

European Bank for Reconstruction and Development London, UK

**Čapljina Water Supply
Environmental and
Social Due Diligence**

**Stakeholder
Engagement Plan**

European Bank for Reconstruction and Development London, UK

Čapljina Water Supply Environmental and Social Due Diligence

Stakeholder Engagement Plan

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ČAPLJINA WATER SUPPLY ENVIRONMENTAL AND SOCIAL DUE DILIGENCE STAKEHOLDER ENGAGEMENT PLAN

1 PROJECT SUMMARY

Public Utility Company Capljina (the “Company”) provides municipal services including water and wastewater, solid waste collection/disposal and maintenance of public areas in the municipality of Capljina (“Capljina” or the “Municipality”), population 23,000, in the south of the Federation of Bosnia and Herzegovina (“FBiH”). The current water supply system consists of the main underground well-field (Bjelave), fed by the River Neretva, where the water is pumped into 4 reservoirs (total capacity 5,100 m³) and then delivered to consumers through the distribution network.

The Municipality is currently implementing the priority investment programme to improve the infrastructure for water and waste management on its territory. The priority investments components are based on a four phase programme. Phase 1 is completed and some work on Phase 2 is underway, financed from the local budget.

Phase 2 includes the following (see the Figure 1):

- Dubrave plateau - construction of the second phase, out of 4 phases, of the Dubrave plateau water supply system (including pumping stations, reservoirs, transportation and distribution pipelines) to connect about 1,300 new households (around 5,000 people);
- Construction of water supply system Trebizat, Prcavci and Zvirovici - expansion and integration of water supply systems in villages in the Trebizat area. This investment should also enable connection of up to 500 additional households.

This phase will be financed by EU grants, a local budget contribution and the EBRD loan.

