

STAKEHOLDER ENGAGEMENT PLAN

BELGRADE METRO
Line 1 - Phase 1

PUC BELGRADE METRO
AND TRAIN
July 2024



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1. INTRODUCTION

Public Utility Company “Beogradski metro i voz” (BMV) is managing the development and will continue to manage the implementation of the Belgrade Metro system (see Figure 1.), on behalf of the City of Belgrade (the City). At present, BMV is working on the detailed development of Line 1, Phase 1 of the Belgrade Metro (the Project).

The Project is being developed in accordance with national legislative requirements, as well as international best practice. The reference standards applied in relation to addressing Project environmental and social issues are the International Financial Institution (IFC) Environmental and Social Performance Standards (2012).

This document is the Project Stakeholder Engagement Plan (SEP), whose aim is to present the identified key Project stakeholders, their principal interests in the Project and how BMV has already and will continue to engage with them throughout the life of the Project. The aim of engagement is to identify and address environmental and social impacts associated with the Project, as well as to improve the Project’s overall environmental and social performance.

At the time of developing this version of the SEP, the focus of BMV’s activities is on the development of Phase 1 of Line 1 of the Belgrade metro (14 stations), including the construction of the main metro depot in Makiš field, which is why more detail is provided for those Project components. However, as the metro system evolves and new stakeholders are identified, BMV will revise and update the SEP, at least two times per year.

The SEP presents methods of engagement with various Project stakeholders, announces planned engagement events and activities and presents the grievance system, established and implemented by BMV, to receive and respond to questions, comments and concerns in relation to the Project. The Metro Line 1 Phase 1 Project will have two Grievance redress mechanisms (GRM), one at the level of Project, available to citizens, organisations, businesses and stakeholders. The other GRM will be for workers that are employed by the Contractor and subcontractors.

As the design activities for the depot and Phase 1 of Line 1 are progressing, a Project Environmental and Social Impact Assessment, Environmental and Social Management Plan, Environmental and Social Governance Framework, and Human Rights Impact Assessment are being at the finalization stage of preparation. These documents are prepared to address and manage environmental and social issues associated with the construction and operation of the depot and 14 stations. BMV is being assisted in all of these tasks by international experts, engaged as technical assistance by the government of France, as well as Project Management Consultant DB-ECO and Systra Joint Venture.

2. PROJECT DESCRIPTION

The City of Belgrade has made a strategic decision to develop a metro system whose basic function will be to connect the place of residence with the place of employment and education and to secure a faster connection with important locations in the city, such as urban centres, business zones, places of extraordinary recreational and tourist attractions, etc. Its aim is to provide accessible and safe transport for citizens, more efficient functioning of structures, zones or complexes that investors want to invest in, and more comfortable and accessible connections to certain locations for tourists and people seeking recreation.

The metro system will become the backbone of public transport and will play a key role in the development of Belgrade. The aim of developing the metro system is:

- improving the quality of life in the City of Belgrade,
- creating an efficient integrated system for passenger transport,
- ensuring economic and territorial development,
- lowering emissions of harmful gasses and improving the quality of the environment.

The development of the Belgrade metro is complex and it will be one of the most challenging projects implemented in Belgrade. It is technologically challenging, both from a perspective of construction, and operation and maintenance.

The efficient and purpose-built Metro System is envisioned as a sustainable and eco-friendly solution to address Belgrade's transportation needs. The Belgrade Metro Project (hereinafter: the Project) is expected to significantly reduce carbon emissions, aligning with global climate targets. Additionally, the Project is anticipated to create employment opportunities in construction, operation, and maintenance. By connecting various urban areas and enhancing accessibility to key destinations, the Belgrade Metro aims to contribute to more liveable and integrated city environment.

The initial phase of the Project aims to connect the northern and southern parts of the city of Belgrade, east of the Sava River and south of the Danube River, including the historic city center (Figure 1). The Project's first phase is designed to accommodate the anticipated morning peak-hour passenger load, calculated as 10,975 passengers (2027 socio-economic forecasts) with a safety coefficient of 1.25. Operating during peak hours requires 23 trainsets, leading to a total fleet size of 27 trainsets, including operational and maintenance reserves of 15%. The round-trip time is approximately 53 minutes.

