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Western Balkans Investment Framework Infrastructure Project Facility Technical Assistance 8 (IPF 8)

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WB19-SRB-TRA-03

Orient/East-Med Corridor: Serbia–North
Macedonia Corridor X Rail Interconnection,
Niš–Preševo–Border between the Two States
Section

SEP - STAKEHOLDER ENGAGEMENT PLAN
(draft)

February 2024

*) This designation is without prejudice to positions on status, and is in line with UNSCR 1244/1999 and the ICJ Opinion on the Kosovo declaration of independence

Western Balkans Investment Framework (WBIF)

Infrastructure Project Facility Technical Assistance 8 (IPF 8)

Infrastructures: Energy, Environment, Social, Transport and Digital Economy

TA2018148 R0 IPA

WB19-SRB-TRA-03

Orient/East-Med Corridor: Serbia – North Macedonia CX Rail Interconnection, Niš – Preševo – Border between the Two States Section

SEP – STAKEHOLDER ENGAGEMENT PLAN

February/2024 (draft)

The Infrastructure Project Facility (IPF) is a technical assistance instrument of the Western Balkans Investment Framework (WBIF) which is a joint initiative of the European Union, International Financial institutions, bilateral donors and the governments of the Western Balkans which supports socio-economic development and EU accession across the Western Balkans through the provision of finance and technical assistance for strategic infrastructure investments. This technical assistance operation is financed with EU funds.

Disclaimer: *The authors take full responsibility for the contents of this report. The opinions expressed do not necessarily reflect the view of the European Union or the European Investment Bank.*

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List of abbreviations

| | |
|---------|--|
| AoI | Area of Influence |
| CLO | Chief Liaison Officer |
| CM | Cultural Monuments |
| CSO | Civil Society Organisations |
| DfR | Directorate for Railways |
| DG NEAR | Directorate-General for Neighbourhood and Enlargement Negotiations |
| DG MOVE | Directorate-General Mobility and Transport |
| EC | European Commission |
| EIA | Environmental Impact Assessment |
| EIB | European Investment Bank |
| ERTMS | European Rail Traffic Management System |
| E&S | Environmental and Social |
| ESIA | Environmental and Social Impact Assessment |
| ESS | EIB Environmental and Social Standards (2 February 2022) |
| ESMP | Environmental and Social Management Plan |
| EU | European Union |
| EUD | European Union Delegation |
| GM | Grievance Mechanism |
| GSM-R | Global System for Mobile Communications – Railway |
| ICT | Information and Communications Technology |
| IFI | International Financing Institution |
| IPCH | Institute for Protection of Cultural Heritage |
| JASPERS | Joint Assistance to Support Projects in European Regions |
| JSC | Joint Stock Company |
| LGD | Local Government Department |
| MCA | Multi Criterial Analysis |

| | |
|-------|---|
| MEI | Ministry of European Integration |
| MoCTI | Ministry of Construction, Transport, and Infrastructure |
| NGO | Non-Governmental Organizations |
| NIPAC | National IPA coordinators |
| PA | Passenger Announcement |
| PAP | Project Affected Parties |
| PE | Public Enterprise |
| PIU | Project Implementation Unit |
| PWC | Public Water Company |
| RAP | Resettlement Action Plan |
| RPF | Resettlement Policy Framework |
| SEP | Stakeholder Engagement Plan |
| SPSPA | Spatial Plan of the Special Purpose Area |
| SRI | Serbian Railways Infrastructure |
| TA | Technical Assistance (IPF8 and IPF11) |

Glossary

| | |
|---|---|
| Consultation | 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 |
| EIB Environmental and Social Standards (ESS) | The EIB Environmental and Social Standards ¹ 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. |
| Project | Orient/East-Med Corridor: Serbia - North Macedonia CX Rail Interconnection, Niš - Preševo - Border Between the Two States Section |
| Project Affected parties | 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. |
| Other interested parties | 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. |
| Stakeholders | 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>). |
| Stakeholder engagement | 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 |
| Stakeholder Engagement Plan (SEP) | This document, prepared to guide development of SEP, and ensure effective stakeholder engagement while transitioning towards them. |

¹ [European Investment Bank Environmental and Social Standards \(eib.org\)](https://www.eib.org/eng/standards)

Synopsis

| | |
|---|--|
| Project Title | Orient/East-Med Corridor: Serbia - North Macedonia CX Rail Interconnection, Niš - Preševo - Border Between the Two States Section |
| Project number | WB19-SRB-TRA-03 |
| Contracting authority | European Investment Bank (EIB) |
| TA Consultant | IPF8 - COWI IPF |
| Main Beneficiary | Ministry of Construction, Transport and Infrastructure of Serbia |
| Project area | Niš – Preševo – Border of Serbia with North Macedonia |
| Lead International Financing Institution | European Investment Bank (EIB) |
| Project Starting Date | 22 June 2020 |
| Project Duration | 60 months for both IPF8 and IPF11 |

1 Background

1.1 Introduction with a brief description of the project

Modernization and reconstruction of Railway corridor from Belgrade – Nis – Presevo (border with North Macedonia) is funded by the EU grant funds and EIB. This project is part of the extended E TEN-T Core network in Serbia and it's considered a backbone of Serbian railway network, a key for connecting Western Europe railways network with Western Balkans and further with Greece and Turkey.

The Beneficiary of the Project is the Ministry of Construction, Transport and Infrastructure of Serbia (MoCTI), with the Serbian Railways Infrastructure JSC (SRI) as the end recipient. The Project implementation Unit (PIU) have been established to support the project and coordinate with the team of experts. PIU members are nominated by the SRI and MoCTI.

The overall Project objective is reconstruction of the railway line Nis - Presevo, on the railway section Brestovac – Presevo – State Border with North Macedonia. The modernized railway line should meet the requirements defined by the international agreements. The reconstructed and modernized railway for mixed passengers and freight traffic should be equipped with modern ERTMS devices and other characteristics in accordance with the requirements of interoperability. The reconstruction and modernization of the line are defined as a priority for the future development of the Serbian railway network, due to the high importance of the railway line, as well as its low technical characteristics which affect regular passenger and freight transport. Implementation of the project will enable higher quality passenger and freight services, provide interoperability of the line along Corridor X, enhance traffic safety, and bring improvements in the carrying capacity of the line at the most critical sections. Summary of the project scope and main characteristics of the planned railway line reconstruction are provided below. More details on technical characteristics of the planned reconstruction are provided in the Annex 1 of this document.

Table 1 Summary of the project scope and main characteristics of the planned railway line reconstruction

| Item | Description |
|--|-------------------------------|
| Length of the subject railway line | 133 km |
| Adopted design speed | Up to 160 km/h |
| Number of stations and passing points | 10 stations, 7 passing points |
| Number of bridges | 63 bridges |
| Number of tunnels | 3 tunnels |
| Number of structures for de-levelled crossings | 31 overpasses and underpasses |

| Item | Description |
|-----------------|--|
| SS/TK system | electronic interlocking devices, centralized setting of switches (via electronic devices) and automatic routing, setting, locking, control and release, modernisation (new interlocking devices) of level crossings, GSM-R, ETCS level 2 |
| Electrification | Reconstruction of the OCL, Electric Traction Substations, Stable electric traction plants and remote control of electric traction substations. |

Responsibility over the preparation of the planning documentation, technical documentation at the level of Preliminary Design and accompanying studies, as well as tender documentation, has been given to IPF 8 and IPF 11 within WBIF. Their main deliverables include the following:

- › 1st level option analysis
- › Preliminary Design
- › Feasibility Study
- › Spatial Plan of the special purpose area for the railway corridor
- › Strategic Impact Assessment for the Spatial Plan
- › Environmental and Social Impact Assessment and related studies
- › Tender documentation (in accordance with FIDIC Yellow Book Conditions of Contract).

Project design will be followed by the procurement procedure that will result with the selection of contractor responsible for preparation of Design for Construction permit and construction of the railway line in accordance with the approved design and other requirements.

The overall reconstruction of the railway line Nis - Presevo, on the railway section Brestovac – Presevo – State Border with North Macedonia has been divided to design (preparation) phase, design and construction phase and operation and maintenance phase as indicated in the table below.

Table 2 Project phases

| Phase | Status | Main deliverables |
|-----------------------------------|---------|--|
| Design phase (Preliminary Design) | Ongoing | Planning, technical and tender documentation and related studies |

| Phase | Status | Main deliverables |
|--|---------|---|
| Design (Design for Construction Permit) and construction phase | Planned | Technical documentation and finalisation of construction works |
| Operation and maintenance phase | Planned | Regular operation and maintenance of the reconstructed railway line |

This document is a Stakeholder Engagement Plan (SEP) describing the planned stakeholder consultation and engagement process for the Project. It outlines a systematic approach to stakeholder engagement which will assist the Project to develop and maintain a constructive relationship with their stakeholders over time. The engagement procedures shall identify all stakeholders, be inclusive (not allow barriers of any kind to prevent from participation, like gender, ethnicity, age, etc.) and take into account the needs of particularly vulnerable groups. The document also includes a grievance mechanism for stakeholders to raise any concerns about the Project.

The responsibility for implementation of the Project and this SEP lies with the Project Promoter, namely Serbian Railway Infrastructure, and the PIU.

Serbian Railway Infrastructure will closely liaise with other relevant institutions, governmental bodies, local governments, and affected communities and individuals as well as with other stakeholders to engage with them and ensure full disclosure of information and documents as defined by this SEP.

The SEP will be periodically reviewed and updated, as important Project information becomes available.

1.2 Current status of the project implementation

Within project scope, and in compliance with the environmental and social requirements of the IFIs, a scoping report, ESIA, Resettlement Action Plan (RAP) and Stakeholder Engagement Plan (SEP) will be prepared. These reports, are guided by and are compliant with the EIB Environmental and Social Standards (ESS).

The project Scoping report has been completed. Approved Scoping report is available for download from the following locations:

- › the website of SRI (<https://infrazs.rs/>)
- › EIB’s website (www.eib.org) (during the EIB appraisal of the project)

Preparation of the ESIA in line with the EIB environmental and social policy and SEP are now underway. It is expected that the ESIA will be finalised by September 2024. The analytical description of the baseline and of the impacts and mitigation measures are described in the Scoping Report. These will be further detailed within the ESIA.

In accordance with the national legislation of the Republic of Serbia, an integral part of the Preliminary design is the Environmental Impact Assessment (EIA) Study, which has its own procedure for involving the public in several steps:

- › determining the scope and content of the environmental impact assessment (EIA) study
- › EIA study adoption phase
- › publication of the EIA study adopted by the Ministry of Environmental Protection.

Precondition for initiation of the EIA in line with the national legislation will be development of the Spatial Plan of the Area of Special Purpose (SPSPA) of railway corridor. The SPSPA of the infrastructure corridor for the subject railway corridor is integral part of the technical documentation forming the basis for development of Schematic Design and obtaining Location Conditions for development of Preliminary Design as well as for determination of the scope and content of the EIA. SPSPA will provide appropriate planning basis will be created in terms of direct implementation by issuing location conditions in accordance with the law for the subject railway section. In addition, this document presents a mandatory technical input for preparation of expropriation design as part of the Preliminary Design.

Therefore, the procedure for development of national EIA will be initiated in April 2024 with the planned completion date being February 2025 along with the planned completion of Preliminary Design and Feasibility Study in line with the national requirements.

The Stakeholder Engagement process, guided by this document is planned as an iterative process, comprehensive and commensurate to the risks, impacts and level of interest of the stakeholders identified in the coming phases of the Project.

