

Bosnia and Herzegovina – Corridor VC 2 Project

Stakeholder Engagement Plan

August 2016

Bosnia and Herzegovina – Corridor VC 2 Project

UPDATED **Stakeholder Engagement Plan** **August 2016**

Project:	Bosnia and Herzegovina – Corridor VC 2 Project – Environmental and Social Assessment
Report:	Stakeholder Engagement Plan
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Financed by:	European Bank for Reconstruction and Development

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1. Introduction

PC Motorways (“the Company”) is a public company from the Federation of Bosnia and Herzegovina (FBiH), working on the development of the motorway which is a part of the Trans-European Corridor Vc connecting Budapest (Hungary) and Port of Ploče (Croatia). The total length of Corridor Vc in FBiH is approximately 335 km. Around 100 km of the motorway have already been constructed and are in use.

The European Bank for Reconstruction and Development (EBRD or “the Bank”) has financed the construction of four key road sections of Corridor Vc with a total length of 66.5 km. Now, the Bank is considering providing finance to PC Motorways to construct four additional road sections, which are a part of Lot 1, Lot 2 and Lot 4 of Corridor Vc.

To meet EBRD requirements for stakeholder engagement and public consultation and disclosure, this Stakeholder Engagement Plan (SEP) has been developed and will be implemented by the Company. The purpose of the SEP is to present how PC Motorways and its contractors plan to communicate with people who may be affected by or interested in the project, as well as to describe the grievance mechanism for people to raise any concerns about the Project.

The SEP will be periodically updated, as important Project information becomes available, such as the selection of contractors and timelines for construction.

2. Description of the Project

The Project involves the construction of the following four sections (see Figure 1):

1. 10.4 km section between Svilaj and Odžak (Lot 1)
2. 5.8 km section Donja Gračanica - Klopče (Lot 2)
3. 3.9 km section between Donja Gračanica and Zenica Tunnel (i.e., 2.1 km motorway section between Donja Gračanica and Zenica North and 1.8 km

motorway section Entrance into Tunnel Zenica - Zenica North Interchange/ Donja Gračanica) (Lot 2)

4. 7.2 km section from Buna to Počitelj (Lot 4)

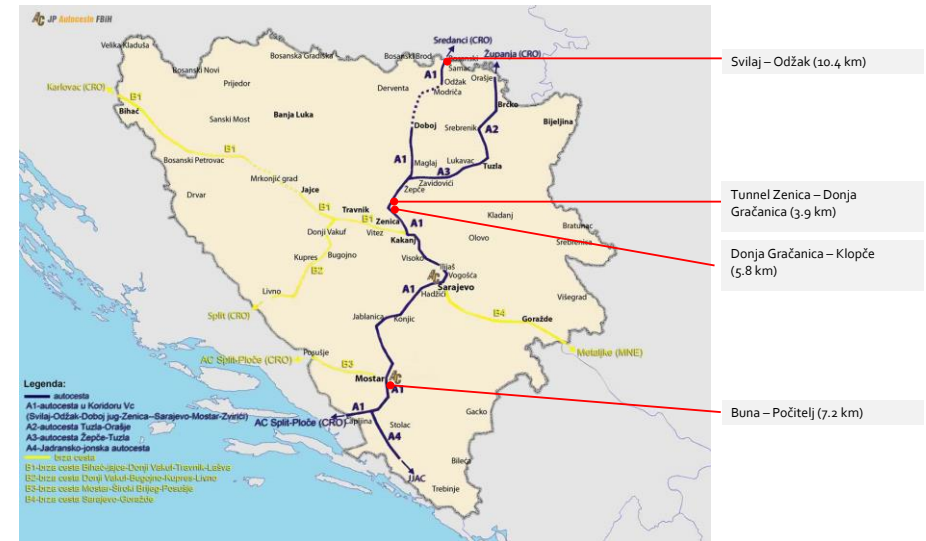


Figure 1 - Road Corridor Vc in BiH and locations of four project sections

1) Section Svilaj - Odžak includes the construction of 10.4 km of a two-lane dual carriageway and the construction of 550 m border crossing (which will be under the jurisdiction of the Indirect Taxation Authority upon the completion of construction works). The 1st phase of construction has already been completed, and included works on the construction of embankments to the level of the motorway pavement (earthworks) and all concrete structures (overpasses, underpasses and culverts) along the route, the completion of the access road from regional road M14.1 to Intersection Odžak, external drainage, relocation of various installations, works related to hydrology as well as the construction of service roads. The 2nd phase will consist of the remaining drainage works, traffic equipment, pavement structure and border crossing. This section starts at the

