

**Federation Road Asset Management Enhancement  
Project-FRAME (P511815)**

# **STAKEHOLDER ENGAGEMENT PLAN-SEP**



**2025.**

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## Abbreviations

B&H / BiH	Bosnia and Herzegovina
CH	Cultural Heritage
CHS	Community Health and Safety
CGC	Central Grievance Committee
CSOP	Construction Site Organization Plan
EA	Environmental Assessment
EIA	Environmental Impact Assessment
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESSs	Environmental and Social Standards
E&S	Environmental and Social
FIS	Federal Institute of Statistics
FBiH	Federation of Bosnia and Herzegovina
GC	Grievance Committee
GIIP	Good International Industry Practice
GRM	Grievance Redress Mechanism
LMP	Labor Management Plan / Procedures
OHS	Occupational Health and Safety
PAP	Project Affected Person
PC Roads of FBiH	Public Company Roads of Federation of BiH
PIMT	Project Implementation and Management Team
PDO	Project Development Objective
PPE	Personal Protective Equipment
RAP	Resettlement Action Plan
RDDR	Resettlement Due Diligence Report
RPF	Resettlement Policy Framework
SEP	Stakeholder Engagement Plan
SE	Supervision Engineer
TCI	Total Condition Index
WB	World Bank

## 1. INTRODUCTION

### 1.1. Project Description

Between 2008 and 2023, the Public Company Roads of the Federation of Bosnia and Herzegovina (PC Roads FBiH) executed successful road rehabilitation and modernization projects, funded by international financial institutions and partly by their funds. These projects aimed to upgrade road infrastructure and improve traffic safety. Road rehabilitation covered approximately 850 km of main roads in the FBiH, and under the "Modernization of the Road Sector in the FBiH" program, Projects were implemented from 2018 to 2023, including the construction of new sections, slow vehicle lanes, rehabilitation/reconstruction of structures on main roads (bridges and tunnels), remediation/reconstruction of hazardous locations, and the initiation of construction of some bypasses around cities. Despite these efforts, the main road network still faces challenges such as low service levels, slow vehicle speeds, high operating costs, and many traffic accidents.

The PC Roads FBiH has undertaken a thorough assessment of road surface conditions, culminating in a ten-year investment plan proposal. The initial four-year phase is dedicated to rehabilitation efforts to address immediate infrastructure challenges. Subsequently, the plan prioritizes ongoing road maintenance for the remaining duration, signifying a commitment to sustaining the quality and safety of the road network within the Federation of Bosnia and Herzegovina (FBiH). A multi-criteria approach is recommended for road surface rehabilitation, aiming to achieve at least a 60% good and satisfactory road surface condition after program implementation. The proposed investment program for which PC Roads FBiH is seeking financing from World Bank (WB) focuses on pavement reinforcement, replacement or covering with a new worn layer, and bypass construction.

In the proposed investment program for the rehabilitation of main roads in the FBiH, Projects are divided into three groups of sub-projects:

1. Pavement reinforcement
2. Replacement or covering with a new worn layer
3. Bypass construction

The Government of the Federation of Bosnia and Herzegovina supports a four-year investment program submitted by the Public Company Roads FBiH through the Federal Ministry of Transport and Communications to rehabilitate main roads in the FBiH.

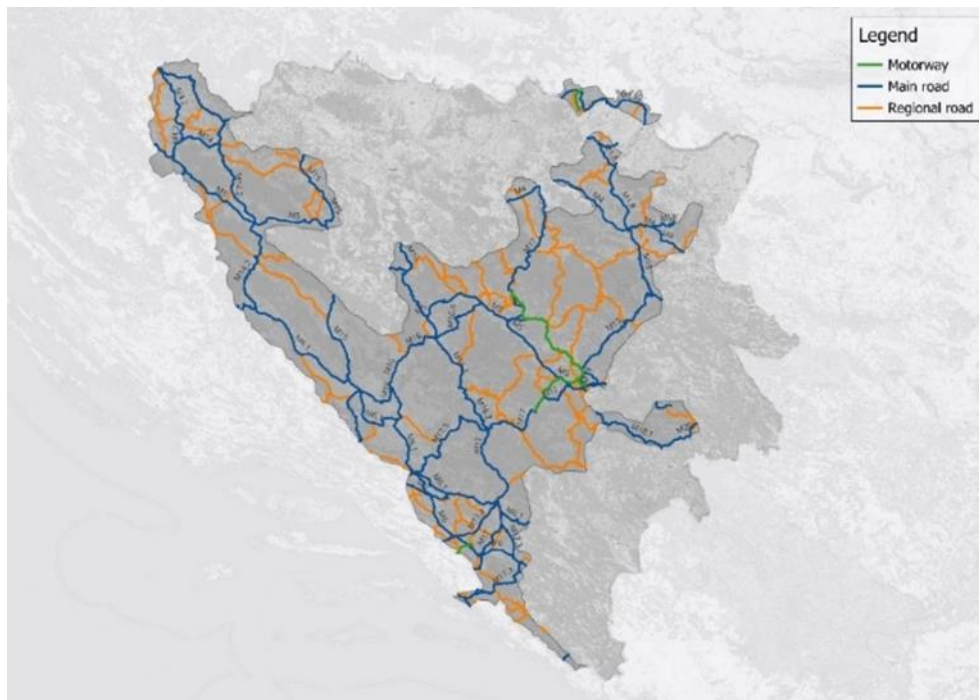


Figure 1: Federation BiH Main Road Network  
(Source: publicly available data)

## 1.2. Purpose of the Stakeholder Engagement Plan

The Stakeholder Engagement Plan (SEP) aims to streamline decision-making processes related to the project, enabling the active participation of all stakeholders and providing opportunities for them to voice opinions and concerns impacting project decisions. The SEP is designed to enhance stakeholder engagement throughout the project lifecycle, aligning with the laws of the Federation of Bosnia and Herzegovina (FBiH), the Environmental and Social Standards (ESSs) of the World Bank (WB).

In summary, the SEP is developed to (a) identify and assess stakeholders, including potential project beneficiaries who may face exclusion or accessibility challenges; (b) establish a framework for consultation and disclosure engagement methods; (c) facilitate the creation of platforms to influence project decisions; (d) define the roles and responsibilities of various stakeholders in SEP implementation; and (e) support the implementation and management of the Grievance Mechanism (GM).

## 1.3. Scope and Structure of the Stakeholder Engagement Plan

This Stakeholder Engagement Plan (SEP) offers overarching direction on engaging stakeholders throughout all stages of the Project. Aligned with the World Bank's Environmental and Social Standard 10 (ESS10) the SEP's scope encompasses planned and integrated stakeholder engagement as a fundamental component of the Project.

According to World Bank (WB) stakeholder engagement is a crucial and comprehensive process integrated throughout the project's lifespan, with the greatest impact when initiated early in project development. Commencing engagement during project preparation allows for timely identification and consultation with stakeholders, ensuring their perspectives are considered during project development and execution.