1.3 Purpose and justification for the SEP

Consultation and engagement with stakeholders are integral part of the Environmental and Social Impact Assessment (ESIA) process. This approach is in full compliance with national and local legal provisions and IFIs standards.

Overall, a stakeholder engagement plan aims to create a structured approach to engaging with stakeholders, ensuring their voices are heard, their concerns are addressed, and their interests are taken into consideration throughout the project lifecycle.

The purpose of the Stakeholders' Engagement Plan (SEP) is to provide a basis for a constructive relationship, between the Project Promoter and the affected stakeholders over time, by ensuring relevant and understandable information and by providing, to all the Project Affected Persons opportunities to express their views and receive responses. The nature of and frequency of engagement is defined by the risks and impacts that the Project will have.

To allow uptake of stakeholder's 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.

This SEP will be updated as necessary by SRI, as described in section 5.5 Update of the SEP.

1.4 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 EIB ESS2 Requirements. The adequacy of the engagement methods shall be part of the Monitoring & Evaluation (M&E) segment of the Project. The SEP has been structured in the following manner:

Background (Chapter 1): Providing an overview of the project, its objectives, and the importance of stakeholder engagement.

Regulatory and promoter requirements for consultation and disclosure (Chapter 2): Defines requirements as per national and EU legal framework and standards.

Summary of previous engagement activities (Chapter 3): Overview of previous stakeholder engagement activities, taking into account that the preparatory activities for this project have been initiated in 2020.

Stakeholder identification and analysis (Chapter 4): Presenting the results of the stakeholder analysis, including stakeholder mapping, prioritization, and the rationale for engaging with each stakeholder group.

Engagement Strategies (Chapter 5): Outlining the strategies and approaches for engaging with stakeholders, setting out roles and responsibilities for stakeholders and the project team.

Resources and responsibilities for implementing stakeholder engagement activities (Chapter 6): roles and responsibilities throughout the SEP implementation.

Grievance Mechanisms (Chapter 7): Describing how feedback from stakeholders will be collected, analysed, and incorporated into project decision-making processes.

Monitoring and reporting on stakeholder engagement (Chapter 8): indicators and schedule for regular monitoring and reporting on the implementation.

The purpose of the defined scope and structure of the Stakeholder Engagement Plan, is to ensure effective communication, collaboration, and relationship-

building with their stakeholders, leading to better project outcomes and stakeholder satisfaction.

1.5 Summary of potential environmental and social impacts²

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, are mostly limited to the construction phase and these 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,
- › 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,
- › 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.

² Extract from the Scoping report

2 Regulatory and promoter requirements for consultation and disclosure

Operations and activities for which potential financing from the European Investment Bank (EIB) is sought fall under the application of their respective applicable Environmental and Social Standards. The Project will comply with Serbian national requirements including applicable EU Laws and Directives.

2.1 National Legislation Requirements

The Serbian legislative framework will be applied for the environmental and social aspects of the Project such as Environmental Protection, Water, Waste, Nature Protection, Noise Protection, Air Quality and Cultural Heritage, Safety and Health, Labour Relations, Employment, Social Protection, Property and Expropriation as supplemented to meet the requirements of EIB.

The Environmental Impact Assessment procedure in the Republic of Serbia as governed by the Law on Environmental Impact Assessment is harmonized with the European EIA Directive (85/337/EEC, 97/11/EC, 2003/35/EC and COM 2009/378 as codified by the Directive 2011/92/EU and as amended by the Directive 2014/52/EU).

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 investing efforts 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 as amended 2021)** 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 as amended 2007, 2009, 2010 and 2021)** 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 (2023)** 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 2023)** 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.
- › **SRI communication strategies** for managing public communications including the company's **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 EIB ESS2 but have certain shortcomings when it comes to active outreach and continuous engagement strategies.

2.2 International legislative framework – EIB standard on Stakeholder Engagement (ESS2)

The most relevant Directive is the Directive 2011/92/EC amended by Directive 2014/52/EU. According to the Directive, the proposed Project falls into Annex I, Category 7 (a) "Construction of lines for long-distance railway traffic and of airports with a basic runway length of 2100 m or more".

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 EIB Environmental and Social Standards as an operational translation of the policies and principles contained in the 2022 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.

EIB ESS 2 Stakeholder Engagement

Standard 2 requires promoters (project implementers) to maintain an open, transparent, and accountable dialogue with all project-affected persons, communities and other relevant stakeholders in an effective and appropriate manner. The value of public participation in the decision-making process is stressed throughout the preparation, implementation and monitoring phases of a project. Stakeholder Engagement standard 2 emphasized on the following:

- › A meaningful engagement process allows for the efficient implementation of a financed operation and, in particular, the early and effective identification, assessment, and management of any environmental and social risks, impacts, and opportunities. The views, interests, and concerns of project affected communities and other interested stakeholders are heard, understood, and taken into account throughout the project lifecycle.
- › Standard 2 outlines a systematic approach to stakeholder engagement that the promoter is expected to build and maintain by way of a constructive relationship with relevant stakeholders. Stakeholder engagement is an inclusive and iterative process that involves, in varying degrees, stakeholder analysis and engagement planning, timely disclosure and dissemination of/access to information, public consultations and stakeholder participation, and a mechanism ensuring access to grievance and remedy.

The following elements 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 are affected or likely to be affected (directly or indirectly) by the Project (affected parties), or 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. 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. EIB's risk classification, "High Risk" Category projects (including the subject Project) 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. EIB categorise all projects using as a benchmark the EU legal framework³. According to EU EIA Directive, disclosure period should be at least 30 days.

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.

EIB ESS 6 Involuntary Resettlement

Standard 6 pertaining to Involuntary Resettlement sheds light on various aspects that necessitate the development of an instrument that describes an organized mechanism for land acquisition e.g. Resettlement Action Plan or Resettlement Policy Framework.

Standard 6 stipulated that all affected persons will be paid fair compensation in good time for expropriated assets. Compensation will be provided for any loss of personal, real or other property, goods or assets, including rights or interests in property, for instance, land plots and house structures, contents, infrastructure, mortgage or other debt penalties. Where land has been taken, affected persons will be compensated with land of commensurate quality, size and value, or better. The promoter is required to offer to the affected persons an informed choice of either compensation in kind (land-for-land; land plot and house to replace affected land plot and house) or monetary compensation at the outset. The promoter is expected to comply with the choice stated by the affected persons.

Standard 6 sheds light on the main contents of the RAP and the RAP documents e.g. the census and baseline information, eligibility criteria, the cut-off date, resettlement assistance, stakeholder engagement, grievance management, etc.

Differences between EIB requirements and the Law on Expropriation of the Republic of Serbia

Although EIB Standard ESS 6 stipulates compensation for the loss of 'personal property, mortgages, and other debts,' the Law on Expropriation (2016) states that 'the mortgage established on the expropriated real estate shall be transferred to the real estate transferred into ownership or co-ownership as compensation for the expropriated real estate, or to other personal property of equivalent value.

³ The classification provided by the Directive 2011/92/EU on the assessment of the effects of certain public and private projects on the environment as amended by Directive 2014/52/EU (the Environmental Impact Assessment (EIA) Directive), particularly Annex I and Annex II.

Differences between EIB requirements and the practices of the Promoter (SRI)

Serbian Railways Infrastructure (SRI) does not have the capability to provide replacement land for expropriated land. The only option available is cash compensation. Therefore, it is not possible to offer affected individuals the choice between cash compensation and replacement real estate.

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.

3 Summary of previous stakeholder engagement activities

The SEP is part of an iterative process in communicating with stakeholders who may be affected by or might be interested in the Project throughout its life cycle. To allow uptake of Stakeholders concerns, grievances, but also positive feedback during all of the Project stages, a fully functional system introduced by the promoter that affords all stakeholders, in particular impacted individuals and communities, the ability to provide feedback, channel their concerns and, thereby, access information and, where relevant, seek recourse and remedy. The scope of such a mechanism concerns the entire operation, yet it is not intended to serve employer-workforce relations, as a separate grievance structure relevant to workplace grievances is exclusively dedicated to this purpose.

Size and importance of the project required a broad engagement with various project stakeholders with main discussions between sector specific institutional Stakeholders.

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

- › Numerous discussions and communication exchange between the TA IPF8, MoCTI, SRI;
- › Review of project preparation status with representatives from the Ministry of Construction, Transport and Infrastructure and including safeguard documentation;
- › Multiple meetings and communication exchange with the TA discussing the MCA within 1st Level Option Analysis Phase.
- › 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.
- › 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.
- › Stakeholder engagement activities undertaken to-date included a variety of methods to communicate with stakeholders, as follows: :
 - › E-mail correspondence.
 - › Various virtual meeting Platforms.
 - › One to one and small group meeting with government officials.
- › During preparation of the previously developed project documentation⁴ stakeholder engagement process was conducted to ensure that a consistent, comprehensive and culturally appropriate approach was taken for project consultation and disclosure. This comprised the following activities:

⁴ Inception Report, 1st Level Option Analysis, Scoping report, ...

- › 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 to the relevant stakeholders and collect views for best option and elaborate the selection methodology. In this phase of the project documentation development, numerous discussions were conducted in terms of the railway alignment. The railway alignment is defined in general with few locations that are yet to be discussed. Depending on the final decision, it will be possible to precisely determine the social impacts and necessary stakeholder engagement.
- › Scoping phase – Gathering relevant information on Baseline Conditions of environmental and social resources, identification of issues of concern for affected communities.
- › Monthly progress meetings were held between TA and SRI, as the project promoter on project progress, data gaps and agreeing on future project activities.

With the objective to gather key baseline data for the assessment of alternative selection process, within development of 1st level option analysis, a number of meetings and consultations were held. Detailed overview of these activities is provided in the Annex 2 of this SEP. Summary is provided in the table below. :

Table 3 Summary of previous stakeholder engagement

| Stakeholder | Period, Methods and place of engagement | Key concerns, Suggestions and information gathered from the authority |
|---|--|--|
| EIB, JASPERS, EU Delegation to the Republic of Serbia, Ministry of EU Integration, Ministry of Construction, Transport and Infrastructure | 06/2020 – 02/2024, Virtual and physical meetings | Project kick off, inception activities, scope review and confirmation, project progress, data and other gaps, definition of future project steps |

4 Stakeholder identification and analysis

To aid the process of the identification of affected settlements, specific criteria are applied to delineate Affected Communities within the Area of Influence (AoI). The AoI has been defined based on the project's location, associated facilities, rail-related activities, and anticipated impacts. This involves various areas, each focusing on specific impact types, including land acquisition, resettlement, and construction-related impacts.

The linear corridor between Niš and Preševo and Affected Communities within the corridor constitute a primary AoI.

Specific areas within the direct physical footprint, including land acquisition zones, rail level crossings, stations, halts, access and transport routes, associated facilities, and temporary and permanent operation phase facilities, are taken into consideration when identifying AoI.

Detailed overview of affected districts, municipalities and settlements is provided in Annex 3.

4.1 Stakeholder identification

Stakeholder groups that may be affected by and/or are interested in the implementation of the project are presented below. The objective of stakeholder identification, which is closely connected to the identification of impacts, is to establish which individuals and organizations may be directly or indirectly, positively or negatively impacted by the project and to bring them forward to the first line of information. The stakeholder list can change in the course of the process of implementation. It shall therefore be regularly reviewed and updated throughout the project cycle. The risk associated with each stakeholder group can also be subject to changes and shall be reassessed from time to time. As a minimum, the Stakeholder list should be revised at the start of the construction phase and at the start of the operation phase. Not all impacts target all stakeholders equally, as some can be either influenced by subjective internal or objective external factors. EIB ESS2, read in conjunction with EIB ESS1 and ESS7 recognize three categories of stakeholder: Project Affected Parties, Other Interested parties and Disadvantaged/Vulnerable Individual or Groups.

