STAKEHOLDER ENGAGEMENT PLAN

Babino Selo Feasibility Study/Environmental and Social Impact Assessment
Consultancy Contract No.: C31299/WBES-2014-06-01

STAKEHOLDER ENGAGEMENT PLAN
BS/EA/0/R/0041-0
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Approval by the Client

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<th>Name, Prename</th>
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<tr>
<td>Karovic, Enisa</td>
<td>EP BiH</td>
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<td>Project Implementation Unit representative</td>
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Preface

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List of Abbreviations and Acronyms

BiH       Bosnia and Herzegovina
EBRD      European Bank for Reconstruction and Development
EP BiH    Elektroprivreda Bosnia and Herzegovina
ESIA      Environmental and Social Impact Assessment
ESP       Environmental and Social Policy
FBiH      Federation of Bosnia and Herzegovina
HPP       Hydropower plant
LALRP     Land Acquisition and Livelihood Restoration Plan
LCO       Local Community Office
LFAI      Law on Free Access to Information
PAP       Project Affected People
PE        Pöyry Energy GmbH
PIP       Public Information Policy
PR        Performance Requirement
SEP       Stakeholder Engagement Plan
1 INTRODUCTION

1.1 Description and Context of the Project

In 2010, the Government of the Federation of Bosnia and Herzegovina (Government of FBiH) identified priority power generation projects that would ensure the long-term sustainability of the power sector in FBiH. The Hydropower Plant (HPP) Babino Selo was identified as one of the priority projects expected to ensure that old and inefficient thermal generation units in FBiH are replaced with reliable renewable electricity generation capacities.

JP Elektroprivreda BiH d.d. Sarajevo (EP BiH) is a public utility responsible for the generation, distribution and sale of electricity. EP BiH’s strategy is centred on: (i) ensuring continuous and uninterrupted supply of electrical energy; (ii) increasing the share of renewable generation in production of electricity in BiH and (iii) improving the efficiency and reliability of thermal power units and ensuring compliance with EU emission standards. An important element of the EP BiH’s strategy is the efficient use of hydro resources and the development of new hydro power capacities.

The hydropower exploitation of the Vrbas River watershed was analysed in various studies. The first study was completed in 1987, prepared by Energoinvest d.d. Sarajevo and Zavod za vodoprivredu d.d. Sarajevo. The proposed technical solution for HPP Babino Selo within the mentioned study has remained relatively unchanged up to now.

The most recent study was completed in 2013, prepared by COWI AS/Norway and financed by the World Bank. This study was an update of the 1987-Study. 25 years passed by since the first study with many social, ecological, economical, legal and other changes. COWI’s screening study should evaluate various development options for water resources and hydropower development of the Vrbas River basin. One conclusion of the 2013-Study was that mean annual flow and therefore yearly generation are probably lower than assumed in the first study. Secondly, a faster accumulation of sediments in the planned reservoir was highlighted as a potential problem.

As the next step in the development of HPP Babino Selo, EP BiH decided to contract a consultant to prepare a full Feasibility Study of the project, including an Environmental and Social Impact Assessment (ESIA) in line with EU standards. The Feasibility Study is supported by the European Bank for Reconstruction and Development (EBRD). An integral part of the Feasibility Study for HPP Babino Selo is the Environmental and Social Impact Assessment which is prepared in two phases: phase 1 (the ESSS) and phase 2 (ESIA).
Various alternatives for the location of the proposed HPP Babino Selo have been considered in the draft ESSS\(^1\). The overview of the detailed analysis of envisaged alternatives (Alt. 1A, Alt 1B, Alt. 2C, Alt. 3A, Alt. 3B, Alt. 4A, Alt. 4B and the “Do nothing” option as well as alternatives “a” and “b” for the waterway) has been described in the Interim Report 1, submitted to EP BiH in November, 2015. Based on the presented technical, financial, environmental and social criteria, EP BiH has decided that the Alternative “1Aa” (as shown below in Figure 1) is the most favourable and will be further developed.