Stakeholder engagement is a continual and iterative process where the Borrower actively identifies, communicates with, and facilitates dialogue with individuals affected by project decisions and activities and other stakeholders interested in the project. Special consideration is given to the diverse needs of various groups and individuals, particularly those in disadvantaged positions or at risk.

To effectively address the needs of different stakeholder groups, communication and information channels are tailored to their specific requirements. A participatory approach is employed to gather feedback and suggestions on project design, enhancing local-level benefits.

Stakeholder requests, needs, and expectations are assessed before project design, with the Project Implementation and Management Team (PIMT) mandated to establish sustainable communication channels with stakeholders to provide regular project updates and report potential changes.

This document serves as the **framework SEP for all activities under the Project**. For each individual subproject, a **Subproject-Specific Stakeholder Engagement Action Plan** will be developed. The responsibility for preparing and implementing these subproject-specific plans will rest with the **contractors**, under the oversight of the PIMT, to ensure alignment with this framework SEP and the overall project stakeholder engagement strategy.

The SEP comprises the following chapters:

1. Introduction
2. Summary of previous stakeholder engagement activities
3. Identification and analysis of stakeholders
4. Stakeholder engagement program
5. Resources and responsibilities for the implementation of the Stakeholder Engagement Plan
6. Grievance mechanism
7. Monitoring and reporting

## 1.4. Administrative and Regulatory Framework

### 1.4.1. Regulatory Framework in BiH

Public engagement in Bosnia and Herzegovina (BiH) is governed by regulations at the entity level and in the Brčko District. BiH became a part of the Aarhus Convention on Access to Information, Public Participation in Decision Making, and Access to Justice in Environmental Matters in 2008. This international agreement endows the public with rights concerning access to information, participation in decision-making processes, and access to justice regarding environmental issues at local, national, and transboundary levels.

Article 2(c) of the Convention extends its applicability not only to governmental bodies at all tiers but also to "any other natural or legal persons with public responsibilities or functions, or providing public services, under the authority of a public entity." In adherence to the Convention, Borrowers are obligated to:

- Address public requests for environmental information, irrespective of the requester's citizenship, nationality, or place of residence
- Routinely gather and disseminate environmental information to the public, notifying them of its availability, and furnishing emergency information

In the Federation of Bosnia and Herzegovina (FBiH), public consultations are mandated by legislation throughout the processes of developing spatial planning documents, conducting environmental impact assessments (EIAs), and issuing environmental and building permits. Table 1 below delineates the legal obligations regarding public participation pertinent to this Project.

*Table 1: Legal requirements in FBiH for the public participation relevant to this Project*

<i>Law on Free Access to Information FBiH<sup>1</sup></i>	<p><b>Free Access to Information</b></p> <p>This Law ensures the rights of citizens to information and stipulates that all citizens and legal entities have the right to access information under the control of a public authority, and each public authority has a corresponding obligation to disclose such information</p>
<i>Law on Environment Protection FBiH<sup>2</sup></i>	<p><b>Public consultations during the process of environmental impact assessment (EIA) and environmental permit issuance</b></p> <p>This Law stipulates that every person and every organization must have adequate access to environmental information, which is available to administrative bodies and administrative organizations, including information on hazardous substances and activities in their communities, and be enabled to participate in the decision-making process.</p> <p>Under this law, the Federal Ministry ensures public participation in decision-making for:</p> <ol style="list-style-type: none"> <li>projects for which a preliminary assessment and/or environmental impact assessment is carried out,</li> <li>all existing plants and new plants for which an environmental permit is required, and</li> <li>cessation of work, closure, or demolition of plants and facilities.</li> </ol> <p>In the procedure of considering and deciding on the request for a preliminary impact assessment, the Federal Ministry is obliged to submit a copy of the request and provide the stakeholders with free access to all the accompanying documents to obtain their opinion. The stakeholders may, within 30 days from the day of receipt of a copy of the request in written form, submit in written form comments, information, analysis, or opinions that it considers essential for the resolution of the relevant procedure.</p> <p>In the procedure of evaluation of the Environmental Impact Assessment Study, the Federal Ministry is obliged to submit an electronic copy of the Study to the interested authorities and the public and disclose the Study on their website. The Federal Ministry informs and invites the public to a public consultation. The invitation is submitted at least 15 days before the day of the public consultation. Suggestions and comments from the public are submitted to the Federal Ministry in writing within 15 days from the date of the public consultation.</p> <p>In the procedure of considering the request for an environmental permit, the competent ministry will notify the public, the stakeholders, and the local government unit about the submitted request for the issuance of an environmental permit, by publishing the notice in at least one of the daily newspapers in the territory of the FBiH. The competent ministry and local government unit will publically disclose the request for an environmental permit and the accompanying documents. The stakeholders may, within 30 days from the publication date of the notice, submit their opinion on the request in written form to the competent ministry. The draft decision on the issuance of an environmental permit is publically disclosed on the website of the competent ministry. The deadline for submission of public suggestions and opinions on the draft decision is 8 days from the day of disclosure.</p>
<i>Decree on a Unified Methodology for Developing Spatial Planning Documents<sup>3</sup></i>	<p><b>Public consultations for spatial planning documentation</b></p> <p>In line with this Decree, public participation must be ensured during all stages of the development of spatial planning documents. Spatial plan developers are required to prepare a Public Participation Program, which includes provisions for public involvement at all stages. In addition, spatial planning documents must contain evidence of public consultations, such as minutes from public hearings, etc.</p>
<i>Law on Physical Planning and Land Use at the FBiH level<sup>4</sup></i>	<p><b>Public consultations during the issuance of building permits</b></p> <p>According to this Law, before issuing a construction permit, the Federal Ministry of Physical Planning has to provide public access to the Main Design and inform the public through a public announcement. The public is allowed 15 days for submission of comments.</p>

<sup>1</sup> Official Gazette FBiH, no. 32/01, 48/11

<sup>2</sup> Official Gazette FBiH, no. 15/21

<sup>3</sup> Official Gazette FBiH, no. 63/04, 50/07 and 87/10

<sup>4</sup> Official Gazette FBiH, no. 2/06, 72/07, 32/08, 4/10, 13/10, 45/10, 85/21 and 92/21



#### 1.4.2. Environmental and Social Standard of the World Bank on the Stakeholder Engagement and Information Disclosure (ESS10)

The World Bank, through its Environmental and Social Framework ("Framework") implemented in October 2018, has committed to fostering sustainable development. This Framework outlines 10 standards that Borrowers must adhere to, one of which is the Stakeholder Engagement and Information Disclosure Standard 10 (ESS 10), focusing on stakeholder engagement. ESS 10 recognizes transparent engagement between Borrowers and project stakeholders as vital for international best practices. Effective stakeholder engagement enhances the environmental and social sustainability of projects, improves project acceptance, and contributes significantly to successful project design and implementation.