Taking the above into account the Stakeholders have been classified as follows:

Table 4 List of identified stakeholders

| Stakeholder group/category | Institutions/entities |
|--|---|
| National Governmental Stakeholders – high interest, high influence, high power and the key high-level decision making groups / Other interested parties | The Government of Republic of Serbia Ministry of European Integration Ministry of Finance |

| Stakeholder group/category | Institutions/entities |
|---|---|
| National and regional state authorities and institutions – medium to high interest, medium to high influence decision making groups / Other interested parties | Ministry of Environmental Protection PWC Srbijavode PE Roads of Serbia Cultural heritage protection Institutes (Republic Institute, Institute for protection of cultural heritage Niš) Institute for nature conservation of the Republic of Serbia - Department in the City of Niš |
| Regional and Local Stakeholders – high interest, high local influence, high local power and locally important decision-making group / Other interested parties | Town Leskovac; Municipality of Vlasotince Municipality of Vladicin Han Municipality of Vranjska Banja Town Vranje Municipality of Bujanovac Municipality of Presevo |
| Affected Population, Enterprises and Public Service Facilities –high interest, low influence, low power, low to medium influence over the decision-making process / Project Affected Parties | Passengers (tourists, daily commuters, with focus on those losing access to stations/halts) Residents in areas where works will be executed Individuals affected by land acquisition, resettlement, and loss of access to resources Freight companies Locomotive operators Relevant entities such as the Directorate for Railways (DfR), Serbia Voz, Serbia Cargo, and private rail cargo operators. |
| External Stakeholders affected by construction – medium to high interest, medium to high influence, but are influenced by internal subjective factors / Other interested parties | Residents of the affected municipalities (refer to Annex 3 for identified settlements) NGOs Local Media Prospective Contractor(s) and subcontractor(s) and their workers Prospective Supervision Consultant(s) for supervision of construction works and their workers, European Investment Bank (EIB), |

| Stakeholder group/category | Institutions/entities |
|--|--|
| | Delegation of the European Union to the Republic of Serbia (EUD) European Commission: EC DG NEAR and EC DG MOVE |
| Vulnerable groups – high interest and higher risk of poverty, low interest, low power / Disadvantaged or Vulnerable Individuals or Groups | Potentially: Women Elderly/Pensioners Persons with disabilities Minority communities |

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

The reconstruction of the existing railway with all planned facilities including modifications and modernization of the station areas, as well as introduction of video surveillance, access ramps and elevators, de-levelled rail road crossings, modern signalling and safety equipment etc. will contribute to the safety of entire population, but specifically women, young population and persons with disabilities. With guidance from the World Bank, the Government of Serbia (GoS) concluded a nationwide Gender in Transport study to analyse gendered mobility patterns.

In consideration of the study, targeted messages will be formulated to address women's specific interests and engagement needs related to childcare, household chores, work, and similar aspects. To address challenges related to inequitable access to information, the Project will strive to:

- › Understand the gender context for identifying appropriate engagement approaches,
- › Seek feedback from women to comprehend their needs and determine effective ways to engage with them.

The list of vulnerable groups will be updated as necessary following the Environmental and Social Impact Assessment (ESIA) stage.

4.2 Summary analysis

Identified stakeholder groups and their level of influence cross-referenced with their interest they may have in the project will determine the type and frequency of engagement activities necessary for each group. Using the colour coding of interest and influence matrix below will help determine where to concentrate stakeholder engagement efforts and why.

The table below (Table 6) identifies the key stakeholder groups and categories, the nature of their interest in the project. Their level of interest in and influence over the project is based on the colour code in the Table 5.

Table 5 Level of stakeholder engagement matrix

| | | Level of influence | | |
|-------------------|--------|--------------------|----------------|---------|
| | | Low | Medium | High |
| Level of interest | Low | Inform | Consult | Consult |
| | Medium | Inform | Consult | Consult |
| | High | Involve/engage | Involve/engage | Partner |

Table 6 Level of stakeholder engagement based on their level of interest and level of influence

| Project Stakeholder Group | | Nature of interest | Level of interest | Level of influence | Level of engagement |
|---------------------------|-------------------|---|-------------------|--------------------|---------------------|
| Project Affected Parties | Individuals | <p>Local population along railway route, stations, intersections (all settlements and local communities identified in Annex 1)</p> <p>Interest in potential impacts during civil works, duration of civil works, traffic management plan.</p> <p>Interest in project impact on their livelihoods (through land acquisition and other temporary and permanent impacts) and understanding the compensation procedure and additional support and assistance in restoration of living standards</p> <p>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.</p> <p>Interest in getting acquainted with the points where crossings over the railway will be planned and built (underpass or overpass) and safety standards (protective fence...)</p> <p>Interest in the impacts of closure of certain stations/halts</p> | High | Low | Engage |
| | | <p>Passengers (commuters, national and foreign tourists...)</p> <p>Concerns about disruption of traffic, interested in alternative lines during rehabilitation works on the line</p> <p>Avoid adverse impacts from diversion of traffic, in expectation of efficient and safe transport service</p> <p>Concerns about accurate information on construction and rehabilitation works affecting their travel itinerary</p> | Medium | Low | Inform |
| | Legal Entities | <p>Business owners in the project area</p> <p>Concerns about disruption of business and operation activities</p> <p>Interest in project impact on their ownership (through land acquisition)</p> | Medium | Low | Inform |
| | Railway operators | <p>Serbia Cargo and private operators for freight transport</p> <p>High expectations on timely implementation to receive benefit from economic development, lower costs and time savings, safety, direct benefit from the institutional, legal and regulatory strengthening and capacity building activities</p> <p>Concerns about disruption in carrying out the circle of freight transport</p> | High | Low | Involve |

| Project Stakeholder Group | | Nature of interest | Level of interest | Level of influence | Level of engagement | |
|---------------------------|--------------------------------------|--|--|--------------------|---------------------|---------|
| Other Interested Parties | | Serbia Voz | High | Low | Involve | |
| | IFI | The European Investment Bank | High | High | Partner | |
| | Government Agencies and institutions | Ministry of Finance | Loan Agreement oversight | High | High | Partner |
| | | Ministry of Construction, Transport and Infrastructure (MoCTI) | Main counterpart of the EIB for Project implementation and permitting authority | High | High | Partner |
| | | PIU hosted by SRI and MoCTI | Project management and implementation, oversight, reporting, financial, environmental and social risk management, grievance management, SEP implementation and coordination | High | High | Partner |
| | | Ministry of Environmental Protection (MoEP) | Relevant Ministry for Environmental Protection and EIA Permitting Relevant Ministry for development | Medium | Medium | Consult |
| | | PWC Srbijavode | Interested in management of water bodies in the AoI of the Project Responsible for issuing location condition affecting the technical documentation. | Medium | Medium | Consult |
| | | PE Roads of Serbia | Interested in operation and maintenance of roads in the AoI of the Project Responsible for issuing location condition affecting the technical documentation. | Medium | Medium | Consult |
| | | Cultural heritage protection Institutes and agencies, at the national and local levels (Republic Institute, Institute for protection of cultural heritage Niš) | Data provider, request for their opinion on project design is part of legal procedure for EIA, participant in consultations Interested in protection of cultural heritage and in the procedure if "chance finds" cultural heritage (archaeological) goods in the AoI of the Project. Responsible for issuing location condition affecting the technical documentation. | Medium | Medium | Consult |

| Project Stakeholder Group | | Nature of interest | Level of interest | Level of influence | Level of engagement | |
|---------------------------|------------------|--|--|--------------------|---------------------|---------|
| | | Institute for nature conservation of the Republic of Serbia, Department in the City of Niš | 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. Responsible for issuing location condition affecting the technical documentation. | Medium | Medium | Consult |
| | | Local Governments (departments: land management, economic development, environment) | Data provider for development of the SPSPA Interested in environmental and social impacts Interested in the timeline for project development and implementation, in land acquisition planning, etc. | High | Medium | Involve |
| | | Various Government Inspections such as Labour, Construction, Environmental etc. | Interested in enforcement of legal requirements during construction activities. | High | Medium | Involve |
| | | 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 | Medium | Low | Inform |
| | | Rail transport associations | Interested in project benefits, interest in procurement and supply chain, potential environmental and social as well as community health and safety | Medium | Low | Inform |
| | Communities | Residents in municipalities where works will be executed | 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. | High | Medium | Engage |
| | Private business | National and international Contractors and Engineering | Interested in participating in various bidding procedure | High | Low | Engage |

| Project Stakeholder Group | | Nature of interest | Level of interest | Level of influence | Level of engagement |
|---------------------------|--|--|-------------------|--------------------|---------------------|
| Vulnerable groups | entities | Consultancies | | | |
| | NGOs for minorities | Roma associations Interested in improving the social inclusion, reduction of vulnerability and poverty and equitable access to project benefits Some of the associations include: National Council of the Roma national minority of the Republic of Serbia Roma Women’s Association Osvit, Nis Civil Movement Opre Roma Serbia... | Medium | Low | Inform |
| | CSO | Hunting Association of Serbia Hunting Club of Niš Interested in how the Project would impact hunting activities, will there be animal crossings, will construction cause temporary or permanent migration of animals. Providing data regarding fauna, and hunting activities and seasons | Medium | Low | Inform |
| | NGOs, CSOs | Sector Specific Interested in how the Project would affect environmental and social issues, transparency, good local governance development | Medium | Low | Inform |
| | Job seekers | Low-skilled, semi-skilled and high-skilled workers Positive externalities beneficiaries through potential employment opportunities | Medium | Low | Inform |
| | Media | National media (Radio, TV, Newspaper) Enables wide and regular dissemination of information related to the Project, ensures its visibility and facilitates stakeholder engagement | Medium | Low | Inform |
| Individuals | Retired, elderly and people with disabilities and chronic disease; Single parent headed households, male and female; People with low literacy and ICT knowledge; Economically marginalized and disadvantaged groups; Persons living below the poverty line; Women Interested in accessibility, affordability of project investments and how the project will affect them (e.g. cost of railway travel after project implementation) | Medium | Low | Inform | |

4.3 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 Project phase 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 Project phase will have specific stakeholder identification and communication arrangements. This will be facilitated by filling out the stakeholder expansion questionnaire below at critical points during Project implementation. A potential update will be part of the Monitoring & Evaluation (M&E) segment of the Project.

Table 7 Expansion and update questionnaire

| Stakeholder expansion questionnaire | |
|--|--|
| <p>Is our current list focused on relevant stakeholders who are important to our current and future efforts?</p> <p>To assess the question, consider:</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 <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 <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 <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 grievance mechanism (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 <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> |

5 Strategy for stakeholder engagement

5.1 Purpose and timing of stakeholder engagement program

The stakeholder engagement program aims to inform, disclose, and consult throughout the project lifecycle. Key goal is to establish an early dialogue with stakeholders from project planning through implementation.

As mentioned under chapter 1, the project scope includes three phases (design, construction and operation and maintenance.) The focus of the programme described within this chapter is placed on design phase. Proposed outline for construction phase programme and strategy is described under Annex 8.

Within design phase, there are number of activities and deliverables that involve process of public consultation, that are being prepared in parallel. This includes development of ESIA in line with EU and IFI standards, EIA in line with national legislation and SPSPA in line with national legislation.