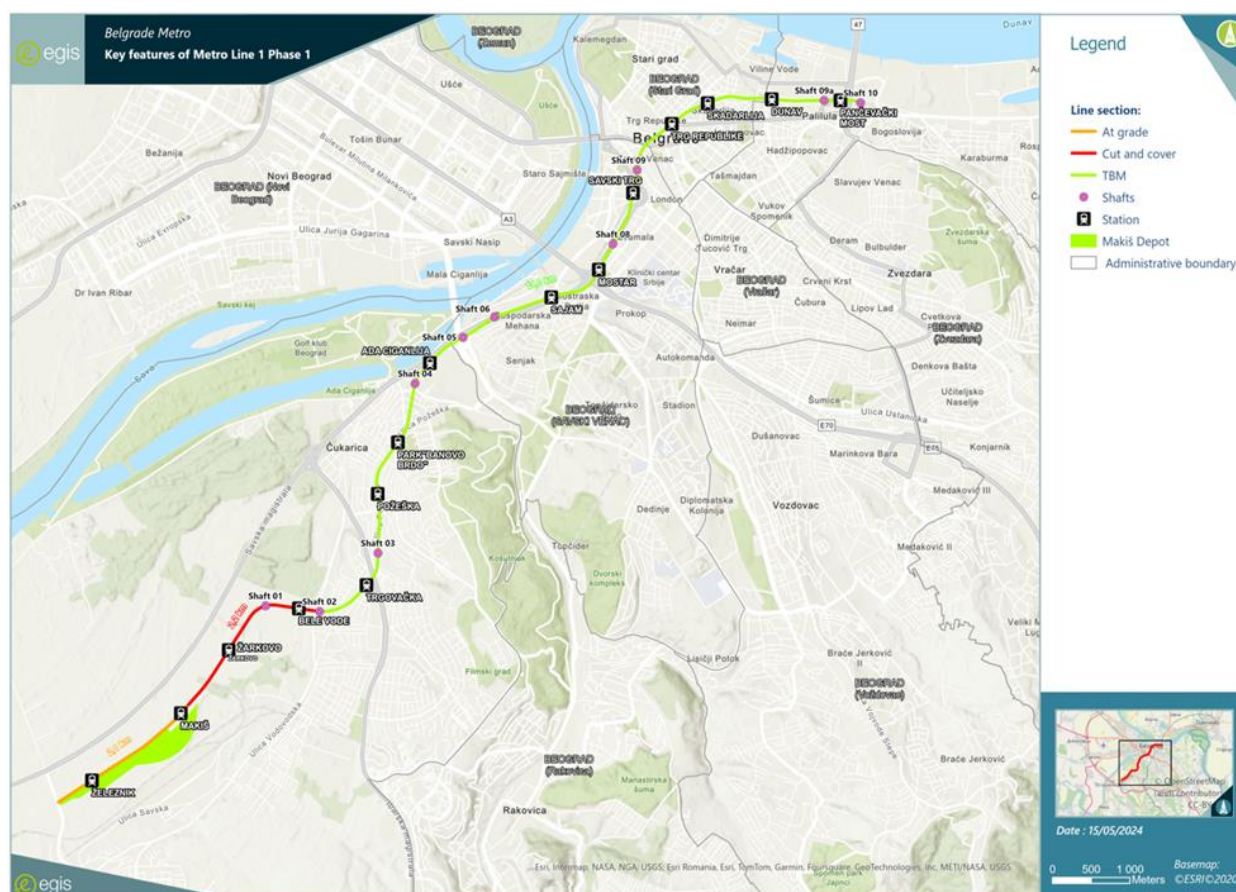


Figure 1 Belgrade Metro Project (source: ESIA document – Egis)

The Phase 1 of Line 1 of the Belgrade Metro spans approximately 15 kilometres and includes 15 stations. This phase also features 10 shafts for ventilation, evacuation, and the insertion and extraction of the Tunnel Boring Machine (TBM). Additionally, the main depot for the network will be situated in the Makiš field area. The Belgrade Metro will integrate into an intermodal network of urban and interurban transport options such as bicycles, buses, trams, and trains. It aims to encourage a shift from private to public transportation by implementing park-and-ride facilities near the metro stations. Specifically, the first phase of Line 1 will connect with existing BG lines at Pančevački Most, and two stations will link with future BG lines. A park-and-ride facility is planned near Železnik station. Moreover, the reorganization and development of tram and bus lines will result in two bus terminals along the line (a new hub in Železnik and a reconstructed terminal at Pančevački Most), seven existing tram stops, and three additional planned tram stops. Line 1 Phase 1 is characterized by three distinct construction methods across different sections:

- At-grade section: This 2.1 km surface-level section encompasses the entire depot

area from the end of the line to Makiš station.

- Cut-and-cover section: This shallow tunnel section spans 1.9 km from the Makiš depot to Bele Vode.
- Deep underground section: The remaining 11.2 km from Bele Vode to Pančevački Most is designed as a deep tunnel excavated by a TBM.

Station designs vary according to the depth of the section: at-grade stations, shallow underground stations, with or without a mezzanine, and deep underground stations with two mezzanines

The Project area extends 300 meters on both sides of the alignment and includes a 300-meter buffer zone around significant surface developments, such as the depot. On the social front, the Project encompasses a 1-kilometer radius around stations, considering both human and natural aspects. The Makis Depot serves various functions, including daily, preventive, and corrective maintenance of vehicles, infrastructure maintenance, vehicle garaging, network monitoring, and vehicle testing. The depot includes main and auxiliary facilities such as an Administrative and Operational Control Center (OCC), Inspection building, Overhaul building, Stabling building, Fixed Installations building, Entrance and exit lodges, Substations 1 and 2, a pedestrian overpass, and a Gas Metering and Regulating Station (MRS). These facilities are connected by transport infrastructure like access roads, parking lots, and railways, equipped with drainage and sewage systems.