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middle of the Sava River (border between BiH and Republic of Croatia), where a 660 m long bridge (Svilaj Bridge) is foreseen, of which 330 m are located on BiH territory (the bridge is not considered under this project as it is part of a different financial package). In 2012, the initially planned route was redesigned at the request of the citizens in the Local Community "Potočani" (a petition was signed by 400 citizens). Two public meetings with the citizens were held to discuss the request. Instead of the planned overpass which would have required the demolition of 25 (residential, commercial and auxiliary) structures, it was decided to construct a bridge over the local road (beneath the motorway). The citizens also requested that walking paths are foreseen on the new bridge (wide enough for bicycles), and the request was completely accepted. The proposed alignment is shown in Figure 2 below.

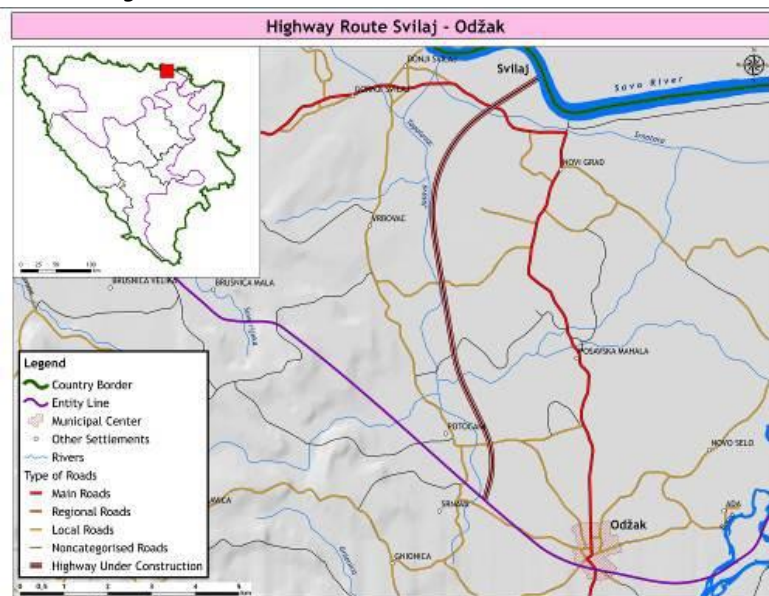


Figure 2 – Proposed alignment in Svilaj - Odžak section

2) Section Donja Gračanica - Klopče includes the construction of 5.78 km of two-lane dual carriageway with 3.75 m wide traffic lanes, 2.50 m wide emergency

lanes, 1.0 m wide hard shoulders and a central reserve of 4.0 m, joining the subsection of Donja Gračanica and Klopče. The construction of the following structures is included: viaduct Klopče (106 m), viaduct Babina Rijeka (390 m), viaduct Pehare (390 m), tunnel Ričice (514 m), viaduct Ričice (168 m), tunnel Pečuj (875 m), four culverts (2.25 m), two underpasses, interconnection of nine existing local roads, construction of underpasses and relocation of certain local roads, as well as construction of drainage structures and rock fall protection. The initially planned route was redesigned to avoid land acquisition to the extent possible, relocation of part of the cemetery and chapel, and cutting off of water supply for the local community. The proposed alignment is shown in Figure 3.