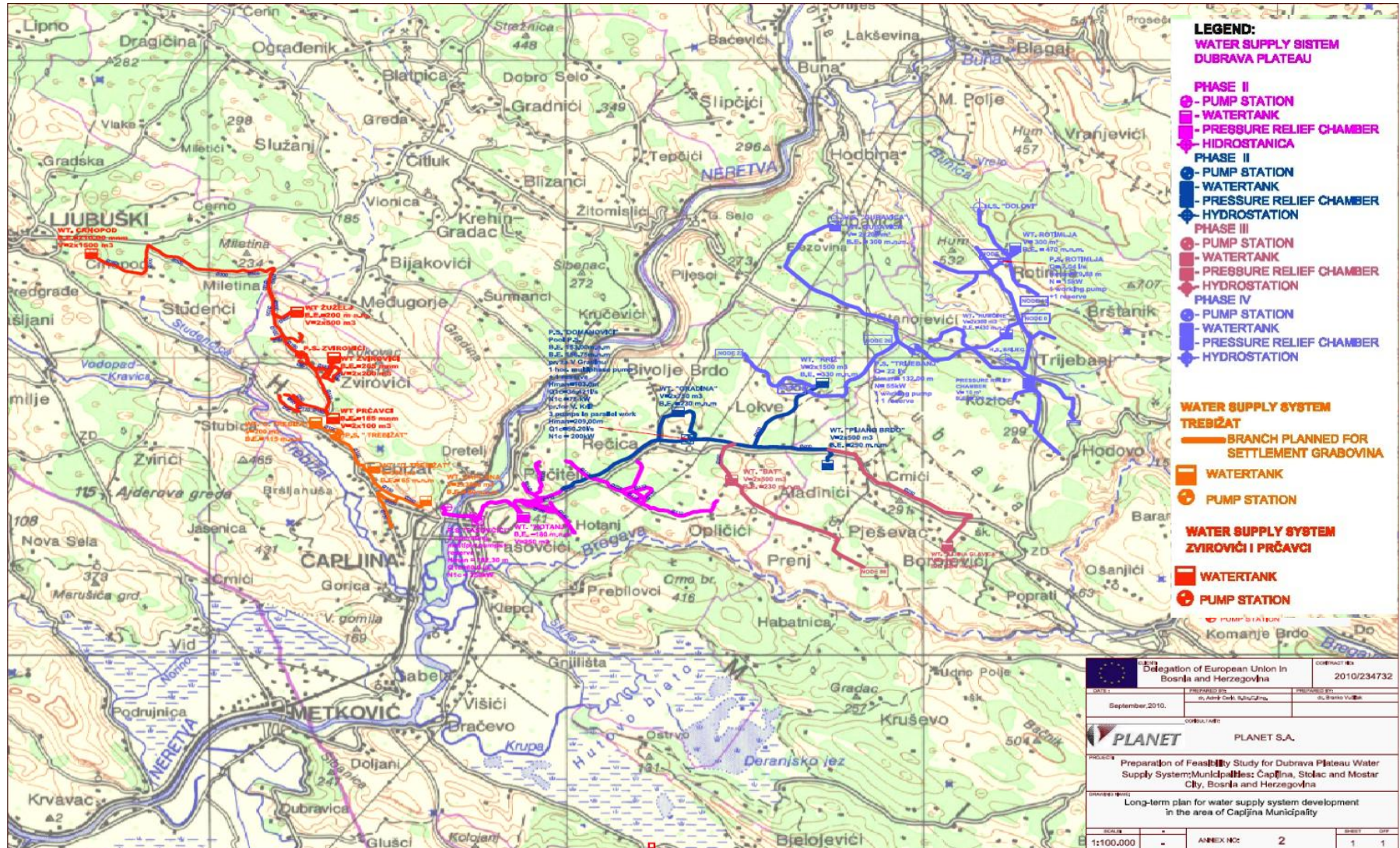


Figure 1.1: Project Location

2 REGULATORY REQUIREMENTS

2.1 FBIH LEGISLATION

The Public Utility Company “Capljina” is established by the Municipality of Capljina. The Company establishes communication methods with interested parties and stakeholders pursuant to the Law on Free Access to Information in the Federation of Bosnia and Herzegovina (Official Gazette of FBiH, number 32/01, hereinafter referred to as LFAI).

The Company is obliged to provide access to information to all stakeholders, as well as every natural person or legal entity. In the framework of its capabilities, it is also obliged to undertake all necessary measures of providing assistance to natural persons or legal entities seeking to exercise their rights. Exceptionally, access to information may be limited under certain circumstances, by establishing an exception in each separate case, solely in the manner, situation and under the conditions defined by the LFAI (such as the protection of the decision making process of public authorities or the protection of privacy of a third person, etc).

In addition, the current environmental legislation of the Federation of Bosnia and Herzegovina, particularly the Law on Environmental Protection (Official Gazette of FBiH, number 33/03 and 38/09) stipulates that every person and every organization must have adequate access to information regarding the environment which is at the disposal of public authorities, including information on hazardous materials and activities in their communities, and be enabled to participate in the decision making process. Please see Annex E for Access to Information Form.

2.2 EBRD POLICIES

The provisions of the EBRD Environmental and Social Policy (2008) and the Public Information Policy (2008) for public consultations and access to information have been fully taken into account in preparing this Stakeholder Engagement Plan for the Project.

EBRD Environmental and Social Policy (2008)¹. The policy covers the environmental and social dimensions of sustainable development. EBRD considers stakeholder engagement as an essential part of good business practices and corporate citizenship, and a way of improving the quality of projects. Performance Requirement 10 of the Policy is dedicated to the issue of stakeholders and sets out the Bank’s requirements for clients to identify stakeholders potentially affected by their projects, disclose sufficient information about issues and impacts arising from the projects and consult with stakeholders in a meaningful and culturally appropriate manner. The client is responsible for ensuring that information disclosure and stakeholder engagement is carried out in accordance with PR 10. The Project Stakeholder Engagement Plan includes all the elements required by PR 10.

EBRD Public Information Policy (2008)². The EBRD Public Information Policy sets out how the EBRD discloses information and consults with its stakeholders so as to promote better awareness and understanding of its strategies, policies and operations. The project documentation will be enclosed for the public on the EBRD website in accordance with this Policy.