![Figure 1. Location of HPP Babino Selo – Chosen Alternative 1Aa](image)

HPP Babino Selo is a run of river hydropower plant, diversion type and would consist of the following components:

- a dam located in a naturally formed “V” shape gorge at the slopes of the Gradina Mountain. The maximum height of the dam is only 9.50 m above bed level to avoid flooding of the surrounding area, as well as to avoid the flooding of the main road M5 (E661). The dam type is a rubber weir on a concrete bottom slab. Length of the dam is approx. 99 m and contains a fish path to secure the possibility of fish migration. On the right side of the dam a small unit is located to provide ecological acceptable flow set by law.

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\(^1\)The planned location for HPP Babino Selo is near the town of Donji Vakuf, app. 7 km upstream, on the Vrbas River. Vrbas River is one of the most important tributaries of the Sava River, flowing entirely on the territory of BiH in south-north direction. It starts near Gornji Vakuf, whereas the spring is in the Vranica region at the mountain Scit (1949 m aSL). Vrbas River has a stretch of approximately 250 km and passes the towns of Bugojno, Donji Vakuf, Jajce, Banja Luka and flows near the village Srbac into the Sava River. The catchment area is approximately 6,300 km\(^2\).
1. Objective and Scope of the Document

This Stakeholder Engagement Plan (SEP) was developed by EP BiH in order to clearly communicate to all interested parties the stakeholder engagement program which is to be implemented throughout the entire Project cycle.

The objective of this SEP is to improve and facilitate Project-related decision-making and create opportunities for active involvement of all stakeholders in a timely manner, and to provide possibilities for all stakeholders to express their opinions and concerns that may influence Project decisions. The purpose of the SEP is, therefore, to enhance stakeholder engagement throughout the life cycle of the project, particularly prior to and during the construction and operation of the Babino Selo 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).

This SEP will be updated on a regular basis to reflect Project progress and to ensure that the public is informed on potential future environmental and social impacts associated with the project (during the scoping stage) and the evaluated impacts (during the development of the full Environmental and Social Impact Assessment).
2 REGULATORY REQUIREMENTS

2.1 FBiH Legislation

As a public enterprise, EP BiH is required to establish communication with stakeholders in accordance with the Law on Free Access to Information in FBiH (Official Gazette of FBiH, No. 32/01, hereinafter referred to as “LFAI”), i.e. EP BiH is to provide access to information to all stakeholders, including every natural person or legal entity. In the framework of its capabilities, it is also obliged to undertake all necessary measures to provide assistance to natural persons or legal entities seeking to exercise their rights. Exceptionally, access to information may be limited under certain circumstances, by establishing an exception in each separate case, solely in the manner, situation and under the conditions defined by the LFAI (such as the protection of the decision making process of public authorities or the protection of privacy of a third person, etc.).

In addition, the current environmental legislation of FBiH, particularly the Law on Environmental Protection (Official Gazette of FBiH, No. 33/03 and 38/09) stipulates that every person and every organization must have adequate access to information regarding the environment which is at the disposal of public authorities, including information on hazardous materials and activities in their communities, and be enabled to participate in the decision making process.

2.2 EBRD Policies

The provisions of EBRD’s Environmental and Social Policy (2014)2 (ESP) and Public Information Policy (2014)3 (PIP) for public consultations and access to information have fully been taken into account in the preparation of this SEP.

- EBRD’s Environmental and Social Policy (2014)

EBRD has adopted a comprehensive set of specific Performance Requirements (PRs) that projects are expected to meet. EBRD’s PR 10: Information Disclosure and Stakeholder Engagement recognises the importance of an open and transparent engagement between the client, its workers, local communities directly affected by the project and other stakeholders as an essential element of good international practice and corporate citizenship. Stakeholder engagement involves stakeholder identification and analysis, stakeholder engagement planning, disclosure of information, consultation and participation, grievance mechanism, and ongoing reporting to relevant stakeholders.