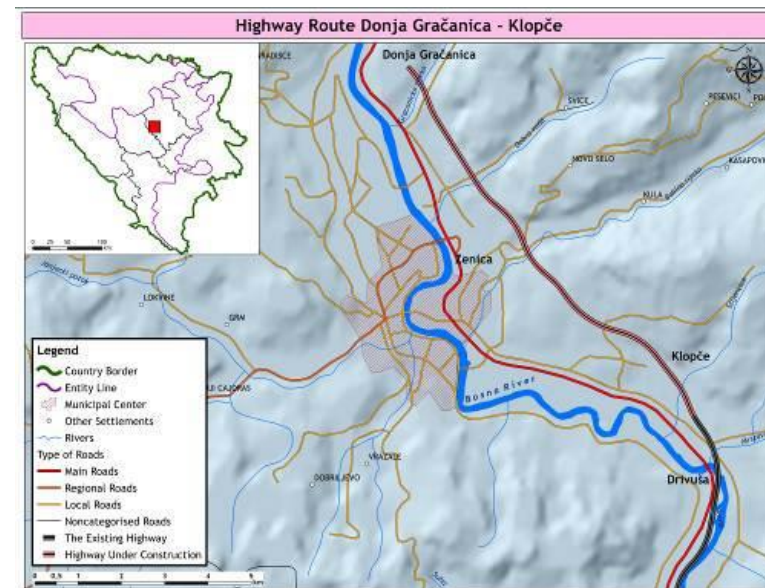


Figure 3: Proposed alignment in Donja Gračanica - Klopče section

3) Section Donja Gračanica – Zenica Tunnel (3.9 km) consists of two subsections:

a) Zenica North – Donja Gračanica (tunnel Pecuj) (2.12 km) - starts northwest of the town of Zenica close to a large steel manufacturing plant, and ends at the entrance of the tunnel Pecuj, above the Donja Gračanica village. This motorway section starts with a diamond-shape interchange, which is located on a steep uninhabited area. The interchange comprises a roundabout and a viaduct (70-80 m long) above it. After the interchange, the alignment runs through a cut and enters a tunnel (about 420 m long) through the hill Hum. After the tunnel, the alignment includes a viaduct (380 m long) above the Donja Gračanica village, and runs further along the slope to the entrance of the Tunnel Pečuj. The section ends before the tunnel entrance. It also includes the connecting road to the regional road network, which links the town of Zenica with the motorway. The connecting road has two lanes and is about 1 km long, to the junction to main road. Connecting road includes a bridge over the Bosna River (850 m long) and approximately 3.5 km of two-lane road on the left bank of the river Bosnia for connection to the main city road in the town of Zenica. The proposed alignment is shown in Figure 4 below.



Figure 4 – Subsection Donja Gračanica - Zenica North section (2.12 km)

b) Entrance into Tunnel Zenica - Zenica North Interchange/ Donja Gračanica (1.8 km) starts northeast of the urban part of the Zenica City, close to the

settlement of Vraca at the entrance of the Tunnel Zenica (from the direction of south), and ends at the northern most part of the Zenica North Interchange in the settlement of Donja Gračanica. At its beginning, it comprises the road between tunnels Zenica and Vraca. After the Tunnel Vraca, the road route will be constructed at two different levels due to steep slopes of the terrain, with retaining walls on both sides.

The alignment includes a viaduct (no name specified as yet) and routes further with deep notches on both sides to the beginning of another viaduct. From this viaduct, the alignment continues with a notch on right side and the section ends at the northernmost part of the Zenica North Interchange. The proposed section is parallel to the waterflow of River Bosna, and runs over relief elevation.

The proposed alignment is shown in Figure 5 below.

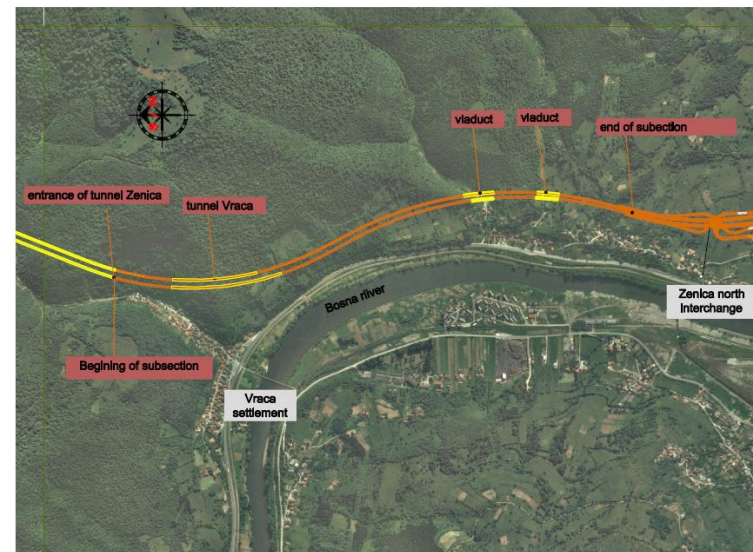


Figure 5 - Subsection Entrance into Tunnel Zenica - Zenica North Interchange/ Donja Gračanica (1.8 km)