¹ <http://www.ebrd.com/downloads/research/policies/2008policy.pdf>

² <http://www.ebrd.com/downloads/policies/pip/pipe.pdf>

3 SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

The information about the Project, were made available by the Municipality at the website (www.capljina.ba).

The Municipality also held meetings with the local communities prior to start of the operational works in order to consult and inform them about the scope of works envisaged to take place at their communities and individual properties. The project affected people, in general, had very positive attitude towards the Project given their need for running water and therefore they considered it of high common interest. The type of complaints expressed by the participants in these meetings was mainly related to the General Plan with regards to adequacy of offered solutions, which were seen as creating risks for local population. Based on this complaint, the planners were asked to provide better technical/engineering solutions in some individual cases.

The majority of comments/remarks expressed during the consulting in the First phase of the Project were positive as the citizens were glad that running water, sanitary correct will be soon available in the Project area – their local community.

No public hearings had been organized for the Project, mainly because the EIA was not required for this type of the project.

4 PROJECT STAKEHOLDERS AND TOOLS FOR COMMUNICATION

4.1 IDENTIFIED STAKEHOLDERS

Project stakeholders have been identified in order to address the consultation requirements. These stakeholders need to be informed about Project activities and consulted throughout the entire project cycle. Particular attention shall be paid to Project Affected Persons (PAPs) and vulnerable groups. PAPs and vulnerable groups include individuals or groups greatly affected by the Project and who have very little ability to influence its implementation.

Vulnerable groups need to be informed and consulted in a specific way, suited to their needs and vulnerability status. The Department for Social Assistance in Capljina will be in charge to facilitate the involvement of vulnerable groups. The list of stakeholders can be further amended on request by contacting Capljina Water Utility Company (contact information is provided at the end of the document).

Please see Table 4.1. for identified stakeholders and proposed communication methods.

Table 4.1: Stakeholders and Proposed Communication Tools

No.	Identified Stakeholder Group	Detailed Description of Identified Stakeholder Groups	Population	Contact	Relevant Issues	Proposed Communicaiton tools
1.	Project Affected Persons (PAPs)	Persons and households, businesses along the route of the new pipeline	30 people	Citizens Service Centre Municipality of Capljina Trg Kralja Tomislava Čapljina Hercegovačko-neretvanjska, 88.300 Bosna i Hercegovina E-mail: info@capljina.ba Tel: 036/805-052, 036/805-681	Providing timely information on construction and expropriation activities:	<ul style="list-style-type: none"> - Disclosure through the Municipality website (www.capljina.ba) - Delivering information by post - Delivering relevant documentation to local communities on whose territory expropriation is carried out - Public meetings - Individual meetings on an as needed basis
2.	Local residents and businesses in the project area Users of new water supply	Population affected by construction and by access restrictions, including the people living alongside the transportation routes; Population who will benefit through the water supply.	ca. 1800 households		Providing timely information to the public on construction activities:	<ul style="list-style-type: none"> - Disclosure through the Municipality website - Local daily newspapers: Herc Vjesnik - Local media: Radio postaja Capljina - Posters in the LCOs - Public meetings - Individual meetings on an as needed basis
3.	Affected vulnerable groups	Elderly and ill persons; Persons with special needs; Households with very low or no income Single parent-headed households; Ethnic minorities Refugee's.	Unknown		Providing timely information on expropriation activities:	<ul style="list-style-type: none"> - Disclosure through the Municipality website - Delivering information by post - Delivering relevant documentation to local community offices - Proactively providing information and assistance in understanding the delivered information and submitted documentation - Individual meetings as needed