In the long term, the complete metro network, consisting of 3 lines and 62 stations, is planned to cover the territory of Belgrade. Specifically, Line 1 (L1) will include 21 stations, with 2 of these stations shared with Line 2 (L2).

So far, BMV has completed following documentation that will represent the basis for the further development of the technical documentation for the design and construction of Belgrade Metro:

- in December, the request for scope and content for EIA for L1P2 is expected to be submitted;
- Environmental Impact Assessment Study for the Construction Project of Belgrade Metro, Line 1, Phase 1 – EIA for L1P1 – September 2023;
- Environmental Impact Assessment Study of the construction project of the Belgrade Metro facility, line 1, phase 1 - Makiš Depot, March 2022;
- Construction Permit Design for the construction of atmospheric collectors 3 and 4 for the purpose of equipping the Makiš field location – Investor: Belgrade Land Development Public Agency;

- Preparation of the Study of the Interaction of Line 1 of the Belgrade Metro and Groundwater;
- Survey of the existing state of buildings and structures for the purposes of determining the inherent sensitivity to the influence of the construction of tunnel sections and stations of the first phase - Line 1 of the metro:
- General Regulation Plan of Rail Systems in Belgrade, with elements of detailed elaboration for the first phase of metro Line 1 - Geodetic basis, Investor: Belgrade Land Development Public Agency;
- Architectural competition for the preliminary solution of the metro stations of Line 1 (phase 1) of the Belgrade Metro, January 2022;
- Digital topographic mapping for the purpose of planning and technical documentation for Line 2 of the Belgrade Metro and the joint depot of lines 2 and 3 in Bežanija, December 2021;
- General Regulation Plan of Rail Systems in Belgrade, with elements of detailed elaboration for the first phase Line 1 of the Metro System, Investor: Urban Planning Institute of Belgrade Public Agency, November 2021;
- Study on geotechnical construction conditions for the purpose of the Preliminary Design for the construction of the first phase of Line 1 of the Belgrade Metro from Makiš station to Karaburma station, 16.7 km long. The length of Line 1 is 21.2 km with 21 stations, Investor: PUC "Belgrade Metro and Train", November 2021;
- Preliminary Design of the filling of the terrain in the area of the planned metro depot in Makiš field – Investor: Belgrade Land Development Public Agency, July 2021;
- Detailed Regulation Plan of part of Makiš field, municipality of Čukarica, Investor: Urban Planning Institute of Belgrade Public Agency, December 2020;
- Detailed Regulation Prefeasibility Study with the General Project of Hydrotechnical Solution for Makiš field, Investor: Belgrade Land Development Public Agency, February 2020;
- Environmental Protection Study for the corridor of the two planned metro lines, Investor: PUC "Belgrade Metro and Train", February 2020;
- Geodetic basis for the purpose of the General Regulation Plan of Rail Systems in Belgrade with elements of detailed elaboration for the first phase of the first line of the metro system – Investor: Belgrade Land Development Public Agency, November 2019;
- Prefeasibility Study with the General Design, Investor: Secretariat for Investments, City Administration of the City of Belgrade (prepared by the consulting company "EGIS Rail"),

May 2019;

- Belgrade transport infrastructure master plan, Investor: Secretariat for Investments, City Administration of the City of Belgrade, May 2017;
- Belgrade Transport Master plan - Smartplan from 2017, which was adopted by the Belgrade City Assembly, preliminarily defined the routes of the future two metro lines, as well as 4 lines in the BG:voz system with all associated infrastructure capacities;
- The network of public urban passenger transport lines and the definition of the necessary capacities in Belgrade (ITS-1), Investor: City of Belgrade - City Administration of the City of Belgrade, Secretariat for Transport - Public Transport Authority, June 2015;
- Counting passengers in public transport and survey of public transport users, Investor: City of Belgrade - City Administration of the City of Belgrade, Secretariat for Transport, February 2015.

3. LEGISLATIVE AND POLICY REQUIREMENTS

3.1. NATIONAL LEGISLATIVE REQUIREMENTS

As in other countries in the world, the Constitution of the Republic of Serbia (RS) guarantees people's rights to accurate, complete and timely access to information and participation on issues of public importance, as well as the right to appeal or use other legal remedies to protect their rights and submit suggestions/grievances and questions to public authorities and receive a response. This is further elaborated in the Law on Free Access to Information of Public Importance of the RS.

Engagement activities are undertaken under the Law on Planning and Construction of the RS, in the process of development and adoption of spatial and urban planning documents, including detailed regulation plans. The disclosure and consultation requirements are described in detail in the Regulation on the Content, Manner and Procedure for the Development of Spatial and Urban Planning Document.

Serbian laws and bylaws in the area of environmental protection, including the main Environmental Protection Law, require the public to be informed about and involved in all matters concerning the environment. Public disclosure and consultation procedures are organised in connection to the development of project environmental impact assessments (EIAs) as per the Rules for Disclosure of Information, Presentations and Public Consultations Regarding EIAs.