During the SPSPA development procedure early public insight will take place, and also public insight and public hearing during the phase of implementation. The conditions to be obtained from the stakeholders are those from holders of public authorizations for the development of a SPSPA. These conditions will be the input data for the Preliminary design and the EIA.

During the EIA development process, stakeholder engagement will occur during determining the scope and content of the EIA, its adoption phase and publication of adopted version of EIA

5.2 .Proposed strategy for Disclosure and Consultation

Documents, including ESIA, SEP, RAP, ESMP (Disclosure package), will be disclosed electronically in Serbian and English at the following websites:

- > the website of SRI (<https://infrazs.rs/>)
- > EIB's website (www.eib.org) (during the EIB appraisal of the project)

Announcements about the availability of the documentation will be disclosed on:

- > website of EIB
- > the notice boards and websites of the affected local municipalities
- > through social media campaigns
- > through traditional channels of communications (TV, newspaper, radio, and mail)

Relevant Stakeholders 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 30 days following the disclosure. Public consultations will be organised and stakeholder feedback shall be taken into account as relevant.

During the public consultation, printed copies (of EIA) will be made available in Serbian versions at the SRI premises, at every municipality impacted by the Project. PowerPoint slide presentation will be used during the public hearing.

Local governments through Community Liaison Officers also play an important role in organizing and communicating public comments, obtained separate from the public hearings. Community Liaison Officers (CLOs) will cover wider areas of several villages and/or municipalities depending on the density of population. Efforts by the CLOs will, among above mentioned, focus on land acquisition and resettlement. The consultation results will be an input into the development of RAP. CLOs will be requested to inform other community members about stakeholder events/meetings to be organised in their community/locality. CLOs shall 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 the table below. This table will be updated as necessary.

Table 8 Proposed Strategy of stakeholder engagement activities during ESIA and design preparation phase

| Project stage | Target Stakeholders | Topic(s) of engagement | Method(s) used | Location/frequency Timeframe (These are indicative and may alter) | Responsibilities |
|---|--|--|--|--|---|
| ES documents (ESIA Study, Project level SEP and RAP) preparation and implementation and throughout the project and design development | <p>Project Affected Parties: Local population along railway routes, stations, intersections People affected by land acquisition People whose businesses/livelihoods may be temporarily or permanently affected Passengers (tourists, daily commuters, with focus on those losing access to stations/halts) Freight companies Locomotive operators Relevant entities such as the Directorate for Railways (DfR), Serbia Voz, Serbia Cargo, and private rail cargo operators.</p> | Land acquisition process and impact on livelihoods; Resettlement and livelihood restoration options; Grievance mechanism process; Key Social constraints (railway and road crossings, safety fence, disruption of traffic during construction...) | Focus Group discussions; Electronic publications via online media and press releases; Information poster in municipalities with key information about the project and links for websites | During the Impact assessment to assess the impacts and discuss mitigation measures and its adequacy During the (early)public insight and public hearing | SRI Legal Department SRI (PIU) |
| | <p>Other Interested Parties; The Government of Republic of Serbia Ministry of European Integration Ministry of Finance</p> | Progress of project implementation Respecting the agreed timelines, scope and budget | Written communication and requests | During the project implementation period | SRI (PIU) with the support of the TA Team |
| | <p>Other Interested Parties; European Investment Bank (EIB), Delegation of the European Union to the Republic of Serbia (EUD) European Commission: EC DG NEAR and EC DG MOVE</p> | Progress of project implementation Respecting the agreed timelines, scope and budget | Written communication and requests | During the project implementation period | SRI (PIU) with the support of the TA Team |

| Project stage | Target Stakeholders | Topic(s) of engagement | Method(s) used | Location/frequency Timeframe (These are indicative and may alter) | Responsibilities |
|---------------|--|---|---|---|--|
| | Other Interested Parties; Ministry of Environmental Protection PWC Srbijavode PE Roads of Serbia Cultural heritage protection Institutes (Republic Institute, Institute for protection of cultural heritage Niš) Institute for nature conservation of the Republic of Serbia - Department in the City of Niš | Spatial Plan for The Project Area Project Disclosure Package Permitting Mitigation measures Location Conditions | Written communication and requests Face to Face meetings On-line meetings as needed | Once during the Impact assessment to assess the impacts and discuss mitigation measures and its adequacy During the development of the SPSPA During the development of the Preliminary design | SRI (PIU) with the support of the TA/ESIA Team |
| | Other interested parties Town Leskovac; Municipality of Vlasotince Municipality of Vladicin Han Municipality of Vranjska Banja Town Vranje Municipality of Bujanovac Municipality of Presevo Legal entities in the Project area | Land acquisition process and impact on livelihoods Key Social constraints (railway and road crossings, safety fence, disruption of traffic during construction...) | Written communication and requests Face to Face meetings On-line meetings as needed | Once during the Impact assessment and development of the Preliminary design | SRI (PIU) with the support of the ESIA Team |
| | Other interested parties National media (Radio, TV, Newspaper) NGOs CSOs | Project information - scope and rationale, Timeline, Important milestones, Community related information Vulnerability and impact issues | Press releases | As needed | SRI Public relations team |

Stakeholder engagement activities in the construction phase are listed in Annex 7. It serves as a general outline, to be further revised during future revisions of the SEP.

5.3 Information Communication

Various communication channels will be employed. Media announcements, disseminated through social media, television and newspapers, will play a pivotal role in conveying essential information, particularly regarding project milestones and critical engagement events, including public hearings. Public announcements (Information posters) with key information about the project and links for websites where full documentation can be found will be placed in key public locations, such as bulletin boards at local government offices. Stakeholders will also be informed via email.

The proposed channels and methods seek to ensure inclusivity, responsiveness to gender-specific considerations, and effective communication with diverse stakeholder groups.

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. The website will also provide information about the grievance mechanism (GM) for the project. Details on the GM are presented in chapter 7.

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

5.4 Future Phases of the 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, quarterly 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.

5.5 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 schedule of activities for the project. 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.

Updates should be clear and 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.

6 Resources and responsibilities for implementing stakeholder engagement activities

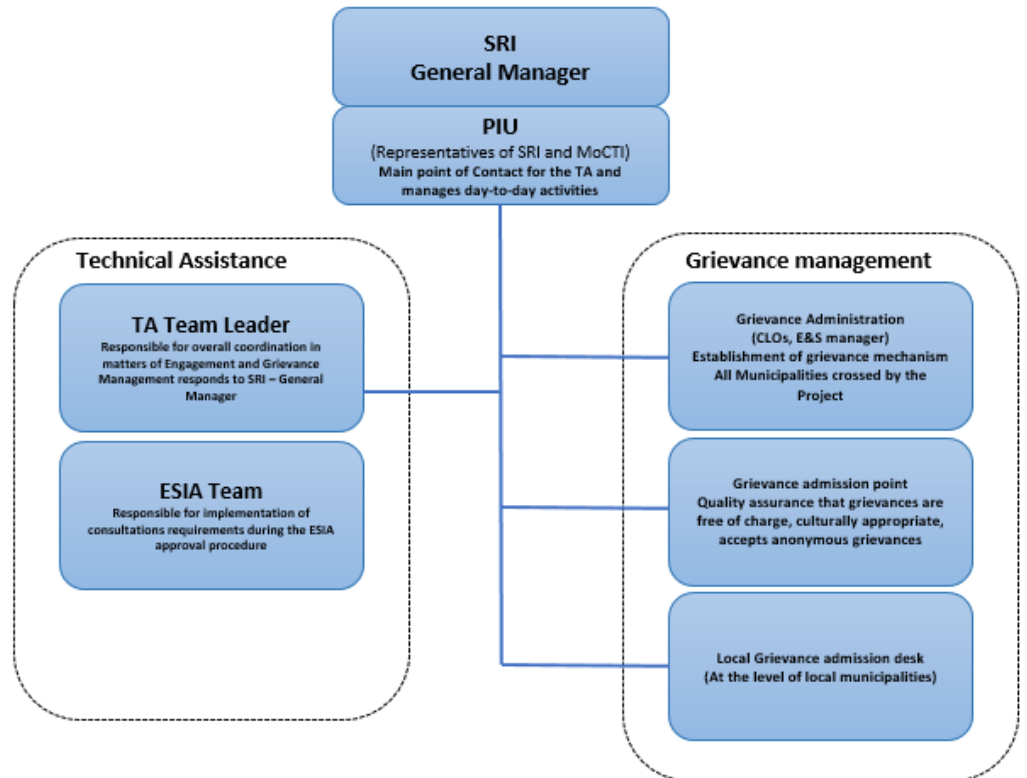
SRI formed the Department for Project Implementation. The SRI (through PIU) will be overall responsible for planning and implementation of stakeholder engagement activities, as well as other relevant outreach, disclosure and consultation activities, as well as for GM functioning. SRI shall make sure 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 9 Management functions and responsibilities

| Actor | Responsibilities |
|--------------------------------------|--|
| SRI | 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. Appointment of PIU Appointment of E&S manager |
| SRI through the PIU | High level promotion of the overall Project as part of the ongoing outreach and information campaign Promotion of Project activities with relevant local self-governments Engage with other relevant Ministries high level stakeholders Develop a communications strategy covering the lifetime of the project Liaise with and manage the relationship with any contracted companies producing communication materials (posters, flyers, video/TV spots...) Plan and manage the project’s communications via all media channels (TV, radio, written press...) |
| Ministry of Environmental protection | Responsible for the EIA Scoping Decision, approval and public consultation and stakeholder engagement for the Environmental Impacts Assessment prepared under the National Law |
| ESIA Team | The ESIA Team in coordination and consultation with the SRI will be responsible to implement the Scoping consultation requirement and during the ESIA approval procedure |
| Community Liaison Officers (CLO) | A Community Liaison Officer will be appointed, covering one or more Municipalities/Cities crossed by the alignment. |
| Local Governments | Provide an early warning system on community issues and communicate these to the PIU Support the planning and logistics for capacity-building and communication events at the village level |
| Technical Assistance | Support SRI (PIU) in communication and stakeholder engagement activities |

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

Figure 1 Suggested structure for Stakeholder and Grievance Management



SRI will have an email address and a contact person for receiving inquiries and grievances from citizens. Given the early stages of the Project the type of support to SRI is not known in details.

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.

An annual budget to implement stakeholder engagement activities needs to be agreed and committed upon by SRI.

7 Grievance mechanism

The implementing authority (SRI) is in the process of establishing a Project level grievance mechanism (GM).

The grievance process that will be implemented by the SRI through PIU is described below.

Grievance Forms (Annex 5) will be available on the SRI and websites of the municipalities, and at their offices. Printed copies will be also made available. The municipalities are required to deliver any received grievances (received in printed form, by e-mail or verbally) to SRI within 5 days.

All grievances will be registered in a grievance log (Annex 6). However, the personal data of each Grievant shall be protected under the Data Protection Law. Each grievance will be recorded in the register with the following information at minimum:

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

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.

SRI will monitor the way in which grievances are handled and keep the Grievance log up to date. SRI will publish and regularly update all relevant documents and grievance procedures on their website, as well as provide hard copies of Grievance Forms to the municipalities. SRI will provide feedback to all stakeholders who submit grievance forms by e-mail or mail.

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

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.

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

Affected people can submit comments, complaints and/or requests for information in person or via post, telephone or email using the following contact information:

Table 10 SRI contact details

| Description | Contact details |
|-----------------------------|------------------------------|
| Implementing agency: | SRI (PIU) |
| Address: | Nemanjina 6, 11 000 Belgrade |
| Name: | XXX |
| E-mail: | XXX |
| Telephone: | XXX |

8 Monitoring and reporting on stakeholder engagement

SRI supported by the WBIF/IPF8 will be responsible for preparing monitoring reports documenting the environmental and social performance of the Project and submitting them to the EIB and other potential financiers, on semi-annual basis. These reports will include sections dedicated to the stakeholder engagement and grievance management.

