

# STAKEHOLDER ENGAGEMENT PLAN

## SERBIA TRAIN: TECHNICAL PASSENGER STATION, ZEMUN ENVIRONMENTAL AND SOCIAL DUE DILIGENCE

**DRAFT DOCUMENT–  
TO BE REVIEWED BY AND AGREED WITH SERBIA TRAIN**

### **1. Introduction**

The European Bank for Reconstruction and Development (the “EBRD” or the “Bank”) is considering providing finance to JSC Serbia Train (the ‘Company’). The Company was established on 10<sup>th</sup> August 2015 as the exclusive national railway passenger operator. It is one of the new operating companies created through the unbundling of vertically-integrated JSC Serbian Railways, as part of the ongoing railway restructuring reform process.

EBRD’s funds will be used for the (re)construction of the Technical Passenger Station (TPS) Zemun located on the outskirts of Belgrade, to enable maintenance of the new EBRD - funded Electric Multiple Units (“EMUs”) and classic locomotive - hauled coaching sets (the “Project”). The reconstruction of TPS Zemun will enable the existing maintenance facility located in downtown Belgrade to be closed down.

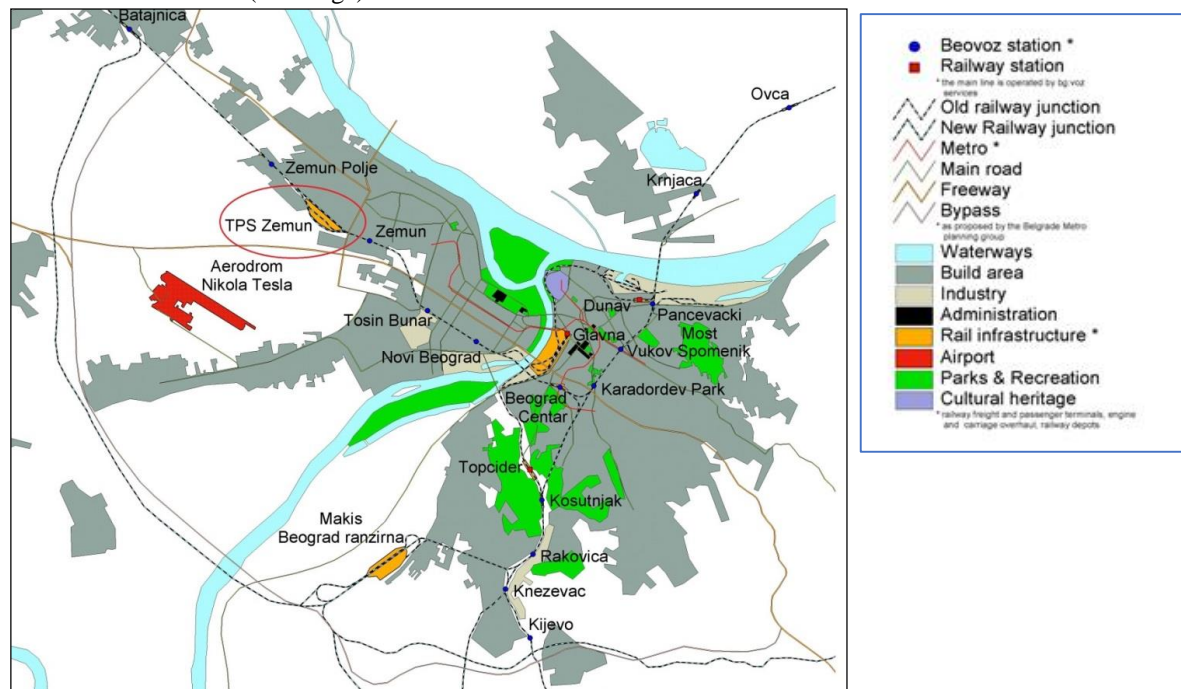
The Project is categorised “B” in accordance with EBRD Environmental and Social Policy (2014). This Stakeholder Engagement Plan (SEP) has been developed and will be implemented by JSC Serbia Train to meet EBRD requirements for stakeholder engagement and public consultation and disclosure.