The main required steps in the disclosure and consultation process for the above-mentioned plans and projects are:

- Informing the public through the media about details of disclosure of the draft plan/document (i.e. where the electronic version and hard copy are available for review, the dates and time when the hard copy can be reviewed, the dates when the developer of the draft is available to answer questions) and inviting citizens/organisations to submit comments and/or attend a public meeting/session during the disclosure period. Citizens can request that their comments are responded to in writing;
- Organising a public meeting/session to ask further questions and present/elaborate the submitted comments (usually in the municipal building or other appropriate local venue) during the disclosure period;
- Processing comments received from all stakeholders and revising the draft plan/document to reflect them, as well as preparing a report to justify why certain comments were not adopted; in case of significant changes of the plan/document, the revised draft may once again be publicly disclosed for another round of comments;
- Submission of the revised draft plan/document and report to relevant authorities which judge whether the comments have been meaningfully considered and addressed;
- Adopting the final plan/document by the relevant authorities and disclosing it.

For all spatial and urban planning documents there is also a requirement to organise an early public disclosure process, before the development of the draft plan, to obtain initial comments and suggestions which should be taken into account in the development of the draft.

3.2. INTERNATIONAL REQUIREMENTS

As mentioned earlier, apart from ensuring compliance with national legislation, the Project is being developed with a view of complying with relevant IFC E&S standards. In terms of stakeholder engagement, the main requirements to be fulfilled are described in detail in the IFC Performance Standard 1. In short, IFC considers stakeholder engagement an on-going process which involves:

- Identification of people, institutions, organizations, businesses and communities that are or could be affected by the Project, as well as other interested parties, and the development of a Stakeholder Engagement Plan;
- Timely disclosure of appropriate information on environmental and social issues to enable meaningful consultation with stakeholders;
- Organisation of consultations with potentially affected parties;
- Maintaining a constructive relationship with stakeholders on an on-going basis during

project implementation; and

- Implementation of a procedure or policy by which people can make comments or grievances and receive a response (grievance management).

4. PREVIOUS STAKEHOLDER ENGAGEMENT

At the time of developing the SEP, certain engagement activities have already been implemented and will continue, as presented further in the document. Numerous studies have been prepared during the planning phase¹, some of which are publicly available and have been presented in public hearings (section 4.1 below). In addition, for the preparation of the ESIA study, further engagement activities have taken place, and these are presented in the sections following the legally required engagement.

The City of Belgrade continually provides information about the Project through the media, while BMV posts new information through the official company website (<https://bgmetro.rs>).

4.1. LEGALLY REQUIRED ENGAGEMENT

The Urban Transport Master Plan of Belgrade – Smart Plan 2021/2027/2033² whose aim was to define a sustainable approach to urban transport in the City of Belgrade taking into account its predicted development, was developed in consultation with various public and private stakeholders. The focus of the plan was the development and evaluation of different public transport scenarios (metro/tram/trolley/suburban train/“park and ride”), as well as the development of short, medium and long term strategies which take into account economic, financial, technical, social and environmental aspects.

The Plan of Detailed Regulation of a Part of Makiš Field with a Strategic EIA³ was the latest publicly disclosed document which presents elements of the Project – the construction of the metro depot and 4 preliminary stations of Phase 1 of Line 1. The early draft of this plan was publicly disclosed in September 2017, while the final draft was available for review and comments, for a period of 30 days, during November 2020. The public session for responding to all submitted comments and questions was held on 15th December 2020 in the offices of the City of Belgrade Administration. On the day of adoption of the Plan by the City of Belgrade Assembly, in late December 2020, a number of Serbian NGOs protested this decision, stating that the water intake area in Makiš will be negatively impacted by the

¹ A full list of planning reports, plans and documents is available on BMV website:
<https://www.bgmetro.rs/index.php/en/bg-metro/projects>

² <http://www.beograd.rs/lat/gradske-aktuelnosti/1737205-master-plan-saobracajne-infrastrukture-beograda---smart-plan-2021-2027-2033/>

³ <http://www.slistbeograd.rs/pdf/2020/153-2020.pdf#view=Fit&page=1>

implementation of the Plan and requesting postponing the adoption of the plan and further public discussions on this subject.

The early draft of the General Regulation Plan of Rail Systems in Belgrade, with elements of detailed elaboration for the first phase of metro Line 1⁴, was publicly disclosed and available for review and comments in February 2021, while the disclosure of the final draft started on 23rd August 2021 and will last one month, after which a public session for responding to received comments will be organised, and the revised plan, adopted.

4.2. STAKEHOLDER MEETINGS

To date, BMV has initiated and organised meetings with relevant stakeholders, mainly representatives of local authorities and public utility companies. Table 1 below provides an overview of the meetings held and main discussion topics and outcomes.

