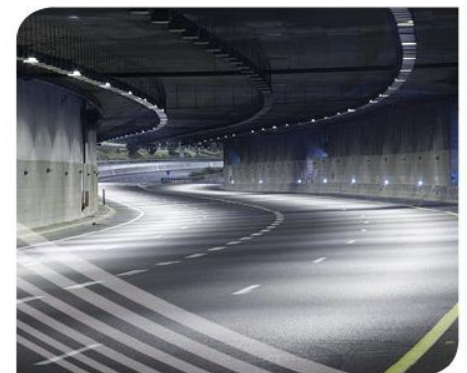
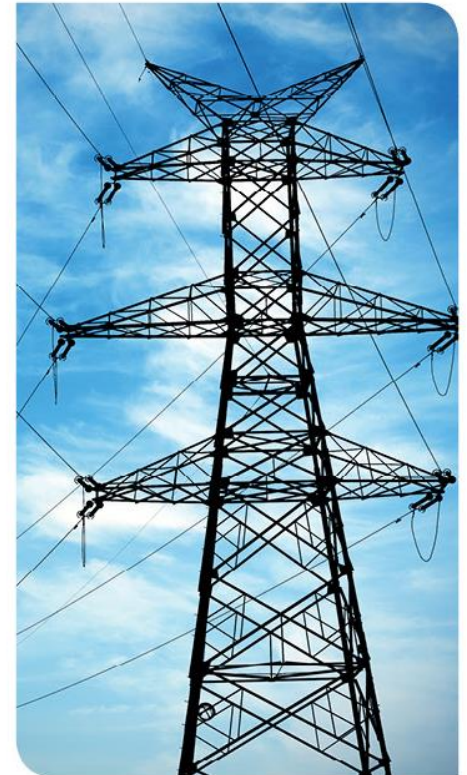




Republic of Serbia  
Ministry of European  
Integration

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## STAKEHOLDER ENGAGEMENT PLAN

**Reconstruction and modernization of the railway line Belgrade – Niš up to speed of 200 km/h**

**Preparation for Feasibility Study, ESIA and Preliminary Design**

July 2022

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## LIST OF ABBREVIATIONS AND ACRONYMS

AIS	Archaeological Institute of Serbia
AoI	Area of Influence
CFD	Central Feedback Desk
CGD	Central Grievance Desk
CLO	Community Liaison Officer
CM	Cadastral Municipality
CSO	Civil Society Organizations
DIR	Directorate for Railways
E&S	Environmental and Social
EBRD	European Bank for Reconstruction and Development
EBRD's AIPD	European Bank for Reconstruction and Development Access to Information Policy and Directive (2019)
EIB	European Investment Bank
EIB IPS	European Investment Bank Information Policy statement
ESIA	Environmental and Social Impact Assessment
ESMP	Environment and Social Management Plan
ESS	Environmental and Social Standards
EU	European Union
EUD	Delegation of the European Union
GBV	Gender Based violence
GHG	Greenhouse Gas
GM	Grievance Mechanism
GoS	Government of the Republic of Serbia
IPCH	Institute for Protection of Cultural Heritage
JASPERS	Joint Assistance to Support Projects in European Region
M&E	Monitoring and Evaluation
MCTI	Ministry of Construction, Transport, and Infrastructure
MoF	Ministry of Finance
NGO	Nongovernmental Organization
NTS	Non-Technical Summary
OHS	Occupational Health and Safety
OIPs	Other Interested Parties
PE	Public Enterprise
PFS	Pre-Feasibility Study
PPF	Project Preparation Facility
PPT	Power Point
PR	Public Relations
PWC	Public Water Company
RPF	Resettlement Policy Framework
RS	Republic of Serbia
SEA	Sexual Exploitation and Abuse
SEL	Stakeholder Engagement Log
SEP	Stakeholder Engagement Plan
SH	Sexual Harassment
SOE	State-Owned Enterprise

SRI  
TA

Serbian Railways Infrastructure  
Technical Assistance

GLOSSARY	
<b>Consultation</b>	The process of sharing information getting feedback and/or advice from stakeholders and taking these views into account when making project decisions and/or setting targets and defining strategies.
<b>EIB Environmental and Social Standards (ESS)</b>	The EIB Environmental and Social Standards <sup>1</sup> from February 2, 2022 provide an operational translation of the policies and principles contained in the EIB Statement of Environmental and Social Principles and Standards and are grouped across 11 thematic areas covering the full scope of environmental, climate, and social impacts and issues.
<b>EBRD Performance Requirements</b>	The Environmental and Social Policy of EBRD (2019) <sup>2</sup> is one of the Bank's three good governance policies and a key document that guides the EBRD's commitment to promoting "environmentally sound and sustainable development" in the full range of its investment and technical cooperation activities. It sets out how this commitment and practice is implemented on EBRD projects.
<b>Project</b>	Refers to Belgrade – Niš railway line which is a part of the SEETO Corridor X and connects Central and Western Europe with Greece, Turkey and the Middle East. It is also part of the indicative extension of the Core TEN-T rail network in the Western Balkans.
<b>Project Affected parties</b>	Includes those affected or likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods. These stakeholders may include individuals or groups, including local communities.
<b>Other interested parties</b>	Refers to individuals, groups, or organizations with an interest in the project, stemming from project location, its characteristics, its impacts, or matters related to public interest. For example, these parties may include regulators, government officials, the private sector, the scientific community, academics, unions, women's organizations, other civil society organizations, and cultural groups.
<b>Stakeholders</b>	Collective reference to individuals or groups who (a) are affected or likely to be affected by the project ( <i>project-affected parties</i> ); and (b) may have an interest in the project ( <i>other interested parties</i> ).
<b>Stakeholder engagement</b>	Is the continuing and iterative process identifying, communicating, and facilitating a two-way dialogue with the people affected by its decisions and activities, as well as others with an interest in the implementation and outcomes of its decisions and the project. It takes into account the different access and communication needs of various groups and individuals, especially those more disadvantaged or vulnerable, including consideration of both communication and physical accessibility challenges. Engagement begins as early as possible in project preparation because early identification of and consultation with affected and interested parties allows stakeholders views and concerns to be considered in the project design, implementation, and operation
<b>Alterations to Stakeholder engagement</b>	Adapting activities of stakeholder engagement in the times of the COVID-19 pandemic and the need for physical distancing
<b>Stakeholder Engagement Plan (SEP)</b>	This Plan document prepared to guide development of sub-project specific SEPs, and ensure effective stakeholder engagement while transitioning towards them.

<sup>1</sup>[European Investment Bank Environmental and Social Standards \(eib.org\)](https://www.eib.org). As part of this public consultation, EIB held a series of 13 webinars between 22 June and 9 July. The webinars focused on the new EIB Group Environmental and Social Policy and the eleven EIB Standards. A webinar was also organized to discuss the EIB's approach to human rights. Following the public consultations, the EIB has published revised E&S Standards on February 2, 2022

<sup>2</sup> <https://www.ebrd.com/news/publications/policies/environmental-and-social-policy-esp.html>

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# 1. INTRODUCTION

Since 2013, the Government of the Republic of Serbia (GoS) has increased its focus on investments in railways, by allocating new financial resources. The GoS is receiving support via the Project Preparation Facility (PPF) of the EU for the development of a Preliminary Feasibility Study for the Railway Line Belgrade - Niš (PFS) in the length of about 230 km and some of the deliverables of the Environmental and Social Impact Assessment process such as a brief scoping report and key policy documents guiding project attributable land acquisition and resettlement and stakeholder engagement.

This Stakeholder Engagement Plan (SEP) is applicable to the Reconstruction and upgrading of the Belgrade – Niš railway line as well as any area and communities potentially impacted by: cumulative impacts from further planned development of the project or other sources of similar impacts in the geographical area, any existing project or condition, and other project-related developments that can realistically be expected at the time due diligence is undertaken, areas and communities potentially affected by impacts from unplanned but predictable developments caused by the project that may occur later or at a different location. The area of influence does not include potential impacts that would occur without the project or independently of the project.

The Project will be administered and implemented by the Serbian Railway Infrastructure (SRI). SRI is a State-Owned Enterprise with a positive track record in stakeholder engagement and implementation of Projects supported by International Financial Institutions.

The Project is expected to be co-financed via a Framework Loan with the European Investment Bank (EIB) and European Bank for Reconstruction and Development (EBRD) and supported by a substantial grant from the European Union (EU).

The loan will be tranching based on a schedule of subsection rehabilitation, with the first tranche committed to finance the works of the Stalac-Djunis subsection (approx. 17 km in length), the only subsection for which an environmental and social assessment has been carried out to date. Tranches to finance other subsections of Corridor X will be uncommitted. More specific stakeholder engagement identification and arrangements for the Stalac-Djunis subsection is provided in Appendix 4 of this SEP.

The Project is categorised as “A” in accordance with EBRD’s Environmental and Social Policy (2019).

## 1.1. Purpose and justification for the SEP

Operations and activities for which potential financing from the European Investment Bank (EIB) and the European Bank for Reconstruction and Development (EBRD) is sought fall under the application of their respective applicable Environmental and Social Standards.

The Environmental and Social Policy of EBRD (2019) is one of the Bank’s three good governance policies and a key document that guides the EBRD’s commitment to promoting “environmentally sound and sustainable development” in the full range of its investment and technical cooperation activities. It sets out the ways in which commitment in practice and on EBRD supported projects is to be implemented.

The EIB Environmental and Social Standards provide an operational translation of the policies and principles contained in the 2009 EIB Statement of Environmental and Social Principles and Standards and are grouped across 10 thematic areas covering the full scope of environmental, climate and social impacts and issues.

In response to the commitment to comply with EIB and EBRD standards the SEP has been developed as an essential component in project planning, implementation and operation to establish a two-way communication channel with stakeholders who may be affected by or might be interested in the Project throughout its life cycle.

To allow uptake of Stakeholders concerns but also positive feedback during the Project lifecycle the SEP foresees establishing an appropriate grievance mechanism for grievance resolution and redress. The scope of such a mechanism

observes the entire operation, yet it will not serve as a workers grievance mechanism. A separate grievance structure relevant to workplace grievances will be set up dedicated to this purpose.

Public consultations for the project(s) will be arranged during the whole life-cycle, carried out in an open manner, free of external manipulation, interference, coercion or intimidation. Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholders' feedback, for analysing and addressing comments and concerns. The participation process for the projects is inclusive, avoiding "elite capture" in which the voices of politically and economically stronger (and typically male) stakeholders are predominantly heard. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups, in particular women, youth, Roma, elderly and the cultural sensitivities of diverse ethnic groups.

This SEP will be updated as necessary by SRI, as described in section 4.9 Update of the SEP.

## **1.2. Scope and structure of the SEP**

The stakeholder engagement will be integrated into project's environmental and social performance and project design and implementation. The scope of the SEP follows the EBRD PR10 and EIB ESS2 Requirements. The adequacy of the engagement methods shall be part of the Monitoring & Evaluation (M&E) segment of the Project.

## **1.3. Summary of potential environmental and social impacts**

The potential project level environmental and social impacts, as identified at the scoping stage, likely to be the adverse and beneficial impacts of the project and the focal topics for stakeholder engagement activities, include, but are not limited to:

- Permanent and temporary acquisition of land,
- Physical or economic displacement, loss of assets, loss of livelihood and related compensation procedures,
- Impacts from Station/Halt Closure
- Severance impacts,
- Temporary restriction in access to land,
- Labour influx,
- Temporary diversions and closure of rail routes and access roads,
- Community health and safety during construction works,
- Potential impacts on air quality due to movement of vehicles and equipment, earthworks, open piles of topsoil and spoil, and the operation of combustion engines and/or,
- Noise, dust, waste generation and traffic disturbance from construction vehicles and machinery,
- Generation of local income through the recruitment of workers from local communities to the project.
- The Project's added value and community benefits and support.
- The integrated environmental and social assessment of the Project's impacts.

## **1.4. National Legislation Requirements**

The commitments and requirements of the Republic of Serbia to citizen engagement are not residing under a single self-standing law or regulation. However, the recognition of importance of citizen engagement is infused in the legal system and clearly recognized by mandatory procedures provided under individual laws. Serbia having acquired the EU

candidate country for membership status, is taking a huge effort to reach environmental standards in line with the EU acquis which extends to issues of stakeholder and citizen engagement as well.

From the highest legal act down to an ample normative framework comprising the Serbian legal system, a strong commitment and openness to stakeholder engagement is evident. Key laws governing the stakeholder and citizen engagement activities include, but are not limited to:

- The Constitution of the Republic of Serbia (2006) proclaims the rule of law and social justice, principles of civil democracy, human and minority rights and freedoms, and commitment to European principles and values. The Article 74 proclaims the right to healthy environment and grants the right to timely and comprehensive information on the state of the environment.
- The Law on free access to information of public interest (2004) states that governmental agencies, social associations and officials are required to provide each person with the possibility of receiving and becoming acquainted with documents of public interest, except in cases anticipated by law. The Law shall govern the rights of access to information of public importance held by public authorities, with a view to exercising and protecting the public interest to know and attaining a free democratic order and an open society. By virtue of this Law access to information shall be granted to all stakeholders, including every natural person or legal entity upon written request unless otherwise regulated by the Law. Within 15 days of receipt of a request at the latest, the authority shall inform the applicant whether the requested information is held, and grant him/her access to the document containing the requested information or issue or send to the applicant a copy of the document, as the case may be.
- Law on Public Information and Media (2014) stipulates that public information is free and is not subject to censorship, that the public has the right and the interest to be informed on issues of public interest, that monopoly in the media is not allowed, that information on the media is public.
- The Law on Environmental Impact Assessment (2004 as amended in 2009) provides categorization of industries and projects and identifies types of environmental assessment required against respective categories of industries or projects and provides procedures for disclosure, presentation and consultation requirements, and sets these as mandatory with a disclosure of a minimum of 20 days.
- The Republic of Serbia ratified the Aarhus Convention on Access to information, public participation in decision-making and access to justice in environmental matters and it links environmental and human rights and is based on the belief that it is a basic right of present and future generations to live in an environment adequate to health and wellbeing. The convention is focused on achieving this through the implementation of three pillars: rights of access to information, access to decision-making, and access to justice.
- Planning and Building Act (2009 as amended in 2020) proclaims two types of engagement and disclosure instruments for all spatial and urban plans. Early public insight and Public Insight are mechanisms through which interested stakeholders may acquire information on the basic concept and the proposition of the planning document. Documents are made available to the public during a disclosure window of 15-30 days followed by public consultations.
- SRIs communication strategies for managing public communications including the companies Gender strategy.

Other stakeholder engagement, disclosure and transparency requirements within certain topics and sectors are embedded in the applicable laws regulating each of the treated subject. They are broadly compliant to the requirements of EBRD PR 10 and EIB ESS2 but have certain shortcomings when it comes to active outreach and continuous engagement strategies.

## **1.5. EIB and EBRD standards on Stakeholder Engagement (EIB ESS2 and EBRD PR 10)**

EBRD and EIB recognize the importance of stakeholder engagement as an essential element of good international practice and corporate citizenship. Such engagement is also a way of improving the environmental and social sustainability of projects. In particular, effective community engagement is essential for successful management of a

project's environmental and social risks and impacts. Stakeholder engagement is central to achieving enhanced community benefits from a project.

Preparation of this SEP has taken into account the provision of EBRD's Environmental and Social Policy (2019) and Access to Information Policy and Directive (2019) and EIB Environmental and Social Standards as an operational translation of the policies and principles contained in the 2009 EIB Statement of Environmental and Social Principles and Standards and are grouped across 10 thematic areas covering the full scope of environmental, climate and social impacts and issues.

The following elements of EBRD PR 10 and EIB ESS 2 will be applicable for Stakeholder Engagement of the Project in addition to the national requirements.

*Stakeholder identification and analysis.* The first step in successful stakeholder engagement is the identification of various individuals and groups who (i) are affected or likely to be affected (directly or indirectly) by the Project (affected parties), or (ii) may have an interest in the Project (other interested parties), with a specific attention to individuals and groups disadvantaged or with vulnerable status.

*Stakeholder Engagement Plan.* EBRD's and EIB's clients are required to develop a Stakeholder Engagement Plan that will outline how communication with identified stakeholders will be handled throughout project preparation and implementation, including the grievance procedure envisaged.

*Disclosure and consultation.* Pursuant to EBRD's risk classification, Category A projects (including the Project in term) require carrying out a comprehensive assessment of environmental and social impacts (ESIA). Disclosure and consultation requirements must be built into each stage of the ESIA process. Category A projects require a disclosure period for a minimum of 120 days. EIB classifies Project risks according to the assessment needs for projects based on Annex I and II of the EIA Directive.

*Information disclosure.* Disclosure of relevant project information helps stakeholders better understand the risks, impacts and opportunities associated with the Project.

*Meaningful consultation.* The consultation process with affected parties will be undertaken in a manner that is inclusive and culturally appropriate, and which represents the views and specific needs of various groups. Meaningful consultation will be carried out on an ongoing basis as the nature of issues, impacts and opportunities evolves

*Ongoing reporting to relevant stakeholders.* Providing information to identified stakeholders, on an ongoing basis, appropriate to the nature of the Project and its adverse environmental and social impacts and issues, and the level of public interest throughout the life of the Project.

*Grievance mechanism.* Establishment of an effective grievance mechanism to receive and facilitate resolution of stakeholders concerns and grievances, in particular, about the environmental and social performance of the project.