According to the ESP, the ESIA process will include a scoping stage to identify the potential future environmental and social impacts associated with the project. The ESIA process will also include a public disclosure and consultation process as specified in PR 10. The client will engage in a scoping process with interested parties and identified stakeholders at an early stage of the ESIA process to ensure identification of key issues to be assessed as part of the ESIA. As part of the scoping process, stakeholders should be able to provide comments and recommendations on a draft SEP and other scoping documents. The client must keep the ESIA in the public domain throughout the life of

the project, but it may be amended, from time to time, with additional information, or archived following project completion, as long as it is available on request in a timely manner.

The client is required to provide regular reports to its interested stakeholders on its environmental and social performance, as a separate publication, or on its web site, as detailed in the SEP. These reports will be in a format accessible to the affected communities and their frequency will be proportionate to the concerns of affected communities, but not less than annually.

- EBRD’s Public Information Policy (2014)

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

According to the PIP, for “Category A” projects, in addition to the disclosure required of the clients under the Environmental and Social Policy, the Bank will make available Environmental and Social Impact Assessments on “Category A” on the EBRD website and relevant EBRD Resident Office a minimum of 120 calendar days prior to consideration of the project by the Board of Directors for public sector projects.

2.3 Other regulatory requirements

- Directive 2000/60/EC establishing a Framework for Community Action in the Field of Water Policy
- EIB’s 2009 Statement of Environmental and Social Principles and Standards

EP BiH holds the integrated quality management system ISO 9001:2008 certificate under which it has developed an overarching set of written policies and procedures.

Additionally, EP BiH has developed a Human Resource Management Policy for communication with internal stakeholders (incl. long-term and temporary workers and subcontractors), in order to ensure open and transparent communication with all employees.
3 PREVIOUS STAKEHOLDER ENGAGEMENT

Until the moment of the drafting of this SEP, EP BiH organized several meetings with the Mayor of Donji Vakuf in order to request preliminary approvals related to exploration work required for the preparation of the Feasibility Study for HPP Babino Selo. Additionally, the Municipal Council has been informed by the Mayor of the Project initiation and its planned activities.

In regards to this Project, EP BiH has not conducted any other stakeholder engagement activities pertaining to local communities, NGOs or any other stakeholder group.
4 STAKEHOLDER ENGAGEMENT PROGRAM

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

Project stakeholders have been identified in order to address the consultation requirements. These stakeholders need to be informed about the Project activities and consulted throughout the entire Project cycle. They include persons or groups that are:

- directly and/or indirectly affected by the Project;
- have certain interests in the Project and its activities;
- have the ability to affect the Project itself and its final outcome.

Particular attention will be paid to Project Affected People (“PAP”) and vulnerable groups. Vulnerable groups may need to be informed and consulted in a specific manner, suited to their needs and vulnerability status.

4.1 Purpose and Responsibility for SEP Implementation

EP BiH recognizes that meaningful and timely engagement with local communities, PAPs and other stakeholders can ensure the success of the Project. The engagement process can be used to obtain comments and suggestions for the development of the Project, which may enhance the Project design and lead to extended local benefits. In order to ensure an adequate and timely consultation process,

EP BiH has appointed a community liaison officer that will be responsible for overseeing the implementation of the SEP, including communicating with Local Community Offices, PAP, and representatives of cantonal and municipal bodies.

Furthermore, all contractors in charge of carrying out specific Project activities will be required to implement the SEP. The provisions of SEP implementation, including the grievance mechanism, entrusted to contractors will be laid out in the tender documentation and contracts signed with the contractors.

4.2 Available Communication Tools

EP BiH has developed a system for regular and direct communication with stakeholders, including the following channels of communication and information disclosure:

- Official websites of EP BiH(http://www.elektroprivreda.ba/);
- Disclosure of information through Local Community Offices (LCOs);
- Telephone, mail, fax or e-mail inquiries;
- Public announcements communicated to the media (local radio and television stations, daily newspapers).
EP BiH receives inquiries through mail, email and fax. Each received inquiry or grievance is registered and distributed to relevant departments within EP BiH.

Any issues that cannot be resolved at the department level are transferred to EP BiH Management and subsequently to the Federal Ministry of Environmental and Tourism, as necessary.