No.	Identified Stakeholder Group	Detailed Description of Identified Stakeholder Groups	Population	Contact	Relevant Issues	Proposed Communication tools
4.	Government departments involved in the Project/Public institutions	Federation of BiH Hercegovina-Neretva Canton Municipality Čapljina Emergency response agencies	N/A	Annex F	Consultations with relevant government departments concerning Project activities	- Regular contacts through internal communication channels - Meetings on an as needed basis
5.	Local Communities in the Project location		N/A		Providing timely information on planned construction works, consultations regarding the prepared plans and documentation, grievance management:	- Regular contacts through internal communication channels - Public meetings
6.		- Bivolje Brdo - Bobanovo Selo - Domanovići - Lokve - Opličići - Čapljina 1 - Čapljina 2 - Grabovine - Prčavci - Trebižat - Zvirovići				
7.	Interested NGOs on national and local level	Annex A		Annex A	Providing timely information, communication and consultation, grievance management:	- Disclosure through the Municipality website - Local daily newspapers: Herc Vjesnik - Local media: Radio postaja Čapljina - Posters at the LCOs - Public meetings
8.	Employees and workers	- Company employees - Municipality Čapljina employees - Construction workers and temporary workers - Contractors Companies contracted to monitor and supervise the works	N/A		Grievance procedure, code of conduct and work safety and health regulations, environmental protection requirements	- Company workers: Internal bulletin board in the Company building, grievance procedure for the employees - Contractors: Information on contracts, bulletin board, training

4.2 INFORMATION DISCLOSURE AND COMMUNICATIONS PROGRAMME

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

The Company will disclose the following information:

- project information sheet;
- project description;
- Environmental and Social Review Summary;
- summary of the Environmental and Social Action Plan (ESAP);
- Project Implementation Monitoring Reports;

- stakeholder Engagement Plan (SEP); and
- grievance form.

The foregoing documents will be disclosed and remain available. The Company, with support of the Municipality, will carry out public consultations that will reflect upon the issues of relevance to the Project. All interested stakeholders will be timely informed about the exact time and place of venue by using the foreseen means of communications specified in the SEP.

The Company will also provide printed copies of the above-mentioned documents that will be available in its office, the Municipality building (at the Information Centre), and the Local Community Offices (LCO) – Please see Annex B for the list of affected communities. All PAPs will be informed on the availability of these documents at the offices through local radio and newspapers and project information sheets delivered and posted at the LCOs.

Access to information for identified vulnerable groups will be facilitated by the Company with the support of Municipality as appropriate for each person/family according to their specific needs and/or situation. Please see Table 4.1 for proposed communication tools with each stakeholder group.

4.3 INFORMATION PROVIDED BY THE CONTRACTORS

During the construction works, the contractors will submit quarterly information regarding the progress of works, which will be disclosed on the Municipality website.

The schedule of works and its potential amendments will be submitted to the LCOs approximately two (2) weeks prior to the commencement of the construction activities. The schedule will provide information on the timing of commencement and finalization of the works which may impact the affected groups (such as access, noise and dust).

The opportunity to raise grievances will be provided (Grievance Mechanism in Chapter 7); contact details for disclosing information or allowing expressing concerns will be presented. The notification will be disclosed on the website, on the bulletin boards, and at LCOs.

In summary, the contractors will:

- contact directly all parties in order to provide information on the construction works at least two weeks prior to commencement of works, disclosing the schedule of works;
- quarterly update the information on the progress of works (to be delivered to the Company and Municipality for online disclosure, and affected peoples via mail or personal contact); and
- disclose information on any delays to affected persons.

5 SCHEDULE OF ACTIVITIES

5.1 TIMETABLE

The first Project public meeting will take place in January 2012, while the exact date and place of venue will be announced to the public at least two weeks in advance. All information on the Project will be disclosed to the public prior to the first public meeting.

Prior to the commencement of the Project, stakeholders will be informed about the Project's scope and contact information which they can address for further information. They will be informed about the availability of the publicly available information on the Municipality website as well as at the LCOs. This way of informing will be carried out by using the Project Information Sheet delivered to the local communities and placed on the bulletin boards of the LCOs. Neighbourhood meetings will take place on the need basis after the project effectiveness until the completion of the Project.