**EBRD's Access to Information Policy and Directive (2019)** sets forth disclosure of information a consultation with the public ways in order to fulfil EBRD's committed to enhancing transparency and accountability, improving discourse with affected stakeholders and fostering good governance in respect of all its Operations and Activities. The project documentation will be disclosed for public on the EBRD website in accordance with this Policy.

*"All projects financed by EBRD shall be structured to meet the requirements of the EBRD [Environmental and Social Policy](#) which includes ten Performance Requirements (PRs) for key areas of environmental and social sustainability that projects are required to meet, including PR10 Information Disclosure and Stakeholder Engagement. In addition, EBRD's [Independent Project Accountability Mechanism](#) (IPAM), as an independent last resort tool, aims to facilitate the resolution of social, environmental and public disclosure issues raised by Project-affected people and civil society organizations*

*about EBRD financed projects among Project stakeholders or to determine whether the Bank has complied with its ESP and the Project-specific provisions of its [Access to Information Policy](#); and where applicable to address any existing non-compliance with these policies, while preventing future non-compliance by the Bank.”*

**EIB`s Public Access to Information** (Information Policy Statement – EIB IPS) Acknowledging that the public has an interest in the activities of the EIB, this policy statement and related documents aim to support one of the EIB`s key corporate objectives: to achieve a high level of transparency of its activities and communicate even more effectively with all stakeholders

## 2. SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

The specific nature of the Project required a broad engagement with various project stakeholders with main discussions between sector specific institutional Stakeholders. The preparation of the Project was affected by the unparalleled constraints the global COVID-19 pandemic imposed to travels and face-to-face meetings.

The specific stakeholder engagement activities that have taken place during Project preparation include:

- Communication and meetings in the rail sector;
- Review of project preparation status with representatives from the Serbian Railway Infrastructure (SRI) and including safeguard documentation;
- Multiple meetings and communication exchange with the SRI discussing the Project design, investment priority needs.

The feedback received includes the development of passenger rail services which many poorer female populations in particular those in rural areas consider would significantly improve their mobility and socioeconomic conditions as rail services typically provide lower cost and safer means of transport.

Given the importance of the Project as recognized by the Government, a media campaign is conducted to inform the general public about the project. An active stakeholder engagement will be conducted following approaches provided in this SEP once the project implementation starts and their feedback will be incorporated into the design of project activities.

Up to date there were no protests from the stakeholders regarding the investment.

Stakeholder engagement activities undertaken to-date included high level engagement with the SRI, Institute for Protection of Cultural Heritage (IPCH), the Archeological Institute of Serbia (AIS), a number of Biodiversity experts and stakeholders, Biologists, Ornithologists, Theriologists, Ichthyologists, Hunting associations Representatives from 24 settlements/local communities crossed by the Project (Presidents, Vice Presidents or Secretaries of the Community Offices (the smallest administrative cell in the administrative division).

A variety of methods were used to communicate with stakeholders, for different stages of the project, which included:

- E-mail correspondence.
- Various virtual meeting Platforms.
- One to one and small group meeting with government officials.
- Socio-economic surveys for preparation of the Resettlement Action Plan (RAP) for the section Stalac to Djunis,
- Face to face meetings with Municipal representatives of Cicevac and Krusevac
- Local community meetings. In Trubarevo, Đunis and Stalać,
- Electronic media.

During the preparation of the PFS stakeholder engagement process was completed in three main phases to ensure that a consistent, comprehensive, coordinated and culturally appropriate approach was taken for project consultation and disclosure. These phases comprised the following activities:

- Inception phase – Consultation meetings aimed to introduce working approach and phases, timetable for submission of reports, input collection from decision-makers.
- Alternative route selection process – stakeholder engagement aimed to present alternatives for each section and collect views for best option; Elaborate the selection methodology.

- Scoping phase – Gathering relevant information on Baseline Conditions of environmental and social resources, identification of issues of concern for affected communities. The engagement with the local communities, biodiversity experts, institutes for cultural heritage etc. has proven that SRI has a continued information sharing system with the impacted Municipalities and local communities.

Monthly progress meetings were held with SRI, being the project promoter on project progress, data gaps and agreeing on future project activities.

#### *Consultation with national authorities*

With the objective to gather key baseline data for the assessment of alternative selection process, measures to avoid conflicts between national stakeholders, procedures and requirements meetings were held with national government stakeholders.

The most important engagement activities undertaken to date are summarized in the table below.

*Table 1: Summary of previous engagement activities*

Stakeholder	Period, Methods, and place of engagement	Key concerns, Suggestions and Information gathered from the authority
National Stakeholders		
Serbian Railway Infrastructure (Infrastruktura Železnice Srbije)	Virtual, face to face continuously during the Prefeasibility phase	Discussion on project progress, data gaps and defining of future project steps
EIB, JASPERS, EU Delegation to the Republic of Serbia	Virtual Monthly progress meetings plus several technical E&S meetings with IFI specialists and other National specialists working on sub-projects	Discussion on project progress, data gaps and defining of future project steps
Institute for Protection of Cultural Heritage of Republic of Serbia (IPCH)	September 2021 October 2021	Providing information on Cultural Monuments (CM) categories expected to be affected and opinions regarding impacts on CM CM maps, including buffer zones, coordinates, and distances of CM from road track Suggestion for possibilities to review the road track in case of affected buffer zone or when no buffer zone is declared for the monument to be consider ensuring associated facilities are covered Key data to inform the gap analysis comparing EIB/EBRD requirements against national propositions Understanding past engagement level of the IPCH in past large scale infrastructure projects
Ministry of Finance	October 2021	Obtain information needed for preparation of RPF, mitigation measures. Consult on ways to involve the Ministry in consultation process.

Stakeholder	Period, Methods, and place of engagement	Key concerns, Suggestions and Information gathered from the authority
Ministry of Health	September 2021	COVID-19 response Anticipated non-pharmaceutical future restrictions to be imposed in response to the pandemic
Local Stakeholders		
Municipalities (Head of municipalities, Representatives of Environmental, Forests and Water Administration Directorate, Services/facilities, Urban planning office, agriculture, civil status)	September/October 2021	Providing baseline data for the project area on demographic, social, economic, and other data. Consultation on main impacts and measures to avoid adverse impact. Soliciting opinions on the Project. Understand the land acquisition processes and the role of municipalities. Collect information on urban development planning. Main concerns and suggestions related to health and safety of the residents residing in the project area.
Institute for nature conservation of Serbia, Belgrade	January 2022	Expert opinion provided on Overall Biodiversity Impact Barrier effect Potential NATURA2000 sites Cumulative effects
Faculty of Science and Mathematics- University of Kragujevac, Department of Biology and Ecology	January 2022	Expert opinion provided on Overall Biodiversity Impact Barrier effect Potential NATURA2000 sites Cumulative effects
WWF Adria	January 2022	Expert opinion provided on Overall Biodiversity Impact Barrier effect Potential NATURA2000 sites Cumulative effects
Hunting Chamber of Serbia	January 2022	Overall Biodiversity Impact Barrier effect Potential NATURA2000 sites Cumulative effects



Stakeholder	Period, Methods, and place of engagement	Key concerns, Suggestions and Information gathered from the authority
Representatives of 24 Local communities Head of Local offices) <sup>3</sup>	January /February 2022	Providing baseline data for the project area on demographic, social, economic, and other data. Consultation on main impacts and measures to avoid adverse impact. Soliciting opinions on the Project. Main concerns on station and rail level crossing closures

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<sup>3</sup> For the detailed list please refer to the Stakeholder Engagement Log in Annex 1

## 3 STAKEHOLDER IDENTIFICATION AND ANALYSIS

EIB ESS 2 and EBRD PR 10, read in conjunction with EBRD PR 1, and EIB ESS1, ESS7, recognize the following categories of stakeholders:

### 1) Project Affected Parties

These include those likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, wellbeing, or livelihoods. These stakeholders may include individuals or groups, including direct project beneficiaries and local communities. They are the individuals or households most likely to observe/feel changes from environmental and social impacts of the project.

### 2) Other Interested parties (OIPs)

These refer to: individuals, groups, or organizations with an interest in the project, which may be because of the project location, its characteristics, its impacts, or matters related to public interest. For example, these parties may include regulators, government officials, the private sector, the scientific community, academics, unions, women's organizations, other civil society organizations, and cultural groups. The stakeholder identification has been expanding to a wider area than the project will affect, since the locations have not all been identified and important details of project activities are still under development.

### 3) Disadvantaged/Vulnerable Individual or Groups

Individuals or groups that may be less resilient to risks and adverse impacts. Vulnerability of specific groups and individuals is not immanent but is context-specific and is to be understood through the interplay of three factors: (1) exposure to risk and adverse impacts; (2) sensitivity to those risks and impacts; and (3) adaptive capacity.

### 3.1 Methodology applied to identify the affected settlements and area of influence

To assist with the initial identification of communities, a set of 'distance' criteria has been applied to determine the Affected Communities in the Area of Influence (Aol). Affected Communities are defined as being those distinguishable settlements (by law, or by name, or by recognition of local people or all three of these criteria) located within areas bounded by the Area of Influence.

The identification of the Aol is based on the locations of the Proposed Project, Associated Facilities and rail related activities, and the type and location of anticipated impacts. Analysis of these factors indicates that the Aol can be considered as the combination of a series of defined areas (sub-Aols) nested within a spatial hierarchy (each area being the focus of a specific combination of impact types according to the location and type of project activities), as follows:

- The linear corridor between Belgrade and Nis and Affected Communities within the corridor - these constitutes a primary Aol identifiable by impacts stemming from land acquisition and resettlement, noise impacts, including micro and macro level impacts from construction and operation phases related to the Project.
- Area of direct physical footprint,
- Area impacted by permanent acquisition of land on both side of the rail for the purpose of construction and operation in the width of 8 m in rural areas and 6 m in urban, measured from the axis of the outer (end) track and 14 m of air rights above as land required for the standard gauge
- 2 km boundary around the boundary of the designated physical footprint,
- Rail level crossing,
- Stations and halts,
- Access and Transport routes (once known),
- Any associated facility (once known),
- The temporary construction and permanent operation phase facilities,
- Any transmission lines.

### **3.2 Project Affected Parties**

The Project Affected Parties of the Project are likely to extend over the following groups of stakeholders:

- Passengers.
- Freight companies.
- Persons residing in areas where works will be executed. A list of affected settlements/communities has been identified as part of the social baseline work at scoping level and presented in Annex 2.
- Employees of SRI.
- Persons affected by land acquisition and resettlement.
- Persons affected by loss of access to resources.
- Daily Commuters, particularly students, high school pupils, persons employed in nearby cities, etc. with focus to those losing access to stations/halts.

- Rail users at large.
- Vulnerable groups.
- Residents living adjacent to the existing rail.
- Residents living outside of the settlement's centre.
- The Ministry of Construction, Transport, and Infrastructure (MCTI),
- The Directorate for Railways (DfR).
- Serbian Railways Infrastructure (SRI).
- Serbia Voz
- Serbia Cargo
- Serbian Railways AD
- Other railways infrastructure users

Stakeholder may also include parties affected by beneficial impacts, but the focus of engagement shall lie on those affected by drivers of adverse impacts.

### **3.3 Other Interested Parties**

'Other Interested Parties' constitute individuals, groups, entities that may not experience direct impacts from the project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way. Accordingly, there are a number of other stakeholders who have a stake, have expressed, or may express interest due to a variety of reasons. They include project implementing agencies, project partners, political institutions, service providers, host communities, civil society organizations, NGOs, religious institutions, political authorities, academic institutions, and project beneficiaries.

- Relevant national or local authorities leading or executing the response to COVID-19,
- critical stakeholders involved in delivery of essential services and medical assistance; community-based or civil society organizations (including women's groups, community health volunteers, youth associations, religious groups, unions, and groups representing vulnerable segments of the society and/or minorities) that can play a role in the COVID-19 response (information sharing or provision of essential services);

### 3.4 Disadvantaged or Vulnerable Individuals or Groups

Of particular importance is to understand whether adverse project impacts may disproportionately fall on disadvantaged or vulnerable individuals or groups, or they are likely to be excluded/unable to access Project benefits. Such groups may often not have a voice to express their concerns or understand the impacts of a project. This SEP shall ensure that disadvantaged or vulnerable individuals or groups, relevant to the project, are identified, that their particular sensitivities, concerns and barriers to project information are assessed and that they fully understand project activities and benefits and participate in consultation processes. The vulnerability may stem from person's origin, gender, age, health condition, economic deficiency and financial insecurity, disadvantaged status in the community (e.g., minorities or fringe groups), dependence on other individuals or natural resources, etc. Engagement with the vulnerable groups and individuals often requires the application of specific measures and assistance aimed at the facilitation of their participation in the project-related decision making so that their awareness of and input to the overall process are commensurate to those of the other stakeholders.

The specific details of groups and individuals vulnerable to impacts from the project are not yet known since the details of locations and technological issues of activities are still to be identified. The drivers of vulnerability will be in details assessed and identified during development of the sub-project specific SEPs. Based on the initial screening some of the identified groups may include:

- Retired elderly and people with disabilities and chronic disease;
- Single parent headed households, male and female;
- Roma population dwelling within the rail buffer zone – to be additionally confirmed (much of the rail line to be constructed follow the alignment of the existing railway Beograd – Nis) also areas for further vulnerability assessment is presented in Annex 3); Roma are one of the most vulnerable groups in Western Balkans, including the Republic of Serbia and are usually exposed to several risks and adverse impacts at once. It is known that they are more sensitive to those risks and impacts, having been subject to pre-existing discrimination, financial, socio-economic, cultural and/or gender inequalities, of their geographical location, their dependence on the environment and/or limited or no access to justice and decision-making; and have a weaker adaptive capacity for coping with those risks and recovering from those impacts, due to limited access to necessary assets and/or resources. As a result, they risk being disproportionately affected by project-related risks and adverse impacts. The 2011 Census, has identified around 150,000 Roma are living in Serbia. It is very important that during field visits and preparation of the ESIA and subsequent RAPs, Roma communities (if any are identified) and that support programs for these citizens are activated in cooperation with municipal centers for social work and non-governmental organizations. More details on the share of Roma in the total population of Municipalities and cities of the Republic of Serbia is presented in Annex 3. The Project crosses prevalently Municipalities with the share between 1 and 4.9% with the exception of the share of 5-9.9% in Crveni Krst Nis,
- People with low literacy and ICT knowledge;
- Economically marginalized and disadvantaged groups;
- Persons living below the poverty line and in risk of poverty

Vulnerable groups affected by the project will be further confirmed during the ESIA and subsequent stages, yet the consultation strategies and dedicated means, as appropriate shall be deployed early on in line with the golden principles of stakeholder engagement as defined in this SEP. The list of vulnerable groups shall be updated as needed following the ESIA stage.

Vulnerable groups affected by the project will be further confirmed during the ESIA and subsequent stages, yet the consultation strategies and dedicated means, as appropriate shall be deployed early on in line with the golden principles of stakeholder engagement as defined in this SEP. The initial Stakeholder engagement activities at local level have so far identified that in the Municipality of Mladenovac, it is likely that Roma households (number of households not known at this stage) might be affected by land acquisition or access restriction impacts. Presence of Roma and their contextual vulnerability will be in details examined in the subsequent phases for this Project, but key inclusion principles have been highlighted in this SEP. The list of vulnerable groups shall be updated as needed following the ESIA stage. For Context the Share of Roma population in the settlements crossed by the alignment is presented in Annex 3.

Early in the ESIA Stage a rapid gender gap assessment shall be carried out to identify key barriers to inclusive stakeholder engagement. The Assessment shall also help identify gender responsive actions and indicated expected gender results area. Findings from the gender analysis may point to possible actions and additional indicators in the SEP and can be incorporated into the project design.

Gender concerns shall be addressed right from the beginning of the project cycle and incorporated into planning, design, implementation, and monitoring and evaluation.

The Stakeholder engagement activities will promote gender awareness amongst SRI staff. Tailored analytical tools shall be used to tackle gender related issues and facilitate the integration of gender in environmental and social due diligence processes .

The Project will identify gender specific project risks associated with traditional/cultural roles and practices and provide a platform for women and men to participate in decision making. The activities will empower both women and men to engage in project developments and build relationships.

To overcome Challenges related to inequitable access to information the Project will make effort to:

- Understand the gender context to identify engagement approaches,
- Feedback will be sought from women to understand their needs and best ways to engage with women. Engage with women in focus group settings facilitated by a female to capture views and information.
- Use participatory techniques to capture gender specific information e.g., gender matrices, community mapping/transect walks.

The ESIA will additionally inform updates of the SEP by Identifying women's cooperatives/groups.