4.3 Planned Disclosure of Information

EP BiH intends to disclose the following documentation and information regarding the Project:

- This Stakeholder Engagement Plan (SEP);
- Environmental and Social Scoping Study (ESSS)\(^4\);
- Environmental and Social Impact Assessment (ESIA);
- Project description and updates regarding the implementation progress of the Project;
- Non-technical Summary (NTS) of the Project;
- Land Acquisition and Livelihood Restoration Plan (LALRP) if so required;
- Summary of conclusions from the consultative meetings and public discussions held;
- Summary of Project Implementation Monitoring Reports;
- Grievance form and information request form.

The draft Environmental and Social Impact Assessment (ESIA) will be publicly disclosed on the websites of EBRD and EP BiH during a period of 120 calendar days prior to consideration of the project by the EBRD’s Board of Directors (as required under EBRD’s PIP). Stakeholders will be provided with the opportunity to submit comments and recommendations to the draft ESIA in writing and any such comments or recommendations will be considered and included in the final ESIA.

The documents will be available in all three local languages (as well as English where required) immediately upon the commencement of the Project on EP BiH’s website and the website of the Donji Vakuf Municipality (www.donji-vakuf.ba), as well as in printed copies in the premises of EP BiH at the address:

PUBLIC COMPANY Elektroprivreda BiH Sarajevo

Address: Vilsonovo Šetalište 15, 71 000 Sarajevo

These documents and information will remain in the public domain for the entire duration of the Project cycle.

\(^4\) An integral part of the Feasibility Study for HPP Babino Selo is the Environmental and Social Impact Assessment which is prepared in two phases: phase 1 (the ESSS) and phase 2 (the ESIA Report)
4.4 Planned Information and Communication Tools

EP BiH will carry out public consultations and information dissemination that will reflect main issues of relevance to the Project. All interested stakeholders will be timely informed about the Project’s scope and contacts for further information inquiries, as well as the availability of the publicly available documents, through the websites of EP BiH and the Donji Vakuf Municipality given above.

Information on the extent, timing and duration of planned construction works, and any expected disruptions and inconveniences will be publicly disclosed through:

- the websites of EP BiH and the Donji Vakuf Municipality;
- local media (newspapers, TV and/or radio).

Directly affected households and businesses will be individually visited and informed about the impacts of the Project on their property, particularly the land plots to be affected by reservoir flooding. Access to information for vulnerable groups will be facilitated by EP BiH, as appropriate for each person/household according to their specific needs and/or situation, in cooperation with municipal departments for social affairs.

EP BiH will schedule and hold the following meetings with the representatives of different stakeholder groups:

- A **scoping meeting** will be organized to present the draft Environmental and Social Scoping Study (ESSS) to interested parties and identified stakeholders, who will be provided with the opportunity to submit comments and recommendations to the draft ESSS during the meeting or subsequently in writing.

- **Subsequent public consultative meetings** will be held on a regular basis, at least every 6 months, during Project preparation and implementation, i.e. prior to and during the construction works. At least one public meeting will be organized prior to initiation of construction works. Such meetings will be aimed at providing regular gatherings of all stakeholders and will be open for all interested parties. During these meetings, the participants will be able to present their opinions and remarks with regards to the Project, as well as to suggest possible solutions of the issues raised, which will be documented and addressed appropriately in the Project Implementation Monitoring Reports in regards to the received grievances and follow up action taken to be prepared by EP BiH.

- **Local community consultative meetings** are aimed at engaging individuals, households and businesses affected by the construction activities into the consultation process, and will be organized on a needs basis in local communities.

- **Individual consultative meetings** are aimed at engaging individual stakeholder groups regarding specific issues, and will be organized on a needs basis. This type of meetings can be initiated by EP BiH, or by any identified stakeholder groups.