Table 5.1: Timetable of main Consultation/Information Activities

Activity	Expected Dates	Responsibility
First Project public meeting	January 2012	Company with support of Municipality
Project information/documents made available to the public at: municipality website, Company's office (hard copies), Municipality Information Center, and Local Community Offices.	January 2012 (prior to the first meeting)	Company with support of Municipality
Placement of the project information sheet on Municipality website and LCOs bulletin boards	Prior to the start of the Project	Company with support of Municipality
Advance notification of the start of works	2 weeks	Company and Contractors
Regular neighbourhood meetings	On a need basis	Company and Contractors
Contractors - Quaterly progress reports	During construction phase of the project	Company and Contractors

5.2 FORMAL REQUEST FOR INFORMATION

In case the Company receives a formal request for access to information, it will apply the provisions and procedures set out by the LFAI as is explained below:

The formal request is submitted in written form in one of the official languages in the Federation of BiH³. The request for access to information may be submitted personally to the protocol of the Company (with the receipt seal, date and signature), by registered mail, fax, or by electronic mail.

In case the Company does not have the information requested, and in case it does not have access to the information requested, it is obliged, within eight (8) days of receipt, to forward

³ The Company is entitled to receive and respond to formal enquiries in English language, and to submit information and documents in English language.

the request to the competent institution or legal entity. The Company is obliged to notify the requester about the undertaken measure by issuing a Conclusion. Within fifteen (15) days upon receiving the request, the Company is obliged to notify the requester whether he/she has been granted access to the requested information⁴.

In case the Company grants access to requested information completely or partially, it is obliged to notify the requester by issuing a Decision. The Decision determines the possibility of personal access and examination of information in the offices of the Company at a time suitable for the requester and the Company personnel, or the possibility of delivering the information in written form to the requester if the document containing the information does not exceed ten pages.

The official form for requesting access to information can be found in Annex E.

⁴ In case of exceptions and the need to examine the confidential commercial information or information of public interest, the deadline may be prolonged, according to the LFAI. The requester must be notified of all actions and reasons for prolonging the deadline.

6 IMPLEMENTATION RESPONSIBILITIES

Company and Municipality are responsible for the implementation of the SEP during the entire project cycle, including the grievance mechanism.

The Municipality will appoint a qualified person from the Social Protection Agency in Čapljina to act on behalf of the Company during the implementation of the information program intended for the identified vulnerable groups.

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

The Contractors must follow this grievance mechanism during the construction phase to address grievances, especially to address drainage and irrigation issues. Company and Municipality will be included in monitoring of Contractor's application of grievance mechanisms and involved in addressing the concerns.

7 PUBLIC GRIEVANCE MECHANISM

Comments or concerns can be brought to the attention of the Company and Municipality verbally or in writing (by post or e-mail) or by filling in a grievance form (see example in Annex D of this document). The concerned person shall indicate in its communication if he/she wishes his/her name to be kept confidential.

All grievances (written or verbal) will be put in a register and assigned a number, and acknowledged within 7 days.

The Company and Municipality will make all reasonable efforts to address complaints upon the acknowledgement of a grievance. If they are not able to address the issues raised by immediate corrective action, a long-term corrective action will be identified. The complainant will be informed of the proposed corrective action and of its follow-up within 25 days from the acknowledgement of the grievance.

If the Company and Municipality were not able to address the particular issue raised through the grievance mechanism or if an action was not required, they will provide a detailed explanation/justification on why the issue was not addressed. The response will also contain an explanation of how the person/organization that raised the complaint can proceed with the grievance in case the outcome is not satisfactory. A separate grievance mechanism is available for workers.

All Contractors must follow this grievance mechanism, especially during the construction phase to address grievances,. The Company and Municipality monitor the Contractor's application of grievance mechanism and be involved in addressing the concerns through the above-described process.

See Annex C for the Grievance Process Flowchart and Annex D for the Grievance Form.

Contact information is provided in Chapter 9.