4) Section from Buna to Počitelj is proposed to start about 4 km south of the village of Hodbina. The alignment continues along the vacant land, passing close to several settlements and ends immediately before the Počitelj interchange. The alignment will include two overpasses, one underpass and two wildlife crossings, as well as the construction of two rest areas on both sides of the road (rest area “Rotinski Potok”). The proposed alignment is shown in Figure 6 below.



Figure 6 - Proposed alignment in Buna – Počitelj section

Land acquisition for section **Donja Gračanica-Klopče** was fully completed in the period from 2012 to 2015. 354 private land plots were expropriated, including 34 residential structures.

Land acquisition for section **Svilaj-Odžak** was fully completed in the period from 2011 to 2015. 473 private land plots and a total of 4 residential structures were acquired.

Land acquisition for sections **Donja Gračanica-Zenica Tunnel** and **Buna-Počitelj** has not yet started. It will be initiated when all Main Designs and expropriation studies are completed. Due to previous EBRD involvement, a Compensation and Resettlement Framework for Corridor Vc was developed in 2008 and last updated in March 2009, to bring land acquisition into compliance with EBRD requirements at the time. This Framework will be updated to reflect changes to the FBiH legal framework, particularly the Law on Expropriation and the recently updated EBRD E&S policy (2014). Resettlement Action Plans will be developed for all project sections based on the updated framework.

A detailed description of all Project impacts and mitigation measures is provided in the Project Non-technical Summary (NTS), the Environmental and Social Action Plan (ESAP) and the Environmental and Social Impact Assessments (ESIAs).

3. Regulatory Requirements

Legislation of the Federation of BiH

Public disclosure and consultation procedures are required under FBiH legislation in connection to the development and adoption of spatial and zoning (urban) plans for cantons, cities and municipalities, issuing location and construction permits, as well as in connection to the development of project environmental impact assessments.

The most recent FBiH laws which regulate these issues are:

5. Law on Spatial Planning and Land Use at the Level of FBiH (Official Gazette of FBiH, No. 2/06, 72/07, 32/08, 4/10, 13/10 and 45/10).
6. Law on Environmental Protection (Official Gazette of FBiH, No. 33/03, 38/09).
7. Law on Motorway on Corridor Vc (Official Gazette of FBiH, No. 8/13).

There are several disclosure and consultation activities which must be undertaken for a project and they are:

8. Informing the public through the media about details of disclosure of the draft plan/document (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 public consultations. Citizens can request that their comments are responded to in writing.
9. Organising a public plan/document presentation (usually in the town/municipal hall or other appropriate local venue)
10. Processing comments received from all stakeholders and revising the plan/document to reflect them, as well as preparing a report to justify why certain comments were not adopted.
11. Submitting the draft plan/document with revisions (and the above mentioned report) to relevant authorities which judge whether the comments have been meaningfully considered and addressed.

The operations of all public companies such as PC Motorways fall under the requirements specified in the Law on Free Access to Information in BiH (Official Gazette of the BiH No. 28/00, 45/06, 102/09, 62/11, 100/13). This law regulates citizens' rights of access to information possessed, used or controlled by public bodies, as well as the obligation of public bodies to disclose such information.

EBRD requirements

The 2.12 km motorway subsection (between Donja Gračanica and Zenica North) and the 7.2 km motorway section (from Buna to Počitelj) have been screened as Category A projects, whereas the 1.8 km motorway subsection (Entrance into Tunnel Zenica - Zenica North Interchange/ Donja Gračanica), the Svilaj – Odžak section and the 5.78 section (from Klopče to Donja Gračanica) have been categorized as Category B projects under the EBRD Environmental and Social Policy (2014), and these sections are required to meet best international practice and specifically the requirements specified in Performance Requirement 10 (Information Disclosure and Stakeholder Engagement).