The objectives of ESS 10 are as follows:

- Establishing a systematic approach to stakeholder engagement to help Borrowers identify stakeholders and cultivate constructive relationships with them, particularly those affected by the project.
- Assessing stakeholder interest and support for the project to integrate stakeholders' views into project design and environmental and social performance.
- Promoting and facilitating effective and inclusive engagement with project-affected parties throughout the project lifecycle on issues that may affect them.
- Ensuring timely, understandable, accessible, and appropriate disclosure of project information regarding environmental and social risks and impacts to stakeholders.
- Providing accessible and inclusive mechanisms for project-affected parties to raise issues and grievances, with Borrowers required to respond to and manage such grievances.

According to ESS 10, a "stakeholder" refers to individuals or groups who are affected or likely to be affected by the project (project-affected parties) and those who may have an interest in the project (other interested parties). The standard outlines a series of activities within the stakeholder engagement process that Borrowers must implement, including stakeholder identification and analysis, planning engagement methods, information disclosure, stakeholder consultation, grievance addressing, and stakeholder reporting.

Under ESS 10, Borrowers must develop and implement a Stakeholder Engagement Plan (SEP) proportionate to the project's nature, scale, and potential risks and impacts. The draft SEP will be disclosed early in the project cycle, seeking stakeholder views, including on stakeholder identification and proposed engagement strategies. Borrowers must update the SEP if significant changes occur.

The SEP details the timing and methods of stakeholder engagement throughout the project lifecycle, distinguishing between project-affected parties and other interested parties. It also outlines the scope and timing of information dissemination to stakeholders, ensuring it is communicated in relevant local languages and culturally appropriate formats, considering the specific needs of affected groups.

Borrowers must include a grievance mechanism within the SEP to receive and address concerns and grievances from project-affected parties regarding the project's environmental and social performance. Borrowers are required to implement this mechanism and respond to concerns promptly.

## 2. SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

In December 2022, following the formulation of the investment program, a comprehensive engagement strategy was devised to involve key stakeholders in the decision-making process. The program was initially presented to the Ministry of Transport and Communication, where stakeholders provided valuable insights and recommendations.

Following their review, the program documentation was forwarded to the Ministry of Finance for further scrutiny and analysis. This step was crucial in ensuring financial viability and alignment with budgetary allocations. The Ministry of Finance played a pivotal role in assessing the program's economic feasibility and financial sustainability.

After a thorough evaluation process, the finalized program documentation was presented to the Government of FBiH. On October 20, 2023, the Government concluded their review and issued an official statement expressing support for the program. Their endorsement provided a significant boost to the project's credibility and paved the way for further progress.

As part of their decision, the Government directed PC Roads FBiH to take the lead in preparing all necessary documents required for the implementation of the program. This directive underscored the importance of effective collaboration between government agencies and project stakeholders.

Throughout 2023 and 2024, ongoing communication and collaboration have been maintained with the Ministry of Transport and Communication. Regular meetings and consultations have been conducted to address emerging issues, clarify requirements, and ensure alignment with strategic objectives.

Simultaneously, close coordination with the World Bank team has been integral to the project's success. Regular engagements with World Bank representatives have facilitated knowledge exchange, technical assistance, and guidance on best practices in project implementation.

Overall, the stakeholder engagement process has been characterized by transparency, inclusivity, and proactive communication. By actively involving stakeholders at various stages of the decision-making process, the project has fostered a sense of ownership and accountability, laying a solid foundation for successful implementation and long-term sustainability.

## 3. STAKEHOLDER IDENTIFICATION AND ANALYSIS

ESS10 distinguishes between two main groups of stakeholders:

- 1) **Project-affected parties:** These are individuals or groups who are anticipated to experience the effects of the project directly. This can include both positive and negative impacts, and potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods. Project-affected parties may consist of direct project beneficiaries and members of local communities who are most likely to witness or experience changes resulting from the project's environmental and social impacts.
- 2) **Other interested parties:** This category encompasses individuals, groups, or organizations with an interest in the project for various reasons. This interest could stem from the project's location, characteristics, impacts, or matters of public concern. Examples of other interested parties include regulators, government officials, private sector entities, members

of the scientific community, academics, labor unions, women's organizations, other civil society organizations, and cultural groups.

Additionally, within the context of stakeholder engagement, there are disadvantaged or vulnerable individuals or groups who may face disproportionate impacts from the project and encounter barriers to benefiting from its opportunities. These groups often struggle to access or comprehend information about the project and its environmental and social implications, as well as mitigation strategies. They are also more likely to be excluded from the consultation process, amplifying their vulnerability to the project's effects.

### 3.1. Stakeholder Mapping

#### **The Project Affected Parties:**

- **Direct Project Beneficiaries:** Residents living along the main roads who will experience improved transportation infrastructure, leading to enhanced accessibility and connectivity.
- **Local Communities:** Residents and businesses near the main roads may experience disruptions during construction but will benefit from improved road conditions afterward.
- **Drivers and Commuters:** Individuals who regularly use the main roads for commuting or transportation purposes, who will benefit from smoother and safer travel conditions once the roads are rehabilitated.
- **Residents of Surrounding Areas:** People living in areas adjacent to the main roads who may experience changes in noise levels, traffic patterns, and air quality as a result of the project.
- **Workers and Contractors:** Individuals employed in the construction industry who will be directly involved in the rehabilitation and reconstruction activities, potentially experiencing both positive (employment opportunities) and negative (safety hazards) impacts.
- **People Affected by Land or Property Acquisition or Land Use Restrictions:** This includes individuals, households, or businesses whose land, property, or access to land-based resources may be permanently or temporarily affected due to road widening, rerouting, or the establishment of construction sites and right-of-way corridors. These stakeholders may experience economic displacement, physical displacement, or restricted land use, and may be eligible for compensation or livelihood restoration support as per the applicable Resettlement Policy Framework (RPF) or national legislation.

#### **Other interested parties:**

- **Regulators:** Government agencies responsible for overseeing and regulating road infrastructure projects, ensuring compliance with safety and environmental standards.
- **Government Officials:** Local and regional authorities who have a vested interest in the project's successful completion, as it contributes to the overall development and infrastructure improvement goals of the region.
- **Private Sector Entities:** Businesses operating in sectors such as transportation, logistics, and tourism, whose operations may be affected by the condition of the main roads.
- **Scientific Community and Academics:** Researchers and academics studying transportation infrastructure and its impacts on society and the environment, who may be interested in monitoring and analyzing the outcomes of the project.
- **Media:** The media is interested in the project due to its impact on the public and the community. They cover the project to inform the public, provide updates, and sometimes influence public opinion.