⁴ <https://www.begrad.rs/lat/gradski-oglas-konkursi-i-tenderi/1769986-rani-javni-uvod-povodom-izrade-generalne-regulacije-sinskih-sistema-u-beogradu-sa-elementima-detajlne-razrade-za-i-fazu-prve-linije-metro-sistema-2/>

Table 1: Implemented stakeholder meetings

Date	Stakeholder	Discussion points and main outcomes
26.05.2021 .	Čukarica municipality	- In addition to the depot, 8 stations will be constructed on the territory of the municipality, requiring highly efficient management and coordination; - The most sensitive location for citizens will be the park in Požeska street (Banovo Brdo Pijaca station); the area is heavily inhabited, the park is important for the local population and parking is a major issue; - The municipality will look into options for the construction of a parking lot under the park, which should be done simultaneously with the construction of the underground station; - Land acquisition in Makiš field is progressing well, in line with the Law on Linear Infrastructure⁵; - The municipality would like to provide as much information on the Project as possible and organise meetings with this aim.
04.06.2021 .	Stari Grad municipality	- The municipality wants to be actively involved in planning, especially in relation to the organisation of construction activities, as this is a sensitive issue for citizens, having in mind previous and on-going construction activities; - The main concern is the station below the green market (Skadarlija market - Bajloni), because of its importance for the local population and there needs to be a good plan to ensure the market continues to operate, whether in a reduced size or in another location; - Traffic management also needs to be planned well, as this has been an issue on other construction projects; - Another important issue from the municipality's point of view is community safety and security near construction locations; - The municipality is ready to assist with any collection of data, provision of information and consultations with citizens.
04.06.2021 .	Savski Venac municipality	- Three stations will be constructed in the municipality and all of them are in locations which should not cause too many difficulties; - One sensitive location is the park (Mostar station) which is quite important for residents and was recently fully renovated; - As with the other two municipalities, Savski Venac is fully prepared to provide information to citizens and organise meetings and consultations with them, in order to identify the main impacts and concerns and address them.

⁵ Law on Special Procedures for the Implementation of Projects of Construction and Reconstruction of Linear Infrastructure Facilities of Special Significance for the Republic of Serbia (Official Gazette of the RS 09/2020)

08.06.2021 .	Palilula municipality	- The metro will enable further development of some parts of the City which are currently unused, especially along the river. The remaining part of Line 1 (Phase 2), will be even more important as it will greatly reduce traffic and provide improved transport options; - Out of a total of three stations, the one near Pančevo bridge will be the most sensitive; there is a fish bait and equipment market which has been there for a long time and people are used to operating in this location; - The Roma settlement near the bridge is very big and appears to be growing; if needed, resettling people living in it will require a lot of communication and organisation. The municipality has a Roma health coordinator who is trusted by the settlement inhabitants and is very helpful in communication with them; The Secretariat for Social Welfare of the CoB also needs to be involved in this activity; The municipality would like to be involved in the organisation of any engagement activities and believes it would be good to organise a focus group meeting with the sellers at the fish bait market, to inform them about the future works and find out more about their operations.
12.07.2021 .	Secretariat for the defence, emergency situations, communications and coordination of public relations, of the City of Belgrade	- BEOKOM, the City of Belgrade contact centre for reporting any grievances or receiving information, can be accessed in a number of different ways; - BEOKOM is functioning very well, all complaints and grievances are recorded and distributed to those responsible. Service contact centre ensures that they are responded to and addressed. The same will be organised for the Metro project, when complaints will mainly be channelled to BMV or other responsible departments. - BEOKOM is able to produce reports on grievances received exclusively for the metro project and in that way can ensure a periodic review and consideration of improvements that can be made in implementation. *Note: this service provides Service Centre of the City of Belgrade since March 2023.
13.07.2021 .	Public Communal Enterprise City Markets	- PCE City Markets is aware of plans to reconstruct the Skaradlija (Bajloni) market, however the details of these plans are under the control of City management and the Secretariat for Investments, and this is the stakeholder to be approached about the issue; clearly, plans for the reconstruction of the market are now under question, because the construction of the underground metro station will have to be done first; - Most of the sellers will have to be moved to nearby streets, however, there may be options for moving the whole market to another nearby location; - Many of the sellers already have selling points in more than one market, so there are no major