### 3.5 Summary of stakeholder groups and nature of their Interest

Identified stakeholder groups and their nature of interest will determine the type and frequency of engagement activities necessary for each group. Any stakeholders that are not identified at this stage of the Project may directly contact SRI to make themselves and their needs known to facilitate the effective implementation of the SEP. Table below provides an overview:

**Table 3: Summary of Stakeholder groups and nature of their interest**

Project Stakeholder Group		Nature of interest
Individuals and communities	Local population along railway routes, stations, junctions	Interest in potential impacts during civil works, duration of civil works, traffic management plan, labour influx, employment opportunities.
	Affected Communities (through land acquisition and other impacts) and other municipalities within the rail corridor (all settlements and local communities identified in Annex 2)	Interest in project impact on their livelihoods and understanding the compensation procedure and additional support and assistance in restoration of living standards.  Interest in project impacts related to disabling the use of traditional and existing railroad crossings and fears that they will have to use crossings at a longer distance. Interest in safety standards of designed underpasses or overpasses.
	Persons whose business/livelihoods may be temporarily or permanently affected	Interest in getting acquainted with the points where crossings over the railway will be planned and built (underpass or overpass)  Interest in the impacts of closure of certain stations/halts
	Passengers	Concerns about disruption of traffic, interested in alternative lines during rehabilitation works on the line. Concerns whether more expensive models of transport during civil works will be imposed
	Commuters	Avoid adverse impacts from diversion of traffic, in expectation of efficient and safe transport service

Project Stakeholder Group		Nature of interest
	Tourists (national and foreign)	Concerns about accurate information on construction and rehabilitation works affecting their travel itinerary
Communities (Community elected representatives)	In the project area of influence (crossed or otherwise affected) listed in Annex 1	Concerns about community health and safety, traffic construction related impacts (noise, dust, damages, emissions, vibrations) Concerns on the rail timetable, stations, compliance of the timetable with the daily rhythm of passengers. Concerns on whether and who will be responsible for the maintenance of the protective fence along the railway in order to prevent the crossing of the railway by citizens, especially children and students, then domestic and wild animals, Concerns on the installation, operation and maintenance of level crossings on local roads intersected by the railway.
Legal Entities	Private operators for freight transport	Concerns about disruption in carrying out the circle of freight transport
	In the project areas of Sub-Projects	Concerns about disruption of business and operation activities
Government Agencies and institutions	Serbian Railway Infrastructure (SRI)	Project management and implementation, oversight, reporting, financial, environmental and social risk management, grievance management, SEP implementation and coordination. High expectations on timely implementation to receive benefit from economic development, lower costs and time savings, safety, environmental benefits in terms of reduced GHG emissions, and possibly other positive externalities. Will benefit directly from the institutional, legal and regulatory strengthening and capacity building activities
	Srbija Cargo	High expectations on timely implementation to receive Benefit from economic development, lower costs and time savings, safety, environmental benefits in terms of reduced GHG emissions, and possibly other positive externalities. Will benefit directly from the institutional, legal and regulatory strengthening and capacity building activities



Project Stakeholder Group		Nature of interest	
		Srbija Voz	High expectations on timely implementation to receive benefits from economic development, lower costs and time savings, safety, environmental benefits in terms of reduced GHG emissions, and possibly other positive externalities. Will benefit directly from the institutional, legal and regulatory strengthening and capacity building activities
Other Interested Parties	IFIs	The European Investment Bank	Interested in achievement of Project Development Objectives and compliance to E&S Standards of the Project
		The European Bank for Reconstruction and Development	Interested in achievement of Project Development Objectives and compliance to E&S Standards of the Project
	Government, Agencies and institution	Ministry of Finance	Loan Agreement oversight
		Ministry of Construction, Transport and Infrastructure (MCTI)	Line Ministry and permitting authority
		Ministry of Environmental Protection and relevant departments within.	Relevant Ministry for Environmental Protection and EIA Permitting Relevant Ministry for development, and issuance of biodiversity offset/compensation measures
		PWC Srbijavode	Responsible for management of water bodies in Serbia
		PE Roads of Serbia	Responsible for operation and maintenance of Roads
		Cultural heritage protection Institutes and agencies, at the national and local levels (Republic	Responsible for implementation of Law on Cultural Heritage

Project Stakeholder Group		Nature of interest	
Other Interested Parties	Government, Agencies and institution	Institute, Institute for protection of cultural heritage Belgrade, Institute for protection of cultural heritage Nis)	
		Institute for nature conservation of the Republic of Serbia - Belgrade and Department in the City of Nis	Responsible for nature protection, enforcement of Law on Nature conservation and relevant Permitting including biodiversity offset. Data provider, request for their opinion on project design is part of legal procedure for EIA, participant in consultations
		Natural History Museum in Belgrade	Data owner regarding flora, vegetation and fauna, participant in consultations
		Faculty of Science and Mathematics, University of Nis, Department for Biology and Ecology	Data owner regarding flora, and fauna, participant in consultations
		Faculty of Science and Mathematics, University of Kragujevac, Institute for Biology and Ecology	Data owner regarding flora, and fauna, participant in consultations
		Faculty of Biology, University of Belgrade	Data owner regarding flora, and fauna, participant in consultations

Project Stakeholder Group		Nature of interest	
		Local Governments (including line departments: land management, economic development, environment)	Serve as first point of contact, conduct field outreach, facilitate two-way communication Administer the Land acquisition process
		Various Government Inspections such as Labor, Construction etc/	Interested in enforcement of legal requirements in all aspects of project implementation with emphasis during construction activities.
		Other Academic institutions (e.g., Faculty of transport and Traffic Engineering)	Potential concerns over regarding environmental and social impacts and project designs. The project may provide a knowledge sharing avenue
		Rail transport associations, NGOs	Interested in project benefits Interest in procurement and supply chain, potential environmental and social as well as community health and safety
	Private business entities	National and international Contractors and Engineering Consultancies	Interested in participating in various bidding procedure
	Government Body	Coordination Body for Improving the Position and Social Inclusion of Roma Men and Women	Interested in improving the social inclusion

Project Stakeholder Group		Nature of interest	
	NGOs for minorities	Roma associations	<p>Interested in improving the social inclusion, reduction of vulnerability and poverty and equitable access to project benefits</p> <p>Some of the associations include:</p> <p>National Council of the Roma national minority of the Republic of Serbia</p> <p>Association of Roma in Mladenovac, Roma Center for Education and Economic Empowerment</p> <p>Association of Roma Women Nada, Aleksinac</p> <p>Roma Community Development Center Amaro Drom, Smederevska Palanka</p> <p>Roma Women's Association Osvit, Nis</p> <p>Civic Movement Opre Roma Serbia</p> <p>Roma Association in Cuprija – Romi sa Morave</p>
	NGO	Bird Protection and Study Society of Serbia, BirdLife Serbia	BirdLife links together conservation organisations in countries along the length of the flyways, combining resources and coordinating action to protect birds on every step of their route.
	CSO	Hunting Club of Nis	Data owner regarding fauna
	CSO	Hunting Association of Serbia	Data owner regarding fauna, and hunting activities and seasons
	NGOs CSOs	Sector Specific (e.g. WWF Adria, HabiProt Association)	<p>Ongoing dialogue with civil society focuses on human rights and democracy, environmental and social issues, economic inclusion and gender, transparency, good governance and business development</p> <p>Vehicles for awareness raising and stimulating new patterns of social behaviour</p>

Project Stakeholder Group			Nature of interest
			Transfer of skills and know ledge  Promoting work-based learning initiatives, participatory resource management, social entrepreneurship and other aspects of transition and development.
	Job seekers	Low -skilled, semi-skilled and high-skilled workers	Positive externalities beneficiaries through potential employment opportunities
	Media	National media (Radio, TV, New spaper)	Enables wide and regular dissemination of information related to the Project, ensures its visibility and facilitates stakeholder engagement
Vulnerable group	Individuals	Retired, elderly and people with disabilities and chronical disease; Single parent headed households, male and female; People with low literacy and ICT know ledge; Economically marginalized and disadvantaged groups; Persons living below the poverty line; Women, Roma* population living alongside the existing rail line	Interested in accessibility, affordability of project investments and how the project will affect them (e.g., cost of railway travel after project implementation, sharing project benefits, alternative travel options w here existing stations/halts will be closed)

### 3.6 Stakeholder expansion

The indicative stakeholder list will be reviewed periodically and updated as necessary during the ESIA process to reflect new information and the evolving status of both the new ESIA work and the Proposed Project. Each sub-project will need to revisit the list of stakeholders and verify if there is a need to expand the list and engage with other stakeholders in course of the Project. Each sub-project will have specific stakeholder identification and communication arrangements presented in Annex 4 to this SEP. This will be facilitated by filling out the stakeholder expansion questionnaire below at critical points during Project implementation but mandatory during preparation of respective subprojects. A potential update will be part of the Monitoring & Evaluation (M&E) segment of the Project.

Table 2: Expansion and update questionnaire

<b>STAKEHOLDER EXPANSION QUESTIONNAIRE</b>	
<p>Is our current list focused on relevant stakeholders who are important to our current and future efforts?</p> <p>Have new stakeholder groups emerged?</p> <p>Are stakeholders' reactions and interest proving to be as expected?</p> <p>Has the interest or influence of any stakeholder group evolved since the start of the project?</p> <p>Is direct, disaggregated feedback received from different sub-groups?</p> <p>(Answers should be based on knowledge of the Project, feedback received and grievances registered tackling inadequate outreach, real or perceived exclusion and feedback during their Engagement)</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>If No the Needs assessment should be revisited or a supplementary conducted and Stakeholder list revisited</p>
<p>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?</p> <p>(The answers should be based on the frequency of stakeholders approaching through communication channels other than the Projects, with suggestion for inclusion of groups or eligible activities etc.)</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>If No the Needs assessment should be revisited or a supplementary conducted and Stakeholder list revisited</p>
<p>Does the current engagement strategy adequately cover vulnerable groups?</p> <p>Based on the monitoring Are engagement strategies presented to cater to their specific needs?</p> <p>Are the specific measures to allow engagement of vulnerable groups implemented effectively?</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>If No the Stakeholder list should be revisited as well as admission and evaluation criteria should be revisited</p>
<p>Does the GM outline uptake channels, specific timeframes in communication to complainants, investigation process, monitoring measures etc.?</p> <p>Based on the Grievance log and nature of complaints should any of the above indicators be revisited and SEP updated?</p> <p>(Answers should be based on the result of the feedback received through on-going consultations, Grievance log, and mid-term review of stakeholder engagement during project implementation)</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>If No the Stakeholder list should be revisited as well as admission and evaluation criteria should be revisited</p>

## 4. STAKEHOLDER ENGAGEMENT PROGRAM

### 4.1 Purpose and timing of stakeholder engagement program

The main goals of the stakeholder engagement program are to inform, disclose and consult on various project documents and activities early on to establish a dialogue with Project Stakeholders from project planning through implementation and operation. All safeguard documents prepared in anticipation and in expectation of the financing agreement will be disclosed and consulted on before Project Appraisal takes place. All documents will be publicly disclosed at least 15 days before Public Consultations on the websites of the implementing agency. The disclosed information/documents will include:

- Project announcements.
- Brief description of Project.
- Description of public consultation arrangements (time, place...).
- Ways of submitting comments and feedback.
- Key deadlines.
- The respective draft of all environmental and social management instruments

This does not include requirements of EBRD Environmental Policy related to disclosure of Environmental and Social Impact Assessments for Public sector project which require a disclosure period of a minimum of 120 days. For details, please see the section Proposed Strategy for Disclosure below.

### 4.2 SRI's existing communication practices

#### Public Communication

The company has an authorized person for communication with the public, as well as an organizational part in whose competence are public communications, which carry out their activities in accordance with the company's business policy and under the supervision of the General Manager.

The PR manager manages, organizes, and oversees the implementation of the following public communication activities: public relations, internal and external information, media activities, appearances in the media and gives statements on behalf of the company, website and internet activities, presentations and promotional activities, socially responsible and educational activities, cooperation with local governments and business partners.

The PR manager manages the Media Center, as an organizational part of the "Serbian Railway Infrastructure", which is in charge of public communications. The Media Center "Infrastructure of the Serbian Railways" performs, among other things, the following tasks: public relations; media activities; external information affairs (cooperation with the media, press releases, press conferences, organization of media events, informative announcements and advertisements in the media, production of informative and promotional publications and other publications, media cooperation with local governments, economy, institutions, institutions and organizations, organization of presentations and promotions, professional gatherings and exhibitions).

The PR manager and the Media Center communicates through announcements, statements and information for the media, press conferences, organization of media and promotional events and activities, announcements on the website. In addition, they are responsible for communication with the general public, from end users to government agencies, on all aspects of the company's business, including this Project through written or direct communication activities.

In addition to the communication and engagement practices provided by the Media Center lead by the PR manager, parallel synchronized efforts in *access to information* disclosure, stakeholder engagement activities including consultations will be led by the Environmental and Social staff and CLOs for the ESIA aspects, Involuntary land acquisition and resettlement and any other project associated environmental and social impact both adverse and positive. PAPs need specific engagement and communications based on dialogue which will be facilitated by the

parallel organization structure to the PR team with dedicated resources focused in and around the E&S staff and CLOs.

### 4.3 Proposed Strategy for Disclosure

The **Disclosure Package for this Project** includes:

*At Corridor-level:*

- Corridor SEP
- Corridor E&S Assessment
- Corridor Resettlement Policy Framework
- Corridor Environmental and Social Action Plan
- Corridor Environmental and Social Management Plan
- Corridor Non-technical Summary

*Stalac-Djunis subsection:*

- Environmental and Social Impact Assessment Study (2016)
- National Environmental Impact Assessment Study (2018)
- Resettlement Action Plan (2022) for Lot 2 of the subsection
- Supplementary Study with Environmental and Social Management Plan, Environmental and Social Action Plan and Non-technical Summary (2022)

Since this is a Category A project, the Disclosure Package will be available for public review during a period of 120 calendar days prior to the consideration of the Project by the EBRD's Board of Directors. During the disclosure period, SRI will organise public consultations and encourage stakeholders to comment on the Project. Following the 120-day period, after the public consultation process is completed, a Public Consultation Report will be prepared and the disclosure package (including this SEP) updated as necessary.

The Disclosure Package will be disclosed electronically at the following websites:

- the website of the MCTI (<http://www.mgsi.gov.rs/>)
- the website of SRI (<https://infrazs.rs/>)
- EIB's website ([www.eib.org](http://www.eib.org)).
- EBRD's website ([www.ebrd.org](http://www.ebrd.org))

Announcements about the availability of the Disclosure Package will be disclosed on:

- the notice boards and websites of City of Belgrade (including the City Municipalities of Rakovica, Savski Venac),
- the notice boards (and frequently visited places) and websites of all affected local municipalities (Velika Plana, Lapovo, Batocina, Svilajnac, Jagodina, Cuprija, Paracin, Cicevac, Krusevac, Aleksinac, and the City of Nis and settlements presented in Annex 2)
- at all rail stations/halts currently serving as official stops.

Printed copies will be made available at the SRI premises, at every municipality impacted by the Project, and during public consultation.

The Project will be announced through Radio, TV, written and electronic media as well as web page of SRI.

During Project Implementation any of the documents disclosed during preparation, if updated shall be re-disclosed and public consultations held.

Impacts assessment and studies such as the Scoping Report, ESIA at a later stage etc. will be disclosed and remain in public domain prior to public consultations.



Site specific management instruments developed to manage environmental and social risk and impacts such as Environmental and Social Management Plans (ESMPs), Resettlement Action Plans (RAP) will be disclosed.

Contractors' documents related to management of environmental and social risks (these may include Traffic Management Plan, Emergency preparedness and response plans, Codes of Conduct for Employees and Contracted workers etc.) shall be made available at Contractors website. Information on timing of project activities and related information shall be made public via various media, newspaper and radio at least 2 weeks prior to actual consultation.

## **4.4 Proposed Strategy for Consultation**

### **4.4.1 Consultations on the Disclosure Package**

The above-listed Disclosure Package for the Project will be made available in English and Serbian, and will be circulated for comment to key stakeholders upon adoption. Consultees include the Municipalities and Cities (including Settlements) through which the alignment is planned to pass; relevant government agencies (including relevant line Ministries). The Disclosure Package will be posted on the SRI website and other channels in line with disclosure principles of this SEP (please see chapter 4.3) in both English and Serbian.

Relevant Stakeholders identified in Table 5 will be informed that the Disclosure Package has been disclosed and how it can be accessed and that comments, questions and queries can be submitted to SRI within 120 days following the disclosure.

Public consultations will be organised to present and discuss the Disclosure Package. Depending on the COVID-19 constraints the consultation shall take the form of one or several online or face to face meetings.

Stakeholder feedback shall be taken into account as relevant.

### **4.4.2 Future ESIA Stakeholder Engagement, Disclosure & Consultation**

The Engagement activities during the ESIA work will occur at two distinct stages:

- Development of the ESIA Report. For purposes of impact identification and significance assessment considering any change to the human or natural environment the ESIA Team shall coordinate and engage with National and International Authorities, Local Communities, Governmental bodies and Authorities, CSO, NGOs etc. in the area of Technical, Environmental and Social risks and impacts. To the extent feasible this will be coupled with any EIA ongoing guided by the national requirements; and
- Report disclosure (following submission of the ESIA Report to SRI and IFIs).

During the first stage, engagement will take the form of consultation meetings, focus group discussions, individual meetings etc. with all stakeholder categories focusing on issues/concerns views regarding the likely impacts of the project; particularly with respect to the interests of the stakeholders. To the extent that it is feasible, stakeholders will be encouraged to consider measures that should be taken to avoid or reduce the severity of expected adverse impacts and to enhance positive impacts. The consultation results will be incorporated into the work programme leading to preparation of the ESIA Report.

The second stage of engagement (ESIA Report Disclosure) will involve public hearings, in different locations, led by SRI and the ESIA Consultant (the number and location of these public hearings is not known at present).