- Labor Unions: Organizations representing workers in the construction industry, advocating for fair labor practices and safe working conditions for workers involved in the project.
- Women's Organizations and Civil Society Groups: Groups advocating for gender equality and community development, who may be interested in ensuring that the project benefits all members of society, including women and marginalized groups.
- Cultural Groups: Organizations dedicated to preserving and promoting cultural heritage, who may be concerned about potential impacts of the project on historical or culturally significant sites along the main roads.
- NGOs: Organizations dedicated to environmental safety, who may be concerned about the potential impacts of the project along the main roads

**Vulnerable groups:**

- Elderly Individuals: Older adults may face challenges in adapting to changes in traffic patterns and road conditions during the construction phase. They may also experience difficulties accessing alternative transportation routes if their mobility is limited.
- People with Disabilities: Individuals with disabilities may encounter obstacles in navigating detours or temporary road closures during the construction period. Access to accessible transportation routes and facilities may be disrupted, impacting their daily routines and activities.
- Low-Income Communities: Socioeconomically disadvantaged communities may rely heavily on public transportation or walking routes affected by road construction. Any disruptions to these transportation options could disproportionately affect their ability to access essential services, employment opportunities, and social activities.
- Children and Students: School children and students who walk or use public transportation to reach educational institutions may face safety risks or longer commute times due to construction activities. This can impact their attendance, academic performance, and overall well-being.
- Rural Communities: Residents of rural areas who rely on main roads for access to urban centers, markets, and healthcare facilities may experience increased isolation or difficulties in accessing essential services during road construction. Limited alternative transportation options in rural areas can exacerbate these challenges.

Identifying and addressing the needs of these vulnerable groups is essential to ensure equitable outcomes and mitigate potential adverse impacts of the road rehabilitation and reconstruction project in FBiH.

The Project will take special measures to ensure that disadvantaged/vulnerable individuals or groups have equal opportunity to access information, provide feedback, or submit grievances. The deployment of the Environmental and Social Specialist will help to ensure proactive outreach to all population groups. Awareness raising will be conducted in local communities to ensure higher participation of the targeted population. Focus groups or individual consultation meetings dedicated specifically to disadvantaged/vulnerable individuals or groups will be conducted to gauge their views and concerns.

For each sub-project, a vulnerability assessment will be conducted as part of the project preparation and shall inform on the need to adapt the engagement methods and approaches as designed in this SEP to bridge any engagement barriers stemming from vulnerability.

### 3.1.1. Analysis of Stakeholders and Their Needs

Identified stakeholders and the level of their influence cross-referenced with the interest they may have in the Project will determine the type and frequency of engagement activities necessary for each stakeholder. Adding and populating a matrix (influence and interest) such as the one presented below can help determine where to concentrate stakeholder engagement efforts.

*Level of Influence*

<b>High</b>	<b>Involve/engage</b>	<b>Involve/engage</b>	<b>Partner</b>	<i>Level of Interest</i>
<b>Medium</b>	<b>Inform</b>	<b>Consult</b>	<b>Consult</b>	
<b>Low</b>	<b>Inform</b>	<b>Inform</b>	<b>Consult</b>	
	<b>Low</b>	<b>Medium</b>	<b>High</b>	

- **Stakeholder Group:** This column lists the different stakeholder groups involved in or affected by the project.
- **Level of Influence:** This column indicates the degree of influence each stakeholder group holds over the project's outcomes. High-influence stakeholders may have decision-making authority or significant control over project-related activities, while low-influence stakeholders may have minimal ability to affect project decisions.
- **Level of Interest:** This column reflects the degree of interest each stakeholder group has in the project. High-interest stakeholders are those who are directly affected by the project or have a strong stake in its outcomes, while low-interest stakeholders may have less direct involvement or concern regarding the project.

Using this matrix, stakeholders can be categorized based on their influence and interest levels, allowing project managers to tailor engagement activities accordingly. High-influence, high-interest stakeholders may require more intensive and frequent engagement efforts, while low-influence, low-interest stakeholders may only need occasional updates or minimal involvement. This approach helps optimize resources and ensure that engagement efforts are targeted toward those stakeholders who can most significantly impact the project's success.

<b>Stakeholder Group</b>	<b>Type</b>	<b>Level of Influence</b>	<b>Level of Interest</b>	<b>Level of engagement</b>
Local Communities (incl. residents near roads)	PAP	Medium	High	Consult
Government Officials (local and regional)	OPI	High	High	Partner
Regulatory Authorities	OPI	High	High	Partner
Environmental NGOs	OPI	Medium	High	Consult
Project Contractors & Workers	PAP	High	Medium	Involve/Engage
Business Associations / Private Sector Entities	OPI	Medium	Medium	Consult
Academic & Research Institutions	OPI	Low	Medium	Inform

Drivers and Commuters	PAP	Low	High	Consult
Media	OPI	High	Medium	Involve/Engage
Labor Unions	OPI	Medium	Medium	Consult
Women's Organizations & Civil Society Groups	OPI	Medium	Medium	Consult
Cultural Heritage Groups	OPI	Medium	Medium	Consult
People Affected by Land/Property Acquisition	PAP	High	High	Partner
Vulnerable Groups (Elderly, PwDs, Low-income, etc.)	PAP	Medium	High	Consult
Rural Communities	PAP	Medium	High	Consult
Local Communities (incl. residents near roads)	PAP	Medium	High	Consult

### 3.1.2. Gender Analysis of the Transport Sector in Bosnia and Herzegovina (Focus on FBiH)

The transport sector in Bosnia and Herzegovina (BiH) reflects persistent gender disparities despite the existence of a legal framework aimed at promoting gender equality. The Law on Gender Equality (adopted in 2003 and amended in 2009 and 2010) guarantees equal opportunities and prohibits gender discrimination across all sectors, including employment and public services. However, traditional social norms and systemic challenges continue to limit women's full participation in the workforce and decision-making processes, especially in male-dominated sectors such as transport.

#### Gender Disparities in Transport Sector Employment

At PC Roads of FBiH, the public enterprise responsible for road infrastructure management in the Federation, gender representation varies significantly across employment categories:

- Total workforce: 107 employees
- Management positions: 26 total, with 10 women (38%) and 16 men (62%)
- Operational staff: 48 total, with 14 women (29%) and 34 men (71%)
- Administrative roles: 33 total, with 19 women (58%) and 14 men (42%)

Women are better represented in administrative roles but remain underrepresented in operational and management positions, reflecting sectoral trends where men dominate technical and leadership roles.

#### Policies and Practices on Gender Equality

While PC Roads of FBiH currently does not have specific gender equality policies, the organization ensures:

- Equal opportunities for training and career advancement for both women and men.

- Contractual requirements that mandate equal pay and prevention of gender-based discrimination among contractors.

### **Gender-Specific Considerations in Road Planning**

PC Roads of FBiH integrates gender-responsive considerations into infrastructure design and planning, focusing on:

- Lighting: Improved street and pedestrian lighting to enhance safety, particularly for women and vulnerable groups traveling during low-light conditions.
- Safety measures: Initiatives aimed at reducing harassment and accidents on and around roadways.
- Public transport access: Designing transport routes and stops with attention to accessibility for women, who may rely more heavily on public transport.

### **Collaborative Initiatives**

In partnership with the World Bank, PC Roads of FBiH is engaged in the “Building the Pipeline – Structuring Internships for Women in Transport” project, which aims to increase women's participation and career development in the transport sector.