		impacts on their businesses if one market is temporarily closed; PCE City Markets will be able to provide alternative locations to all sellers in the closest green markets, including Palilula, Zeleni venac and Đeram; - The Skadarlija market- Bajloni is also very important for local residents and it is therefore important to keep it open in some form, or in a nearby location; - PCE City Markets will carry out a census of all sellers to collect baseline data.
29.09.2021 .	Ministry of finance	- In order to secure funding for the project, it is necessary to prepare appropriate documentation. BMW undertook the responsibility of preparing the Social Impact Assessment for depot Makis.
02.12.2021 .	Institute for the protection of Cultural monument of Belgrade	- The above-ground parts of the stations and shafts in certain places along the route of the metro line affect the facilities that are currently located in those places. - One of such buildings is the monument of Vasa Čarapic. It was necessary to come to a solution with the city's Institute for the Protection of Cultural Monuments on how to plan the temporary relocation of the monument during the works, and its return after the completion of the works.
20.01.2022 .	Institute for the protection of Cultural monument of Serbia	- The above-ground parts of the stations and shafts in certain places along the route of the metro line affect the facilities that are currently located in those places. - One of such buildings is the monument of Vasa Čarapic. It was necessary to come to a solution with the city's Institute for the Protection of Cultural Monuments on how to plan the temporary relocation of the monument during the works, and its return after the completion of the works.
25.11.2022 .	Secretariat for public transport, Secretariat for traffic	- Due to the works on the construction of the metro system, certain points in the city will be occupied by the construction of stations and shafts. Consequently, public transport must be adapted to the needs of the population and the dynamics of construction. Competent secretariats for traffic regime change have a key role in meeting the needs of all involved parties. - Plans for temporary occupancy during construction were presented and cooperation was agreed upon in the development of final solutions for traffic management
23.11.2022 .	Institute for the protection of Cultural monument of Serbia	- The construction of the Belgrade Metro system also requires changes to certain buildings in the protected area of the Stara Šećerana factory. Colleagues from the Institute gave their comments on the architectural project of the station, which is planned to be built in the factory area. In this way, they directly influenced the preservation of the authenticity and cultural heritage of the city.

Table 2: Public hearings for planning documentation

Date	Stakeholder	Discussion points and main outcomes
26.10.2020.- 27.11.2020.	Public authority, Interested parties, Citizens	- Detailed regulation plan of Makis field (PDR Makis) - Comments, objections and answers can be found in the document "Appendix 1 - Public hearing report PDR Makis"
24.08.2021. - 24.09.2021.	Public authority, Interested parties, Citizens	- Plan of general regulation of rail systems in Belgrade with elements of development of the first phase of the first line of the metro system (PGR Metro line L1 P1) - Comments, objections and answers can be found in the document "Appendix 2 - Public hearing report PGR L1P1"
07.11.2022. – 08.12.2022.	Public authority, Interested parties, Citizens	- Plan of general regulation of rail systems in Belgrade with elements of development of the second phase of the first line of the metro system (PGR Metro line L1 P2) - Comments, objections and answers can be found in the document "Appendix 3 - Public hearing report PGR L1P2"

4.3. PHONE SURVEY

During July 2021, a phone survey was carried out with assistance from externally engaged consultants and surveyors, to capture the transport habits, views and expectations of people located within a two km corridor along the Project footprint (one km on both sides of the metro centreline), which will feed into the ESIA. The phone survey involved interviews with approx. 1,200 participants. The detailed results of the survey will be presented in the ESIA.

Among other questions, people were asked whether they are informed about the Belgrade Metro Project and as high as 93,7% responded positively. The main source of information on the Project is the media, i.e. TV, news portals, newspapers, etc. (over 80%), followed by information received directly in conversations with other people (close to 15%) and social networks (over 12%). The survey participants stated that they are mostly interested in learning the date when the metro will begin operating, as well as the exact location of each metro station (over 55%). Over one third of participants are also interested in finding out when the construction works will begin, while slightly less than one quarter of participants are interested to learn the price of metro tickets.

5. STAKEHOLDER IDENTIFICATION

Stakeholders are defined as individuals, institutions, organization, businesses or groups which are directly or indirectly affected by a project, positively or negatively, or who have an interest in the project. Therefore, the identification of stakeholders is closely connected to the identification of project impacts. Once identified, the aim of engaging with stakeholders is to ensure that they are provided with relevant information about the Project and consulted about issues of importance to them.

The list of project stakeholders can change through various stages of project implementation and identification is continually carried out throughout the project cycle.

Each stakeholder aims to protect its own interest or the interest of the organisation or community, he/she represents. Stakeholders are often guided by what they may gain or lose with the implementation of a project. The impact on various stakeholders may also change over time and this also needs to be continually assessed. Impacts do not affect all stakeholders equally, as this is also influenced by different subjective, internal as well as objective, external factors.

BMV has identified the main stakeholders in this Project planning phase and they can be generally grouped into two main categories – persons potentially directly affected by the

project (and their advocates) and representatives of relevant authorities and public services involved in the project. Certain engagement activities with some of these stakeholders have already been carried out, while new ones are planned for the remainder of 2021. A more detailed overview of identified stakeholders is presented in the next section of the SEP, along with a planned engagement programme for each of them.

As mentioned earlier, identification of stakeholders will be an on-going activity throughout the Project lifecycle and the SEP will be periodically updated with newly available information.

5.1. STAKEHOLDERS

The stakeholders that will be involved in building constructive and responsive relationships that are essential for the successful management of the Metro Project's environmental and social impacts, as in accordance with the stakeholder engagement requirements under the IFC performance standard 1 include institutions and organisation at the national, city and local level.

5.1.1. NATIONAL LEVEL

The Government of Serbia adopted a decision that Belgrade Metro project is of great public interest. In front of the Government several Ministries will have direct role in preparation and monitoring of certain aspects of the project.