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. The summaries will provide a mechanism for assessing 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.

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 Grievance Log.

Table 11 Monitoring indicators

| Indicator | How will it be monitored | Responsibility | Frequency |
|--|--|-------------------------|-----------|
| Engagement with affected parties | | | |
| Number and location of formal meetings | Minutes of Meetings | PIU’s Social Specialist | Quarterly |
| Number of vulnerable groups/individuals reached with Project information | Minutes of meetings and satisfaction surveys | PIU’s Social Specialist | Quarterly |
| Project design consulted with stakeholder and issues identified and solved | Minutes of Meetings | PIU’s Social Specialist | Quarterly |
| Number and location of informal/spontaneous meetings | Minutes of Meetings | PIU’s Social Specialist | Quarterly |
| Number and location of community awareness raising or training meetings | Minutes of Meetings | PIU’s Social Specialist | Quarterly |
| Number of men and women that attended each of the meetings above | List of Attendees | PIU’s Social Specialist | 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 | Minutes of Meetings | PIU’s Social Specialist | Quarterly |

| Indicator | How will it be monitored | Responsibility | Frequency |
|--|---|--|-----------|
| the Project 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 | PIU's Social Specialist | 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 | PIU's Social Specialist, Grievance Focal Point | Quarterly |
| Number of grievances received from affected people, external stakeholders | Grievance Log | PIU's Social Specialist, 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 | PIU's Social Specialist, Grievance Focal Point | Quarterly |
| Average time of complaint's resolution process, disaggregated by gender of complainants and categories of complaints | Grievance Log | PIU's Social Specialist, Grievance Focal Point | Quarterly |
| Number of LGD meetings, and outputs of these meetings | Minutes of meetings signed by the attendees | PIU's Social Specialist, Grievance Focal Point | Quarterly |
| Number of grievances leading to improved project design | Grievance Log Minutes of meetings | PIU's Social Specialist, Grievance Focal Point | Quarterly |
| Trends in time and comparison of number, categories, and location of complaints with previous reporting periods | Grievance Log | PIU's Social Specialist, Grievance Focal Point | Quarterly |

SEP, 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. Any major changes to the project related activities and to its schedule will also constitute a change calling for a reflection in the SEP.

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 Project description

The single-track railway line Niš-Preševo-state border railway line is approximately 157 km long.

This section forms part of Pan-European Corridor X that passes through Austria, Slovenia, Croatia, Serbia, North Macedonia, and Greece.

Generally, the line passes along flat topography, apart from a central section of 32 km between Grdelica and Suva Morava. Here the topography is mountainous, and the line shares a corridor within a river canyon with other major road infrastructure, including the Corridor 10 motorway.

The railway section included in the scope of this sub-project can be divided into three subsections considering distinct terrain conditions, as follows:

Subsection A: Brestovac – Grdelica

The length of Subsection A is about 34 km.

The minimum radius of the horizontal curves is 400 m, before the Grdelica station, where the maximum speed (V_{max}) is reduced to 90 km/h. On the rest of the section parameters of horizontal geometry allow speed of 120km/h.

Subsection B: Grdelica – Vladicin Han

The length of Subsection B is about 32 km. The minimum radius of the horizontal curves is 300 m, where the possible speed is $V_{max} = 80$ km/h.

Subsection C: Vladicin Han - State border with North Macedonia (Tabanovce)

The length of Subsection C is about 67 km. The minimum radius of the horizontal curves is 300 m, where the possible speed is $V_{max} = 80$ km/h. However, the majority of curves have radii of over 700 m (60% of the total number of horizontal curves), which corresponds to V_{max} of 120 km/h.





Figure 2 Railway line sub-sections

Throughout the section, the permissible axle load is 225 kN, and permissible load per linear metre 80 kN/m. The key structures along the line are three tunnels (less than 500 m long) and 14 bridges with spans larger than 30 m. The stations are not well equipped for passenger operations and do not offer sufficient comfort and safety to the passengers. Originally constructed to a design speed of 120 km/h the line has deteriorated to such an extent that operating speeds have been severely reduced in certain sections.

The overview of the existing railway stations is provided in the figure below (Figure 3).

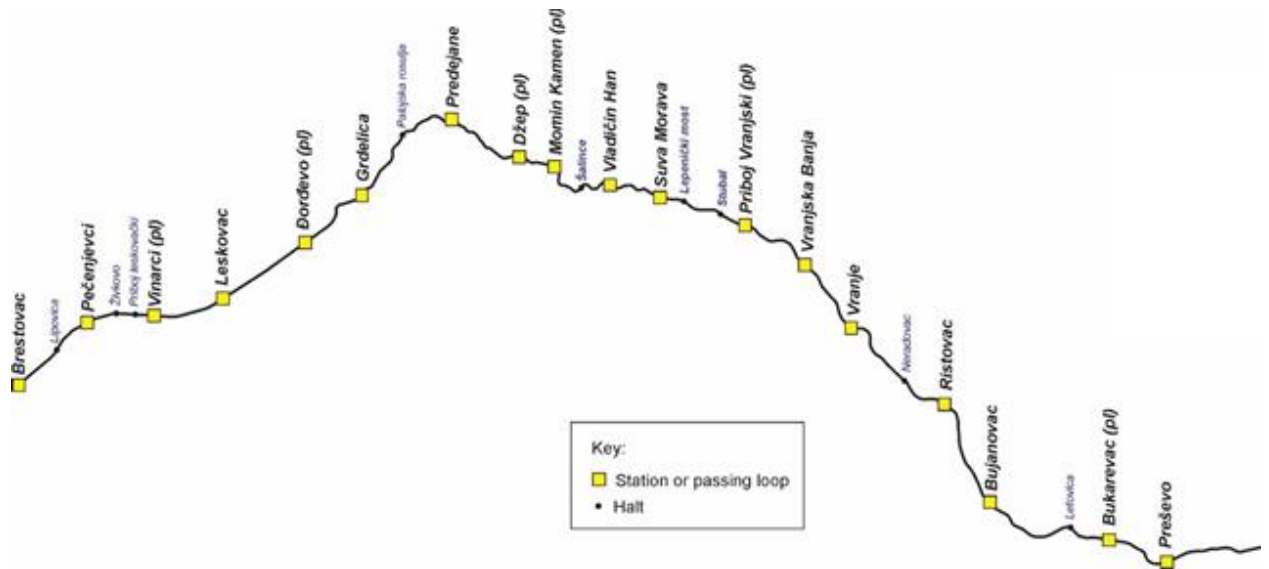


Figure 3 Overview of existing station facilities

Based on the analysis of the existing situation, and conducted option analysis carried out, a conceptual solution for the reconstruction, modernization and construction of a single-track railway line for passenger and freight traffic with

160-80-160 km/h was prepared. This will be followed by the preparation of Schematic and Preliminary Designs.

Solutions are defined for the following:

- › the route of the single-track railway and stations,
- › objects on the railway: bridges, underpasses, overpasses, culverts
- › hydrotechnical facilities
- › architectural structures
- › de-levelled road-railway crossings.

Optimised option starts in Brestovac station at km 267 + 942, and ends at the border with North Macedonia (Tabanovce) at Km 396 + 325.

Technical elements of the adopted alignment:

- › alignment length: 130.87 km,
- › air distance of start/end point of the alignment: 103.03 km,
- › total bridges: 67,
- › total tunnels: 3
- › total stations and passing points: 17
- › total structures due to de-levelling of level crossings: 31
- › width of subgrade 8.00 m;
- › type of rail 60E1;
- › concrete sleepers 2.60 m;
- › elastic rail fastenings
- › switches 60E1-300-60 (Vdirection=140 km/h; Vturn=50 km/h)
- › switches 60E1-500-1:12 (Vdirection=160 km/h; Vturn=60 km/h).

Stations and official posts: In accordance with the draft traffic technology, all stations and passing points will be kept except intersection Dzep which is affecting the planned traffic capacity of the railway line.

In the stations (V=160 km/h), double-sided platforms are planned, 200-400 m long and 55 cm high.

In the passing points (V=80 km/h), double-sided platforms are planned, 110 m long and 55 cm high.

On specific parts of the railway line **noise protection barriers and vibration protection barriers** will be installed.

The railway line **drainage** addresses the drainage and protection of the designed railway line against rainwater from the track bed and from hillside waters from the sections of the railway line which are in cut. The design also includes the drainage of water from the designed structures along the railway line. These are road deviations, overpasses and underpasses and bridges. Channels are envisaged on one or both sides, depending on the railway line finished level and the configuration of the surrounding terrain. The collected water is discharged to the nearest recipient by the shortest route. Drainage for the railway line in sanitary protection zones of water source areas with additional protection elements is foreseen.

Railway crossings

There are 78 identified level crossings. Their current position, type of road crossed and existing protection level are presented in the following table. In accordance

with the ToR requirements, most of the level crossings should be closed or de-levelled, where appropriate and feasible.

Table 12 exiting level crossings

| No. | Chainage | Existing protection level | Proposed solution |
|-----|----------|--|--|
| 1 | 268+321 | Barriers with traffic lights | Construction of overpass and underpass |
| 2 | 270+850 | Road vertical signalization | Construction of overpass |
| 3 | 273+225 | Barriers with traffic lights | Construction of overpass |
| 4 | 277+185 | Road vertical signalization | Closure of the level crossing and re-direction of traffic to the existing overpass |
| 5 | 281+701 | Road vertical signalization | Closure of the level crossing and re-direction of traffic to the existing overpass |
| 6 | 283+389 | Road vertical signalization | Construction of overpass |
| 7 | 284+844 | Road vertical signalization | Closure of the level crossing and re-direction of traffic to the overpass planned under 6 |
| 8 | 286+074 | Barriers with traffic lights | Closure of the level crossing and re-direction of traffic to the overpass planned under 6 |
| 9 | 287+140 | Barriers with traffic lights Road crossing with rubber panels | Closure of the level crossing and re-direction of traffic to the overpass planned under 6 |
| 10 | 287+997 | Barriers with traffic lights | Retention of level crossing with improved protection levels |
| 11 | 288+611 | Barriers with traffic lights | Retention of level crossing with improved protection levels |
| 12 | 290+491 | Barriers with traffic lights | Closure of the level crossing and re-direction of traffic to the overpass planned under 13 |
| 13 | 292+202 | Road vertical signalization | Closure of the level crossing and construction of overpass |
| 14 | 293+195 | Road vertical signalization | Closure of the level crossing and re-direction of traffic to the overpass planned under 13 |
| 15 | 295+080 | Road vertical signalization | Closure of the level crossing and construction of overpass |
| 16 | 296+566 | Barriers with traffic lights | Closure of the level crossing and construction of overpass |
| 17 | 298+427 | Road vertical signalization | Closure of the level crossing and re-direction of traffic to the overpass planned under 16 |
| 18 | 298+997 | Road vertical signalization | Closure of the level crossing and re-direction of traffic to the overpass planned under 16 |
| 18a | 299+529 | | Reconstruction of underpass |