The purpose of the SEP is to present how JSC Serbia Train plans to communicate with people who may be affected by or are interested in the project. The plan also describes the grievance mechanism for people to raise any concerns about the Project. This SEP will be periodically reviewed and updated, as important Project information becomes available.

### **2. Project Description**

The Project is expected to contribute to improvements in transport services being provided by JSC Serbia Train, for both national and international passengers, as it will enable maintenance of new EBRD funded Electric Multiple Units and locomotive - hauled coaching sets. The construction (and refurbishment) of TPS Zemun, which is located on the outskirts of Belgrade and away from residential areas, will enable the existing maintenance facility, located in downtown Belgrade to be closed down, which will benefit Belgrade residents. These locations are marked in orange on the map below (Figure 1).

Figure 1: Location of TPS Zemun and the existing maintenance facility in downtown Belgrade, on the right bank of the Sava river (in orange)



The redevelopment of TPS Zemun is planned to be delivered in two phases as follows:

### **Phase 1a**

- new facility for maintenance of new EMG413 EMUs with provision for a future fleet, including associated facilities
- new storage for consumable items such as sand oils and water
- rehabilitation of the existing EMG412 maintenance facility to address repairs to facilities including shed doors, heating and ventilation
- discharging tracks for EMUs, and auxiliary infrastructure for all trains departing the depot
- facilities for shunters and staff responsible for accepting and releasing trainsets
- servicing facility fuel pump
- facilities for cleaning and removal of litter
- installation of an exterior train washing facility
- new waste facilities for litter removed from the trainsets
- upgrade to the underfloor wheel lathe
- installation of a temporary waste disposal area
- to enable staff at TPS Zemun to access the signal box

### **Phase 1b**

- new facilities for maintenance of classic trainsets coaches
- reception roads and auxiliary infrastructure for all trains entering the depot

### **Phase 2**

- diagnostic facilities for rolling stock
- new boiler and compressor building to support the new maintenance facilities
- new staff premises

All planned reconstruction works on TPS Zemun will be carried out within the JSC Serbia Train company premises. However, some of the land within the TPS Zemun compound, already used by the Company for years, is in the process of administrative transfer of ownership to the Republic of Serbia. Within the compound, there are buildings / facilities owned by the construction company “Ratko Mitrovic”, of which two (presently unused) may have to be demolished for the project in Phase 2, planned for implementation in approx. three years. One house is located within the TPS Zemun compound, in an isolated location, which is used by heirs of a former worker of Serbian Railways. This household will be under the influence of construction works for the Project and its only access with a vehicle to the house will be lost, which is why this household will have to be resettled prior to construction. A Project Resettlement Framework has been developed to present the principles which JSC Serbia Train will abide by in addressing potential land acquisition related impacts, while more detailed Resettlement Action Plans (RAPs) will be developed at a later date, when the necessary information becomes available.

An informal settlement inhabited mainly by Roma families who are internally displaced from Kosovo and Metohija and located on land belonging to the City of Belgrade, is accessible only through the TPS Zemun compound, although not in any of the locations which are needed for the Project. The households in the settlement are in the process of being resettled as part of a UNHCR funded project and it is expected that all will be relocated before the Project construction works begin.

A residential settlement (“Altina”) is located northeast of TPS Zemun, across a local road. As the settlement is significantly far from the Project location where construction works will be carried out (closest houses approx. 150 to 200 m away), it is expected that construction related nuisances such as noise, will be minor, if any.