The full text of the EBRD Environmental and Social Policy (2014) is available at: <http://www.ebrd.com/news/publications/policies/environmental-and-social-policy-esp.html>

4. Summary of Previous Stakeholder Engagement Activities

Communication in connection to the Project

The planning of a motorway through Bosnia and Herzegovina as a part of the Trans-European road corridors network started in the late 1970s. The Corridor route was defined in 1981 and, after a wide public consultation process, formally approved as part of the Spatial Plan of BiH in 1982. However, the first major steps had been taken in 2004 when the Council of Ministers of BiH decided to start the corridor development.

Although the main route was proposed by the Spatial Plan, the alignment options had been proposed and evaluated by the Feasibility Study and Preliminary design. Evaluation of options involved a multi-criteria analysis. Besides technical and economic criteria, the environmental and social criterion was applied. Environmental and social evaluation of the alternatives had been undertaken as part of the Scoping exercise of each Lot and had been subject to public consultations.

PC Motorways conducted the local EIA process for the entire Corridor Vc alignment (divided in four lots with respective EIAs). The four project sections that are considered for financing are part of Lot 1 (Svilaj – Odžak), Lot 2 (both Zenica sections) and Lot 4 (Buna-Počitelj section). The Scoping decisions for these three lots were issued in 2005 while the EIAs were finally approved in 2007. The environmental permit for Lot 1 was issued in 2010 and renewed in June 2016. The environmental permit for the entire Lot 2 was first obtained in 2010 and renewed in 2014, including both sections in Zenica. The Request for Environmental Permit for the Buna – Počitelj section has been submitted to the Ministry of Tourism and Environment of FBiH but not obtained to date.

Public consultations were carried out in two stages: (i) after the Scoping Report and (ii) after the Final EIA Report. In both stages the documents were publicly disclosed for 30 days. Public consultations were organised in the municipalities

along the corridor, including Odžak (Lot 1), Zenica (Lot 2), Mostar and Čapljina (Lot 4). No significant public complaints had been recorded in respect to environmental and social issues on the four project sections.

The relevant sections of Corridor Vc project were also presented to the public and subject to consultations in connection to the adoption of two spatial plans: Spatial Plan of the Zenica Dobož Canton (February 2009) and Spatial Plan of the Municipality Čapljina, in the Herzegovina-Neretva Canton (February 2012). The Spatial Plan for Municipality of Odžak 2015-2035 is currently being developed.

Regular communication with stakeholders

PC Motorways communicates with the public through a company website (<http://www.jpautoceste.ba>), as well as through electronic, digital and printed media (TV, newspapers, radio, online media)¹. Through the website, which is updated regularly (every 2 weeks or more often as needed), the company discloses information about its structure and operations (work plans, financial and audit reports, policies, procurement opportunities and decisions), progress in relation to the planning, construction and operation of Corridor Vc, issues in relation to land acquisition, environmental protection, cultural heritage and safety, tolling and traffic related information, Q&A, company contacts, information about the corporate social responsibility programme, etc.

Complaints or suggestions can be submitted directly to PC Motorways, through an online form, as well as through contact details provided on the Company website. The formal Grievance Mechanism is described later in this document and a copy of the Grievance form is also provided.

¹ Depending on the target groups and target area, PC Motorways uses the following media: newspapers (*Dnevni Avaz*, *Oslobođenje*, *Dnevni list*, *Večernji list*, *Faktor*, *Nezavisne novine*), TV stations (*Federalna TV*, *TV1*, *Hayat TV*, *Face TV*), radio stations (*RSG*, *RDV*), online media (*klix.ba*).

5. Identification of Stakeholders and Communication Methods

Recorded in respect to environmental and social issues on all project sections.

Stakeholders	Population	Type and Method of Communication	Timing
Internal Stakeholders			
Employees of PC Motorways	323 (as of November 2015)	Internal newsletters, notifications and intranet Grievance procedure Bulletin boards Union meetings	Prior to and throughout Project implementation.
Temporary construction workers, subcontractors	unknown	Information in contract Bulletin board Grievance procedure	Prior to and throughout construction.
Association of Independent Labour Unions of BiH		Official correspondence Meetings Information on request to union representatives	Prior to and throughout Project implementation.
External Stakeholders			
Residents of the following villages: Odžak municipality: • Svilaj • Odžak Zenica municipality: • Donja Gračanica • Klopče Čapljina	 1,576 21,289 Approx. 2,700 N/A	Information about the Project (NTS, SEP and ESAP) published on PC Motorways' website: http://www.jpautoceste.ba Information through local media Public consultation	Prior to and throughout Project implementation. Disclose the NTS, ESAP and SEP A public meeting in the Čapljina Municipality was held in July 2016. A public meeting in Zenica is planned in August 2016. (details provided below under