At this stage, local governments also play an important role in organizing and communicating public comments, obtained separate from the public hearings, to SRI. In addition, and in accordance with good international industry practice, engagement will also occur with Affected Communities and specific livelihood groups, along the Railway route. The consultation results will be an important input into the deliberations of the SRI for development of site-specific RAPs

For the engagement process to be effective and meaningful, a range of approaches will be applied, which will be tailored specifically to the identified stakeholders. For Affected Community stakeholders, the format of each engagement activity (whether focus group discussions or public meetings) will meet general requirements on accessibility; that is the engagement events will be held at venues that can be easily accessed by community

members, do not incur financial costs, and are culturally appropriate. The overall planning of engagement activities will also be based on the principle of inclusiveness, by ensuring mechanisms for engaging specific social categories (for example, women and men; young people and the elderly/retired) and vulnerable people. If necessary, assistance may be provided to enable vulnerable people to attend meetings.

Engagement will be based on the following key principles of good practice:

- Timeliness to consider key issues and provide input to decisions;
- Dissemination of information in readily understandable formats and using culturally appropriate techniques, in advance of engagement events/meetings, to ensure that stakeholders are informed;
- Gender-inclusivity (for meetings/events, where it is feasible to do so, setting a target of 50% participation by both men and women respectively at each event);
- Free from manipulation and coercion; and
- Documentation to keep track of who has been consulted and the key issues raised with feedback to stakeholders at key stages in the ESIA process.

Information Disclosure Stakeholder consultation disclosure materials will be prepared in English and Serbian. The ESIA Report Non-Technical Summary (NTS) will be translated into Serbian prior to disclosure. Leaflets for consultation events will be prepared in English and translated into Serbian.

The main mechanisms for information disclosure are presented below by type of stakeholder engagement event:

**Meetings with officials:** Intended ESIA work programme and/or PowerPoint (PPT) slide presentation will be made available. These will be used, as appropriate, depending on the stakeholders and the timing of the meetings. Materials will be available in Serbian versions;

**Focus group and other types of non-public meetings:** Leaflet and PowerPoint slide presentation. Leaflets will be available in Serbian and English versions and the appropriate versions will be distributed according to stakeholder type and needs. Leaflets will be distributed at least 5 working days prior to meetings. PowerPoint presentations will be made at the beginning of meetings. Each meeting agenda will have time allocated to clarifications and questions focused on the Project and the ESIA process; and

**Public meetings:** The ESIA Report (including the ESMP), the Non-technical Summary (NTS), PPT presentations, and leaflets will be made available. The ESIA Report NTS and leaflets will be available in English and Serbian. The ESIA Report will be available in English and translated to Serbian. Information will be displayed at different public buildings in the locality of a public hearing and at least five working days in advance of a public hearing. Leaflets will be available in selected public buildings/locations for members of the public to consult/take away (maximum of two leaflets per person to be taken away) at least five working days in advance of a public hearing.

In addition, the SRI website will provide up-to-date Project information. It will also be possible for users to provide feedback or ask questions about the proposed Project via email and the website.

As per EBRD requirement Category A projects require a disclosure period of a minimum of 120 days.

#### 4.4.3 Information Communication

Communications alerting stakeholders to future stakeholder events/meetings and, also, concerning organizations/logistical aspects of stakeholder events/meetings will be provided by a range of means, but primarily by:

- Public announcements. The Company will place announcements in key public locations, such as bulletin boards at local government offices and other public sector buildings;
- Emails. SRI will inform stakeholders of project milestones and other current project/ESIA news (it is recognised that stakeholder access to emails will be variable);
- Media (primarily radio and newspapers) announcements/notices: These will mostly concern provision of key information about project milestones and certain engagement events/meetings, especially public hearings; and
- Oral communications: Community Liaison Officers (CLOs) will be requested to inform other community members about stakeholder events/meetings to be organised in their community/locality. CLOs shall be either be appointed from in house resources or external. Either way SRI remains the owner of the engagement process at local level. An overview of the planned stakeholder engagement activities with breakdown by stakeholder group is given in Table below. This table will be updated during the ESIA process, as necessary.

Various stakeholder engagement activities are proposed to ensure awareness and meaningful consultations about Project activities. The outreach and stakeholder engagement will be gender appropriate, Targeted messaging will encourage the participation of women and highlight Project characteristics that are designed to respond to their needs and increase their access to Project benefits.

The Project will carry out targeted consultations with vulnerable groups to understand concerns/needs in terms of accessing information and services and other challenges they face at home, at work places and in their communities.

Different engagement methods are proposed, but driven by the COVID-19 considerations and restrictions the Project will adapt virtual communication and consultation methods taking into account social distancing requirements. Hence, alternative ways will be adopted in accordance with the local laws, policies and new social norms in effect to mitigate the virus transmission, as well as relevant WHO guidelines and the Guidance note to EIB promoters on environmental and social performance in EIB-financed operations in response to the COVID-19 outbreak crisis– Stakeholder engagement<sup>4</sup> and the EBRD Covid-19 briefing note: Stakeholder engagement<sup>5</sup>.

The alternative approaches to be practiced for stakeholder engagement will include:

- (i) Small groups consultations if smaller meetings are permitted, or making reasonable efforts to conduct meetings through online channels (e.g., WebEx, zoom, skype etc.); Where possible and appropriate, create dedicated online platforms and chatgroups appropriate for the purpose, based on the type and category of stakeholders;
- (ii) Diversifying means of communication and relying more on social media, chat groups, dedicated online platforms & mobile Apps (e.g., Facebook, Twitter, WhatsApp groups, ViberApp groups, project weblinks/websites etc.);
- (iii) Employing traditional channels of communications such TV, radio, dedicated phone-lines, SMS broadcasting, public announcements when stakeholders do not have access to online channels or do not use them frequently.
- (iv) Choosing venues carefully based on hygiene and sanitation standards that can be achieved during the meetings;
- (v) Employing traditional channels of communications (TV, newspaper, radio, dedicated phone-lines, and mail) when stakeholders do not have access to online channels or do not use them frequently. Traditional channels can also be highly effective in conveying relevant information to stakeholders, and allow them to provide their feedback and suggestions;
- (vi) Where direct engagement with Project Affected People or beneficiaries is necessary, identify channels for direct communication with each affected household via a context specific combination of email messages, mail, online platforms, dedicated phone lines with knowledgeable operators;

Each of the proposed channels of engagement should clearly specify how feedback and suggestions can be provided by stakeholders

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<sup>4</sup> [https://www.eib.org/attachments/covid19\\_guidance\\_note\\_to\\_promoters\\_annex4\\_stakeholders\\_engagement\\_en.pdf](https://www.eib.org/attachments/covid19_guidance_note_to_promoters_annex4_stakeholders_engagement_en.pdf)

<sup>5</sup> <https://www.ebrd.com/covid19-consultation.pdf>

Table 3 Proposed Strategy of Consultation

PROJECT STAGE		Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency Timeframe [These are indicative times and they may alter]	Responsibilities
ESIA PHASE	<b>Projected affected Parties Individuals</b>	Local population along railway routes, stations, junctions  Affected Communities and other municipalities within the rail corridor and in its gravitation area (all settlements and local communities identified in Annex 2),  People affected by land acquisition;  Vulnerable households  Community members  Rail users	Baseline identification  Main environmental and social impacts  Mitigation measures  Key Social constraints	Focus Group discussions  Focus group discussions with women  Collect information on gender issues relevant to the project context  Surveys  Public meetings  Presentations  Joint site visits	Regularly during the Impact assessment to assess the impacts and discuss mitigation measures and its adequacy	SRI with the support of the ESIA Team
ESIA PHASE	<b>Other Interested Parties Governmental Bodies and Institutions</b>	Ministry of Environmental Protection and relevant departments within  Ministry of Construction, Transport and Infrastructure (MCTI)  Ministry of Finance.  PWC Srbijavode  PE Roads of Serbia  Cultural heritage protection Institutes and agencies, at the	Baseline identification  Main environmental and social impacts  Mitigation measures  Key Social constraints  Key Protection measures and location conditions	Written communication exchange  Face to Face meetings  On-line meetings as needed	Regularly during the Impact assessment to assess the impacts and discuss mitigation measures and its adequacy	SRI with the support of the ESIA Team

PROJECT STAGE		Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency  Timeframe [These are indicative times and they may alter]	Responsibilities
		national and local levels (Republic Institute, Institute for protection of cultural heritage Belgrade, Institute for protection of cultural heritage Nis)  Institute for nature conservation of the Republic of Serbia - Belgrade and Department in the City of Nis  Faculty of Science and Mathematics, University of Nis, Department for Biology and Ecology  Hunting Club of Nis  Hunting Association of Serbia  Faculty of Biology, University of Belgrade  Natural History Museum in Belgrade				
	<b>Other Interested Parties</b>  <b>Governmental Bodies and Institutions</b>	Local Governments  Officials from all districts and Cities/Municipalities will be consulted,  Srbija Cargo  SRI  Srbija Voz  Directorate for Railways	Baseline identification  Main environmental and social impacts  Mitigation measures  Social and environmental constraints  Key Protection measures and location conditions	Written communication exchange  Face to Face meetings  On-line meetings as necessary  Joint site visits	Regularly during the Impact assessment to assess the impacts and discuss mitigation measures and its adequacy	SRI with the support of the ESIA Team

PROJECT STAGE		Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency Timeframe [These are indicative times and they may alter]	Responsibilities
		Private operators for freight transport				
ESIA PHASE	<b>Other Interested parties</b>	NGOs CSOs Including but not limited to: National Council of the Roma National Minority of the Republic Serbia, Association of Roma in Mladenovac, Roma Centre for education and economic empowerment in Mladenovac, Roma Association in Cuprija – Romi sa Morave).	Baseline identification Main environmental and social impacts Mitigation measures Key Social constraints Key Protection measures and location conditions	Written communication exchange Face to Face meetings On-line meetings as necessary Joint site visits Public meetings Focus groups	Regularly during the Impact assessment to assess the impacts and discuss mitigation measures and its adequacy	SRI with the support of the ESIA Team
	<b>Other Interested Parties</b>	Media	Project milestones	Press releases	Regularly during the Impact assessment to assess the impacts and discuss mitigation measures and its adequacy	SRI Media Centre
CORRIDOR ASSESSMENT PHASE		Local population along railway routes, stations, junctions Affected Communities and other municipalities within the rail corridor and in its gravitation area (all	Project Disclosure Package Project design Electing community legitimate representatives and engagement structures potential	Public meetings. workshops. Public notices; Electronic publications via	Project launch meetings. Survey of PAPs in affected locations	SRI Media Centre team

PROJECT STAGE		Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency Timeframe [These are indicative times and they may alter]	Responsibilities
		settlements and local communities identified in Annex 2), People affected by land acquisition; Vulnerable households Community members Rail users Passengers Commuters People whose businesses/livelihoods may be temporarily or permanently affected Tourists (national and foreign)	Regular updates about the Project Land acquisition process; Project E&S principles; Resettlement and livelihood restoration options; Grievance mechanism process; Potential Labor influx stemming from construction works; Awareness raising on Gender Based Violence and Harassment (GBVH); Community Health and Safety; Environmental and Social risks (other than resettlement) and mitigation measures; Labor Management Procedures (applicable to the Project) for potential job-seekers; Spatial Plan for the Project Area Prefeasibility Study Feasibility Study Traffic management plan including signage Any project specific management Plan	online media and press releases; Dissemination of hard copies at designated public locations; Press releases in the local media; Information leaflets and brochures; audio-visual materials, separate focus group meetings with vulnerable groups, while making appropriate adjustments to consultation formats in order to take into account the need for social distancing (e.g., use of mobile technology such as telephone calls, SMS, etc).	Communication through mass media (as needed); Bulletin boards of local councils Information desks with brochures/posters in affected municipalities (continuous) 4 weeks in advance of work starting with a reminder two weeks before,	

PROJECT STAGE		Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency  Timeframe [These are indicative times and they may alter]	Responsibilities
CORRIDOR ASSESSMENT PHASE	<b>Project Affected Parties Legal Entities</b>	Legal entities in the project areas of Sub-Projects	Spatial Plan for The Project Area Project Disclosure Package Project design Prefeasibility Study Feasibility Study Traffic management plan including signage	Face-to-face meetings; Joint public/community meetings with PAPs  Electronic publications via online media and press releases;  Grievance Mechanism	As needed	SRI Centre Media team
	<b>Other Interested Parties Government</b>	National Government Ministries; Local Government Departments;	Project Design Project Disclosure Package Sub-Project developments Rationale and E&S principles Prefeasibility Study Feasibility Study	Public meetings, Mass Media Communication  Information leaflets and brochures; audio-visual materials  Making appropriate adjustments to consultation formats in order to take into account the need for social distancing (e.g., use of mobile technology such as	Project launch meetings;  Communication through mass media (as needed); Information desks with brochures/posters in affected municipalities (continuous)  TV/radio/ media on a regular (daily/weekly) basis	SRI Centre Media team



PROJECT STAGE		Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency Timeframe [These are indicative times and they may alter]	Responsibilities
				telephone calls, SMS, etc).		
	<b>Other Interested Parties</b> <b>Government bodies</b>	Other Government Departments from which permissions/clearances are required; Other project developers reliant on or in the vicinity of the Project and their financiers	Project information - scope and rationale and E&S principles; Coordination activities; Land acquisition process; Grievance mechanism process  Spatial Plan for The Project Area  Project Disclosure Package  Prefeasibility Study  Feasibility Study  RAP	Face-to-face meetings; Invitations to public/community meetings  Making appropriate adjustments to consultation formats in order to take into account the need for social distancing (e.g., use of mobile technology such as telephone calls, SMS, etc.	As needed	SRI Centre Media team
	<b>Other interested parties</b> <b>Interested in positive impacts and externalities</b>	Other Interested Parties (Internal) Other PIU Staff; Supervision Consultants; Contractor, sub-contractors, service providers, suppliers and their workers  Workers organization	Project information - scope and rationale and E&S principles; Training on sub-management plans; Grievance mechanism process	Face-to-face meetings; Trainings/workshops; Invitations to public/community meetings	As needed	SRI Centre Media team

PROJECT STAGE		Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency Timeframe [These are indicative times and they may alter]	Responsibilities
THROUGH OUT THE PROJECT CYCLE	<b>Other interested parties Media, NGOs, CSOs</b>	National media (Radio, TV, Newspaper)	Project information - scope and rationale, Timeline, Important milestones, Community related information	Press releases	As Needed	SRI Media Centre team

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CONSTRUCTION (MOBILIZATION, CONSTRUCTION, DEMOBILIZATION)	<p><b>Project Affected People</b></p> <p><b>Individuals</b></p>	<p>Project Affected Parties - Rail users</p> <p>Commuters (students and persons employed outside the place of residence)</p> <p>Passengers</p> <p>People residing in project area;</p> <p>Vulnerable households</p> <p>Tourists (national and foreign)</p> <p>Communities</p>	<p>Maintain constructive relationships with the communities adjacent to the Project facilities;</p> <p>Maintain awareness of environmental and safety practices in the local communities, especially emergency preparedness and response;</p> <p>Monitor community attitudes towards the Project</p> <p>Emergency preparedness and response</p> <p>Traffic management plan including signage</p> <p>Duration of civil works</p> <p>Environmental and Social risks (other than resettlement) and mitigation measures</p> <p>ESIA</p> <p>Scoping Report</p> <p>Prefeasibility Study</p> <p>Feasibility Study</p>	<p>Public meetings, trainings/workshops, separate meetings specifically for women and vulnerable; individual outreach to PAPs</p> <p>Making appropriate adjustments to consultation formats in order to take into account the need for social distancing (e.g., use of mobile technology such as telephone calls, SMS, etc.</p> <p>Mass Media Communication - Facebook, WhatsApp;</p> <p>Disclosure of written information - Brochures, posters, flyers, website</p> <p>Information desks - In Municipalities and HQ;</p> <p>Grievance mechanism</p> <p>Citizen/PAP survey - Upon completion of resettlement and/or construction</p>	<p>Quarterly meetings in all affected municipalities and with ongoing construction;</p> <p>Communication through mass media (as needed);</p> <p>Information desks with brochures/posters in affected municipalities (continuous)</p>	<p>SRI</p> <p>Supervision consultants;</p> <p>Contractor/sub-contractors;</p> <p>GM teams</p>
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PROJECT STAGE		Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency Timeframe [These are indicative times and they may alter]	Responsibilities
	<b>Other Interested Parties (External)</b>	Press and media; NGOs; Businesses and business organizations; Workers' organizations; Academic institutions; National Government Ministries; Local Government Departments; General public, tourists, jobseekers	Project information - scope and rationale and E&S principles; Coordination activities; Land acquisition process; Health and safety impacts; Employment opportunities; Environmental concerns; Grievance mechanism process; Traffic management plan including signage  Feasibility Study	Public meetings, trainings/workshops; Mass Media Communication - Facebook, WhatsApp; Disclosure of written information - Brochures, posters, flyers, public relations kits, website; Information desks - In Municipalities and HQ; Grievance mechanism; Project tours for media, local representatives	Monthly/quarterly meetings in all affected municipalities with ongoing construction and headquarters; Communication through mass media (as needed); Information desks with brochures/posters in affected municipalities (continuous)	SRI (E&S team, CLOs, land acquisition department)

PROJECT STAGE		Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency Timeframe [These are indicative times and they may alter]	Responsibilities
THROUGHOUT THE PROJECT CYCLE	<b>Other interested Parties</b>  <b>CSOs</b>  <b>NGOs</b>	National Council of the Roma national minority of the Republic of Serbia  Association of Roma in Madenovac, Roma Centre for education and economic empowerment in Madenovac  Roma Association in Cuprija -Romi sa Morave	Vulnerability and impact issues	Face to face meetings	As needed	SRI Media Centre Team  CLOs