| No. | Chainage | Existing protection level | Proposed solution |
|-----|----------|------------------------------|--|
| 19 | 302+533 | Road vertical signalization | Construction of underpass |
| 20 | 304+281 | Road vertical signalization | Retention of level crossing with improved protection levels |
| 21 | 305+277 | Road vertical signalization | Closure of the level crossing |
| 22 | 311+738 | Road vertical signalization | Construction of underpass and bridge |
| 23 | 312+012 | Barriers with traffic lights | |
| 24 | 313+865 | Road vertical signalization | Retention of level crossing with improved protection levels and reconstruction of dirt road |
| 25 | 315+978 | Road vertical signalization | Closure of the level crossing |
| 26 | 318+492 | Road vertical signalization | Retention of level crossing with improved protection levels |
| 27 | 321+339 | Barriers with traffic lights | Closure of the level crossing with construction of underpass and reconstruction of the existing bridge |
| 28 | 321+974 | Road vertical signalization | Closure of the level crossing |
| 29 | 322+931 | Road vertical signalization | Closure of the level crossing |
| 30 | 328+811 | Road vertical signalization | Retention of level crossing with improved protection levels |
| 31 | 329+726 | Road vertical signalization | Closure of the level crossing |
| 32 | 331+096 | Road vertical signalization | Retention of level crossing with improved protection levels |
| 33 | 333+368 | Barriers with traffic lights | Retention of level crossing with improved protection levels |
| 34 | 335+192 | Barriers with traffic lights | Construction of overpass and new road connecting local road and state road no 441. |
| 35 | 335+603 | Road vertical signalization | |
| 36 | 336+125 | Road vertical signalization | Closure of the level crossing |
| 37 | 336+278 | Road vertical signalization | Closure of the level crossing |
| 38 | 337+746 | Road vertical signalization | Construction of overpass and new road connecting local road and dirt road |
| 39 | 338+669 | Road vertical signalization | |
| 40 | 339+793 | Road vertical signalization | Closure of the level crossing |
| 41 | 341+401 | Barriers with traffic lights | Construction of overpass |

| No. | Chainage | Existing protection level | Proposed solution |
|-----|----------|------------------------------|---|
| 42 | 343+050 | Road vertical signalization | Retention of level crossing with improved protection levels |
| 43 | 343+814 | Road vertical signalization | Construction of overpass |
| 44 | 345+796 | Road vertical signalization | Construction of overpass |
| 45 | 347+047 | Barriers with traffic lights | Closure of level crossings and construction of new de-levelled crossing replacing these two |
| 46 | 348+139 | Road vertical signalization | |
| 47 | 348+975 | Road vertical signalization | Closure of level crossings |
| 48 | 349+977 | Barriers and traffic signs | |
| 49 | 353+177 | Barriers and traffic signs | Closure of level crossing |
| 50 | 354+424 | Barriers and traffic signs | Closure of level crossing |
| 51 | 356+154 | Road vertical signalization | Construction of overpass |
| 52 | 359+200 | Barriers with traffic lights | Closure of level crossing |
| 53 | 361+357 | Road vertical signalization | Construction of overpass and bridge |
| 54 | 361+837 | Barriers with traffic lights | Closure of level crossing |
| 55 | 362+064 | Road vertical signalization | Closure of level crossing |
| 56 | 362+994 | Road vertical signalization | Closure of level crossing |
| 57 | 363+662 | Road vertical signalization | Closure of level crossing |
| 58 | 364+258 | Barriers with traffic lights | Construction of overpass |
| 59 | 365+772 | Barriers with traffic lights | Construction of overpass |
| 60 | 366+461 | Barriers with traffic lights | |
| 61 | 367+262 | Road vertical signalization | Construction of overpass |
| 62 | 368+189 | Road vertical signalization | |
| 63 | 371+101 | Road vertical signalization | Closure of level crossing |
| 64 | 372+374 | Road vertical signalization | Closure of level crossing |
| 65 | 373+264 | Barriers and traffic signs | Closure of level crossing |

| No. | Chainage | Existing protection level | Proposed solution |
|-----|----------|------------------------------|---------------------------|
| 66 | 374+900 | Barriers with traffic lights | Construction of overpass |
| 67 | 375+357 | Road vertical signalization | Closure of level crossing |
| 68 | 377+924 | Road vertical signalization | Closure of level crossing |
| 69 | 379+457 | Road vertical signalization | Closure of level crossing |
| 70 | 380+596 | Road vertical signalization | Closure of level crossing |
| 71 | 381+465 | Barriers with traffic lights | Construction of overpass |
| 72 | 384+731 | Road vertical signalization | Construction of overpass |
| 73 | 386+445 | Road vertical signalization | |
| 74 | 390+126 | Road vertical signalization | Construction of overpass |
| 75 | 390+970 | Road vertical signalization | |
| 76 | 393+151 | Barriers with traffic lights | Construction of overpass |
| 77 | 394+501 | Road vertical signalization | Closure of level crossing |
| 78 | 395+493 | Road vertical signalization | Closure of level crossing |
| 79 | 396+077 | Road vertical signalization | Closure of level crossing |
| 80 | 397+489 | Road vertical signalization | Construction of overpass |

Structures – Bridges

Apart from the structures resulting from the strategy for resolving the level crossings issues, other structures resulting from the reconstruction of the alignment are listed in the table below.

Table 13 List of planned bridges

| Bridge No | Provisional chainage | Provisional length (m) | Span (m) |
|------------|----------------------|------------------------|----------|
| A-1 | 268+939.182 | 10 | 1x10 |
| A-2 | 274+099.385 | 35 | 1x35 |
| A-3 | 285+071.291 | 35 | 1x35 |
| A-4 | 289+558.019 | 10 | 1x10 |
| A-5 | 291+994.814 | 10 | 1x10 |
| A-6 | 295+173.791 | 12 | 1x12 |
| A-7 | 297+086.771 | 12 | 1x12 |
| B-1 | 299+528.37 | 8 | 1x8 |

| Bridge No | Provisional chainage | Provisional length (m) | Span (m) |
|-------------|----------------------|------------------------|----------|
| B-2 | 300+104.57 | 30 | 1x30 |
| B-3 | 300+332.69 | 60 | 2x30 |
| B-4 | 302+614.84 | 60 | 2x30 |
| B-5 | 303+959.36 | 10 | 1x10 |
| B-6 | 305+100.51 | 105 | 3x35 |
| B-7 | 306+729.77 | 8 | 1x8 |
| B-8 | 308+345.51 | 12 | 1x12 |
| B-9 | 309+254.52 | 10 | 1x10 |
| B-10 | 309+357.05 | 70 | 2x35 |
| B-11 | 311+840.58 | 105 | 3x35 |
| B-12 | 312+773.00 | 15 | 1x15 |
| B-13 | 312+988.00 | 6 | 1x6 |
| B-14 | 313+911.00 | 6 | 1x6 |
| B-15 | 315+508.31 | 7 | 1x7 |
| B-16 | 316+056.44 | 7 | 1x7 |
| B-17 | 316+718.24 | 12 | 1x12 |
| B-18 | 318+208.35 | 8 | 1x8 |
| B-19 | 319+414.48 | 8 | 1x8 |
| B-20 | 320+243.00 | 6 | 1x6 |
| B-21 | 321+283.74 | 21 | 1x21 |
| B-22 | 323+339.24 | 15 | 1x15 |
| B-23 | 326+175.80 | 120 | 4x30 |
| B-24 | 327+091.76 | 90 | 3x30 |
| B-25 | 328+703.56 | 120 | 4x30 |
| B-26 | 329+641.42 | 12 | 1x12 |
| B-27 | 331+531.94 | 15 | 1x15 |
| B-28 | 332+400.22 | 15 | 1x15 |
| C-1 | 335+557.36 | 15 | 1x15 |
| C-2 | 338+642.56 | 15 | 1x15 |
| C-3 | 342+887.65 | 30 | 1x30 |
| C-4 | 344+233.01 | 25 | 1x25 |
| C-5 | 345+135.24 | 15 | 1x15 |
| C-6 | 346+700.02 | 25 | 1x25 |
| C-7 | 352+438.17 | 60 | 2x30 |
| C-8 | 355+855.34 | 60 | 2x30 |
| C-9 | 358+234.55 | 60 | 2x30 |
| C-10 | 359+491.80 | 12 | 1x12 |
| C-11 | 361+347.29 | 15 | 1x15 |

| Bridge No | Provisional chainage | Provisional length (m) | Span (m) |
|-------------|----------------------|------------------------|----------|
| C-12 | 361+819.63 | 100 | 4x25 |
| C-13 | 362+109.54 | 8 | 1x8 |
| C-14 | 362+906.25 | 15 | 1x15 |
| C-15 | 363+606.41 | 50 | 2x25 |
| C-16 | 367+600.41 | 15 | 1x15 |
| C-17 | 369+349.86 | 15 | 1x15 |
| C-18 | 371+059.16 | 12 | 1x12 |
| C-19 | 373+200.00 | 550 | 22x25 |
| C-20 | 377+480.00 | 10 | 1x10 |
| C-21 | 379+076.09 | 12 | 1x12 |
| C-22 | 381+033.14 | 15 | 1x15 |
| C-23 | 383+966.27 | 10 | 1x10 |
| C-24 | 385+413.26 | 10 | 1x10 |
| C-25 | 387+293.00 | 15 | 1x15 |
| C-26 | 389+703.53 | 15 | 1x15 |
| C-27 | 392+961.45 | 20 | 1x20 |
| C-28 | 396+462.76 | 20 | 1x20 |

Structures – Tunnels

Apart from the structures resulting from the strategy for resolving the level crossings issues, other structures resulting from the reconstruction of the alignment are listed in the table below. All planned tunnels are located within section B.

Table 14 List of planned tunnels.

| Tunel | Okvirna stacionaža (km) | Okvirna dužina tunela (m) |
|---------------------|-------------------------|---------------------------|
| B-1 Grdelica | 307+520 – 307+664 | 144 |
| B-2 Letovica | 324+114 - 324+760 | 646 |
| B-3 Hanski | 327+277 - 327+548 | 271 |

Electrification - The reconstructed and modernized railway line is envisaged to be electrified with single-phase system, 25kV, 50Hz. Within the scope of reconstruction, modernization and construction of single-track railway line Nis - Presevo it is necessary to perform the reconstruction and modernization of the existing power supply substations and sectioning posts located on this section.

Signalisation and telecommunication - The designed solution envisages the equipping of all stations on the subject section of the railway line with electronic interlocking devices in all unequipped stations, with centralized setting of switches (via electronic devices) and automatic routing, setting, locking, control and release of train routes through the station area. The design will also include modernisation (new interlocking devices) of level crossings where applicable.

Design solution for telecommunication facilities will include design of telecommunication systems in new stations and stops (common structural network, master clock, Passenger Announcement (PA) system (video and sound), video surveillance system, automatic fire alarm system), design of railway telecommunication systems along the new alignment (fibre optical lineside cables, dispatcher and trackside telephone devices, radio-dispatching system; GSM-R system, transport system, station telecommunication systems). This will also include design of premises for accommodation of all mentioned telecommunication facilities with corresponding access roads.