•Ministry of Finance

Ministry of Finance is in charge of signing financial agreements with the Financers of the Belgrade Metro project. According to the Law on Ministries the MoF's responsibilities are coordination of governance systems and implementation of financing programs from the funds of the European Union, credit relations with foreign countries, system of financial relations with foreign countries and international financial institutions.

MoF is transferring finances to the Ministry of Construction, Transportation and Infrastructure for the Belgrade Metro Project. MoF will also monitor environmental and social matters through regular reporting from BMV. Ministry of Finance is a member of the Working group for Belgrade Metro Project, and BMV submit reports about on-going activities to the Working group.

•Ministry of Construction, Transportation and Infrastructure

Ministry of Construction, Transportation and Infrastructure conducts activities related to

the construction, land, urbanism, spatial planning, determining conditions for construction. The Ministry is responsible for activities in the areas of railway, road, and water and air traffic, and issuance of use license for infrastructural projects. The Ministry is in charge of creating conditions for realisation of projects that are financed from the funds of the European Union, donations and other forms of development assistance.

On the 28th of January 2021 the Government of Serbia appointed MCTI as a Financier of the construction works on metro system. Being a member of the Working group for Belgrade Metro Project, they will regularly receive reports about environmental and social aspects.

•Institute for Nature Conservation of Serbia

Institute for Nature Conservation of Serbia is responsible for nature conservation, which is conducted by determining and evaluating conditions, occurrences and processes in nature and landscape, establishing protected areas and monitoring systems of their protection, implementing measures of the protection of nature and landscape in spatial and urban plans, projects documentation, and programs of management of natural resources in mining, traffic, agriculture, forestry, hunting, fishing, tourism and other activities that may have impact on the nature. The Institute ensures sustainable use of natural resources and protected natural goods and control of their utilization by establishing monitoring system.

The Institute is responsible to mitigate damaging consequences to the nature and promoting the nature protection. In the context of the Metro project, the Institute has the responsibility to provide appropriate expert opinions and advice, promoting best practices in nature conservation, thus contributing to mitigating harmful consequences to the environment. The Institute will provide guidance and advice to BMV about selection of the most suitable habitats for animals. The Institute is responsible for proposing compensatory measures, and the Ministry issues a decision based on the Institute's recommendation, ensuring alignment with conservation objectives. Institute is also involving local self-governments in monitoring of the conditions, protection and improvement of nature, which are also one of the key stakeholders on the Belgrade Metro Project.

•Republic Institute for the Protection of Cultural Monuments

Republic Institute for the Protection of Cultural Monuments is responsible to undertake measures for protection and utilisation of the cultural heritage, keeping the register of cultural heritage, cooperation with other institutes for protection of cultural heritage in preparation of plans and programs of work on immobile cultural goods, studying immobile cultural goods and preparation of studies, elaborates and projects for the purpose of protection and utilisation of cultural goods.

The activities also include implementing protection measures, monitoring implementation of protection measures, and suggesting measures of protection, which will be their role on this project. In case some archaeological finding is discovered the Institute will supervise the handling of the finding. They will also provide advice and guidance to BMV on protection measures for the archaeological finding.

5.1.2. CITY LEVEL

City of Belgrade holds an essential role in organising and implementing important aspects of the project aiming to ensure efficient and effective project preparation and implementation. To accomplish these goals various departments within the City of Belgrade administration take part within their jurisdiction. The relevant Departments and their scope of responsibilities are listed below:

•Secretariat for Public Transportation

The Secretariat for Public Transport is the Employer on Belgrade Metro Project. The scope of responsibilities of the Secretariat as set by the Law includes: organisation, management and utilisation of urban and rural transportation, including transportation by city railway, organise public transportation in regular conditions as well as in temporary road blockages due to construction works or maintenance. The Secretariat will be involved in traffic management during construction and for approval of the plans for changes during operation.

The Secretariat is supervising the work of BMV, and BMV regularly reports to the Secretariat about project activities, including environmental and social. In their scope of work is to provide consent to the changes in the public transportation during construction works that include displacement of public transportation lines and stations.

•Secretariat for Traffic

Role of the Secretariat for Traffic, especially their Department for Traffic Planning and Urban Mobility, is very important on the Belgrade Metro project. The Secretariat for traffic is responsible for the technical regulation of traffic on the municipal roads and streets, establishes efficient system of security of transportation, enables safe and fluent traffic in regular conditions and during temporary road blockages due to construction works, preparation of programs and implements traffic management through light signalisation with the use of modern technologies aiming to elevate level of security and increase fluency of street greed, implementation and development of the urban mobility system and campaign in the area of traffic. The Secretariat will also be involved in traffic management during construction and for approval of the plans for changes during operation. BMV held

meetings with the Secretariat regarding temporary occupations for excavations and stations.

•Belgrade Metro and Train

The Public Utility Company Belgrade Metro and Train is the Final beneficiary of the Belgrade Metro Project. BMV is founded in 2018 to conduct activities of public interest for the City of Belgrade in the areas of urban and suburban transportation of passengers. Activities of BMV include organisation and implementation on construction, maintenance, reconstruction and protection of the metro system infrastructure in the City of Belgrade. This also entails the management in traffic of trains in the metro system of Belgrade, as well as procurement and maintenance of trains and stations.

