajevo

Telephone: +387 33 751 895

E-mail address: k.mocevic@elektroprivreda.ba

Comments or grievances regarding land acquisition and expropriation and any other topic can be submitted to:

Attention: Mr. Almedin Skopljak

Title: Head of Department for Construction of Hydro Power Plants

Company: EPBiH

Postal Address: Vilsonovo setaliste 15, 71000 Sarajevo

Telephone: +387 33 751 807

E-mail address: a.skopljak@elektroprivreda.ba

Appendices

Appendix A. Grievance Form _____ 16

Appendix A. Grievance Form

| | |
|---|---|
| Full Name | |
| Contact Information <i>Please include how you wish to be contacted (i.e. mail, telephone or e-mail)</i> | Postal Address: Telephone number: E-mail address: |
| Preferred language (please tick) | Bosnian <input type="checkbox"/> Croatian <input type="checkbox"/> Serbian <input type="checkbox"/> English <input type="checkbox"/> Other <input type="checkbox"/> |
| | |
| Description of feedback or grievance (<i>What happened? Where did it happen? Who did it happen to? What is the result of the problem?</i>): | |
| | |
| Date of incident / grievance | |
| One time incident / grievance date..... Happened more than once? How many times? Still on-going (i.e. currently experiencing problem) Y / N (<i>please circle</i>) | |
| | |
| How would you like to see this problem resolved? | |
| | |
| Signature.....Date..... | |
| Please return this form to: JP EPBiH d.d.-Sarajevo, Vilsonovo šetalište 15 , 71000 Sarajevo | |
| (For office use only) Reference number: | |