ANNEX 2 Detailed overview of stakeholders consultations conducted so far

Table 15 Overview of stakeholder consultations conducted so far (last update: February 2024)

| Participants | Period, methods and place of engagement | Topics, Suggestions and information gathered from the authority |
|---|--|--|
| MoCTI, MEI, SRI, EIB, EC DG NEAR, EUD,JASPERS, IPF8 | 22/06/2020, Kick off meeting (physical meeting) | Start of the project, immediate activities and follow up, discussion on the key issues |
| EIB, EUD,JASPERS, IPF8 | 29/06/2020, Technical, option analysis issues. Inception Phase Activities, (virtual meeting) | Any inconsistencies within the ToR; Option analysis scope and details to be included |
| MOCTI, SRI, IPF8 | 14/07/2020, Technical, option analysis issues, site visit (physical meeting) | Site visit, available documentation for further analysis |
| SRI (Nis Branch), IPF8 | 14/07/2020, Technical, option analysis issues, site visit (physical meeting) | Plan for the site visit, current status of existing structures, available documentation |
| SRI, IPF8 | 22/07/2020, Site visit (physical presence on site) | Site visit -visual inspection for identifying the critical sections of the line, the structures and the go-slow subsections. |
| MoCTI, SRI, EIB, NIPAC, EUDG, JASPERS, WBIF, IPF8 | 17/09/2020, Presentation of draft Inception Report (physical and virtual meeting) | Presentation of findings and discussion on the follow up activities |
| MoCTI, MEI, SRI, EIB, EC DG NEAR, EUD,JASPERS, IPF8 | 23/09/2020, Follow up of IR Workshop (physical and virtual meeting) | Follow up of IR Workshop, decision on speed options and type of railway track to be included in the 1st LOA |
| MoCTI, SRI, EIB, NIPAC, EUD, JASPERS, WBIF, IPF8 | 03/12/2020, Meeting for 1st Level Options Analysis and Inception Report (physical and virtual meeting) | Decisions for the 1st Level Options Analysis (LOA) Issues outstanding from the Inception Phase |
| MoCTI, SRI, EIB, NIPAC, EUDG, JASPERS, WBIF, IPF8 | 31/03/2021, 1st Progress Meeting within 1st Level Option Analysis Phase (physical and virtual meeting) | Objectives and baselines of 1st LOA 1st LOA deliverables and time schedule Previous activities and baselines Summary evaluation of option analysis MCA Methodology and criteria proposal |
| MoCTI, SRI, EIB, NIPAC, EUDG, JASPERS, WBIF, IPF8 | 08/04/2021, 1st working meeting on MCA within 1st Level Option Analysis Phase (physical and virtual meeting) | Discussion on MCA criteria and weights |

| Participants | Period, methods and place of engagement | Topics, Suggestions and information gathered from the authority |
|---|--|---|
| MoCTI, SRI, EIB, JASPERS, IPF8 | 20/04/2021, Stations strategy (physical and virtual meeting) | Presentation of note on stations analysis, agreed to be discussed with other stakeholders |
| MoCTI, SRI, EIB, NIPAC, EUDG, JASPERS, WBIF, IPF8 | 22/04/2021, 2nd working meeting on MCA within 1st Level Option Analysis Phase (physical and virtual meeting) | Review of the updated MCA criteria and weights, issues and suggestions |
| MoCTI, SRI, EIB, NIPAC, EUDG, JASPERS, WBIF, IPF8 | 21/05/2021, 2nd Progress Meeting within 1st Level Option Analysis Phase (physical and virtual meeting) | Options Layout Draft Station analysis Geotechnical summary MCA Methodology and criteria summary Telecommunication and signalling analysis summary Station building summary Traffic analysis summary |
| MoCTI, SRI, EIB, NIPAC, EUDG, JASPERS, WBIF, IPF8 | 24/06/2021, Outline Design and Traffic Study reports within 1st Level Option Analysis Phase (physical and virtual meeting) | Presentation of Outline Design Report Presentation of Traffic Study Report |
| MoCTI, SRI, EIB, NIPAC, EUDG, JASPERS, WBIF, IPF8 | 22/07/2021, 3rd Progress Meeting within 1st Level Option Analysis Phase (physical and virtual meeting) | Presentation of 1st LOA summary of implemented activities Presentation of Outline Design Report cost estimation outputs |
| MoCTI, SRI, EIB, JASPERS, IPF8 | 08/09/2021, Stations report within 1st Level Option Analysis phase (physical and virtual meeting) | Methodology used, results per option, speed calculations, operation time, length of tracks, travel time |
| MoCTI, SRI, EIB, NIPAC, EUDG, JASPERS, WBIF, IPF8 | 20.09.2021, Outline Design report (physical and virtual meeting) | Discussion on comments received and discuss details on the methodology on alignment design in relation to applicable standards and land occupation |
| MoCTI, SRI, EIB, NIPAC, EUDG, JASPERS, WBIF, IPF8 | 22/10/2021, Outline Design report / MCA meeting (physical and virtual meeting) | Update on ODR / MCA Progress |
| IPF8, MoCTI, SRI | 30/03/2022, Project implementation strategy (physical meeting) | Importance of parallel implementation of activities as much as possible to reduce the duration of project implementation |
| MoCTI, SRI, IPF8, IPF9, IPF10, PPF | 27/10/2022, Spatial planning documentation for infrastructure projects (physical meeting) | Progress in development of spatial planning documentation within each railway reconstruction project, discussion on open issues |

| Participants | Period, methods and place of engagement | Topics, Suggestions and information gathered from the authority |
|--|--|---|
| SRI, IPF8 | 04/11/2022, Planning of ESIA/EIA (physical meeting) | Presentation and planning of ESIA related activities |
| SRI, IPF8 | 07/03/2023, Meeting on open topics – initial selection of fixed points – station (physical meeting) | Meeting on open topics – initial selection of fixed points – station |
| SRI, IPF8 | 10/05/2023, Presentation of subsection from Grdelica and border with N. Macedonia (160 km/h speed), (physical meeting) | Presentation of selected option and alignment and other technical elements within part of the railway between Grdelica and border with N. Macedonia |
| SRI, IPF8 | 29/08/2023, Presentation of subsection in Grdelica (80 km/h speed), (physical meeting) | Presentation of selected option and alignment and other technical elements within part of the railway in Grdelica |
| EIB, JASPERS, DG NEAR, SRI, IPF8, IPF11, NIPAC | 12/09/2023, Progress meeting (physical and virtual meeting) | Progress to date |
| SRI, IPF8 | 04/10/2023, site visit, (physical meeting) | Site visit of Hanski tunnel to investigate options for modification of the alignment |
| SRI, IPF8 | 16/10/2023, Progress meeting, (physical meeting) | Meeting on progress on surveys and other issues |
| SRI, IPF8 | 18/10/2023, Discussion on the alignment, (physical meeting) | Discussion on the submitted summary overview of the alignment and suggested changes on specific locations |
| SRI, IPF8 | 27/12/2023, Site visit | Site visit of station areas and level crossings in Brestovac and Vranje and tunnel Grdelica |

ANNEX 3 Table of all potentially affected municipalities and settlements

Table 16 All potentially affected municipalities and settlements

| No. | District (Crossed by alignment) | City/ Municipality (Crossed by alignment) | Settlement (Crossed by alignment) | Population (No) ⁵ | | | Station (Yes/No) |
|-----|---------------------------------------|--|---|------------------------------|--------|--------|---------------------|
| | | | | 2002 | 2011 | 2022 | |
| 1 | Jablanički | Leskovac | Brestovac | 2,086 | 2,027 | 1,713 | Yes |
| 2 | Jablanički | Leskovac | Lipovica | 1,287 | 1,165 | 962 | No |
| 3 | Jablanički | Leskovac | Čekmin | 915 | 820 | 732 | No |
| 4 | Jablanički | Leskovac | Pečenjevce | 1,776 | 1,500 | 1,203 | Yes |
| 5 | Jablanički | Leskovac | Brejanovce | 364 | 303 | 252 | No |
| 6 | Jablanički | Leskovac | Živkovo | 669 | 620 | 524 | No |
| 7 | Jablanički | Leskovac | Priboj | 642 | 548 | 465 | No |
| 8 | Jablanički | Leskovac | Zalužnje | 482 | 422 | 336 | No |
| 9 | Jablanički | Leskovac | Vinarce | 3,090 | 2,730 | 2,327 | No |
| 10 | Jablanički | Leskovac | Leskovac | 68,826 | 65,289 | 58,338 | Yes |
| 11 | Jablanički | Leskovac | Mrštane | 1,431 | 1,332 | 1,147 | No |
| 12 | Jablanički | Leskovac | Donji Bunibrod | 644 | 553 | 452 | No |
| 13 | Jablanički | Leskovac | Gornji Bunibrod | 762 | 710 | 646 | No |
| 14 | Jablanički | Leskovac | Guberevac | 1,875 | 1,766 | 1,424 | No |
| 15 | Jablanički | Leskovac | Dobrotin | 321 | 320 | 262 | No |
| 16 | Jablanički | Leskovac | Mala Kopašnica | 255 | 213 | 201 | No |
| 17 | Jablanički | Leskovac | Grdelica (village) | 1,172 | 1,058 | 871 | Yes |
| 18 | Jablanički | Leskovac | Bojišina | 245 | 185 | 109 | No |
| 19 | Jablanički | Leskovac | Bočevica | 151 | 118 | 85 | No |
| 20 | Jablanički | Leskovac | Palojce | 484 | 453 | 329 | No |
| 21 | Jablanički | Leskovac | Graovo | 277 | 215 | 108 | No |
| 22 | Jablanički | Leskovac | Koračevac | 192 | 172 | 143 | No |
| 23 | Jablanički | Leskovac | Ličin Dol | 139 | 97 | 57 | No |
| 24 | Jablanički | Leskovac | Predejane (borough) | 1,222 | 1,088 | 872 | Yes |
| 25 | Jablanički | Leskovac | Predejane (village) | 491 | 405 | 297 | No |
| 26 | Jablanički | Leskovac | Bričevlje | 241 | 196 | 153 | No |
| 26 | Jablanički | Leskovac | Suševlje | 228 | 136 | 76 | No |
| 27 | Jablanicki | Vlasotince | Ladovica | 904 | 806 | 669 | No |
| 28 | Pčinjski | Vladičin Han | Garinje | 554 | 483 | 366 | No |
| 29 | Pčinjski | Vladičin Han | Džep | 194 | 182 | 137 | No |
| 30 | Pčinjski | Vladičin Han | Manajle | 60 | 34 | 19 | No |
| 31 | Pčinjski | Vladičin Han | Balinovce | 154 | 121 | 118 | No |
| 32 | Pčinjski | Vladičin Han | Kržince | 257 | 236 | 169 | No |