- **Public hearings** will be held as required by the local legislation to consult the public with regards to the contents of the ESIA and other documents (at the stage of obtaining the environmental permit), as described in earlier sections of this document.
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<tr>
<th>Identified stakeholder</th>
<th>Definition of stakeholder</th>
<th>Relevant issues</th>
<th>Communication / proposed media</th>
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<tr>
<td><strong>External Stakeholders</strong></td>
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| **Project Affected People**                | Individuals, households and businesses, owners or users, who would be directly affected by land acquisition and/or land use (permanent/temporary) pertaining to Project activities.                                                                                        | Providing timely information on land acquisition activities                                                                                                                                                           | • Public and individual consultative meetings to discuss Project impacts  
• Disclosure through EP BiH website, daily newspapers and local radio and television stations  
• Delivering relevant documentation to local communities on whose territory expropriation is carried out (particularly SEP and RAP)                                                                                     |
| **Local residents and businesses in the vicinity of the Project area** | People affected by Project activities (permanent or temporary); population affected by construction of the dam and flooding due to reservoir construction.                                                                     | Providing timely information on construction activities and potential electricity disruptions                                                                                                                   | • Public consultative meetings and individual meetings as necessary  
• Disclosure through EP BiH website, daily newspapers and local radio and television stations  
• Public bulletin boards at the site and announcements on billboards in residential areas  
• Delivering relevant documentation to local communities on whose territory expropriation is carried out (particularly SEP and RAP)                                                                 |
| **Affected vulnerable groups** \(^5\)  | People who, by virtue of gender identity, sexual orientation, religion, ethnicity, indigenous status, age, disability, economic disadvantage or social status may be more adversely affected by Project impacts than others and who may be limited in their ability to claim or take advantage of project benefits:  
• Elderly and ill;  
• People with special needs;  
• Households with very low or no income, particularly those who are not owners of any property (formal and informal users);  
• Children inhabiting the vicinity of the construction site or passing the construction sites on a daily basis. | Providing timely information on project activities  
Assistance in interpreting and understanding the disclosed information                                                                                                                                      | • Public consultative meetings and individual meetings as necessary  
• Proactively providing information and assistance in understanding the provided information and submitted documentation  
• Disclosure through EP BiH website daily newspapers and local radio and television stations  
• Delivering relevant documentation to local communities on whose territory expropriation is carried out (particularly SEP and RAP)                                                                 |