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Stakeholders	Population	Type and Method of Communication	Timing
municipality: <ul style="list-style-type: none"> Bivolje Brdo Lokve Stanojevići <p>Mostar municipality: <ul style="list-style-type: none"> Pijesci </p>	910 ² 320 100 248 ³	meeting Construction signs and warnings at construction locations	"Project Preparation").
Owners and users of land which will be acquired for the project	Unknown	Compensation and Resettlement Framework Resettlement Action Plans (RAP) Dedicated meetings in the project area Individual meetings for the land acquisition process	Published on PC Motorways' website: http://www.jpautoceste.ba After the expropriation studies have been completed, before the development of RAPs. Details for the meetings will be provided in this SEP when they become known.
Donja Gračanica Mosque – relevant religious representatives	n/a	Public consultation meeting Individual meetings with mosque representatives	A public meeting in Zenica is planned in August 2016. details provided below under "Project Preparation"). Prior to and throughout Project implementation
Local community (mjesne zajednice)	n/a	Official correspondence	Prior to and throughout construction

² Data taken from the Spatial Plan of the Municipality Čapljina (February 2012). The last available official population data is from 1991 and results of the 2013 census are still not publicly available.

³ Data taken from an online article, citing results of the 2013 census (<http://www.bljesak.info/rubrika/vijesti/clanak/nakon-popisa-stanovnistva-mostar-potpuno-drugi-grad/71108>).

Stakeholders	Population	Type and Method of Communication	Timing
presidents and/or deputy presidents: Donja Vraca, Donja Gračanica, Klopče, Bivolje Brdo, Lokve		Meetings	
Municipalities: <ul style="list-style-type: none"> Odžak Zenica Čapljina Mostar 	n/a	Official correspondence Meetings	Prior to and throughout Project implementation
Emergency services, fire brigades, utility owners and operators, local police (in connection to traffic management), etc.	n/a	Official correspondence Meetings	Prior to and throughout construction
Other local, cantonal and federal institutions (ministries), organisations, public enterprises in charge of permitting as well as inspections (cultural heritage conservation department, labour inspection, etc.)	n/a	Project documentation Permit requests Official correspondence and meetings	Prior to and throughout Project implementation
Interested NGOs and other organisations or groups representing vulnerable road	n/a	Information about the Project (NTS, SEP and ESAP) published on PC Motorways website:	Prior to and throughout Project implementation A public meeting in the Čapljina Municipality

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Stakeholders	Population	Type and Method of Communication	Timing
users, as listed in Annex 1 of this SEP. Note: All organisations interested in the Project can send their contact details to PC Motorways and will be included in Annex 1 and notified about project events.		http://www.jpautoceste.ba Information through local media Public consultation meetings (invitation by email, contact details in Annex 1) Official correspondence and meetings	was held in July 2016. A public meeting in Zenica is planned in August 2016. (details provided below under "Project Preparation").

6. Disclosure of Information and Stakeholder Engagement Programme

PC Motorways intends to provide all relevant Project information to the public in Bosnian/Croatian/Serbian language and English (where appropriate).

The following documents have been/will be published on the PC Motorways' website (<http://www.jpautoceste.ba>) and the EBRD website (www.ebrd.com):

1. Updated Non-Technical Summary for all four sections (November 2015, August 2016 – update)
2. Environmental & Social Action Plan (ESAP) for sections Donja Gračanica and Zenica Tunnel (3.9 km) and Buna-Počitelj (7.2 km) (November 2015)
3. Environmental & Social Action Plan (ESAP) for sections Svilaj-Odžak (10.4 km) and Donja Gračanica-Klopče (5.78 km) (August 2016)
4. Updated Stakeholder Engagement Plan (SEP) (September 2015, November 2015 – update, August 2016 – update) including grievance mechanism.