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PROJECT STAGE		Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency Timeframe [These are indicative times and they may alter]	Responsibilities
	<p><b>Other Interested Parties</b></p> <p><b>Government, Agencies</b></p>	<p>Ministry of Construction, Transport and Infrastructure (MCTI)</p> <p>Ministry of Environmental Protection and relevant departments within,</p> <p>PWC Srbijavode</p> <p>PE Roads of Serbia</p> <p>Institute for nature conservation of the Republic of Serbia - Belgrade and Department in the City of Nis</p> <p>Cultural heritage protection Institutes and agencies, at the national and local levels (Republic Institute, Institute for protection of cultural heritage Belgrade, Institute for protection of cultural heritage Nis)</p>	<p>Permitting</p> <p>Mitigation measures</p> <p>Location Conditions</p> <p>Supervision and audits</p>	<p>Face to Face meetings</p> <p>Written communication and requests</p>	<p>As needed</p>	<p>Designer</p> <p>SRI as relevant</p>

PROJECT STAGE		Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency  Timeframe [These are indicative times and they may alter]	Responsibilities
	<b>Other Interested Parties (Internal)</b>	Other PIU Staff; Supervision Consultants; Contractor, sub-contractors, service providers, suppliers and their workers	Project information - scope, rationale and E&S Principles; Training on ESIA and other sub-management plans; Grievance mechanism process  ESIA  Scoping Report  Prefeasibility Study  Feasibility Study  RAP	Face-to-face meetings; Trainings/workshops; Invitations to public/community meetings	As needed	SRI Public relation team Contractor/sub-contractors;
POST-CONSTRUCTION AND OPERATION PHASE (WITHIN LIFE OF THE PROJECT AND DEFECT LIABILITY PERIOD)	<b>Project Affected People Individuals</b>	Affected Communities (through land acquisition and other impacts) and other municipalities within the rail corridor and in its gravitation area (all settlements and local communities identified in Annex 2),	Satisfaction with engagement activities and GM; Grievance mechanism process; Community health and safety measures during operation; RAP – outstanding implementation issues if any  Completion reports - confirmation of compensation, rehabilitation and livelihood restoration measures  ESMP – operation phase measures	Public meetings, trainings/workshops, individual outreach to PAPs Mass Media Communication - Facebook, WhatsApp; Disclosure of written information - Brochures, posters, flyers, website Information desks - In Municipalities and HQ; Grievance mechanism	Communication through mass media (as needed); Information desks with brochures/posters in affected municipalities (continuous)	SRI Public relation team

PROJECT STAGE		Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency Timeframe [These are indicative times and they may alter]	Responsibilities
	Project Affected People Individuals	Passengers Commuters Tourists (National and Foreign)	Operation of the new Rail line Stops and halts New Timetable	Mass Media Communication - Facebook, WhatsApp; Disclosure of written information - Brochures, posters, flyers, website Information desks - In Municipalities and HQ	Daily /weekly during first 6 months into Operation	SRI public Relation Team
	Other Interested Parties (External)	Press and media; NGOs; Businesses and business organizations; Workers' organizations; Academic institutions; National Government Ministries; Local Government Departments; General public, tourists, jobseekers	Grievance mechanism process; Community health and safety measures during operation;	Mass Media Communication Disclosure of written information Disclosure of activities on the SRI website and of relevant rail companies	Communication through mass media (as needed);	SRI Public relation team



At the early stage the SRI Media Centre later with the Support of the capacity of the TA (once on board) will organize project launch meetings. Such engagement will then continue whenever new stages of the Project or activities. The SRI Media Centre will rely on the support from the respective Municipalities to help organize community meetings/sensitization sessions in all settlements throughout the project's lifecycle. Launch meetings shall be the first step in the Sub-Project preparatory activities. The Project will include targeted outreach to women and disadvantaged groups ahead of these meetings to ensure their integration in the engagement activities.

**Mass media communication:** The SRI Media Centre shall engage an Environmental & Social specialist who shall be inter alia responsible for outreach and assisting the SRI Media Centre in disclosure, dissemination of information and communication with the local population. The media for communication shall be as seen adequate for each community taking into consideration the type and sensitivity of stakeholders. The local context shall be taken into consideration.

**Communication materials:** Written information will be disclosed to the public via a variety of communication materials including brochures, flyers, posters, etc. A public relations kit will be designed specifically and distributed both in print and online form. SRI Media Centre will also update its website regularly (at least on a quarterly basis) with key project updates and reports on the project's environmental and social performance both in English and Serbian. The website will also provide information about the grievance mechanism for the project (see next sub-section).

**Grievance mechanism:** A specific grievance mechanism will be set-up for the project. Details on the GM are presented in chapter 6. Dedicated communication materials (GM pamphlets, posters) will be created to help local residents familiarize themselves with the grievance redress channels and procedures. A GM guidebook/manual will also be developed and suggestion boxes installed in each affected municipality. In order to capture and track grievances received under the project, a dedicated GM Management Information System/database is planned. Internal GM training will also take place for Municipal and contractors' staff. The SRI Media Centre will include clear information on the SRI website and websites of affected local communities (Municipalities on how feedback, questions, comments, concerns and grievances can be submitted by any stakeholder and will include the possibility to submit grievances electronically. It will also provide information on the way the GM committee works, both in terms of process and deadlines.

**Information Desks at Local Communities:** Information Desks will provide local residents with information on stakeholder engagement activities, construction updates, contact details of the SRI. The SRI will set up such information desks, in the premises of affected Municipalities where they can meet and share information about the project with PAPs and other stakeholders. Brochures and fliers on various project related social and environmental issues will be made available at these information desks.

**Citizen/PAP perception survey and feedback:** Six months after each launch meeting the PIU will conduct sample-based stakeholder satisfaction surveys to collect feedback on: i) engagement process and the quality and effectiveness of methods ii) level of inclusiveness in the engagement process, iii) quality of the communication and dialogue with the internal stakeholders (SRI Media Centre Team, Contractor, GM etc.) during construction works. The survey results will be soliciting feedback on the effectiveness of the project activities that will be used for communication level improvements. This will allow the PIU to identify potential design issues. The survey data will be disaggregated by age, gender and location. Survey results with proposed corrective measures will be published on Ministry website and discussed at consultation meetings.

**Trainings, workshops:** Trainings on a variety of social and environmental issues will be provided to each contractor staff and possibly relevant local government stakeholder. Issues covered will include a sensitization to gender-based violence risks.

#### **4.5 Proposed Strategy to incorporate the view of vulnerable groups**

The project will take special measures to ensure that disadvantaged and vulnerable groups have equal opportunity to access information, provide feedback, or submit grievances. The deployment of the Environmental & Social specialist will help to ensure proactive outreach to all population groups. Focus groups dedicated specifically to vulnerable groups will be conducted to gauge their views and concerns including for Roma communities, households and individuals to identify any cumulative vulnerability stemming from their unintegrated status in the community and the project attributable impacts.

The project will carry out targeted consultations with vulnerable groups to understand concerns/needs in terms of accessing information, facilities and services supported by the project and other challenges they face at home, at work places and in their communities. Some of the strategies that will be adopted to effectively engage and communicate to vulnerable group will be towards:

- Women: ensure that community engagement teams are gender-balanced and promote women's leadership within these, design online and in-person surveys and other engagement activities so that women in unpaid care work can participate; The Engagement activities will target that at least 50% of stakeholders consulted are women. On livelihood issues the Project will aim at consulting with women separately within structured focus group discussions.
- Focus group discussions with women will be facilitated by female social professionals, in small groups and differentiated by topics, impacts and concerns to be discussed. This will ensure that no pocket issues particularly affecting women will remain hidden. Lessons learned from recent Projects in Serbia have proven that focus group discussions on issues of project impacts, access to social services, access to Project Benefits, employment opportunities for themselves and their adult household members, etc are most successful when hosted in informal local venues, with the presence of respectable representatives from the Local government or women organizations active in the Project area.
- People with disabilities: provide information in accessible formats, like braille, large print; offer multiple forms of communication, such as text captioning or signed videos, text captioning for hearing impaired, online materials for people who use assistive technology.
- Roma population: It would be desirable for consultations with Roma to be organized in their place of residence, subject to COVID 19 pandemic restrictions. During consultations with Roma, it is necessary to single out Roma women, because of their subordinate position in relation to men on the one hand, as well as specifics of their daily rhythm and employment modalities (occasional unregistered work, jobs requiring low qualifications - cleaning, working in agriculture, etc.). Current identified travel patterns indicate that Roma women are more frequent users of short-distance train transport (to the neighbouring municipal centre, etc.) due to the specifics of employment.

Based on vulnerable groups identified during development of Sub-Project specific SEPs and identification of particular drivers of their vulnerabilities the strategy toward engaging with vulnerable groups will be adapted accordingly.

The drivers of vulnerability will be assessed in more details and identified during the forthcoming environmental and social impacts assessment, building upon the groups identified hereunder. The following outlines the approach to understand the viewpoints of these groups:

- Identify vulnerable or disadvantaged individuals or groups and the limitations they may have in participating and/or in understanding the project information or participating in the consultation process.
- What might prevent these individuals or groups from participating in the planned process? (For example, language differences, lack of transportation to events, accessibility of venues, disability, lack of understanding of a consultation process).
- How do they normally get information about the community, projects, activities?
- Do they have limitations about time of day or location for public consultation?
- What additional support or resources might be needed to enable these people to participate in the consultation process? (Examples are providing translation into a minority language, sign language, large print or Braille information; choosing accessible venues for events; providing transportation for people in remote areas to the nearest meeting; having small, focused meetings where vulnerable stakeholders are more comfortable asking questions or raising concerns.)
- If there are no organizations active in the project area that work with vulnerable groups, such as persons with disability, contact medical providers, who may be more aware of marginalized groups and how best to communicate with them.
- What recent engagement has the project had with vulnerable stakeholders and their representatives?

## 4.6 Timeline

Sub-Project Specific SEP activities and action plan shall be prepared for each separate section (package to be tendered out separately). The implementation timeline is still not set and details will be part of the disclosure and engagement activities.

## 4.7 Review of comments

The comments on all disclosed data and ESF documents will be reviewed immediately upon arrival by the PIU E&S specialists. Major comment will be incorporated in the final version of the ESF documents and disclosed, together with a report on the feedback, i.e. (i) list of media the announcement was disclosed, (ii) content of the announcement, (iii) time of publishing, (iv) list of received feedback.

## 4.8 Future Phases of Project

Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and grievance mechanism. During the Project development and construction phase, monthly reports on E&S performance will be prepared which will include an update on implementation of the stakeholder engagement plan. Monthly reports will be used to develop quarterly and annual reports reviewed. The quarterly and annual reports will be disclosed on the Project website and made available at the level of project.

## 4.9 Update of the SEP

This SEP serves as a roadmap for Stakeholder engagement. It may be subject to updates relevant to changes in specific impact areas, stakeholder groups, and specific type and associated technologies and schedule of activities for the project.

The update SEP will be based on a screening to ensure relevant information that may be useful to understand the characteristics of people/communities that will be impacted by the project is included. This may for instance be: environmental data, census data, socio-economic data (information on income, employment...), gender data etc. and their implications from an environmental and/or social point of view will be explained. The Project description shall be kept targeted and relevant to understand the types of stakeholder groups impacted by the project.

A detailed overview of key issues raised in previous stakeholder engagement activities and how early stakeholder input has influenced project design shall inform the update of the engagement Strategy as needed. Lessons learned on any prior stakeholder engagement activities from past projects or ongoing similar projects shall be taken into account and described as relevant.

SRI shall revisit the list of identified stakeholders and their analysis, from time to time, to ensure that those (i) are affected or likely to be affected by the project (Project-Affected Parties); and (ii) may have an interest in the project (Other Interested Parties) are adequately identified. Some groups may be interested in the project because of the sector it is in (i.e., rail sector), and others may wish to have information simply because public finance is being proposed to support the project. It is not important to identify the underlying reasons why people or groups want information about a project—if the information is in the public domain, it should be open to anyone interested.

Updates should be clear and concise and focus on targeted and should demonstrate a means of engagement that is stakeholder specific, concise yet comprehensive and should explain the opportunities for information access, public consultation, provide a deadline for comments, and explain how people will be notified of new information or have opportunities to provide feedback including how these will be assessed and taken into account.

## 5. RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

The SRI will be overall responsible for planning and implementation of stakeholder engagement activities, as well as other relevant outreach, disclosure and consultation activities, as well as for GRM functioning. SRI shall make sure that sufficient human and budgetary resources have been allocated to the planned activities. Given the very early stage of the Project the SEP will be updated as the Project evolves and more granular management functions and responsibilities added.

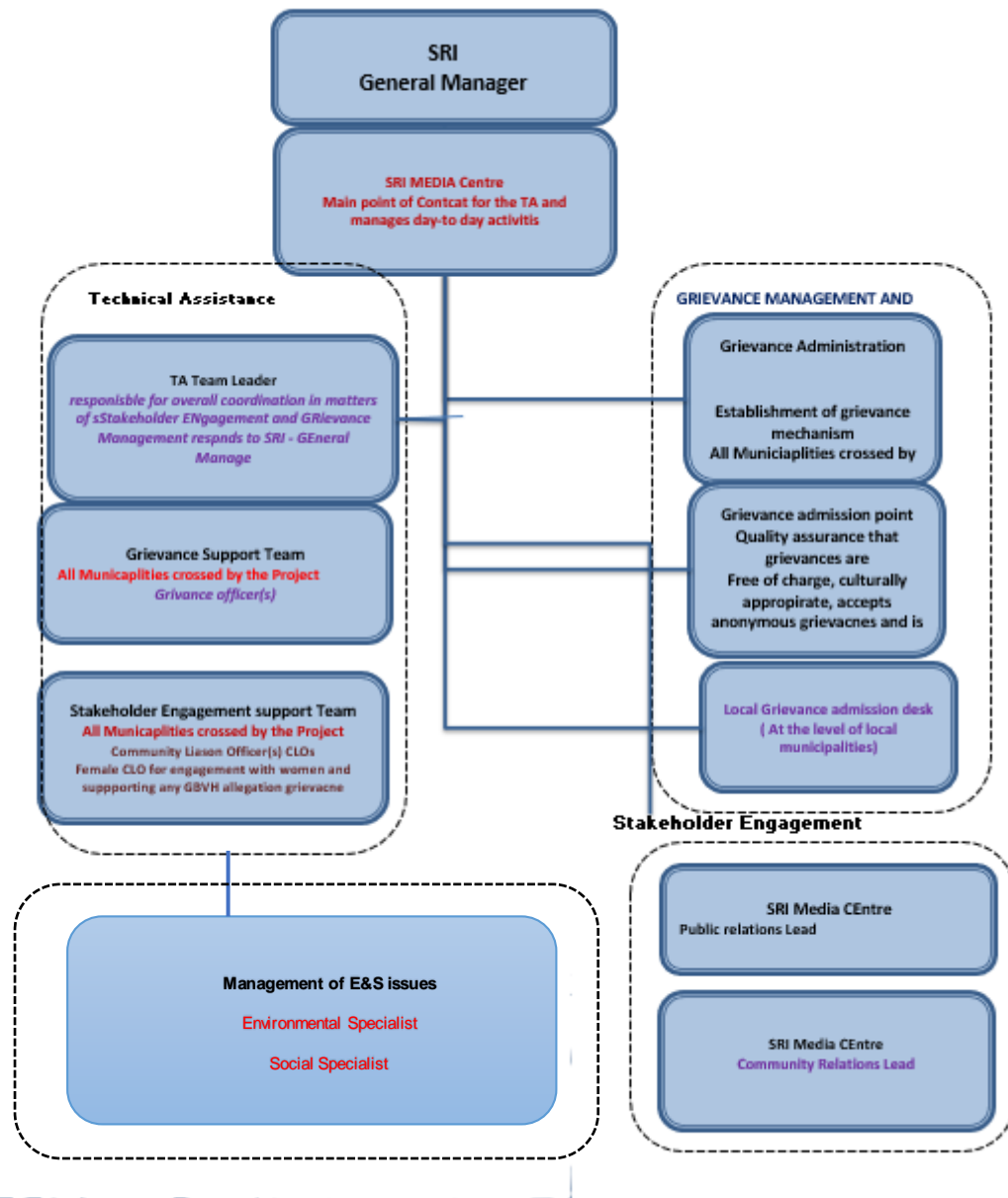
Table 4 Management functions and responsibilities

Actor	Stakeholder engagement responsibilities
SRI through the Media Centre	<p>High level promotion of the overall Project as part of the ongoing outreach and information campaign</p> <p>Promotion of Sub-project activities with relevant local self-governments</p> <p>Engage with other relevant Ministries high level stakeholders</p> <p>Develop a communications strategy covering the lifetime of the project</p> <p>Liaise with and manage the relationship with any contracted companies producing communication materials (posters, flyers, video/TV spots...)</p> <p>Plan and manage the project's communications via all media channels ( TV, radio, written press...)</p>
SRI	<p>Appointment of community liaison officers at an early stage; given the extent of the project and resettlement impacts SEP will ensure a number of CLOs and that they be on-board early in the process.</p> <p>Appointment of PIU</p> <p>Appointment of E&amp;S manager</p>
Ministry of Environmental protection	<p>Responsible for the EIA Scoping Decision, approval and public consultation and stakeholder engagement for the Environmental Impacts Assessment prepared under the National Law</p>
ESIA TEAM	<p>The ESIA Team will be responsible to implement the Scoping consultation requirement and the Stakeholder Engagement during the ESIA Phase.</p>

External E/S Experts to be hired	<p>Develop a communications strategy covering the lifetime of the project</p> <p>Liaise with and manage the relationship with any contracted companies producing communication materials (posters, flyers, video/TV spots...)</p> <p>Plan and manage the project's communications via all media channels ( TV, radio, written press...)</p> <p>Maintain the Stakeholder Engagement Log (SEL)</p>
Community Liaison Officers (CLO)	<p>A Community Liaison Officer will be appointed, covering one or more Municipalities/Cities crossed by the Project</p>
Local Governments	<p>Build and maintain constructive relationships with all stakeholder groups in the respective municipality (business and religious leaders, community organizations...) based on agreement with SRI</p> <p>Identify any issue that may result in heightened concern to provide an early warning system on community issues and communicate these to the PIU</p> <p>Receive and register any grievance voiced by project-affected parties or other interested parties and communicate them immediately to the SRI</p> <p>Support the planning and logistics for capacity-building and communication events at the village level</p>
Technical Assistance once hired	<p>Support SRI in communication and stakeholder engagement activities to support SRI</p>

To ensure successful SEP implementation the project will rely on existing information sharing avenues of SRI. The management system SRI would deploy would take the form of the following structure:

**Figure 1: Suggested Governance structure for Stakeholder and Grievance Management**



SRI will mobilize human and material resources to implement the SEP and manage the Grievance Mechanism. Given the early stages of the Project the type of support to SRI is not known in details. However based on the assumption that the Project might benefit from a Technical Assistance contract to support SRI in implementation of the Project, including E&S Performance it is recommended that the TA Team is staffed with trained Community liaison experts which shall be reporting to the Head of the PR Department. The TA will support SRI in key aspects of the stakeholder engagement. The below are example of positions to be considered, while the actual positions will be subject to alterations and adjustments through the ToR for selection of Consulting Services for the TA:

- Community Liaison Officer(s)(CLO) covering one or more Municipalities/Cities crossed by the Project;
- One female CLO will also be hired to engage women and address any potential Gender-based violence and harassment issue,
- A CLO related to Resettlement issues will be appointed to meet the requirements of the Project.