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

8 MONITORING AND REPORTING

The results of the stakeholder engagement process will be included in the Project Monitoring Reports, including:

- place and time of any public consultation meetings that have carried out (including other types of engagement activities);
- issues and concerns raised during the consultative meetings;
- list of number and types of grievances raised in the reporting period and the number of resolved and/or outstanding grievances; and
- information on how the issues raised during the meetings and through grievances were taken into consideration by the organization in charge of the Project implementation.

The Reports will also include a summary of implemented corrective measures meant to address the grievances.

The Monitoring reports shall be prepared quarterly during the construction phase and will be made public on the Municipality website.

9 CONTACT INFORMATION

For grievances:

Capljina Public Utility Company (JKP Čapljina d.o.o. Čapljina)

Marijo Čolić, Director

Ul. DonIlije Tomasa 12

Tel: 036 806 125/124

Fax: 036 806 547

E-mail: komunalno.capljina@tel.net.ba

For general information on the Project and grievances related to land acquisition:

Citizens Service Centre

Municipality of Capljina

Trg Kralja Tomislava Čapljina Hercegovačko-neretvanjska,

88.300 Bosna i Hercegovina

E-mail: info@capljina.ba

Tel: 036/805-052, 036/805-681

Social Protection Agency in Capljina - Vulnerable Persons

Sv. Franje bb., 88300 Capljina

Tel: 036/805-351

Contactor Details: TBA

MM/GBD/PAR/RC:ip

ANNEX A
LIST OF LOCAL ASSOCIATIONS

**ANNEX A
LIST OF LOCAL ASSOCIATIONS**

No.	Association	Contact Person	Contact
1	Društvo za promociju stvaralaštva iz oblasti kulture i umjetnosti	-	-
2	Ekološka udruga "Lijepa naša"	Marinko Dalmatin	063/323-811
3	Humanitarna udruga "CVIJET"	Andrijana Suton	063/241-725
4	Humanitarna udruga "Zlatno srce"	Goran Jukić	-
5	MLAZ "pred. Gina Landor-Smajlović"	Dževad Ibrulj	-
6	Poljop.zadruga "Matica" Višići	Vlatko Maslač	063/ 362-782
7	Poljop.zadruga "Prenj"	Asim Bilal	061/ 204-408
8	Poljop.zadruga "Sunce" Čapljina	Dragan Dadić	063/ 353-531
9	Poljop.zadruga Gabela Polje	Rade Paponja	-
10	Turistička udruga "Troja"- Gabela	Dragan Bradvica	063/ 383-434
11	Turističko društvo Počitelj	Jadranka Dizdar	-
12	Udruga lađara "Čeljevo"	Rafo Kordić	-
13	Udruga mladih Čapljina „Mač“	Ivan Bukovac	062/477-177
14	Udruga pčelara "Pčela"-Čapljina	Davor Milanović	-
15	Udruga polj.proizvođača FBiH-podruž. Čapljina	Pero Jurković	063/ 859-535
16	Udruga RESPEKT	-	-
17	Udruga umirovljenika „Čapljina“	Željko Turk	-
18	Udruga za uređenje groblja "Drijevi"-Gabela	Mato Milićević	063/353-945
19	Udruga za uređenje groblja "Mir"Počitelj Brdo-Modrič	Josip Čutura	-
20	Udruženje "Demokratska inicijativa za Hercegovinu" iz Počitelja	Tahir Pervan	066/452-468
21	Udruženje građana "Počitelj"	Dževad Ibrulj	036/ 826-386
22	Udruženje prijatelja prirode "Močvara"	Zdenka Jelčić	063/ 405-450
23	Umjetnička kolonija Čapljina	Perica Jurković	-
24	Umjetnička kolonija Počitelj	-	-