Figure 2: Location of the informal settlement, the isolated house, the two structures which may be demolished for the Project belonging to “Ratko Mitrovic” and the settlement “Altina”, in relation to the TPS Zemun compound



### **3. Regulatory Requirements**

#### ***National requirements***

The Law on Public Enterprises (Official Gazette of the RS No. 15/2016) requires that relevant information on financial and other management in JSC Serbia Train is disclosed to the public, through the company website, including annual reports, results of audits, information on and contact details of members of management, etc.

The Law on Free Access to Information of Public Importance (Official Gazette of the RS No. 120/2004, 54/2007, 104/2009, 36/2010) regulates citizens' rights of access to information possessed, used or controlled by public bodies, sets out the principles and exceptions to these rights, as well as the procedures for their achievement and protection. Public disclosure and consultation procedures are organised under Serbian legislation in connection to the development of project environmental impact assessments (EIAs).

There are several disclosure and consultation activities which must be undertaken before the approval of the EIA and they are as follows:

- Informing the public through the media about details of disclosure of the draft EIA (i.e. where the hard copy is available for review, the dates and time when it can be reviewed) and inviting citizens/organisations to submit comments and/or attend a public hearing. Citizens can request that their comments are responded to in writing;
- Organising a public hearing to present the draft EIA (usually in the town hall or other appropriate local venue);
- Processing comments received from all stakeholders and revising the EIA to reflect them, as well as preparing a report to justify why certain comments were not adopted;
- Submitting the revised EIA and report to relevant authorities (Ministry) which judge whether the comments have been meaningfully considered and addressed.
- Disclosing the EIA Decision on the website of the responsible Ministry.

#### ***EBRD requirements***

The Project is required to meet the requirements for stakeholder engagement and public consultations, described in PR 10 of the EBRD Environmental and Social Policy (2014).

The EBRD policy considers stakeholder engagement an ongoing process which involves:

- the client's public disclosure of appropriate information so as to enable meaningful consultation with stakeholders
- meaningful consultation with potentially affected parties, and
- a procedure or policy by which people can make comments or complaints.

### **4. Summary of Previous and Ongoing Stakeholder Engagement Activities**

#### ***Regular communication with stakeholders***

Communication with external stakeholders is organised in accordance with Law on Public Enterprises, mainly through the Company's web site ([www.srbvoz.rs](http://www.srbvoz.rs)), call centre and the media. Information is provided to all interested stakeholders by phone, email, post and at ticket offices, as well as the Company newsletter which is available on the company website and in hard copy at the premises of JSC Serbia Train.

All grievances in relation to JSC Serbia Train services (mainly for passengers), received by phone, email, post and at ticket offices, are handled by the Sector for Commercial Affairs and Sales. The relevant contact details, as well as the procedure for processing grievances, are available on the Company website and in the Company newsletter. The newsletter is developed in accordance with the Instruction on Disclosing a State Owned Company Newsletter to the Public (Official Gazette of the RS No. 68/2010).

JSC Serbia Train, as a public entity, operates in accordance with the provisions of The Law on Free Access to Information of Public Importance. A designated employee handles requests for information of public importance and since it was founded, JSC Serbia Train received three such requests. All three were successfully closed with information being provided to the person who submitted the request and the Commissioner for Information of Public Importance and Personal Data Protection. Detailed instructions for submitting the request and contact details of the designated employee in JSC Serbia Train are available on the Company website and newsletter.

#### ***Communication in connection to the Project***

An EIA has been prepared for the Project in accordance with national legislation. An announcement was made in the newspaper “Vecernje novosti” and the Ministry for Agriculture and Environmental Protection website, on 15.11.2016 announcing the availability of the EIA for review and comments and announcing the public presentation of the EIA which was held on 07.12.2016. in the premises of the municipality Zemun (where TPS Zemun is located). There were no comments from stakeholders on the EIA study.

The EIA Decision was passed by the Ministry of Agriculture and Environmental Protection of the Republic of Serbia on 01.02.2017. and published on the Ministry website.