In addition, hard copies of these documents will be available at the following locations (addresses provided at the end of the document):

5. PC Motorways (Mostar and Sarajevo office)
6. Municipal/City Buildings in Odžak, Zenica, Čapljina and Mostar
7. Local community offices: Donja Vraca, Donja Gračanica, Klopče, Bivolje brdo and Lokve
8. EBRD office in Sarajevo
9. EBRD office in London

Project Preparation

During July 2016 announcements will be made in the local daily newspapers (Dnevni Avaz, Dnevni list, Oslobođenje, Večernji list and others) providing information on where the disclosure package for Lot 1, Lot 2 and Lot 4 will be available and how to contact PC Motorways. Announcements in the same media will also be made to inform the public on the time, date and location of public meetings.

A public hearing for the new EIA for the Buna-Počitelj section was held in Čapljina (Municipal Council premises) on 14 July 2016⁴).

In August 2016, the following public consultation meetings will be held in project areas (with the exception of Svilaj-Odžak), and the public will be informed at least one week in advance through the websites of PC Motorways and the relevant Municipalities, as well as publications in daily media (listed above):

1. Donja Gračanica (Community Centre in Donja Gračanica) for both sections located in Zenica

⁴ The date and venue of the public hearing were announced in the daily newspaper *Dnevni List*, as well as the websites of the Municipality of Čapljina, PC Motorways and the Federal Ministry of Environment and Tourism. <http://www.capljina.ba/index.php/arhiva-2012/522-odrzana-javna-rasprava-o-ocjeni-studije-o-procjeni-utjecaja-na-okolis-za-autocestu-buna-pocitelj>

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2. Bivolje Brdo (Elementary School Bivolje Brdo), for residents of Bivolje brdo, Lokve, Pijesci and Stanojevići villages for the Buna-Počitelj section

At these meetings, PC Motorways will present the project footprint, the expected impacts and planned mitigation measures, as well as receive feedback on the NTS, ESAP and SEP from locally affected stakeholders. Information on land acquisition, biodiversity assessment, plans for road safety provisions and access arrangements will also be shared.

If necessary, separate meetings will be held to ensure that the stakeholder engagement is gender responsive.

Participants will be invited to ask questions and provide feedback on project documents during the meeting and will also be presented with the opportunity to submit comments or questions by telephone, letter or email during the disclosure period. The meetings will be organised in cooperation with the relevant local community and the municipality and will be open to all interested stakeholders, including residents of local communities in the vicinity of the project footprint. NGOs will receive a notification about the meetings by email/phone/post (as available) and will be invited to attend if interested.

Meetings with affected land owners and users will be organised by PC Motorways when the expropriation studies are prepared, as part of the process for developing Resettlement Action Plans. Details about the meetings will be provided in this SEP and announced in the same way as the community meetings.

The revised Compensation and Resettlement Framework for Corridor Vc, as well as the Resettlement Action Plans for all Project sections will be publicly disclosed (in Bosnian/Croatian/Serbian and English languages) on the company website and in other ways, as determined appropriate during the development of these documents. Details on disclosure will be updated in this SEP when they become available.

The contractor will secure sites prior to any construction activities taking place and will ensure appropriate construction and warning signs are in place. Information boards will be installed at project locations by the Contractor with general information on the Project, i.e. the Company, Contractor, Main Supervisor, Construction Permit Number and deadlines for completion.

Other stakeholders, including fire brigades, emergency health services, traffic police, etc. will be informed in advance of construction works, so that they can prepare to provide services where necessary.

Construction

Throughout the life of the Project, PC Motorways and Contractor(s) will continue to engage with stakeholders and this SEP will be updated to reflect Project progress. For example Contractors will be required to share information on traffic management plans and haulage routes with local residents.

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

The Company will report annually 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 (all collected grievances by PC Motorways, contractors, local communities). Summaries of these reports will also be published on the PC Motorways' website.

7. Public Grievance Mechanism

PC Motorways and the Contractor(s) will receive and consider all comments and complaints associated with the Project. A sample of the Project's Grievance Form which can be used for comments and complaints is provided at the end of this document and will be available on the PC Motorways website: <http://www.jpautoceste.ba>.

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 at the end of the document. Individuals who submit their comments or grievances have the right to request that their name be kept confidential.