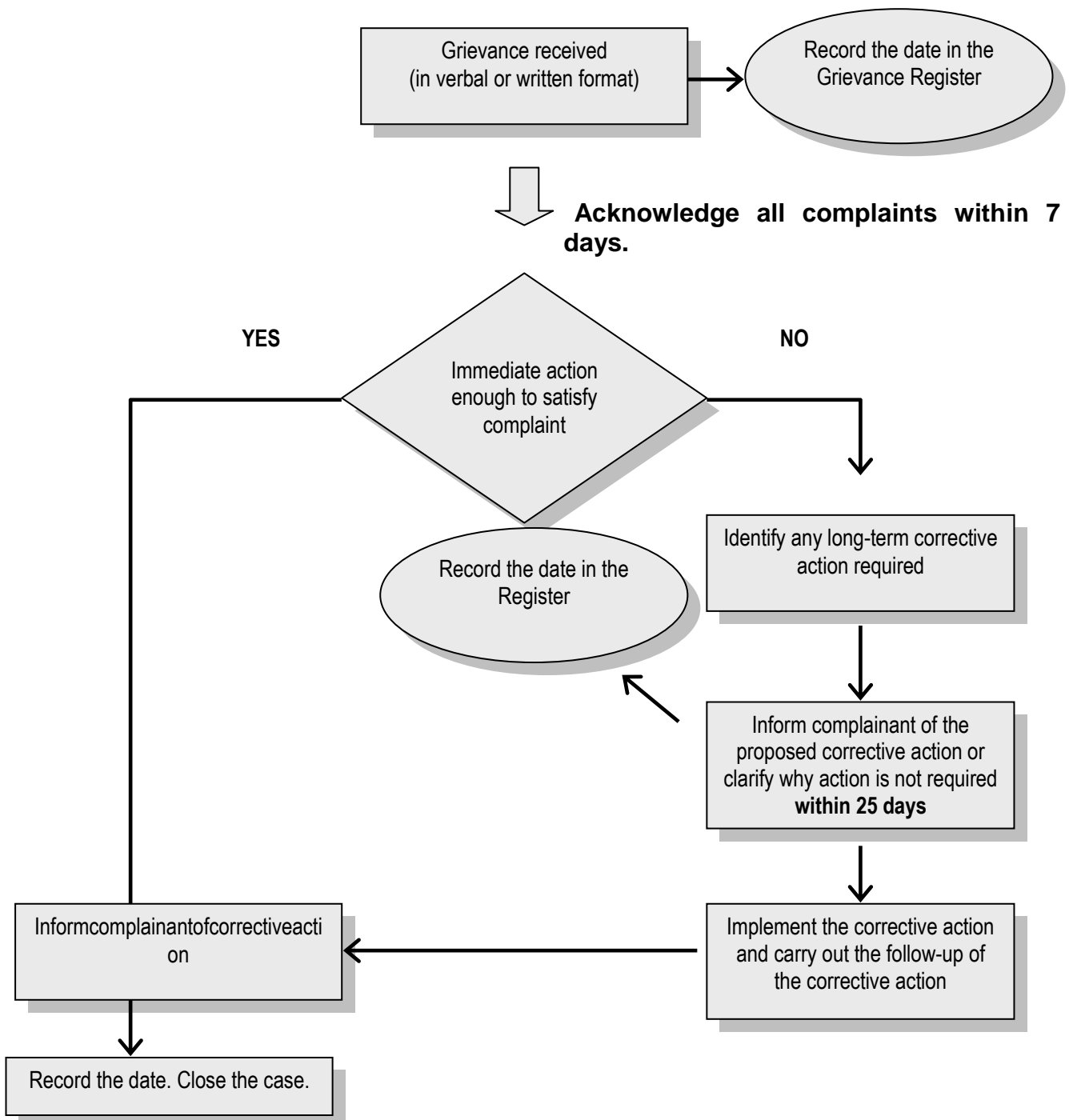
ANNEX B
LIST OF AFFECTED COMMUNITIES

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LIST OF AFFECTED COMMUNITIES

Local Community	Local Community President	Phone	Address
Dubrave Plateau			
Bivolje Brdo	Nikica Raguž	063/425-920	Bivolje Brdo b.b.
Bobanovo Selo	Petar Jurešić	063/294-197	Bobanovo Selo b.b.
Domanovići	Ivan Dadić	063/994-600	Domanovici b.b.
Lokve	EdinRahić	-	Lokve b.b.
Opličići	Mirsad Hadžiomerović	063/953-843	Oplicici b.b.
Trebižat – Zvirovići			
Čapljina 1	Nikica Perić	063/359-184	Trg kralja Tomislava 1
Čapljina 2	DanijelJović	063/362-696	Trg kralja Tomislava 1
Grabovine	Zdravko Nikolić	063/357-480	Grabovine b.b.
Prčavci	Nikola Pavlović	812-040	Prčavci b.b.
Trebižat	DamirJović	063/362-766	Trebizat b.b.
Zvirovići	Jakiša Simović	063/326-885	Zvirovici b.b.