Until the TA Team is mobilized SRI shall use its own resources coupled with the support of the Local Self-government Units.

The material resources mobilized by SRI will be:

- A Project specific area of the SRI website;
- An electronic grievance database and an electronic stakeholder database;
- Other material resources such as printed documents that will be used, based on the needs of the SEP.

The ESIA team(s) will also play a key role in implementing the SEP commitments. It will liaise closely with SRI regarding day-to-day operational matters. An important function will be to ensure that all stakeholder engagement activities are recorded (specific templates for recording key information on participants and the results of meetings/events will be developed). All comments from consultation events will be recorded in both a consistent and transparent fashion. Meeting/event Minutes will be incorporated into the stakeholder database that will be maintained by SRI.

SRI will establish a stakeholder database that includes details of key stakeholders, their participation in ESIA consultations processes and issues raised. The database will be designed to allow information to be assembled, collated and analyzed. The stakeholder database is a dynamic tool that will be revised and updated, as necessary, to enable it to be used in the project construction phase, should the necessary approvals for the Proposed Project be obtained. Toward the end of ESIA work, an account of the stakeholder engagement process will be prepared. This report will present the disclosure and consultations activities conducted; levels of stakeholder participation, particularly for women and vulnerable groups; the issues discussed and outcomes; and the extent to which stakeholder issues, priorities and concerns are reflected in the new ESIA Report. This account will be inserted as a chapter entitled 'Stakeholder Identification and Engagement' in the final ESIA report

An annual budget will be provisioned in the Environmental and Social Management Plan to implement the stakeholder engagement activities.

## 6 GRIEVANCE MECHANISM

SRI and the contractors will accept all queries, comments and complaints associated with the Project. **SRI has appointed a GM manager for administering all types of grievances, as well as a RAP manager for administering specific land acquisition grievances** (note: a specific mechanism for these types of grievances is provided in the RPF which involves RAP field officers as well). Affected people can submit comments, complaints and/or requests for information in person or via post, telephone or email using the following contact information:

**Name: Nenad Stanisavljević (GM Manager) – for any complaint or grievance**

Company- Serbian Railways Infrastructure

Email: [nenad.stanisavljevic@srbrail.rs](mailto:nenad.stanisavljevic@srbrail.rs)

Phone number: + 381 11/3618443

Address: Nemanjina 6, 11000 Belgrade

or

**Name: Velibor Samardžić (RAP Manager) – for resettlement and land acquisition related grievances**

Title: RAP Manager

Company: Serbian Railways Infrastructure

email: [velibor.samardzic@srbrail.rs](mailto:velibor.samardzic@srbrail.rs)

Phone number: 066 8777 077

Address: Nemanjina 6, 11000 Belgrade

The Project grievance form is provided in [Annex 6](#).

Assistance to submit a grievance can be provided by contacting the CLOs, whose contact details will be made available to local communities (on information boards).

All grievances will be registered in a grievance log (Annex 5). Persons who submitted the grievance will be informed about the receipt and recording of the grievance within 7 days and the grievance will be responded to within 30 days. For complex grievances, more time is sometimes needed, in which case SRI will inform the person that submitted the grievance (within those 30 days) of the expected time frame for the response.

The GM Manager, assisted by the CLOs, is responsible for ensuring that all grievances are collected, recorded and processed. Grievances are processed by an internal committee within SRI and the GM Manager, with assistance from CLOs, then sends a response to the person who submitted the grievance based on the internal decision, including what actions have been (or will be) undertaken to address the grievance. Depending on the type of grievance and the actions required to address it, the GM Manager or CLOs, depending on the severity of the grievance, may also discuss the grievance with representatives of the relevant municipality and the property administration, or other relevant stakeholders. Dedicated meetings between SRI representatives and persons who submitted the grievance may also be held and may involve representatives of the relevant municipality or other local stakeholders, with the aim of identifying a solution to the grievance, acceptable to all parties.

Grievances in relation to construction activities will be addressed directly by the construction contractor(s) and their management will be monitored by the relevant SRI department. The contact details of persons responsible for grievance management on behalf of the contractor(s) will be distributed to all presidents of local community councils along the Project footprint, to place on community information boards, before any field activities take place in these locations.

At all times, complainants are also able to seek legal remedies in accordance with the laws and regulations of the Republic of Serbia.



### 3. MONITORING AND REPORTING

#### 7.1 General

SRI supported by the TA (once on board) will be responsible for preparing monitoring reports documenting the environmental and social performance of the Project and submitting them to the EIB and EBRD, and EUD as applicable, on semiannual basis. These shall be part of the overall progress reporting requirements as set forth in the respective finance contracts (to be signed). These reports will include sections dedicated to the stakeholder engagement and grievance management.

The Monitoring and reporting requirements shall be structured to be completed in-house during the preparation stage. Arrangements for third party monitoring may be made either related to a specific element of a project (such as the grievance mechanism or compensation scheme) or its overall implementation during the implementation phase of the project.

The following table proposes a comprehensive set of indicators related to stakeholder engagement performance. The achievement of the indicators shall rely on information from the SEL and the Grievance Log.

Table 5 Monitoring indicators

Indicator	How will it be monitored	Responsibility	Frequency
Engagement with affected parties			
Number and location of formal meetings and categories of stakeholders, numbers of participants reached with project information, number of participants consulted,	Minutes of Meetings	SRI Media Centre and Social Specialist once hired/through the TA (if adopted)	Quarterly
Vulnerable groups/individuals reached with Project information	Minutes of meetings and satisfaction surveys	SRI Media Centre and Social Specialist once hired/through the TA (if adopted)	Quarterly
Project design consulted with stakeholder and issues identified and solved	Minutes of meetings	SRI Media Centre and Social Specialist once hired/through the TA (if adopted)	Quarterly
Number and location of informal/spontaneous meetings	Minutes of Meetings	SRI Media Centre and Social Specialist once hired/through the TA (if adopted)	Quarterly
Number and location of community awareness raising or training meetings	Minutes of Meetings	SRI Media Centre and Social Specialist once hired/through the TA (if adopted)	Quarterly
Number of men and women that attended each of the meetings above	List of Attendees	SRI Media Centre and Social Specialist once hired/through the TA (if adopted)	Quarterly
For each meeting, number and nature of comments received, actions agreed during these meetings, status of those actions, and how the comments were included in the Project	Minutes of Meetings	SRI Media Centre and Social Specialist once hired/through the TA (if adopted)	Quarterly

Indicator	How will it be monitored	Responsibility	Frequency
environmental and social management system			
Engagement with other stakeholders			
Number and nature of engagement activities with other stakeholders, disaggregated by category of stakeholder (Governmental departments, municipalities, NGOs)	Minutes of Meetings	SRI Media Centre and Social Specialist once hired/through the TA (if adopted)	Quarterly
Grievance Resolution Mechanism			
Number of grievances received, in total and at the local level, on the website, disaggregated by complainant's gender and means of receipt (telephone, email, discussion)	Grievance Log	SRI Media Centre and Social Specialist once hired/through the TA (if adopted) Grievance Focal Point	Quarterly
Number of grievances received from affected people, external stakeholders	Grievance Log	SRI Media Centre and Social Specialist once hired/through the TA (if adopted) Grievance Focal Point	Quarterly
Number of grievances which have been (i) opened, (ii) opened for more than 30 days, (iii) those which have been resolved, (iv) closed, and (v) number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance, gender, age and location of complainant.	Grievance Log	SRI Media Centre and Social Specialist once hired/through the TA (if adopted) Grievance Focal Point	Quarterly
Average time of complaint's resolution process, disaggregated by gender of complainants and categories of complaints	Grievance Log	SRI Media Centre and Social Specialist once hired/through the TA (if adopted) Grievance Focal Point	Quarterly
Number of LGD meetings, and outputs of these meetings	Minutes of meetings signed by the attendees	SRI Media Centre and Social Specialist once hired/through the TA (if adopted) Grievance Focal Point	Quarterly
Number of grievances leading to improved project design	Grievance Log Minutes of meeting	SRI Media Centre and Social Specialist once hired/through the TA (if adopted)	Quarterly
Trends in time and comparison of number, categories, and location of	Grievance Log	SRI Media Centre and Social Specialist once hired/through the TA (if adopted)	Quarterly

Indicator	How will it be monitored	Responsibility	Frequency
complaints with previous reporting periods		Grievance Focal Point	

Note: Minutes of meetings of formal meetings and summary note of informal meetings will be annexed to the semiannual report. They will summarize the view of attendees and distinguish between comments raised by men, women and vulnerable groups.

## 7.2 Reporting back to stakeholder groups

The sub-project specific SEPs, after having had developed, will be periodically updated as necessary in the course of project implementation in order to ensure that the information presented herein is consistent and is the most recent, and that the identified methods of engagement remain appropriate and effective in relation to the project context and specific phases of the development. This in particular will be the case if COVID-19 adaptation of engagement methods is necessary. Any major changes to the project related activities and to its schedule will also constitute a change calling for a reflection in the SEPs.

Periodic summaries and internal reports on public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to the senior management of the project. The summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders in two possible ways:

- Publication of a standalone annual report on project's interaction with the stakeholders.
- Adopt software solutions to scale up the two-way interaction and feedback, by using survey platforms, preferable using one dashboard to make it easy to measure and understand the feedback (any platform in use and central governmental level, or alternatively /in addition (as required) SurveyMonkey or alternative online platform can be applied), in order to meet citizens' expectations for change created by their engagement, use their input to facilitate improved development outcomes;
- Monitoring of a beneficiary feedback indicator on a regular basis. The indicators may include: number of consultations, including by using telecommunications carried out within a reporting period (e.g., monthly, quarterly, or annually); number of grievances received within a reporting period (e.g., monthly, quarterly, or annually) and number of those resolved within the prescribed timeline; number of press materials published/broadcasted in the local, regional, and national media.

## ANNEX 1: PREVIOUS STAKEHOLDER ENGAGEMENT LOG

Ref Number	Stakeholder	Place	Date	Type of Meeting (virtual/ face to face, other)	Topics of engagement	Comments
1)	Archaeological Institute	Belgrade /Serbia	October 2021	Phone call and e-mail exchange	Archaeological site issues along the planned Belgrade -Nis Rail Corridor general overview and discussions	Multiple contacts during the month
2)	Cadastral office- sector for operation and maintenance of GeoSrbija reference portal	Belgrade/Serbia	September 2021	Phone call	Accessing the Cultural heritage register for immovable sites	
3)	Institute for the Protection of Cultural Monuments of Serbia	Belgrade	October 2021	Phone call	Cultural Heritage issues along the planned Belgrade -Nis Rail Corridor general overview and discussions	Multiple contacts during the month
4)	Municipality Cicevac	Cicevac	August 2021	Face to face meeting	RAP activities and consultation planning	RAP consultant
5)	Municipality of Krusevac	Krusevac	August 2021	Face to face meeting	RAP activities and consultation planning	RAP consultant
6)	Representatives from Municipalities Cicevac and Krusevac and SRI	SRI premises in Belgrade	October 2021	Face to face meeting	RAP activities and consultation planning	RAP consultant
7)	Serbian Railway Infrastructure	Belgrade	August 2021– February 2022	Face to Face meetings, Phone calls, e-mail correspondence	Overall Project Set up Institutional capacity analysis E&S Governance of the Project Procurement activities Stakeholder Engagement Strategies Grievance Mechanism	Multiple contacts
8)	European Investment Bank	Luxembourg	August 2021– February 2022	Face to Face meetings, Phone calls, e-mail correspondence, virtual meetings	Progress Meeting E&S and Technical issues Project Timeline	Multiple meetings
9)	European Bank for Reconstruction and Development	London	August 2021– February 2022	Face to Face meetings, Phone calls, e-mail correspondence, virtual meetings	Progress Meeting E&S and Technical issues Project Timeline	Multiple meetings
10)	JASPERS	Virtual	August 2021– February 2022	Face to Face meetings, Phone calls, e-mail correspondence, virtual meetings	Progress Meeting E&S and Technical issues Project Timeline	Multiple meetings
11)	EU Delegation to the Republic of Serbia	Belgrade Serbia	August 2021– February 2022	Face to Face meetings, Phone	Progress Meeting E&S and Technical issues	Multiple meetings

				calls, e-mail correspondence, virtual meetings	Project Timeline	
12)	Faculty of Science and Mathematics- University of Kragujevac, Department of Biology and Ecology	Virtual Space	January 20, 2022	On-line meeting	Overall Biodiversity Impact Barrier effect Potential NATURA2000 sites Cumulative effects	Meeting with individual independent experts/ Biologist
13)	Institute for nature conservation of Serbia, Belgrade	Virtual Space	January 20, 2022	On-line meeting	Overall Biodiversity Impact Barrier effect Potential NATURA2000 sites Cumulative effects	Meeting with individual experts/ Theriologists,
14)	Institute for nature conservation of Serbia, Niš	Virtual Space	January 20, 2022	On-line meeting	Overall Biodiversity Impact Barrier effect Potential NATURA2000 sites Cumulative effects	Meeting with individual experts/ ichthyologist
15)	Hunting Chamber of Serbia	Virtual Space	January 20, 2022	On-line meeting	Overall Biodiversity Impact Barrier effect Potential NATURA2000 sites Cumulative effects	Meeting with Coordinator of the Expert committee of the hunting Chamber of Serbia
16)	Municipality of Velika Plana – Mesna Zajednica Markovac	Virtual Space	January 26, 2022	Telephone discussion	Social Baseline Presence of vulnerable groups Key Concerns Project Timeline Scoping report	Meeting with the Community representative (president of the Community Office)
17)	Municipality of Velika Plana – Mesna Zajednica Novo Selo	Virtual Space	January 29, 2022	Telephone discussion	Social Baseline Presence of vulnerable groups Key Concerns Project Timeline Scoping report	Meeting with the Community representative (president of the Community Office)
18)	City of Jagodina – Mesna Zajednica Bagrdan	Virtual Space	January 27, 2022	Telephone discussion	Social Baseline Presence of vulnerable groups Key Concerns Project Timeline Scoping report	Meeting with the Community representative (president of the Community Office)
19)	Municipality of Jagodina- Mesna Zajednica “Milosevo”	Virtual space	January 28,2022	Telephone discussion	Social Baseline Presence of vulnerable groups	Meeting with the Community