## **5. Identification of Stakeholders and Communication Methods**

JSC Serbia Train has identified stakeholder groups that may be affected by and/or interested in the implementation of the Project, as well as the type and method of communication for each group, as presented in the Table 1 below.

Table 1: Project stakeholders, type and method of communication and timelines

Stakeholders	Population	Type and Method of Communication (proposed media)	Timing
<b>External Stakeholders</b>			
<p>City of Belgrade Secretariat for Social Welfare which is cooperating with NGO Vizija and UNHCR on the resettlement of the informal settlement</p> <p>NGO Vizija - implementing the UNHCR project for resettlement of the informal settlement</p>	<p>n/a<sup>1</sup></p> <p>n/a</p>	<p>Regular weekly meetings to follow up on the resettlement of the informal settlement.</p> <p>Ongoing information to stakeholders on project timelines via meetings and official correspondence.</p> <p>If resettlement is not completed prior to construction and safe access to homes cannot be provided, a Resettlement Action Plan (RAP) needs to be developed in accordance with the Project Resettlement Framework and implemented in cooperation with the Secretariat for Social Welfare.</p>	<p>Already started.</p> <p>Resettlement should be completed prior to the beginning of construction.</p> <p>RAP, if necessary, prepared and implemented before construction activities cut off safe access for residents to their homes.</p>
<p>Residents of the informal settlement located on land owned by the City of Belgrade adjacent to TPS Zemun, which is accessible only through the TPS Zemun compound.</p>	<p>60 households</p>	<p>Meeting with any households not resettled before construction begins, to inform them how their access to homes will be secured, as well as on the potential construction related H&amp;S risks and mitigation measures. If safe access cannot be provided and resettlement is required, consultations in the development of the RAP, as stipulated by the Project Resettlement Framework.</p> <p>Construction signs and warnings</p> <p>Project grievance mechanism</p>	<p>After the selection of the contractor and prior to construction.</p> <p>Development and implementation of RAP prior to access being cut off or becoming unsafe.</p> <p>Prior to and during construction</p> <p>Starting in 2017 and ongoing throughout Project implementation.</p>

<sup>1</sup> Not Applicable

Stakeholders	Population	Type and Method of Communication (proposed media)	Timing
Residents of an isolated house located within the TPS Zemun compound, whose access with a vehicle is available only through the compound and will be lost once construction begins	3	Consultations during the development of the Project RAP, as stipulated by the Project Resettlement Framework. Information about the authority which will be responsible for the resettlement, the planned timelines for resettlement and the entitlements of the household (in cooperation with the authority in charge of resettlement)	Starting in September 2017 and ongoing throughout RAP implementation.  Resettlement should be completed prior to the beginning of construction.
JSC Serbian Railways	n/a	Project grievance mechanism  Meeting to discuss the relocation of the affected household for the development of the RAP. Regular (weekly updates on implementation of the RAP)	Starting in 2017 and ongoing throughout Project implementation.  September 2017
The construction company "Ratko Mitrovic" which owns buildings that are located within the TPS Zemun compound	n/a	Information to stakeholder when all land ownership has been transferred to the Republic of Serbia, by the Ministry of Finance.  Regular meetings to follow up on the agreement between the stakeholder and government authorities on the relocation of the construction company assets.  Project grievance mechanism  If structures not demolished before land is needed for the Project, consultations in relation to development of a compensation plan in accordance with the Project Resettlement Framework and provision of compensation at full replacement cost.	As soon as land ownership transfer is completed, planned by the end of 2017  Throughout project implementation Relocation should be completed prior to the implementation of Phase 2.  Starting in 2017 and ongoing throughout Project implementation.  At the end of 2020