### **Broader Context of Gender Inequality in BiH Transport**

- Women's mobility is constrained by lower rates of driving license ownership (approximately 36% of women hold licenses) and significantly lower rates of vehicle ownership (only 22% of vehicles are owned by women).
- Land and property ownership is predominantly registered under men's names, limiting women's access to compensation and decision-making in the event of land acquisition or resettlement related to transport projects.
- Gendered social norms, unpaid care burdens, and underrepresentation in STEM fields hinder women's full economic participation.

### **Implications for Stakeholder Engagement and Project Implementation**

To ensure the transport project promotes gender equality and social inclusion, the following principles will be embedded in the Stakeholder Engagement Plan (SEP):

- Proactive inclusion of women in public consultations and decision-making forums.
- Gender-sensitive communication and outreach strategies to encourage women's participation.
- Monitoring and reporting of sex-disaggregated data related to employment, training, and community engagement activities.
- Supporting equitable access to project benefits, including employment opportunities and compensation related to land use

### 3.1.3. Stakeholder Expansion

This Project will have a prevalent number of groups of people and economically differentiated groups who are interested in the project on different levels. The Project may need to revisit the list of stakeholders and verify if there is a need to expand the list and engage with other stakeholders in the course of the Project implementation. This will be facilitated by filling out the stakeholder expansion questionnaire below at critical points during Project implementation (e.g. mid-term, substantial project design changes, etc.). A potential update will be part of the Monitoring & Evaluation (M&E) segment of the Project.

Table 2: Expansion and update Questionnaire

STAKEHOLDER EXPANSION AND UPDATE QUESTIONNAIRE	
<input type="checkbox"/> Yes <input type="checkbox"/> No <i>If No the Project needs to expand the Stakeholder list</i>	Is our current list focused on relevant stakeholders who are important to our current and future efforts? <i>(Answers should be based on knowledge of the Project, feedback received and grievances registered to tackle inadequate outreach, and feedback from Extension Services and TA during their Engagement)</i>
<input type="checkbox"/> Yes <input type="checkbox"/> No <i>If No the needs assessment should be revisited or a supplementary conducted and the Stakeholder list revisited</i>	Do we have a good understanding of where stakeholders are coming from, what they may want, whether they would be interested in engaging with the Project, and why? <i>(The answers should be based on the frequency of stakeholders approaching through communication channels other than the Projects, with suggestions for inclusion of groups or eligible activities, etc.)</i>
<input type="checkbox"/> Yes <input type="checkbox"/> No <i>If No the Stakeholder list should be revisited as well as admission and evaluation criteria should be revisited</i>	Does the current engagement strategy focus adequately on potential beneficiaries of the Project from all vulnerable groups? <i>(Answers should be based on the Stakeholder engagement log relative to the gender aspects and grievances received by all vulnerable individuals/groups focusing on insufficient inclusion and/or access to Project benefits)</i>

## 4. STAKEHOLDER ENGAGEMENT PROGRAM

### 4.1. Purpose of the Stakeholder Engagement

Stakeholder engagement aims to establish a robust platform for constructive interaction with parties impacted by the project and other interested entities regarding its progress. Ensuring meaningful engagement throughout the project lifecycle is crucial for effective project management and offers opportunities to:

- Facilitate citizen involvement effectively
- Gather feedback to refine project design, execution, monitoring, and assessment
- Clarify project goals, and scope, and manage expectations
- Identify and mitigate project risks
- Improve project outcomes and benefits
- Disseminate project-related information
- Address any grievances related to the project

The types of activities and their timing are tailored to fit the three primary project phases:

1. Project preparation (involving the development of Environmental and Social Management Frameworks, and Stakeholder Engagement Plans; crafting site-specific Environmental and Social Management Plans)
2. Project implementation (encompassing procurement of contractors and resources)
3. Project monitoring (conducted during and post-implementation)



Specific Stakeholder Engagement Plan (SEP) tables will be formulated for all project activities once further details about the activities and their locations are determined. Each SEP table will revisit the list of identified stakeholders and their analysis, ensuring that those who are directly impacted or likely to be affected by the project (project-affected parties) and those with an interest in the project (other interested parties) are adequately and specifically identified.

#### 4.2. Planned Strategy for Information Disclosure

Drafts of all required documents under the Environmental and Social Framework (ESF), such as the Environmental and Social Management Framework (ESMF), Environmental and Social Commitment Plan (ESCP), Stakeholder Engagement Plan (SEP) will be publicly disclosed a minimum of 15 days before the scheduled public consultation. These drafts will be accessible on the websites of the PC Roads FBiH, and the World Bank. The disclosure packages will comprise:

1. Project announcement, which will include:
  - a. A brief overview of the project
  - b. Details regarding the agreement on public consultations (timing, location, etc.)
  - c. Methods for submitting comments and feedback
  - d. Important deadlines
2. Relevant draft documents

The public disclosure of these draft documents will be announced via various channels, including print media, electronic media, official social media accounts, and the websites of PC Roads FBiH. This announcement will be part of the broader stakeholder engagement activities mentioned earlier.

The Environmental and Social Specialist of the PIMT will review feedback received on all disclosed documents. Significant comments will be incorporated into the final versions of the documents, which will be subsequently disclosed to the public. A report on public consultations will accompany the final documents, including details such as the media outlets used for the announcement, the content of the announcement, publication times, received feedback, minutes from public consultations, and a list of participants.

Site-specific management instruments developed to address environmental and social risks and impacts, such as Environmental and Social Management Plans (ESMPs) will be disclosed similarly to the E&S due diligence documents prepared during project preparation. PIMT will be responsible for conducting related public consultations, collecting and integrating feedback into the final documents, and re-disclosing them.

During project implementation, Environmental and Social Focal Points engaged by PIMT will prepare reports on the environmental and social performance of activities implemented. These reports will include updates on the implementation of the stakeholder engagement plan and will be disclosed on the websites of PC Roads FBiH.

Updates from the PIMT will also be available on the websites of PC Roads FBiH during project implementation. These updates will be disaggregated by gender, and type of grievances, and will be regularly updated.

Contractor documents related to the management of environmental and social risks, such as Traffic Management Plans and Codes of Conduct for Employees and Contracted Workers, will be made available on PC Roads FBiH and Contractors' websites as appropriate. Information regarding the timing of works and related details will be made public via various media outlets, and newspapers at least two weeks before execution.