⁵ Source: Statistical Institute of Serbia

| No. | District (Crossed by alignment) | City/ Municipality (Crossed by alignment) | Settlement (Crossed by alignment) | Population (No) ⁵ | | | Station (Yes/No) |
|-----|------------------------------------|---|--------------------------------------|------------------------------|--------|--------|---------------------|
| | | | | 2002 | 2011 | 2022 | |
| 33 | Pčinjski | Vladičin Han | Vladičin Han | 8,338 | 8,030 | 7,343 | Yes |
| 34 | Pčinjski | Vladičin Han | Suva Morava | 859 | 821 | 693 | No |
| 35 | Pčinjski | Vladičin Han | Lepenica | 734 | 675 | 668 | No |
| 36 | Pčinjski | Vladičin Han | Stubal | 1,113 | 1,072 | 974 | No |
| 37 | Pčinjski | Vladičin Han | Priboj | 392 | 296 | 268 | No |
| 38 | Pčinjski | Vranjska Banja | Prevalac | 153 | 167 | 143 | No |
| 39 | Pčinjski | Vranjska Banja | Korbevac | 711 | 663 | 567 | No |
| 40 | Pčinjski | Vranjska Banja | Bujkovac | 796 | 784 | 692 | No |
| 41 | Pčinjski | Vranjska Banja | Vranjska Banja | 5,882 | 5,347 | 4,260 | Yes |
| 42 | Pčinjski | Vranjska Banja | Kumarevo | 283 | 243 | 213 | No |
| 43 | Pčinjski | Vranjska Banja | Toplac | 519 | 436 | 379 | No |
| 44 | Pčinjski | Vranje | Vranje I | 55,052 | 55,138 | 50,954 | Yes |
| 45 | Pčinjski | Vranje | Vranje II | 21,187 | 18,806 | 15,889 | No |
| 46 | Pčinjski | Vranje | Ribnice | 471 | 472 | 412 | No |
| 47 | Pčinjski | Vranje | Donji Neradovac | 633 | 930 | 842 | No |
| 48 | Pčinjski | Vranje | Pavlovac | 878 | 603 | 510 | No |
| 49 | Pčinjski | Vranje | Davidovac | 461 | 426 | 448 | No |
| 50 | Pčinjski | Vranje | Ristovac | 342 | 347 | 329 | Yes |
| 51 | Pčinjski | Bujanovac | Žbevac | 830 | 804 | 570 | No |
| 52 | Pčinjski | Bujanovac | Ljiljance | 552 | 535 | 440 | No |
| 53 | Pčinjski | Bujanovac | Bujanovac | 17,050 | 12,011 | 11,468 | Yes |
| 54 | Pčinjski | Bujanovac | Božinjevac | 322 | 376 | 385 | No |
| 55 | Pčinjski | Bujanovac | Žuželjica | 159 | 166 | 176 | No |
| 56 | Pčinjski | Bujanovac | Levosoje | 764 | 840 | 746 | No |
| 57 | Pčinjski | Bujanovac | Oslare | 898 | 904 | 762 | No |
| 58 | Pčinjski | Bujanovac | Letovica | 902 | 1,126 | 1,345 | No |
| 58 | Pčinjski | Preševo | Rajince | 2,110 | 1,954 | 1,849 | No |
| 59 | Pčinjski | Preševo | Crnotince | 1,730 | 1,454 | 1,382 | No |
| 60 | Pčinjski | Preševo | Bukarevac | 630 | 905 | 661 | Yes |
| 61 | Pčinjski | Preševo | Žujince | 1,405 | 1,248 | 1,102 | No |
| 62 | Pčinjski | Preševo | Preševo | 15,107 | 13,426 | 14,219 | Yes |
| 63 | Pčinjski | Preševo | Čukarka | 526 | 512 | 527 | No |
| 64 | Pčinjski | Preševo | Trnava | 463 | 378 | 317 | No |
| 65 | Pčinjski | Preševo | Miratovac | 3,072 | 2,774 | 2,034 | No |

ANNEX 4 Description of vulnerable groups potentially affected by the project

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.

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;
- › Minorities, to be identified during field visits and preparation of the ESIA and subsequent RAP (in the case of this particular corridor, mostly focused on Roma population). The Project crosses prevalently Municipalities with the share between 5 and 9.9% except for the Municipalities Vranje and Preševo, where the share of Roma is between 1-4.9%. 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 of this Project
- › People with low literacy and ICT knowledge; Economically marginalized and disadvantaged groups; Persons living below the poverty line and in risk of poverty – According to data from the 2022 Population Census, in the project zone, the municipalities through which the railway passes have the following percentages of uneducated people (with incomplete elementary school): Leskovac 9.4%; Vranje 6.1%; Vranjska Banja 12.4%; Bujanovac 14.3%; Presevo 8.8%) and following percentages of disadvantaged groups (Leskovac 5.91%; Vranje 5.73%; Vranjska Banja 4.36%; Bujanovac 2.4%; Presevo 1.1%)
- › Women – it will be important to analyse the gender implications of the Project, as women's experiences with transport systems differ from those of men, particularly as related to decision-making, facilities planning, safety, reliability, affordability, and accessibility.

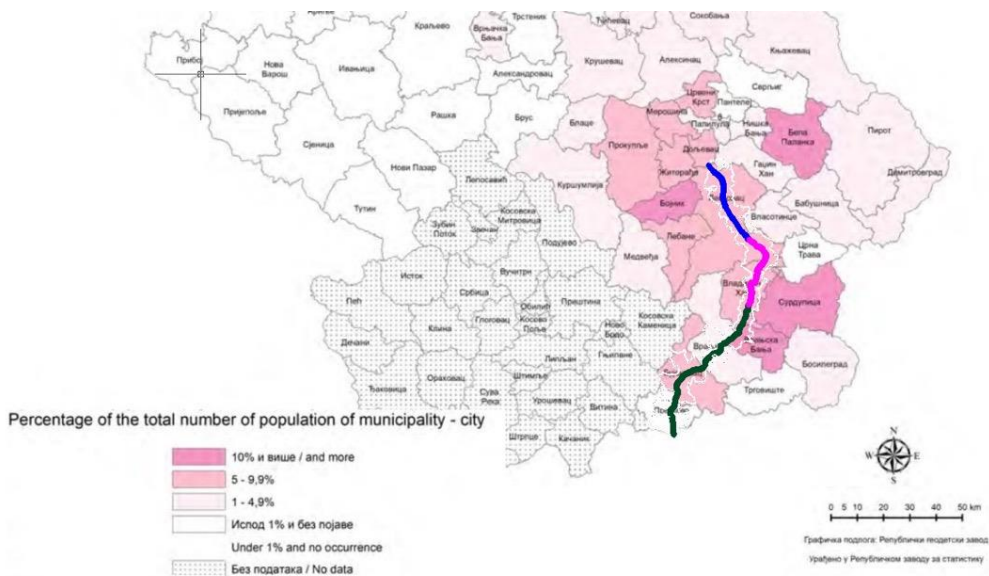


Figure 4 Percentage of Roma population in total number of population in affected municipalities

Source: *popis2022.stat.gov.rs, 2022 Census of Population, Households and Dwellings, Ethnicity data by municipalities and cities*

The reconstruction of the existing railway with all planned facilities including modifications and modernization of the station areas, as well as introduction of video surveillance, access ramps and elevators, de-levelled rail road crossings, modern signalling and safety equipment etc. will contribute to the safety of entire population, but specifically women, young population and persons with disabilities. With guidance from the World Bank, the Government of Serbia (GoS) concluded a nationwide Gender in Transport study to analyse gendered mobility patterns.

The list of vulnerable groups will be updated as necessary following the Environmental and Social Impact Assessment (ESIA) stage.

ANNEX 5 Grievance form

| | |
|--|-----------------------------------|
| [PROJECT NAME] Grievance Form | Reference No: (to be added by GM) |
| Full Name (assurance that the grievance will be completely anonymous, if requested) | |
| <input type="checkbox"/> I wish to raise my grievance anonymously | |
| <input type="checkbox"/> I request that my identity not be disclosed without my consent | |
| Statement of the need to have some mode of communication with complainant, without which the GM cannot process a complaint | |
| How do you wish to be contacted (post, telephone, or 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 (if applicable) _____ | |
| Details of complaint or grievance: (please attach further information on separate sheets) | |
| <p>Are there any specific offices or personnel involved in your complaint?</p> | |
| Please be informed that only the full disclosure of details can help an investigation. | |
| How would you like the problem you are reporting to be resolved? | |
| _____ | |
| _____ | |
| _____ | |
| Signature: _____ Date: _____ | |
| Please return this form to: [name], Position, [name of GM or PIU], | |
| Address: _____ Tel.: _____ or E-mail: _____ | |

ANNEX 7 Proposed Strategy of Consultation during Construction

Table 17 Proposed Strategy of stakeholder engagement activities during construction, post-construction and operation phase

| Project stage | Target Stakeholders | Topic(s) of engagement | Method(s) used | Location/frequency Timeframe (These are indicative and may alter) | Responsibilities |
|--|---|---|--|---|---|
| Construction (mobilization, construction, demobilization) | Project Affected People Individuals Rail users: commuters (students and persons employed outside the place of residence), passengers, tourists (national and foreign) People residing in project area; Vulnerable households Communities | Emergency preparedness and response Duration of civil works Environmental and Social risks (other than resettlement) and mitigation measures Maintain constructive relationships with the communities adjacent to the Project facilities; Maintain awareness of environmental and safety practices in the local communities, especially emergency preparedness and response; Monitor community attitudes towards the Project | Traffic management plan including signage Grievance mechanism | Communication through mass media (as needed); Information desks with brochures/posters in affected municipalities (continuous) | Supervision consultants; Contractor/sub-contractors; GM teams |
| | Other Interested Parties (External) Businesses and business organizations; Workers' organizations; General public, tourists, jobseekers | Project information - scope and rationale and E&S principles; Employment opportunities; Grievance mechanism process; Traffic management plan including signage | Information desks - In Municipalities | Communication through mass media (as needed); Information desks with brochures/posters in affected municipalities (continuous) | SRI (E&S team, CLOs) |

| Project stage | Location/frequency | | | | |
|---------------|---|--|--|--|--|
| | Target Stakeholders | Topic(s) of engagement | Method(s) used | Timeframe (These are indicative and may alter) | Responsibilities |
| | Other Interested Parties Government, Agencies Ministry of Construction, Transport and Infrastructure (MoCTI) Ministry of Environmental Protection PWC Srbijavode PE Roads of Serbia Institute for nature conservation of the Republic of Serbia, Department in the City of Nis Cultural heritage protection Institutes and agencies, at the national and local levels (Republic Institute, Institute for protection of cultural heritage Nis) | Permitting Mitigation measures Location Conditions Supervision and audits | Face to Face meetings Written communication and requests | As needed | Designer SRI as relevant |
| | Other Interested Parties (Internal) 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 Management plan; 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 |

| Project stage | Target Stakeholders | Topic(s) of engagement | Method(s) used | Location/frequency Timeframe (These are indicative and may alter) | Responsibilities |
|--|--|---|--|--|---------------------------------|
| Post-construction and Operation phase (within life of the Project and defect liability period) | <p>Project Affected People Individuals 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 1)</p> | <p>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</p> | <p>Public meetings, trainings/workshops, individual outreach to PAPs Mass Media Communication - Facebook, Instagram; Disclosure of written information -Brochures, posters, flyers, website Information desks - In Municipalities; Grievance mechanism</p> | <p>Communication through mass/social media (as needed); Information desks with brochures/posters in affected municipalities (continuous)</p> | <p>SRI Public relation team</p> |
| | <p>Project Affected People Individuals Passengers Commuters Tourists (National and Foreign)</p> | <p>Operation of the new Rail line Stops and halts New Timetable</p> | <p>Mass Media Communication - Facebook, Instagram; Disclosure of written information -Brochures, posters, flyers, website Information desks - In Municipalities</p> | <p>Daily/weekly during first 6 months into Operation</p> | <p>SRI Public relation team</p> |

| Project stage | Target Stakeholders | Topic(s) of engagement | Method(s) used | Location/frequency Timeframe (These are indicative and may alter) | Responsibilities |
|---------------|---|--|--|--|--------------------------|
| | Other Interested Parties (External) Press and media; NGOs; Businesses and business organizations; Workers' organizations; 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 websites of relevant rail companies | Communication through mass media (as needed); | SRI Public relation team |

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 execution.

During the construction phase, the Social and Environmental specialist of the Contractors will prepare monthly reports on E&S performance for the PIU and the EIB which will include an update on implementation of the stakeholder engagement plan. Monthly reports will be used to develop quarterly reports. The quarterly reports will be disclosed on the Project website and made available at the level of project.

Grievances in relation to construction activities will be addressed directly by the construction contractor(s). The contractor (and all sub-contractors) will be obliged to forward all grievances received to the SRI. The contact details of persons responsible for grievance management on behalf of the contractor(s) will be distributed before any field activities take place in these locations.