<b>Stakeholders</b>	<b>Population</b>	<b>Type and Method of Communication (proposed media)</b>	<b>Timing</b>
Residents of the City of Belgrade  Subgroup: Residents of a part of the settlement "Altina" located northeast of TPS Zemun compound, who may be impacted by construction related nuisances, i.e. noise.	Approx. 2 million  Estimated 25 houses	Information about the Project and grievance mechanism on the Company website: <a href="http://www.srbvoz.rs">www.srbvoz.rs</a>  Information through media: Papers: Vecernje Novosti TV stations: RTS 1  Project grievance mechanism	Starting in 2017 and ongoing throughout Project implementation.
Passengers using Serbia Train services	6,089 (2016)	Information about the Project and grievance mechanism on the Company website: <a href="http://www.srbvoz.rs">www.srbvoz.rs</a>  Information through media: Papers: Vecernje Novosti TV stations: RTS 1	Starting in 2017 and ongoing throughout Project implementation.
Local authority representatives in the City of Belgrade and the municipality Zemun	n/a	Official correspondence Meetings	Prior to and throughout Project implementation.
Other local and national institutions and organisations in charge of permitting as well as inspections (road agencies, institute for cultural heritage, labour inspection, etc.)	n/a	Project documentation Permit requests Official correspondence and meetings	Prior to and throughout Project implementation.
Interested NGOs and other organisations <sup>2</sup>	None to date	Information about the Project and grievance mechanism on the Company website: <a href="http://www.srbvoz.rs">www.srbvoz.rs</a>  Information through media: Papers: Vecernje Novosti TV stations: RTS 1  Official correspondence and meetings	Prior to and throughout Project implementation.
<b>Internal Stakeholders</b>			
JSC Serbia Train employees	2,424 (April 2017)	- Internal notifications, email, intranet - Grievance procedure - Bulletin boards - Union meetings	Prior to and throughout Project implementation.

<sup>2</sup> There are currently no NGOs or other organisations specifically interested in the Project however if some show an interest in the Project at a later stage, they will be added to this list of stakeholders.



Stakeholders	Population	Type and Method of Communication (proposed media)	Timing
Temporary construction workers, subcontractors	unknown	- Information in contract - Bulletin board - Grievance procedure	Prior to and throughout construction.
4 representative Labour Unions: <ul style="list-style-type: none"> <li>• Union of Railway Workers of Serbia</li> <li>• Union of executive services of Serbian Railways</li> <li>• Union of employees of railway infrastructure of Serbia</li> <li>• Association of Unions of Railway Workers of Serbia</li> </ul>	77% of Serbia Train employees	- Official correspondence - Meetings - Information on request to union representatives	Prior to and throughout Project implementation.

## 6. Disclosure of Information and Stakeholder Engagement Programme

A description of the Project will be published on the JSC Serbia Train website (<http://www.srbvoz.rs>), including the Project Grievance Form.

JSC Serbia Train will regularly meet with and exchange information with several stakeholders, as soon as the SEP is approved and throughout Project implementation, as follows:

- Regular (weekly) meetings with the City of Belgrade Secretariat for Social Welfare (and NGO Vizija, as necessary) on the progress of resettlement of the informal settlement adjacent to TPS Zemun. If a RAP is needed at a later stage, for any households not resettled who lose safe access to their homes, regular meetings will be held during the development and implementation of the RAP. The RAP will be developed in accordance with the Project Resettlement Framework.
- Follow up on the transfer of ownership of all land to the Republic of Serbia. As soon as this is completed, JSC Serbia Train will convey the information to the construction company “Ratko Mitrovic”, so that the company can initiate discussions with the government on the relocation of their assets to another location. JSC Serbia Train will follow progress of these discussions and will regularly inform representatives of the construction company “Ratko Mitrovic” on the progress of the Project and construction timelines. If compensation for two structures needs to be provided at a later stage (in the third year of implementation, i.e. end of 2020), consultations will be held to discuss the compensation amount which has to be provided at full replacement cost in line with PR 5. A compensation plan will be developed and implemented in accordance with the Project Resettlement Framework.
- Meeting with Serbian Railways to determine which authorities will be in charge of resettlement of the one isolated household and to develop a Resettlement Action Plan as per PR 5 and based on the Project Resettlement Framework. Once

available, this information and the draft RAP will be shared with the household particularly information on their entitlements and the timeline for resettlement. JSC Serbia Train will continue to engage with both the household and the authority in charge of resettlement to ensure that the household is satisfactorily resettled in compliance with national legislation and EBRD's PR 5, as described in the Project Resettlement Framework and RAP.