					Key Concerns Project Timeline Scoping report	representative (president of the Community Office)
20)	City of Jagodina- Mesna Zajednica "Laniste"	Virtual space	January 28,2022	Telephone discussion	Social Baseline Presence of vulnerable groups Key Concerns Project Timeline Scoping report	Meeting w with the Community representative (president of the Community Office)
21)	City of Jagodina- Mesna Zajednica "Bukovce"	Virtual space	January 28,2022	Telephone discussion	Social Baseline Presence of vulnerable groups Key Concerns Project Timeline Scoping report	Meeting w with the Community representative (president of the Community Office)
22)	City of Jagodina Mesna Zajednica "Vasariste"	Virtual space	January 28,2022	Telephone discussion	Social Baseline Presence of vulnerable groups Key Concerns Project Timeline Scoping report	Meeting w with the Community representative (president of the Community Office)
23)	City of Jagodina Mesna Zajednica "Centar"	Virtual space	January 28,2022	Telephone discussion	Social Baseline Presence of vulnerable groups Key Concerns Project Timeline Scoping report	Meeting w with the Community representative (president of the Community Office)
24)	City of Jagodina Mesna Zajednica "Pivara"	Virtual space	January 28,2022	Telephone discussion	Social Baseline Presence of vulnerable groups Key Concerns Project Timeline Scoping report	Meeting w with the Community representative (president of the Community Office)
25)	Municipality of Smederevska Palanka – Mesna Zajednica "Kusadak"	Virtual space	January 28,2022	Telephone discussion	Social Baseline Presence of vulnerable groups Key Concerns Project Timeline Scoping report	Meeting w with the Community representative (president of the Community Office)
26)	Municipality of Mladenovac – Mesna Zajednica "Rajkovac"	Virtual space	January 28,2022	Telephone discussion	Social Baseline Presence of vulnerable groups Key Concerns Project Timeline Scoping report	Meeting w with the Community representative (president of the Community Office)

						Community Office)
27)	Municipality of Mladenovac – Mesna Zajednica “Jagnjilo”	Virtual space	January 28,2022	Telephone discussion	Social Baseline Presence of vulnerable groups Key Concerns Project Timeline Scoping report	Meeting w with the Community representative (president of the Community Office)
28)	Municipality of Cuprija	Virtual space	January 29,2022	Telephone discussion	Disclosure of the Alignment and Scoping report Past issues related to construction of rail Land Acquisition Vulnerable groups Severance impacts	President of the Municipality
29)	Municipality of Cuprija – Mesna Zajednica Mijatovac	Virtual space	January 28,2022	Telephone discussion	Social Baseline Presence of vulnerable groups Key Concerns Project Timeline Scoping report Red flag issues	Meeting w with the Community representative (president of the Community Office)
30)	Municipality of Cuprija – Mesna Zajednica Cernica	Virtual space	January 28,2022	Telephone discussion	Social Baseline Presence of vulnerable groups Key Concerns Project Timeline Scoping report Red flag issues	Meeting w with the Community representative (president of the Community Office)
31)	Municipality of Cuprija – Mesna Zajednica Zirovnica	Virtual space	January 28,2022	Telephone discussion	Social Baseline Presence of vulnerable groups Key Concerns Project Timeline Scoping report	Meeting w with the Community representative (president of the Community Office)
32)	Municipality of Cuprija – Mesna Zajednica Cernica	Virtual space	January 29,2022	Telephone discussion	Alignment and work on Scoping report Past issues related to construction of rail Land Acquisition Vulnerable groups Severance impacts	Meeting w with the Community representative (president of the Community Office)
33)	Municipality of Cicevac – Mesna Zajednica “Lucina”	Virtual space	January 28,2022	Telephone discussion	Social Baseline Presence of vulnerable groups Key Concerns Project Timeline Scoping report	
34)	Municipality of Cicevac	Virtual Space	January 29, 2022	Telephone discussion	Activities on Stalac Djunis Section  Social Baseline	Vice President of the Municipality

					Presence of vulnerable groups Key Concerns Project Timeline Scoping report	
35)	Municipality of Cicevac – Mesna Zajednica “Stalac”	Virtual space	January 29,2022	Telephone discussion	Social Baseline Presence of vulnerable groups Key Concerns Project Timeline Scoping report	Meeting w ith the Community representative (president of the Community Office)
36)	Municipality of Cicevac – Mesna Zajednica “Mojsinje”	Virtual space	January 29,2022	Telephone discussion	Social Baseline Presence of vulnerable groups Key Concerns Project Timeline Scoping report	Meeting w ith the Community representative (president of the Community Office)
37)	Municipality of Cicevac – Mesna Zajednica “Trubarevo”	Virtual space	January 29,2022	Telephone discussion	Social Baseline Presence of vulnerable groups Key Concerns Project Timeline Scoping report	Meeting w ith the Community representative (president of the Community Office)
38)	Municipality of Cicevac – Mesna Zajednica “Stalac”	Virtual space	January 29,2022	Telephone discussion	Social Baseline Presence of vulnerable groups Key Concerns Project Timeline Scoping report	Meeting w ith the Community representative (president of the Community Office)
39)	Municipality of Cicevac – Mesna Zajednica “Lucina”	Virtual space	January 29,2022	Telephone discussion	Social Baseline Presence of vulnerable groups Key Concerns Project Timeline Scoping report	Meeting w ith the Community representative (president of the Community Office)



## ANNEX 2: TABLE OF ALL POTENTIALLY AFFECTED MUNICIPALITIES AND SETTLEMENTS

	District (Crossed alignment)	by	City/Municipality (Crossed by alignment)	Settlement (Crossed alignment)	by	Population (Number)	Station (YES/NO)
1.	City of Belgrade		Belgrade- Municipality Savski Venac	Savski Venac		39.122	Yes
2.	City of Belgrade		Belgrade- Municipality Rakovica	Rakovica		108.413	Yes
3.	City of Belgrade		Belgrade- Municipality Vozdovac	Resnik		167.331	Yes
4.	City of Belgrade		Belgrade- Municipality Vozdovac	Ripanj		11.088	Yes
5.	City of Belgrade		Belgrade- Municipality Vozdovac	Pinosava		3.151	No
6.	City of Belgrade		Belgrade- Municipality Vozdovac	Rusanj		4.821	No
7.	City of Belgrade		Belgrade- Municipality Vozdovac	Parčani		619	No
8.	City of Belgrade		Belgrade- Municipality Vozdovac	Ralja		2.933	Yes
9.	City of Belgrade		Belgrade- Municipality	Ropocevo		2.628	No
10.	City of Belgrade		Belgrade- Municipality	Popovic		307	No
11.	City of Belgrade		Belgrade- Municipality	Djurinci		973	No
12.	City of Belgrade		Belgrade- Municipality	Vlaska		293	No
13.	City of Belgrade		Belgrade- Municipality Mladenovac	Rajkovac		1.932	No
14.	City of Belgrade		Belgrade- Municipality Mladenovac	Mladenovac (Varos)		23.609	Yes
15.	City of Belgrade		Belgrade- Municipality Sopot	Sopot		20.367	Yes
16.	City of Belgrade		Belgrade- Municipality Sopot	Batasevo		No data	No

	District (Crossed alignment)	by	City/Municipality (Crossed by alignment)	Settlement (Crossed alignment)	by	Population (Number)	Station (YES/NO)
17.	City of Belgrade		Belgrade- Municipality Sopot	Kovacevac		4.208	No
18.	City of Belgrade		Belgrade- Municipality Mladenovac	Jagnjilo		1.931	No
19.	Podunavski		Municipality Smederevska Palanka	(Kusadak		4.886	Yes
20.	Podunavski		Municipality Smederevska Palanka	Rabrovac		1.243	No
21.	Podunavski		Municipality Smederevska Palanka	Ratari		1.773	No
22.	Podunavski		Municipality Smederevska Palanka	Glibovac		2.083	No
23.	Podunavski		Municipality Smederevska Palanka	Stara Carsija		Not available	No
24.	Podunavski		Municipality Smederevska Palanka	Donji Grad		Not available	No
25.	Podunavski		Municipality Velika Plana	Bresje		650	Yes
26.	Podunavski		Municipality Velika Plana	Stari Odbor		Not available	No
27.	Podunavski		Municipality Velika Plana	Prva Mesna Zajednica		Not available	No
28.	Podunavski		Municipality Velika Plana	Staro Selo		2733	No
29.	Podunavski		Municipality Velika Plana	Novo Selo		1229	No
30.	Podunavski		Municipality Velika Plana	Markovac		2915	Yes
31.	Sumadijski		Municipality Lapovo	Varosica		7143	Yes

	District (Crossed alignment)	by	City/Municipality (Crossed by alignment)	Settlement (Crossed alignment)	by	Population (Number)	Station (YES/NO)
32.	Sumadijski		Municipality Lapovo	Lapovo Selo		694	Yes
33.	Pomoravski		Municipality Batocina	Brzan		11760	No
34.	Pomoravski		City of Jagodina	Milosevo		1043	No
35.	Pomoravski		City of Jagodina	Bagrdan		809	Yes
36.	Pomoravski		City of Jagodina	Staro Laniste		460	No
37.	Pomoravski		City of Jagodina	Novo Laniste		618	No
38.	Pomoravski		City of Jagodina	Bukovce		844	No
39.	Pomoravski		City of Jagodina	Streliste		Not available	No
40.	Pomoravski		City of Jagodina	Vasariste		Not available	No
41.	Pomoravski		City of Jagodina	Centar		Not available	Yes
42.	Pomoravski		City of Jagodina	Pivara		Not available	No
43.	Pomoravski		Municipality of Cuprija	Mijatovac		1656	Yes
44.	Pomoravski		Municipality of Cuprija	Cernica		186	No
45.	Pomoravski		Municipality of Cuprija	Zirovnica		742	No
46.	Pomoravski		Municipality of Paracin	Vrapcane		Not available	Yes

	District (Crossed alignment)	by	City/Municipality (Crossed by alignment)	Settlement (Crossed alignment)	by	Population (Number)	Station (YES/NO)
47.	Pomoravski		Municipality of Paracin	11. Kongres		Not available	No
48.	Pomoravski		Municipality of Paracin	Striza		1880	No
49.	Pomoravski		Municipality of Paracin	-Ratare		544	No
50.	Pomoravski		Municipality of Paracin	Sikirica		921	No
51.	Pomoravski		Municipality of Paracin	Drenovac		1838	No
52.	Rasinski		Municipality of Cicevac	Pojate/Cicevac		846	Yes
53.	Rasinski		Municipality of Cicevac	Lucina		811	No
54.	Rasinski		Municipality of Cicevac	Stalac		693	Yes
55.	Rasinski		Municipality of Cicevac	Braljina		68	No
56.	Rasinski		Municipality of Cicevac	Mojsinje		17	No
57.	Rasinski		Municipality of Cicevac	Trubarevo		108	No
58.	Rasinski		City of Krusevac	Djunis		680	Yes
59.	Nisavski		Municipality of Aleskinac	Vitkvovac		312	No
60.	Nisavski		Municipality of Aleskinac	Donji Ljubes		498	No
61.	Nisavski		Municipality of Aleskinac	Srezovac		185	No
62.	Nisavski		Municipality of Aleskinac	Korman		689	Yes
63.	Nisavski		Municipality of Aleskinac	Trnjane		1274	No

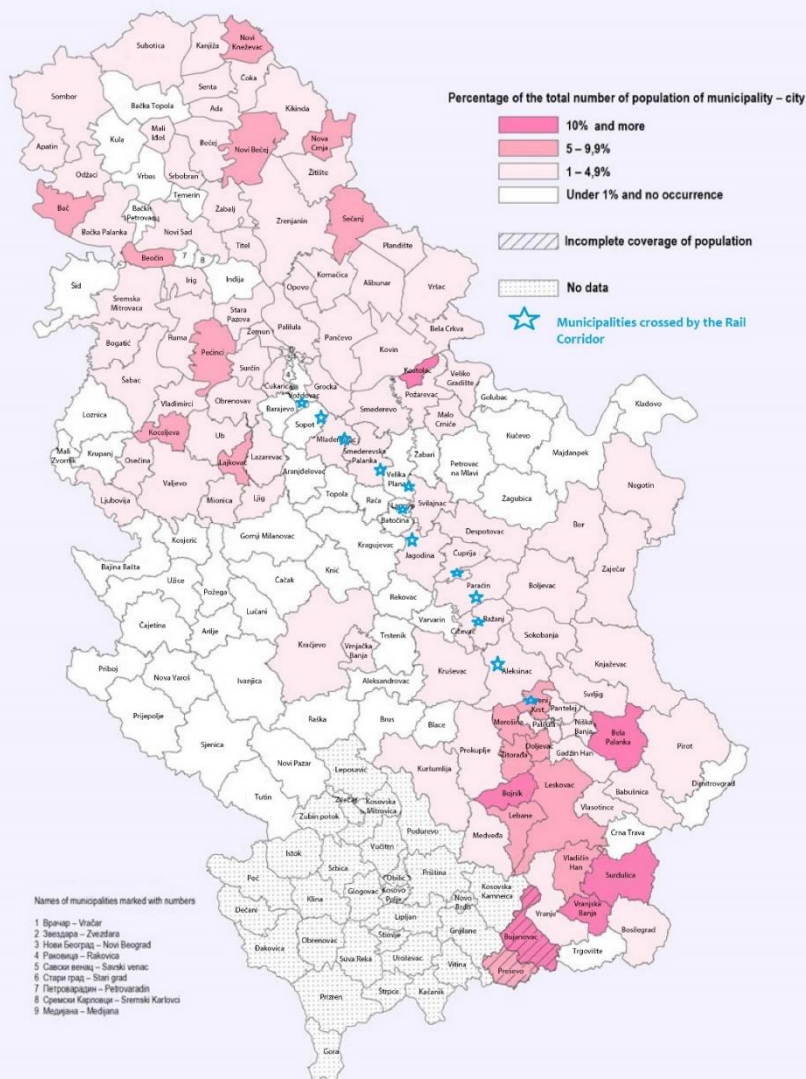
	District (Crossed alignment)	by	City/Municipality (Crossed by alignment)	Settlement (Crossed alignment)	by	Population (Number)	Station (YES/NO)
64.	Nisavski		Municipality of Aleskinac	Donji Adrovac		741	Yes
65.	Nisavski		Municipality of Aleskinac	Prcilovica		2362	No
66.	Nisavski		Municipality of Aleskinac	Zitkovac		2624	Yes
67.	Nisavski		Municipality of Aleskinac	Moravac		1744	Yes
68.	Nisavski		Municipality of Aleskinac	Nozrina		699	No
69.	Nisavski		Municipality of Aleskinac	Luzane		826	Yes
70.	Nisavski		Municipality of Aleskinac	Tesica		1717	No
71.	Nisavski		Municipality of Aleskinac	Grejac		544	Yes
72.	Nisavski		Municipality of Aleskinac	Veliki Drenovac		438	No
73.	Nisavski		City of Nis /Crveni Krst	Mezgraja-		541	Yes
74.	Nisavski		City of Nis	Trupale		2.127	Yes
75.	Nisavski		City of Nis Crveni Krst	- Vrtiste		1112	No
76.	Nisavski		City of Nis/ Crveni Krst	Popovac		2847	Yes
77.	Nisavski		City of Nis	Donje Medjurovo		1722	Yes

# ANNEX 3: ROMA SETTLEMENTS AND SHARE OF POPULATION IN SETTLEMENTS CROSSED BY THE ALIGNEMENT

Лопис становништва, домаћинства и станова 2011. у Републици Србији  
 2011 Census of Population, Households and Dwellings in the Republic of Serbia

30. септембар 2014.  
 30 September 2014

The share of Roma people in the total population of municipalities and cities of the Republic of Serbia



Републички завод за статистику | Statistical Office of the Republic of Serbia

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# ANNEX 4: SECTION-SPECIFIC STAKEHOLDER IDENTIFICATION AND ENGAGEMENT ARRANGEMENTS

Note: This Annex currently contains only specific arrangements for the Stalac-Djunis section. This Annex will be updated for each Project section.

## 1. SECTION STALAC-DJUNIS

### A. Introduction

**Project preparation background.** An international ESIA for this section was developed in 2016, followed by a national EIA in 2018. An independent gap analysis review of the ESIA and other relevant documentation was completed in 2022 against EBRD, EIB and EU standards and best practice. The review revealed that additional collection of information/data was needed to define additional potential Project impacts and required mitigation actions. Therefore, a Supplementary Study was developed along with an Environmental and Social Management Plan (ESMP) and an Environmental and Social Action Plan (ESAP).

**Project Disclosure Package.** Under Lenders' requirements, the following will comprise the Project's disclosure package for the Stalac-Djunis section:

1. ESIA Study (2016)
2. National EIA Study (2018)
3. Supplementary Study and its annex Environmental and Social Management Plan (ESMP)
4. Environmental and Social Action Plan (ESAP)
5. Resettlement Action Plan (RAP) for LOT 2
6. Non-technical Summary (NTS) of the Project
7. This Corridor-level SEP.

**Planned investments.** The Project involves the following components:

- > Construction of a new double-track railway line 17.7 km long for speeds up to 160 km/h,
- > Upgrade of the railway stations in Stalac and Djunis,
- > Construction of an overhead contact line, signalling safety and telecommunications installations,
- > Decommissioning of the existing single-track railway on the part of the section where the replacement by the double-track railway is planned.

The proposed two-track railway route starts at about km 174+700 and ends at about km 196+500 of the existing railway line. The works on reconstruction will start about 1 km before the Stalac station in order to fit into the existing railway line. The total length of the new railway route (including the sections before Stalac and after Djunis) will be about 17.7 km long. The length of the railway line through tunnels is 6.9 km which is about 40% of the proposed line, and one of them is 3.3 km long. The proposed railway route will intersect with the existing one at four locations.

The railway design also requires:

- > realignment of 6 existing roads (due to railway design requirements related to safety distances between the rails and roads as well as the track geometry),
- > construction of 8 new access roads (two of which with underpasses), and
- > reconstruction of 1 existing access road.

**Permits and authorisations.** The construction of the Stalac-Djunis subsection will be implemented by two separate "design and build" contracts, one for LOT 1 (tunnelling works for Tunnel 4) and one for LOT 2 (all other civil works and track superstructure for the entire subsection).