All comments and complaints will be responded to 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. All grievances

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will be registered and acknowledged within 5 days and responded to within 20 working days of their receipt.

Contact details for submitting comments and concerns regarding the Project are available in Section 8 of the SEP and will be updated with contact details of contractor(s), once they are selected.

Grievances in relation to construction activities will be addressed by construction contractor(s) and their management will be monitored by PC Motorways.

In addition to using this grievance mechanism, complainants are also able to seek legal remedies in accordance with the laws and regulations of the FBiH, at all times.

15th Floor, Tower B Unitic Towers
Fra Andela Zvizdovica 1
71000 Sarajevo, Bosnia and Herzegovina
EBRD, London
One Exchange Square
London, EC2A2JN
UK
www.ebrd.com

8. Contact Information

All types of stakeholder grievances (apart from those raised by employees and contractors) relating to this Project should be channelled to PC Motorways through the following designated staff member:

Attention: Ermin Hadžimehmedagić

Department for designing and construction

PC Motorways

Postal Address: Dubrovačka 6, 71000 Sarajevo

Telephone: +387 33 277 900

E-mail address: h.ermin@jpautoceste.ba

www.jpautoceste.ba

Other relevant contact details:

PC Motorways FBiH d.o.o. Mostar

Braće Fejića bb, 88 000 Mostar

PC Motorways FBiH d.o.o. Mostar - Sarajevo Office

Dubrovačka 6, 71000 Sarajevo

EBRD, BiH

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Public Grievance Form

Reference No:	
Full Name (optional)	
Contact Information Please mark how you wish to be contacted (mail, telephone, e-mail).	<input type="checkbox"/> By Post: Please provide mailing address: _____ _____ _____ • By Telephone: _____ • By E-mail _____
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:

Attention: Ermin Hadžimehmedagić
 Department for Designing and Construction
 PC Motorways
 Postal Address: Dubrovačka 6, 71000 Sarajevo
 Telephone: +387 33 277 900
 E-mail address: h.ermin@jpautoceste.ba

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Annex 1 – List of Interested Organisations

Name	Address
Regional Environmental Centre for Central and Eastern Europe, Office for BiH (REC BIH)	Hamdije Kresevljakovica 50/II, 71000 Sarajevo, Bosnia and Herzegovina Phone / Fax: (387-33) 713-110; 713-111; 713-131 Email: info@rec.org.ba
Centre for Environmentally Sustainable Development	Stjepana Tomića 1a 71000 Sarajevo Bosna i Hercegovina Phone / Fax: +387 33 207 949 E-mail: coorsa@bih.net.ba
Fondeko - Association of Citizens to Stimulate Sustainable Development and Quality of Living	Branilaca Sarajeva 47, 71000 Sarajevo Phone / Fax: 033 211 354 E-mail: fondeko@bih.net.ba
Eco-forum „The Greens“, Zenica	Školska 10 (Metalurg City Centar) 72000 Zenica Bosna i Hercegovina Phone / Fax: (+387 32) 40 50 50 E-mail: info@ekoforumzenica.ba
Association of Citizens, Hunting Organisation „Zmajevac“	Štrosmajerova bb, Zenica Phone : +387 32 450 327
CEPRES Sarajevo	Prirodno-matematički fakultet , Zmaja od Bosne 33-35, 71000 Sarajevo, BiH Tel: +387 33 649 196 Fax: +387 33 649 359 E-mail: www.cepres.pmf.unsa.ba
ECO-TEAM Sarajevo	Zmaja od Bosne 72, 71000 Sarajevo Phone / Fax: +387 33 657996, +387 33 657993
Ecological Association "Our beautiful country"	Ante Starčevića 43c, 88300 Čapljina
HEU Buna	Buna bb, 88000 Mostar
Association of Citizens for protection and environment improvement „Oasis“ - Mostar	M. Tita 53, 88000 Mostar Phone / Fax: 036/551-478 , 036/551-479 E-mail: zzzz@cob.net.ba
„Swamp“	Gojka Šuška 36, 88300 Čapljina Phone : 063/405-450, 036/806-214, E-mail: Stjepan.matic.tel.net.ba
Ecological Association „Mobios“	Franjevačka 18, 88000 Mostar