Table 3 Stakeholder Engagement Strategy

Project phase	Target stakeholders	The topic of engagement	Method used	Responsibility	Frequency/Timeline
<b>Project preparation (ESMF, SEP, LMP, site-specific checklists)</b>	Ministry of Finance, Ministry of Transport and Communication, Government of FBiH	Draft project site specific information scope, rationale, design, E&S principles, risks and mitigation measures; Coordination activities; Grievance Mechanism (GM) process	Formal written communications (e-mail), virtual/in person coordination meetings	PC Roads FBiH	Throughout preparation; documents finalized following public consultation
	All stakeholders	Draft project site specific information scope, rationale, E&S principles, risks and mitigation measures; GM process	On-site stakeholder meetings involving municipality representatives, community members, contractor, supervisor, PIU	PIMT	During preparation and prior to draft document finalization
<b>Implementation</b>	Residents of project areas	Project site-specific design; Information on civil works (locations, timing, related information); Traffic management plan; Community health and safety measures; GM process	On-site stakeholder meetings and information sessions including local authorities, community representatives, contractor, supervisor, PIU	PIMT	Before commencement and periodically during construction as needed
	Ministry of Finance, Ministry of Transport and Communication, Government of FBiH	Reports on project development	Meetings and written documents	PC Roads FBiH	Quarterly and as needed

	Contractors, sub-contractors, supervision consultants, service providers, equipment and material suppliers, and their workers	E&S principles, risks and mitigation measures; Sensitization to inclusion/exclusion, labor issues, gender-based violence risks; Workers' GM process; OHS measures, risks during construction; Waste and hazardous materials management; PPE; Code of Conduct	Training	PIMT, Supervision Engineer (SE)	Upon signing of contracts
<b>Monitoring</b>	Beneficiaries	Collect feedback on satisfaction with the program	Surveys, interviews, community feedback mechanisms	PC Roads FBiH	For 4 years after project completion

Table 4 Information Disclosure Strategy

Project phase	Target stakeholders	Information/documents to be disclosed	Method used	Responsibility	Frequency/Timeline
<b>Project preparation (ESMF, SEP, LMP, site-specific checklists)</b>	Ministry of Finance Ministry of Transport and Communication The Government of FBiH	Project announcement Project documents required as per provisions of the ESF (ESMF, SEP, LMP, RPF)	E-mail	PC Roads FBiH	After the approval of the project and the needed documents for the project
	All stakeholders <sup>5</sup>	Project announcement Project documents required as per	Website of PC Roads FBiH Media (written and	PC Roads FBiH	Before the commencement of the works

<sup>5</sup> All stakeholders includes project affected parties, other interested parties and vulnerable groups

		provisions of the ESF (ESMF, SEP, LMP)	electronic media)		
	All stakeholders <sup>6</sup>	Minutes of public consultation meetings	Website of PC Roads FBIH	PIMT	At least 30 days after public consultation
	Residents of project areas	ESMPs GM process Invitations to public consultation meetings	Website of PC Roads FBIH, Websites of the local Canton Media (written and electronic media)	PIMT	Before the commencement of the works
<b>Implementation</b>	Ministry of Finance Ministry of Transport and Communication The Government of FBIH	timing of project activities and related information for the project	E-mail	PC Roads FBIH	Regularly, in line with project dynamics
	Residents of project areas	Information on civil works (locations, timing, and related information)	Website of PC Roads FBIH Construction Information Boards, GM flyers	PIMT	At least two weeks before the start of construction
	Ministry of Finance Ministry of Transport and Communication The Government of FBIH	Reports on Project progress including E&S performance Reports on grievance	Meetings and written documents	PC Roads FBIH	Quarterly
	All stakeholders <sup>7</sup>	Reports on Project progress including E&S performance Minutes of public consultation meetings Reports of stakeholder	Website of PC Roads FBIH	PC Roads FBIH	As needed, but at least once per year

<sup>6</sup> All stakeholders includes project affected parties, other interested parties and vulnerable groups

<sup>7</sup> All stakeholders includes project affected parties, other interested parties and vulnerable groups

		engagement activities Info on GM Reports on grievance			
	Contractors, sub-contractors, supervision consultants, service providers, equipment and material suppliers	Workers' GM process OHS measures, risks during construction works, waste and hazardous materials management precautions, PPE Traffic management plan Code of Conduct	Official correspondence (e-mail/fax/post) Websites of Contractors Hard copies of sub-project documents in companies' premises/worksites	PIMT and SE	Upon signing of contracts
	Media (written and electronic media)	Project announcements (timing of project activities and related information) Information on planned events, public meetings Other relevant project information, as appropriate	Official correspondence (e-mail/fax/post)	PC Roads FBiH	In line with project dynamics
<b>Monitoring</b>	Beneficiaries <sup>8</sup>		Website of PC Roads FBiH	PC Roads FBiH	For 4 years after the project's completion

<sup>8</sup> Beneficiaries are groups that will receive the benefits of the Project e.g. Local Community Members, Government Officials, Environmental NGOs, Project Contractors, Business Associations, Academic Institutions, Residents near Project, Drivers and Commuters...

### 4.3. Planned Stakeholder Engagement Strategy

Stakeholder engagement activities are proposed to ensure that stakeholders receive pertinent information and opportunities to express their opinions on matters relevant to them. To ensure adequate representation and participation of diverse stakeholders, the Project will utilize various methods and techniques:

1. **Public Meetings:** The Project Implementation and Management Team (PIMT) will organize public consultation meetings at different stages of the Project. These meetings will cover various topics such as project documents (ESMF, SEP, LMP, ESMPs), project implementation, land acquisition, community health and safety, etc.
2. **Mass Communication:** PC Roads FBiH will engage a Public relations Specialist responsible for outreach, information dissemination, and communication with stakeholders. Information about the Project will be regularly communicated to the public through various media channels including newspapers, and electronic media web portals. The choice of media will be tailored to each community, considering stakeholder types and sensitivities.
3. **Information Materials:** Written information will be provided to the public through brochures, leaflets, posters, etc. PC Roads FBiH will update their websites regularly with key project updates and reports on environmental and social performance. Information on the grievance mechanism will also be available on these websites.
4. **Training:** Training on various social and environmental issues will be conducted for relevant service providers, contractors, and their workers. Topics covered will include sensitization to inclusion/exclusion, labor issues, and risks of gender-based violence.
5. **Program Impact Monitoring:** Following the project completion, the monitoring will span four years, tracking indicators to gauge satisfaction with the program, both positive and adverse impacts, the effectiveness of support received, inclusiveness in engagement processes, and communication with internal stakeholders. Results of these assessments, along with suggested corrective actions, will be made publicly available on the websites of the PC Roads FBiH.
6. **Grievance Mechanism:** A specific grievance mechanism will be established for the Project. A leaflet outlining the grievance mechanism procedure will be created and disseminated to Project Affected Persons (PAPs) and Other Interested Parties (OIPs) during public meetings. Information on the grievance mechanism process will also be available on the websites of the PC Roads FBiH. Internal training on the grievance mechanism will be conducted for PIMT and contractors' staff. Detailed information on the grievance mechanism is provided in Chapter 6.

### 4.4. Timeline

The timeline for significant project phases will be established in due course. Following each public consultation, a 15-days will be allocated for the submission of additional written comments, whether online, by mail, or through other means. During the consultation meetings, information and contact details for submitting written comments will be provided to all participants.

### 4.5. Review of Comments

The Project Implementation and Management Team (PIMT) will oversee the collection of stakeholder comments, whether provided in written or oral form. The GRM management will handle all the grievances.

During public consultations on disclosed documents, oral comments will be gathered and summarized in the Minutes of the consultations. These minutes will be supplemented with any written comments received within the deadline following the consultation period.