\(^5\) During field visits, no particular vulnerable groups were identified; however, since a census or socio-economic survey was not conducted in this phase of the Project, such potential groups have nevertheless been included in the list of stakeholders.
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| Relevant authorities for protection of cultural heritage and communities affected by potential impacts on cultural heritage at Project sites | Stakeholders with specific interests in the Project | Consultations with stakeholders to identify cultural heritage of importance and incorporate the views of relevant authorities and affected communities in EP BiH’s decision making process | • Public consultative meetings and individual meetings as necessary to provide information to affected communities on the scope, location and duration of the Project and any planned activities that may involve impacts on cultural heritage  
• Statutory consultations with national and local authorities  
• Disclosure through EP BiH website |
| Municipalities and Local Community Offices (LCOs)                                       | Stakeholders with specific interests in the Project | Providing timely information on planned road construction and expansion works, consultations regarding the prepared plans and documentation, grievance management | • Regular contacts through internal communication channels such as contacts and meetings with the representatives of the municipalities and LCOs  
• Public consultative meetings and local community consultative meetings as necessary  
• Delivering the relevant documentation to LCOs on whose territory expropriation is planned |
| Government departments within the Project area, relevant cantonal and federal ministries and public institutions: | Stakeholders with specific interests in the Project | Consultations with relevant government authorities concerning the Project activities undertaken by EP BiH (environmental permitting, water and urban permits, ESIA, etc.) | • Regular contacts through internal communication channels  
• Public consultative meetings |
<p>| • Federal Ministry of Agriculture, Water Management And Forestry                       |                                                |                                                                                  |                                                                                                       |
| • Ministry of Agriculture, Water Management And Forestry of Central Bosnia Canton     |                                                |                                                                                  |                                                                                                       |
| • Ministry of Physical Planning, Construction, Environmental Protection, Return and Housing Affairs of Central Bosnia Canton |                                                |                                                                                  |                                                                                                       |
| • Federal Ministry of Physical Planning                                              |                                                |                                                                                  |                                                                                                       |
| • Federal and Cantonal inspection bodies                                              |                                                |                                                                                  |                                                                                                       |
| • Government of Central Bosnia Canton                                                |                                                |                                                                                  |                                                                                                       |
| • Administration for Geodetic and Property Affairs of Central Bosnia Canton            |                                                |                                                                                  |                                                                                                       |
| • Public Utility Company “Gradina” d.o.o. DonjiVakuf                                |                                                |                                                                                  |                                                                                                       |</p>
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<tr>
<td>Interested NGOs on national and local level</td>
<td>Non-governmental organizations in various field of activities, environmental NGOs, and other civil society organizations demonstrating an interest for the Project and/or possessing the ability to influence the Project</td>
<td>Providing timely information, communication and consultation, grievance management</td>
<td>• Disclosure through EP BiH website&lt;br&gt;• Disclosure through daily newspapers and local radio and television stations&lt;br&gt;• Public consultative meetings and consultative meetings as necessary</td>
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<td>Fishing Club “SRD Vrbas, Donji Vakuf”</td>
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<td>Rafting Club “Dabar”</td>
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<td>Hunting Club “Semešnica”</td>
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<td>The list of potentially interested NGOs may also include regional or international groups such as Riverwatch, EuroNatur, World Wildlife Fund (WWF), Central and Eastern Europe Bankwatch Network, Regional Environmental Centre for Central and Eastern Europe (REC), Centre for Environment Banja Luka – even though such organizations have not yet demonstrated a specific interest in this project, all shall be provided with opportunities to voice their opinions or concerns throughout Project preparation and implementation.</td>
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<td>Employees and workers of EP BiH and the Employees’ Union</td>
<td>Stakeholders of high significance for the Project’s success who are directly or indirectly engaged in Project planning and implementation</td>
<td>Providing timely information about the Project</td>
<td>• Company’s internal bulletin board, tool box talks when new groups of workers commence work&lt;br&gt;• Internal newsletter and periodical&lt;br&gt;• Trainings as necessary</td>
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<td>Grievance procedure, code of conduct and work safety and health regulations, environmental protection requirements</td>
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*These local organizations were identified during the field visits.*
4.5 **Timetable**

The scoping meeting to present the draft Environmental and Social Scoping Study (ESSS) to interested parties and identified stakeholders will be organized in March 2016.

All stakeholders will be informed about the exact date, time and venue where a consultative meeting will be held, at least 2 weeks in advance but preferably 30 days, through disclosure through the websites of EP BiH and the Municipality of Donji Vakuf, as well as daily newspapers, radio, television stations as necessary.

All information on the Project that will be made available to the public, and set out in SEP, will be disclosed to the public prior to the public meetings.

4.6 **Information Provided by Contractors**

Contractors to be engaged by EP BiH will be required to implement the SEP: the provisions of SEP implementation, including the grievance mechanism, entrusted to contractors will be laid out in the tender documentation and contracts signed with the contractors.

During the construction works, the contractors will submit monthly information to EP BiH regarding the progress of works, which will be disclosed on the website of EP BiH. The schedule of works and potential amendments to the schedule of works will also be submitted approximately 2 weeks prior to the commencement of construction works to LCOs, as well as local newspapers, radio and television stations for publishing. The schedules will provide information on the commencement and finalization of the works, which may impact the affected groups (such as changes in the transport, water, electricity supply regime, and access, noise and dust due to construction works).
5 GRIEVANCE MECHANISM

EP BiH will establish a registry of grievances. Any comments or concerns can be brought to the attention of EP BiH or the Contractor verbally or in writing (by post or e-mail) or by filling in a grievance form (see Appendix 2), without any costs incurred to the complainant. Grievances may also be submitted anonymously.

All grievances will be recorded in the registry of grievances and assigned a number, and acknowledged within 7 calendar days (flowchart for processing grievances is enclosed in Appendix 1).