The national EIA Study was approved by the Ministry of Environmental Protection in 2018 and this initial approval was valid for 2 years. The approval was extended by the Ministry in April 2022, which confirmed that it is not necessary to update the EIA Study as no significant changes have occurred and it is in line with the renewed Location Conditions (2021).

After the Contractor completes the so-called “Design for Construction Permit”, SRI will submit a request for a Construction Permit.

## B. Previous Stakeholder Engagement Activities for the Stalac-Djunis Subsection

Several stakeholder engagement activities were undertaken within the national permitting procedures as well as during the development of RAP and the Supplementary Study, as follows:

Period	Topic of consultations	Brief description
2015	Request for EIA Scoping	Following the submission of the scoping request by SRI to the Ministry of Environmental Protection, the Ministry consulted with the public before issuing the Scoping Decision (as required by the national law). The request was publicised on the Ministry’s website and newspapers, and the public was invited to submit comments. No comments were received.
2016	EIA Study	After the EIA Study was drafted, it was made available for public review (in the premises of the City of Krusevac and the Ministry). The public was invited to submit comments. A public hearing was then held in May 2016 in Krusevac to discuss the EIA Study. No comments from the public were received.
2016-2017	Spatial Plan for Stalac-Djunis and the SEA Report	The Spatial Plan for Stalac-Djunis and the SEA Report for the Spatial Plan were published to enable public review and comments in 2016, as required by national law. The public review period was 30 days. The documents were published on the website of the Ministry of Construction, Transport and Infrastructure, and were made available in hard copies at the premises of the City of Krusevac and the Municipality of Cicevac. During the public review period, the documents were also presented at a public hearing in the Municipality of Cicevac. In 2017, the Spatial Plan Committee also held a public session and invited all interested parties to participate in the session. There are no records of the public review process but the SEA Report states that all the opinions submitted by the interested public have been taken into account and incorporated.
2021	RAP	SRI and the RAP consultants organised meetings with local authorities in Cicevac and Krusevac during RAP development in August and October 2021. The local authorities confirmed that the Project is seen as a great economic opportunity but raised some concerns including impact of closure of stations/halts, proper maintenance of local roads to avoid any damages during and after railway construction, and flooding issues.  Meetings with local residents were held in December 2021 in Trubarevo, Djunis and Stalac. The local residents also raised some concerns about Project impacts including the locations and design width of underpasses and impact of closure of stations/halts.  More detailed information on these consultations is provided in the RAP.
2021	Preliminary Design/ Location Conditions	Relevant public bodies and public enterprises were officially consulted during the process of obtaining Location Conditions for the Stalac-Djunis subsection. These include the Ministry of Construction, Transport and Infrastructure; Institute for Nature Protection of Serbia; Institute for the Protection of Cultural Monuments; Ministry of Internal Affairs – Department of Emergency Situations; Republic Hydrometeorological Institute; Public Water Management Company Srbijavode and Morava Nis, etc.
2022	Supplementary Study	Consultations with municipal/city authorities and local communities were organised during the development of the Supplementary Study for the Stalac-Djunis section, including the representatives of Cicevac Municipality and Krusevac City, Local Community Office Braljina, Local Community Office Djunis and Beekeepers Association Cicevac.

During consultations in 2021 (for RAP development purposes) and in 2022 (for Supplementary Study development purposes), the local authorities and communities provided feedback on the project which is summarised below:

### **Feedback provided by municipal/city authorities:**

- The Project is seen as a great opportunity for Cicevac and Krusevac, as the upgrading of the railway is expected to generate growth in every sphere of economy;



- The area is abundant in cultural heritage and tourism could flourish if people had better access from cities and other parts of the country; there is an access road to the “Sv. Nedjelja” Monastery located near the exit of Tunnel 3 and entrance of Tunnel 4 which may be cut off during construction works and this issue needs particular attention;
- The Čičevac municipality is concerned of the potential cumulative effects of land acquisition for the Project and Moravski Corridor Highway (already under construction), because agricultural land is important for local people. The municipality believes that the expropriation compensation rates which will be offered to people have to take this into account;
- The Čičevac municipality is aware that the small factory (metal processing) will need to be relocated for the Project and its representatives stressed how important this business is for the local community, as it employs between 80 and 100 local people;
- The Čičevac municipality reviewed the expropriation study and determined that the ownership of some of the municipal roads will now be transferred to SRI. The municipality stressed the importance for the company to maintain these roads, as they are very important for local people. The municipality used its very limited resources to upgrade some of the local roads and these must be kept in good condition during and after construction;
- The Čičevac municipality also has questions on other parts of the Belgrade to Niš railway, particularly the sections going through the town and how the railway crossings will be designed. Generally, overpasses and underpasses are important for local people and they need to be informed about them; there are concerns about the planned two underpasses with regard to adequate width for passing of agricultural machines and trucks – the municipality would like additional meetings with SRI and the designers to discuss technical details, particularly to be able to respond when the local residents inquire about this issue with the municipality;
- The Čičevac municipality pointed out that some of the railway stations and stops will be closed when the railway is upgraded and that this will be a problem for people living in the villages which will be affected by these changes;
- The Čičevac municipality is interested what will happen with parts of the old railway which will be closed and if it would be possible for SRI to finance the conversion of this space into a local park (a linear park) which would be a significant resource for local people but would also contribute to attracting more tourists;
- Natural resources in the Čičevac municipality (river, forest) are used by local population for personal consumption purposes but the most concerning impact may be on beekeeping as it is a commercial activity of great importance for the local community; beekeeping is common in this entire region, and may be affected by noise, tunnel mining activities, transport/machinery;
- Near the existing railway there is a recently reconstructed 5.7 long local road (Braljina-Trubarevo) which may potentially be damaged by construction mechanisation;
- It is important for the Project to take flooding into account and identify opportunities to address some of the critical areas along the Project footprint, if possible; the Juzna Morava River floods every several years especially near Stalac which may potentially affect the underpass near Stalac;
- The City of Kruševac has experience with expropriation and resettlement and will use all possible resources to ensure that people are assisted to relocate and restore their livelihoods;
- The City is concerned with the adequacy of the planned underpass in Djunis for passing of agricultural machinery including loaded tractors which most often carry corn; the City would like additional meetings with SRI and the designers to discuss technical details;
- The City would generally like to be more informed about the technical aspects of the project (where construction waste will be disposed of; impacts of tunnel construction; design of underpasses; location of worker camps)
- Both local authorities expressed a strong commitment to cooperate with SRI and ensure that everything is well organised and coordinated, to ensure good outcomes for the local population.

### ***Concerns raised by local communities:***

The questions asked by local residents and responded to by SRI during local community meetings held in Trubarevo, Djunis and Stalac are summarised in the table below:

Question / Comment	Answer
Is our train stop going to be closed (Trubarevo and Brajlina villages)? In Brajlina, we have no other form of public transport.	The Project foresees that the only two stations which will remain on the footprint are Đunis and Stalać. However, there is awareness about the need to find solutions for villages where railway stops will be terminated. The municipality and PERI will work together with other responsible institutions to find solutions and will inform the residents of these villages.
People are concerned that their local roads will be destroyed during construction and some have been recently asphalted by the municipality. Who will repair these roads?	The Contractor will have an obligation to restore all roads to the condition in which they were before being used.
What will happen with excavated materials? Can they be used to create some flood barriers, as flooding is a major cause of concern for local people (Brajlina)?	This question requires expertise from the Project design team and will be conveyed to them, to be answered at future community meetings.
Will some noise barriers be installed near houses located along the footprint?	Noise barriers will be installed in locations where noise exceeds legal permitted limits. This question requires expertise from the Project design team and will be conveyed to them, to be answered at future community meetings.
Will some flood prevention measures be implemented (Morava river near the overpass and the Ibar river)?	This question requires expertise from the Project design team and will be conveyed to them, to be answered at future community meetings.
What if only a part of my plot is expropriated and I cannot use the remaining part; what if the access to my house is acquired and I am no longer able to access it?	As per the law, the owner can request that the remaining part of his/her plot is expropriated if it is determined that it is not economically viable and / or cannot be used any longer? A house must have other access to it and if it is not possible to create access, the house will also be expropriated. More details are available in the RAP.
What will be the compensation rate for land?	The rates have not been determined yet. They will be set by the local Tax Administration based on the most recent sale purchase agreements in the nearest areas. More details are available in the RAP.
Will the underpasses be wide enough for combines to pass through them?	This question requires expertise from the Project design team and will be conveyed to them, to be answered at future community meetings. Since the meeting, it was determined based on responses from Project designers that the underpasses will be tall and wide enough for agricultural machines to pass through them.
What is the width of the protection corridor around the railway?	The width of the railway protection zone (which is being expropriated) is 8m from the external track on each side, but it can be narrowed down to 6m in inhabited areas.
Will the main road be demolished (Stalać)?	Any affected parts of roads will be replaced with new sections to ensure continuity of use. This question requires expertise from the Project design team and will be conveyed to them, to be answered at future community meetings.
What will happen to the railway towards Kruševac (the line goes from Stalać)?	This question requires expertise from the Project design team and will be conveyed to them, to be answered at future community meetings.
Has any land already been acquired for the Project; which houses will be expropriated?	No expropriation has taken place for the Project. Details on which houses will be affected will be shared with affected people at a later date, when the expropriation studies are final. More details are available in the RAP.
Will the train stop in Stalać?	Yes, the Stalać station will remain and will be renovated as part of the Project.
Where will the underpasses and overpasses be located?	The currently planned overpasses and underpasses were shown to meeting participants on maps. This question requires expertise from the Project design team and will be conveyed to them, to be answered at future community meetings.

### C. Identified Stakeholders and Specific Disclosure/Communication Requirements for the Stalac-Djunis Subsection

A list of identified stakeholders and specific communication requirements are provided in the table below.

Suggestions for improvement of proposed communication methods are welcome, and can be sent to the contact person whose details are provided in this SEP.

*Table 6: Specific Stakeholder Analysis and Disclosure/Communication Requirements for the Stalac-Djunis Section*

Identified stakeholder	Specific issues or interests	Communication channels	Communication requirements and timeframe	Responsibility
<b>Local governments (Municipality of Cicevac and City of Krusevac)</b>	Community health and safety; closure of stations/halts, duration of works; impacts on cultural heritage; appointment of CLOs	Meetings and emails	<p><b>Before construction</b>, regular meetings with local authorities to discuss:</p> <ul style="list-style-type: none"> <li>▪ appointing of CLOs and RAP field officers;</li> <li>▪ the concerns of local communities;</li> <li>▪ issues of underpass sufficiency, dimensions and safety considerations (during the final design stage);</li> <li>▪ selection of construction compounds; actions and measures to manage risks and impacts to local cultural events in the Project area such as the regular kayaking competition held on the Juzna Morava River near Stalac;</li> <li>▪ actions and measures to manage risks and impacts to the water springs which are believed to cure blind and visually impaired people and to understand the specific locations of the springs and the access paths used by people to reach the springs;</li> <li>▪ alternative transport arrangements for settlements where stations/halts will be closed</li> </ul> <p><b>During construction and operation</b>, meetings as necessary to discuss the progress of construction/maintenance works and any issues which may emerge during such works.</p>	PIU (with the assistance of Contractor for discussing design related issues)
<p><b>People, businesses and public facilities in the settlements through which the new railway will pass:</b></p> <ul style="list-style-type: none"> <li>▪ Stalac,</li> <li>▪ Stalac Town,</li> <li>▪ Mojsinje,</li> <li>▪ Trubarevo</li> <li>▪ Djunis</li> </ul>	Community health and safety; land acquisition; access restrictions; impacts on agriculture, Project grievance mechanism	Community meetings	<p><b>Before construction</b>, consultation meetings (during the final design stage) to:</p> <ul style="list-style-type: none"> <li>▪ clearly present all planned underpasses and overpasses, hear the views of local residents in relation to access to their land and make changes if possible, to accommodate their needs.</li> <li>▪ the impact of the railway construction and operation (e.g. safety risks to trespassers and residents of adjacent affected properties during construction and operation)</li> <li>▪ selection of construction compounds by the Contractor</li> <li>▪ ensure that local communities are informed of design decisions including explanation of rationale for such decisions (from technical, financial, safety and other aspects)</li> <li>▪ ensure that local communities have information about how and where they can access their land on the other side of the railway (construction site) and</li> </ul>	PIU (with the assistance of Contractor for discussing design related issues)

Identified stakeholder	Specific issues or interests	Communication channels	Communication requirements and timeframe	Responsibility
			<p>the contact details of the Contractor for any grievances.</p> <p><b>During construction</b>, regular disclosure of information on progress of construction works, in particular traffic disruptions.</p> <p><b>During operation</b>, meetings to ensure that the installed crossings are working effectively, including consultations with locally affected women on their issues about the operational phase of the Project – in particular perceptions of safety at stations and underpasses.</p>	
<b>People affected by closure of stations/halts (settlements of Braljina, Cerovo, Mojsinje, Trubarevo)</b>	<p>Alternative transport options once the existing halts/stations are closed</p>	<p>Community meetings in both settlements (<i>note: many residents of these settlements have been identified as vulnerable categories – elderly people, and will need to be directly visited to accommodate their needs</i>).</p>	<p><b>Before construction</b>, consultation meetings before the start of construction to discuss alternative transport options.</p> <p><b>During operation</b>, additional meetings to ensure that the provided transport options are effective.</p>	PIU
<b>Owners and users of land and assets which will be acquired for the Project, who may be physically and/or economically displaced, including vulnerable individuals or households affected by land acquisition.</b>	<p>Expropriation process, compensation amounts, appeals, etc.</p> <p>Assistance for persons whose livelihoods are severely affected or vulnerable individuals/households</p> <p>SRI grievance contact details and management</p>	<p>Individual expropriation hearings</p> <p>Project grievance mechanism</p>	<p>After the draft RAP is publicised, SRI will organise another round of meetings with local residents affected by land acquisition to present the main features of the RAP and obtain people's views and comments.</p> <p>SRI will also engage RAP field officers, one in each municipality, whose task will be to act as a liaison between SRI and affected people. Field officers will particularly assist with the identification of informal users and vulnerable people, ensure that foreseen resettlement and livelihood restoration assistance is implemented and assist with grievance management at the local level.</p> <p>SRI will actively coordinate with the property administrations in charge of land acquisition and will have regular meetings to follow the progress of expropriation, as well as to discuss cases of livelihood losses or impacts on any vulnerable individuals or households. The details of this engagement are described in the RAP.</p>	
<b>Institute for Protection of Cultural Monuments in Kraljevo</b>	<p>Impacts on cultural heritage</p>	<p>Official correspondence channels</p>	<p>The Contractor will liaise with the Institute for Protection of Cultural Monuments in Kraljevo during the preparation of the Cultural Heritage Management Plan and the Main Design, and will send these to the Institute prior to the commencement of construction.</p>	Contractor
<p><b>Interested non-governmental organisations such as the Beekeepers Association Cicevac</b></p> <p><b>Note:</b> Other organisations interested in the Project can</p>	<p>Protection of environment and human health; community health and safety</p>	<p>Media/press releases</p> <p>SRI's website</p> <p>Project grievance mechanism</p>	<p>Information on Project impacts and defined measures to mitigate any adverse impacts will be publicised. The SEP, NTS and Public Grievance Form will be disclosed. Meetings will be held with individual NGOs as necessary.</p>	PIU

Identified stakeholder	Specific issues or interests	Communication channels	Communication requirements and timeframe	Responsibility
send their contact details to the PIU to be included as a stakeholder and notified directly about Project events.				



## ANNEX 6: GRIEVANCE FORM

Reference No:

Full Name

*Note: you can remain anonymous if you prefer, or request not to disclose your identity to the third parties without your consent. In case of anonymous grievances, the decision will be disclosed at the Projects website: <https://infrazs.rs/>*

First name \_\_\_\_\_

Last name \_\_\_\_\_

I wish to raise my grievance anonymously

Gender of complainant (completion of this field is optional)

Male  Female  Other \_\_\_\_\_ (please indicate)

I request not to disclose my identity without my consent Contact Information Please mark how you wish to be contacted (mail, telephone, e-mail).

By Post: Please provide mailing address:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

By Telephone: \_\_\_\_\_

By E-mail \_\_\_\_\_

I will follow up of the resolution at the website as I want to remain anonymous

Preferred Language for communication  Serbian  Other (*indicate*)

Description of Incident or Grievance (*What happened? Where did it happen? Who did it happen to? What is the result of the problem? Date of Incident/ Grievance*)

One-off incident/grievance (date \_\_\_\_\_)

Happened more than once (how many times? \_\_\_\_\_)

On-going (currently experiencing problem) What would you like to see happen to resolve the problem?

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

Please return this form to:

Name: Velibor Samardžić – for resettlement and land acquisition related grievances

Title: RAP Manager

Company: Serbian Railways Infrastructure

email: [velibor.samardzic@srbrail.rs](mailto:velibor.samardzic@srbrail.rs)

Phone number: 066 8777 077

Address: Nemanjina 6, 11000 Belgrade

Or

Name: Nenad Stanisavljevic - for any other complaint or grievance

Company- Serbian Railways Infrastructure

Email: [nenad.stanisavljevic@srbrail.rs](mailto:nenad.stanisavljevic@srbrail.rs)

Phone number: + 381 11/3618443

Address: Nemanjina 6, 11000 Belgrade