Upon receipt, comments will be promptly reviewed by the Environmental and Social Specialist and the Supervision Engineer, respectively. These comments will then be documented in a form alongside official responses to each raised issue. This response form, integrated into the Minutes of the consultations, will be shared on the websites of the PC Roads FBiH. Both the Minutes and response form will be made available in English as well as local languages.

#### 4.6. Future Project Phases

Stakeholders will receive regular updates as the project progresses, including reports on environmental and social performance and the implementation of the Stakeholder Engagement Plan (SEP) and Grievance Mechanism (GM). Throughout the Project implementation phase, the Environmental and Social specialist, engaged by PIMT, will compile environmental and social performance reports. These reports will include updates on SEP implementation, detailing stakeholder engagement activities. Reports will be made publicly available on the websites of PC Roads FBiH.

Additionally, during Project implementation, updates from the Grievance Mechanism (GM) will be accessible on the websites of the PC Roads FBiH. These updates will be categorized by gender and type of grievances and will be consistently updated to provide stakeholders with timely information.

## 5. RESOURCES AND INSTITUTIONAL RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT

### 5.1. Resources

PC Roads FBiH will be in charge of planning and executing stakeholder engagement activities, along with relevant outreach, disclosure, and consultation efforts. A preliminary budget for implementing the Stakeholder Engagement Plan (SEP) throughout the Project is currently available. However, the Environmental and Social specialist will conduct reviews of the plan to assess the need for adjustments in stakeholder classification or engagement approaches. Any necessary revisions to the plan will be made and distributed accordingly, with corresponding adjustments to the budget as necessary.

Stakeholder engagement activities	Quantity	Unit cost (USD)	Total cost (USD)
1. Staff salaries and related expenses <sup>9</sup>			
<i>Environmental and Social Specialists</i>		0	0
<i>Travel expenses for staff</i>		0	0
2. Events			
<i>Public meetings</i>	15	300,00	4.500,00
<i>Other meetings</i>	10	300,00	3.000,00
3. Communication campaigns			
<i>Communication material (posters, flyers)</i>	1	1.500,00	1.500,00
<i>Media awareness raising campaign for grant program</i>	1	15.000,00	15.000,00
4. Trainings			
<i>Training for PIMT</i>	1	500,00	500,00
<i>Training for contractors' staff</i>	4	500,00	2.000,00
5. Surveys			
<i>Grant beneficiary survey</i>	4	1.500,00	6.000,00
6. GM			
<i>Training of GM committees</i>	1	500,00	500,00
<i>GM leaflets</i>	1	1.500,00	1.500,00
<b>TOTAL</b>		<b>34.500,00</b>	

<sup>9</sup> PC Roads FBiH will not be recruiting or enlisting additional personnel for the project. The employees listed in the PIMT are already staff members of PC Roads FBiH, and therefore, their salaries will not impact the project budget.



## 5.2. Management of stakeholder engagement activities and institutional responsibility

At the project level, stakeholder engagement will be spearheaded and coordinated by the Public Relations Specialist (PRS), with assistance from the Social and Environmental Specialist. The PRS will work closely with the PIMT and SE to ensure seamless coordination of stakeholder engagement efforts.

## 6. GRIEVANCE MECHANISM

The Grievance Mechanism (GM) serves as a platform for receiving, addressing, and managing complaints, comments, and suggestions related to the Project. Its primary goal is to ensure an efficient means of addressing grievances. As per World Bank requirements outlined in ESS10 each project must establish such a mechanism early in the project preparation stage to promptly address specific issues.

The Project will develop grievance mechanisms to record and monitor all grievances systematically. This initiative aims to enhance transparency and accountability while minimizing the risk of adverse environmental and social impacts.

The Project's GM will comprise two tiers: Grievance Committees (GCs) established and managed by the PC Roads FBiH, and a Central Grievance Committee (CGC) overseen by the Federal Ministry of Transport and Communication, commonly known as the Project's Grievance Mechanism.

To ensure access to the GM, potential beneficiaries, communities, and other stakeholders can submit grievances through specified channels. The GM will facilitate ongoing feedback on project activities and provide resolutions for individual grievances during implementation. Thus, the GM will serve as both an information center and grievance mechanism at the project level, accessible to all affected by project components and relevant to local communities impacted by project activities.

The GM will handle grievances and comments from the following groups: individuals or entities directly affected by the project, potential beneficiaries, those impacted by land acquisition and resettlement, stakeholders with an interest in the project, and residents or communities affected by project activities.

Furthermore, legal remedies available under national legislation, such as courts, inspections, and administrative authorities, will remain accessible.

However, the grievance mechanism for project workers required under ESS2 will be provided separately, with details outlined in the Labor Management Procedure.

Despite the Project's low assessed risk of Sexual Exploitation and Abuse (SEA)/Sexual Harassment (SH) the GM will be equipped to address SEA/SH grievances as a precautionary measure. These grievances will be managed separately by trained experts, following the same process value chain and timeframes detailed in Chapter 6.2.

PC Roads FBiH is responsible for establishing operational GMs and informing stakeholders about their roles, contact person, and complaint procedures in affected areas. Information regarding the GM will be disseminated through various channels, including the websites of the PC Roads FBiH, social media campaigns, and leaflets detailing the GM process.

### 6.1. Raising Grievances

Efficient grievance management hinges on a set of core principles crafted to uphold the fairness of both the process and its outcomes. The grievance procedure is designed to be accessible, efficient, straightforward, comprehensible, and free of charge for the complainant. Any grievance can be brought to the attention of the GM in person, via telephone, or in writing by completing the grievance form online, or by sending it via email, post, fax, or personal delivery to the designated addresses. Anonymity is maintained for all grievances, and details regarding admission points will be widely disseminated as part of awareness-building efforts. A sample grievance form is provided in Annex 1 of this SEP for reference.

### 6.2. Grievances Administration

Grievances will be handled and managed at the initial tier grievance level – the Grievance Committees (GCs). Each grievance must follow a set of mandatory steps: receipt, assessment and assignment, acknowledgment, investigation, response, follow-up, and closure.

Upon receipt, the GM will swiftly conduct an initial assessment to ascertain the nature and severity of the grievance. Within three days of receiving the grievance, the GM will acknowledge its registration and provide the grievant with basic next steps. Subsequently, the GM will delve into the issue from the perspective of the grievant, aiming to understand their concerns and desired actions. It will then proceed to investigate the facts and circumstances, providing a final decision to the grievant no later than 15 days after the grievance was lodged. Closure of the grievance occurs once the implementation of the resolution has been confirmed. Even in cases where no agreement is reached or the grievance is rejected, all efforts and actions taken toward resolution will be documented.

For anonymous grievances, after acknowledgment within three days of logging, the GM will investigate the grievance and issue a final decision within 15 days of logging, which will be disclosed on the PC Roads FBiH website.

The GM will maintain a grievance register log, documenting grievances received through all admission channels while protecting the personal data of each grievant under the Law on Personal Data Protection. Each grievance will be recorded in the register with essential details including a description of the grievance, date of acknowledgment returned to the grievant, actions taken (such as investigation or corrective measures), date of resolution or provision of feedback, verification of implementation, and closure.