Each grievance will be recorded in the registry with the following information:

- description of grievance,
- date of receipt acknowledgement returned to the complainant,
- description of actions taken (investigation, corrective measures), and
- date of resolution and closure / provision of feedback to the complainant.

EP BiH will make all reasonable efforts to address the complaint upon the acknowledgement of grievance. If EP BiH is not able to address the issues raised by immediate corrective action, a long-term corrective action will be identified. The complainant will be informed about the proposed corrective action and follow-up of corrective action within 25 calendar days upon the acknowledgement of grievance.

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

If the complainant is not satisfied with the implemented corrective action and/or a justification on why the corrective action is not required, the complaint will be directed to the second-instance Grievance Commission to be established ad hoc. The Commission will be comprised of:

- one representative of EP BiH (other than the person directly involved in resolving the grievance described in the previous steps),
- one representative of the Municipality,
- one representative of the relevant Local Community Office.

The Commission will re-evaluate the previously carried corrective action and/or the justification on why an action is not required, and reconsider alternatives to address the complaint in a satisfactory manner. The complainant will be informed about the proposed alternative corrective action and follow-up of alternative corrective action within 25 calendar days upon the acknowledgement of grievance.

At all times, complainants may seek other legal remedies in accordance with the legal framework of FBiH, including formal judicial appeal.
A separate grievance mechanism is available for workers.

Contact information for enquiries and grievances:
Attention: Almedin Skopljak,
Sector for preparation of construction of HPPs
Public Company «Elektroprivreda BiH» Sarajevo
Address: Vilsonovo Šetalište 15, 71 000 Sarajevo, Bosnia and Herzegovina
Tel.: +387 33 75 1807
Fax: +387 33 75 1748
E-mail: a.skopljak@elektroprivreda.ba

5.1 Formal Request for Information in Line with Local Legislation

In parallel to the above described mechanism for submitting grievances and enquiries, all interested parties may submit also a formal request for information in line with the provisions of the Law on Free Access to Information in FBiH described in more detail in the previous chapters of this SEP.

In case EP BiH receives a formal request for access to information, it will apply the provisions and procedures set out by the mentioned Law. The formal request is submitted in written form in one of the three official languages in the FBiH. The request for access to information may be submitted personally (with the receipt seal, date and signature), by regular mail, fax and electronic mail.

In case EP BiH does not have the information requested, and in case it does not have access to the information requested, it is required, within 8 calendar days of receipt, to forward the request to the competent institution or legal entity, as well as notify the requester about the undertaken measure. Within 15 calendar days of receiving the request, EP BiH is obliged to notify the requester whether he/she has been granted access to the requested information.

In case EP BiH grants access to requested information completely or partially, it will notify the requester.

The official form for requesting access to information can be found in Appendix 3 to this SEP.

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7In case of exceptions and the need to examine the confidential commercial information or information of public interest, the deadline may be prolonged, according to the LFAI. The requester must be notified of all actions and reasons for prolonging the deadline.
6 MONITORING AND REPORTING

The results of the stakeholder engagement process will be included in the monitoring reports to be prepared by EP BiH. The first report will be produced 3 months after the beginning of the Project, and will continue on a quarterly basis. The reports will be made public on the website of EP BiH, with the following information:

- Place and time of carried out consultative meetings (including other types of engagement activities) with information on the participants;
- Issues and concerns raised during consultative meetings and information on how the issues raised during the meetings were taken into consideration by EP BiH, including the implemented corrective measures meant to address the grievances;
- Number and types of grievances raised in the reporting period, with indication of opened, resolved and closed grievances.