ANNEX C
FLOWCHART FOR PROCESSING GRIEVANCES

ANNEX C
FLOWCHART FOR PROCESSING GRIEVANCES



**ANNEX D
PUBLIC GRIEVANCE FORM**

**ANNEX D
 PUBLIC GRIEVANCE FORM**

Reference No:	
Full Name	
Contact Information Please mark how you wish to be contacted (mail, telephone, e-mail).	<input type="checkbox"/> By Post: Please provide mailing address: _____ _____ <input type="checkbox"/> By Telephone: _____ <input type="checkbox"/> By E-mail _____
Preferred Language for communication	<input type="checkbox"/> Croatian/Bosnian/Serbian <input type="checkbox"/> English
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	
	<input type="checkbox"/> One time incident/grievance (date _____) <input type="checkbox"/> Happened more than once (how many times? _____) <input type="checkbox"/> On-going (currently experiencing problem)
What would you like to see happen to resolve the problem?	

Signature: _____

Date: _____

Please return this form to: Čapljina Public Utility Company (JKP Čapljina d.o.o. Čapljina)

Marijo Čolić, Director

Ul. Don Ilije Tomasa 12

Tel: 036 806 125/124

Fax: 036 806 547

E-mail: komunalno.capljina@tel.net.ba

ANNEX E
ACCESS TO INFORMATION FORM

ANNEX E
ACCESS TO INFORMATION FORM

ACCESS TO INFORMATION REQUEST

Name and last name of requester

Address

Telephone/telefax/e-mail

Date

Čapljina Public Utility Company (JKP Čapljina d.o.o. Čapljina)

Ul. Don Ilije Tomasa 12

Tel: 036 806 125/124

Fax: 036 806 547

SUBJECT: ACCESS TO INFORMATION REQUEST

On the basis of the Law on Free Access to Information in FBiH, I request access to the following information:

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

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

- a. direct inspection,
- b. duplication of the information,
- c. delivery of information to the home address,
- d. delivery of information electronically – by e-mail (if possible).

Requester

Note: The first ten pages of duplication of material of standard format is free of charge, and all other requested information with a larger number of pages shall be paid by the requester in advance.

ANNEX F
CONTACT INFORMATION OF GOVERNMENT DEPARTMENTS INVOLVED
IN THE PROJECT/PUBLIC INSTITUTIONS

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CONTACT INFORMATION OF GOVERNMENT DEPARTMENTS
INVOLVED IN THE PROJECT/PUBLIC INSTITUTIONS

Public Institution	Contact Information
Government of the Federation of BiH	Address: Alipašina 41 Sarajevo Tel: +387 33 21 29 86 Fax: +387 33 22 04 37 Email: info@bihvlada.gov.ba
Government of Herzegovina-Neretva Canton	Stjepana Radića 3, 88000 Mostar Tel: +387(0)36 449-020,+387(0)36 449-038 Fax.+387(0)36 449-031 Email: vladoc@vlada-hnz-k.ba
Municipality Čapljina	Contact information provided in document chapter 9.
Civil Protection Service Čapljina	Tel:121,123, 036/805-087, 036/807-076
Firefighting Brigade Čapljina	Address: Ulici Mate Bobana bb, Tel:121,123, 036/805-087, 036/807-076
Health facility Čapljina (Dom zdravlja)	Address: ul. Fra Didaka Buntića bb Tel: 036 806-155, 036 808 155 Fax: (036) 806-155