When the Contractor is selected and construction timelines become known, JSC Serbia Train will organise a meeting with any households not resettled before construction begins, to inform them how their access to homes will be secured, as well as on the potential construction related H&S risks and mitigation measures. A meeting with the same aim and topics will also be held with representatives of the construction company "Ratko Mitrovic".

The contractor will secure sites prior to any construction activities taking place and will ensure appropriate construction and warning signs are in place.

JSC Serbia Train will continue to inform the public and its passengers through the Company website, the media and in other appropriate ways on all significant project achievements and issues (environmental, H&S and social).

JSC Serbia Train will report quarterly before and during construction on environmental and social management to EBRD, summarising environmental and social impacts, health and safety performance, disclosure and consultation performance and implementation of the external grievance mechanism. Summaries of these reports will also be published on the Company website.

## **7. Public Grievance Mechanism**

JSC Serbia Train and the contractors will accept all comments and complaints associated with the Project. All grievances will be registered and responded to within 15 days, either verbally or in writing, in accordance with the preferred method of communication specified by the complainant, if contact details of the complainant are provided. Individuals who submit their comments or grievances have the right to request that their name be kept confidential.

A sample of a Public Grievance Form is provided at the end of this document. Any person or organisation may send comments, complaints and/or requests for information in person or via post, telephone or email using the contact information provided below. At all times, complainants are also able to seek legal remedies in accordance with the laws and regulations of the Republic of Serbia.

Contact details for submitting comments and concerns regarding the Project are available in Section 8 of the SEP.

Grievances in relation to construction activities will be addressed by construction contractor(s) and their management will be monitored by JSC Serbia Train.

JSC Serbia Train will keep a unique grievance log of all received grievances for this Project, including the ones received and addressed by the contractors and will report on grievance management to JSC Serbia Train management and the EBRD.

A separate grievance mechanism is available for JSC Serbia Train employees.

## **8. Company Contact Information**

Attention:

Mašan Radojević

Sector for Rolling Stock Maintenance

JSC Serbia Train

Postal Address: Nemanjina 6, 11000 Belgrade

Telephone: +381 11 3616 790

E-mail address: ???

Contact details of the contractor(s) could not be added at the time when this version of the SEP was being developed and will be added subsequently, when the contractor(s) have been identified.

## Public Grievance Form

<b>Reference No:</b>	
<b>Full Name</b>	
<b>Contact Information</b>  <b>Please mark how you wish to be contacted (mail, telephone, e-mail).</b>	<input type="checkbox"/> <b>By Post: Please provide mailing address:</b> _____ _____ _____
	<input type="checkbox"/> <b>By Telephone:</b> _____
	<input type="checkbox"/> <b>By E-mail</b> _____
<b>Description of Incident or Grievance:</b> What happened? Where did it happen? Who did it happen to? What is the result of the problem?	
<b>Date of Incident/Grievance</b>	
	<input type="checkbox"/> <b>One time incident/grievance (date _____)</b> <input type="checkbox"/> <b>Happened more than once (how many times? _____)</b> <input type="checkbox"/> <b>On-going (currently experiencing problem)</b>
<b>What would you like to see happen to resolve the problem?</b>	

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

**Please return this form to:**

Mašan Radojević  
 Sector for Rolling Stock Maintenance  
 JSC Serbia Train

Postal Address: Nemanjina 6, 11000 Belgrade  
 Telephone: +381 11 3616 790  
 E-mail address: ???