In addition, EP BiH will submit Annual Environmental and Social Reports to EBRD summarising environmental and social impacts, health and safety performance, disclosure and consultation performance and implementation of the external grievance mechanism. Summaries of these reports will be published on the website of EP BiH. EP BiH will be responsible for monitoring all Project related stakeholder engagement activities, ensuring the fulfilment and updating of this SEP, and reporting to EBRD.
7 APPENDICES

Appendix 1: Flowchart for Processing Grievances

Flowchart 1: Flowchart for Processing Grievances

Grievance received verbal or written form

Record the date in the Grievance Register

Acknowledge complaints with 7 days

Immediate action enough to satisfy the complaint

YES

NO

Identify long-term corrective action required

Inform the complainant of the proposed corrective action or clarify why action is not required within 25 days

Identify and long-term corrective action required

Implement the corrective action and carry out the follow-up of the corrective action

Inform complainant of corrective action

The complainant is satisfied with corrective action or clarification why action is not required

YES

NO

Record the date. Close the case.

Resend the complaint to the Grievance Commission

Commission re-evaluates previous decision and determines long-term corrective action

Record the date in the Register

Inform the complainant of the proposed corrective action or clarify why action is not required within 25 days

Inform complainant of corrective action

YES

NO

Record the date. Close the case.

Resend the complaint to the Grievance Commission

Addressed with other legal remedies
## Appendix 2: Public Grievance Form

<table>
<thead>
<tr>
<th>Reference Number:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Full name (optional)</td>
<td></td>
</tr>
<tr>
<td><strong>Contact information</strong></td>
<td><strong>By Post: Please provide mailing address:</strong></td>
</tr>
<tr>
<td>Please mark how you wish to be contacted (mail, telephone, e-mail).</td>
<td>__________________________________________________________</td>
</tr>
<tr>
<td></td>
<td>__________________________________________________________</td>
</tr>
<tr>
<td></td>
<td>__________________________________________________________</td>
</tr>
<tr>
<td></td>
<td><strong>By</strong> Telephone:</td>
</tr>
<tr>
<td></td>
<td>__________________________________________________________</td>
</tr>
<tr>
<td></td>
<td><strong>By E-mail</strong></td>
</tr>
<tr>
<td>Preferred language of communication</td>
<td>Bosnian / Serbian / Croatian</td>
</tr>
<tr>
<td></td>
<td>English (if possible)</td>
</tr>
<tr>
<td><strong>Description of Incident for Grievance</strong></td>
<td>What happened? Where did it happen? Who did it happen to? What is the result of the problem?</td>
</tr>
<tr>
<td>Date of Incident / Grievance</td>
<td>One-time incident/grievance (date _____________)</td>
</tr>
<tr>
<td></td>
<td>Happened more than once (how many times? _____)</td>
</tr>
<tr>
<td></td>
<td>On-going (currently experiencing problem)</td>
</tr>
<tr>
<td>What would you like to see happen?</td>
<td></td>
</tr>
<tr>
<td>Signature:</td>
<td>_______________________________</td>
</tr>
<tr>
<td>Date:</td>
<td>_______________________________</td>
</tr>
</tbody>
</table>

**Please return this form to:**

**ELEKTROPRIVREDA BIH D.D. SARAJEVO**

**HPP BABINO SELO PROJECT**

Attention: Almedin Skopljak,
Sector for preparation of construction of HPPs Public Company «Elektroprivreda BiH» Sarajevo
Address: Vilsonovo Šetalište 15, 71 000 Sarajevo, Bosnia and Herzegovina
Tel: +387 33 75 1807
Fax: +387 33 75 17 48
E-mail: a.skopljak@elektroprivreda.ba
Appendix 3: Formal Access to Information Request Form  
(in accordance with the Law on Free Access to Information of FBiH)

**ACCESS TO INFORMATION REQUEST**

Name and last name of requester

Address

Telephone/telefax/e-mail

Date ____________________

PUBLIC COMPANY “ELEKTROPRIVREDA BiH” D.D. SARAJEVO
Address: Vilsonovoštalište 15, Sarajevo
Bosnia and Herzegovina
Tel: 387 33 75 1807
Fax: 387 33 75 1748

SUBJECT: ACCESS TO INFORMATION REQUEST
On the basis of the Law on Free Access to Information in FBiH, I request access to the following information:

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

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

a. direct inspection,

b. duplication of the information,

c. delivery of information to the home address,

d. delivery of information electronically – by e-mail (if possible).

Requester

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