If a grievance cannot be satisfactorily resolved, the grievant has the right to appeal. The Central Grievance Committee (CGC) will handle such appeals, serving as the second-tier grievance level. The CGC will acknowledge receipt of the appeal, including a detailed explanation of the resolution process and the final decision, along with guidance if the outcome is still unsatisfactory to the grievant.

If resolution cannot be achieved through the CGC, the grievant may resort to formal judicial procedures available under the legal framework of FBiH. Logging a grievance with the GM does not prevent seeking resolution from official authorities, judicial or otherwise, at any time as provided by the FBiH legal framework.

### 6.3. Grievance and Beneficiary Feedback Reporting

In addition to address grievances, the GM will also be responsible for retaining and organizing comments/grievances received and maintaining the Central Grievance Log, which will be

administered by the E&S Specialist. To ensure a comprehensive understanding of this tool and its outcomes, updates from the GM will be accessible on the websites of the PC Roads FBiH. These updates will be regularly refreshed and will provide a breakdown by gender and type of grievances.

#### 6.4. Grievance Log

PC Roads FBiH will maintain the Central Grievance Log to ensure that each grievance is assigned an individual reference number and is accurately tracked and recorded until actions are completed. When receiving feedback, including grievances, the following information will be defined:

- Type
- Category
- Deadline for resolving the appeal
- Agreed action plan

The log will contain the following details:

- Name of the grievant, location, and details of the grievance
- Date of submission
- Date when the Grievance Log was uploaded onto the project database
- Details of proposed corrective action
- Date when the proposed corrective action was sent to the grievant (if appropriate)
- Date when the grievance was closed out
- Date when the response was sent to the grievant

#### 6.5. Grievance Admission Channels

Any grievance can be brought to the attention of the GM by completing the grievance form either in hard copy or online, or in any other preferred format by the grievant. A sample grievance form is provided in Annex 1. Grievances of any type can be submitted by mail, fax, phone, email, or in person using the following access details:

Attention: PIMT, Workers' Grievance Mechanism  
 Address: Terezija br. 54, 71000 Sarajevo  
 Phone: +387 33 250 370; Fax: +387 33 250 400  
 E-mail: [info@jpcfbih.ba](mailto:info@jpcfbih.ba)  
<https://jpcfbih.ba/bs/kontakt>

This avenue will be utilized until the aforementioned GMs are established. Details regarding each GC will be provided at later stages and disseminated accordingly. Information on these details will be incorporated into the Engagement Strategy and will be published following the information disclosure procedure outlined in this SEP.

#### 6.6. Monitoring and Reporting on Grievances

The Grievance Committee (GC) will have the following responsibilities:

- Collecting, summarizing, and analyzing grievances, acting as local entry points for recording the quantity, substance, and status of complaints, and inputting them into the Project GM database.
- Monitoring unresolved issues and recommending actions for their resolution.
- Compiling reports on GM activities.
- Maintaining the Central Grievance Log.

The Central Grievance Committee (CGC) will be tasked with:

- Addressing grievances that were not satisfactorily resolved at the GC level.

PC Roads FBiH will be responsible for including a section related to GM in the monitoring reports submitted to the World Bank. This section will provide updated information on the following:

- Status of GM implementation, including procedures, training, public awareness campaigns, and budget allocation.
- Qualitative data on the number of received grievances (applications, suggestions, complaints, requests, positive feedback) and the number of resolved grievances.
- Quantitative data on the types of grievances received and responses provided, as well as issues addressed and grievances that remain unresolved.
- Level of satisfaction with the measures taken in response.
- Any corrective actions implemented.

### 6.7. WB Grievance Redress System

Communities and individuals who believe that they are adversely affected by a WB-supported project may submit complaints to existing project-level grievance redress mechanisms or the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed to address project-related concerns. Project-affected communities and individuals may submit their complaints to the WB's independent Inspection Panel which determines whether harm occurred, or could occur, as a result of non-compliance with WB policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the WB's attention, and Bank Management has been allowed to respond. For information on how to submit complaints to the WB's corporate Grievance Redress Service (GRS), please visit

<http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>.

For information on how to submit complaints to the WB Inspection Panel, please visit

[www.inspectionpanel.org](http://www.inspectionpanel.org).

## 7. MONITORING AND REPORTING

PC Roads FBiH will hold the overarching responsibility for compiling progress and outcomes. Feedback and complaints received through the GM will be consolidated and incorporated into regular agreed-upon reports. Throughout project implementation, the SEP may be revised as necessary, prompted by the identification of new stakeholders and/or the recognition of the requirement for alternative forms of stakeholder engagement.

### 7.1. Involvement of Stakeholders in Monitoring Activities

The Project offers various avenues for stakeholders, particularly those affected by the project, to monitor specific aspects of project performance and offer feedback. PC Roads FBiH will enable Project Affected Parties (PAPs) to submit grievances and other forms of feedback. Additionally, frequent and regular community meetings and interactions with PIMT staff will provide opportunities for PAPs and other local stakeholders to voice their concerns and participate in engagement activities.

### 7.2. Reporting Back to Stakeholders

Feedback from stakeholders regarding draft documents as required by the ESF will be promptly reviewed upon receipt. If the feedback indicates a need for changes, the documents will be revised accordingly and published along with a feedback report.

Furthermore, comments and complaints gathered during implementation will be utilized to refine stakeholder engagement activities, enabling an adaptive management approach throughout the project lifecycle.

Additionally, reports from the GM, detailing received and resolved grievances, will be accessible on the websites of PC Roads FBiH to ensure transparency and accountability.

## ANNEX 1: PROJECT GRIEVANCE FORM

Protocol Number	
Full name ( <i>optional</i> ) <sup>10</sup>	
Contact Info  We urge you to check the box in which way you want to be contacted	<input type="checkbox"/> By post (Address): <hr/> <input type="checkbox"/> By phone: <hr/> <input type="checkbox"/> By e-mail: <hr/>
Preferred language	<input type="checkbox"/> Bosnian/Croatian/Serbian <input type="checkbox"/> English
Grievance description	What happened? Where did it happen? Who did it? What was the result?
Date of grievance and the number of times it occurred	
<input type="checkbox"/> One time (date: _____) <input type="checkbox"/> It happened more than once (How many times did it happen? ____) <input type="checkbox"/> Ongoing (It happened recently)	
Preferred outcome?	

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please return this form to:

Attention: PIMT, Workers' Grievance Mechanism  
 Address: Terezija br. 54, 71000 Sarajevo  
 Phone: +387 33 250 370; Fax: +387 33 250 400  
 E-mail: [info@jpcfbih.ba](mailto:info@jpcfbih.ba)  
<https://jpcfbih.ba/bs/kontakt>

<sup>10</sup> If and when a grievance is submitted anonymously the method of communicating the response to the grievant will be through Public Posting (bulletin board, company website) this will ensure that the information is available to everyone, including the person who submitted the grievance.

## ANNEX 2: Flowchart for Processing Grievances