BMV actively participates in the production of the draft laws and bylaws related to the metro system, monitoring and supervision of the implementation of the adopted projects, and activities related to the land and property during construction and exploitation of metro system in the City of Belgrade.

BMV is actively managing all aspects of the Belgrade Metro Project, including environmental and social aspects. Their commitment is presented in chapter 5, and roles and division of responsibilities is in more detail presented in chapter 6.

•Belgrade Land Development Public Agency

Belgrade Land Development Public Agency is responsible for activities in the areas of management, organisation, equipping and improvement of the City's construction land and objects of significance for the City of Belgrade. Agency prepares programs for organisation of city land and construction of objects of communal infrastructure, as well as studies, analyses and competition for solving specific spatial, infrastructure and similar issues in the City. Agency prepares information on potential locations, necessary documentation and elaborates for acquisition of the city land for the needs of Investors.

Agency is responsible for land acquisition and resettlement on the Belgrade Metro Project. They will provide data for the preparation of the Resettlement Action Plan, and will cooperate with RAP consultants on the preparation of RAP.

•Secretariat for Environmental Protection

The Secretariat for Environmental Protection conducts studies, analyses, and other expert activities with regard to monitoring of the quality of air, water and soil, impact of noise and vibrations, ionising and unionising radiation on the environment, climate change, keeping

the local register of sources of pollution, reporting, preparation and publication of data, reports, and information on the conditions of the environment and implemented activities, education in the areas of environment and raising awareness. The Secretariat gives evaluation and consent on strategic evaluation of environmental impact assessment in planning and utilisation of water, forests, energy, transportation, and waste management, among other areas. The Secretariat implements procedures of environmental impact assessment for projects where construction permit is issued by the City of Belgrade, including Belgrade Metro Project. Their role is to pass consent on the Study for preparatory works on Makiš Depot.

• **Institute for the Protection of Cultural Monuments of the City of Belgrade**

Institute's activity is protection of cultural heritage, spatial cultural areas, archaeological findings, preparing conditions for urban plans, implementing measures of technical preservation. Institute is in constant cooperation with various institutions and organisations at the republic and city level. In case some archaeological finding is discovered the Institute will supervise the handling of the finding. They will also provide advice and guidance to BMV on protection measures for the archaeological finding.

• **Public Utility Company Belgrade City Markets**

PUC City Markets is responsible for maintenance and equipping of the markets and objects on the markets, renting space at the markets, construction and reconstruction of the markets and market objects. Due to temporary relocation of the Skadarlija market (Bajloni) for the purpose of Belgrade Metro construction, the role of PUC Belgrade City Markets is vital in mitigating negative social impact that renters of business spaces at the Skadarlija market (Bajloni) and their customers may experience.

• **Secretariat for Social Protection**

The Secretariat is responsible for regulating social affairs and social benefits in the City of Belgrade. BMV will cooperate with the Secretariat regarding resettlement of informal settlements, and will provide guidance to BMV when addressing the needs that resettled individuals may have. This also refers to users of social benefits, socially vulnerable groups and Roma.

• **Secretariat for Investments**

The Secretariat is responsible for implementation of projects financed by the City or through financial agreements with international financial institutions, provides licenses and permits. The Secretariat is financing the markets in the City of Belgrade, which also includes

the Skadarlija market (Bajloni) that will be temporarily relocated. The Secretariat is preparing technical documentation for the displacement of the market spaces to another location, and they will cooperate with BMV on this matter and regularly communicate about on-going activities.

•Secretariat for inspection, supervision and communication

The Secretariat is responsible to provide inspections and supervision over the execution of the communal services, and to ensure that utility companies provide services in the areas of water supply, sewage, lighting, parking and similar issues. The Service Centre (this service was provided by BEOKOM until March 2023), Sector for communal police, and the sector for inspection of environmental protection, water and tourism are within the Secretariat's jurisdiction, where citizens can lodge their complaints and concerns regarding construction works on the Belgrade Metro Project. BMV will coordinate with the Secretariat receipt and resolution of the citizens' complaints to ensure efficient Grievance mechanism.

5.1.3. LOCAL LEVEL

•City Municipalities

City Municipalities are a part of the City of Belgrade territory. Their responsibilities of the local self-governments are determined by the City Statute. City municipalities of Čukarica, Savski venac, Stari grad and Palilula where the Metro line 1 phase 1 will be constructed are directly affected by the Belgrade Metro project. Their responsibilities are to conduct activities that ensure legal protection of its rights and interests, to protect and improve environment, ensure that citizens get public announcements on the issues of relevance to their life and work, and ensure legal aid to the citizens.

The set of responsibilities assigned to the municipalities makes them a highly important stakeholder in the implementation, preparation and construction phase of the project. In the context of the Belgrade Metro project municipalities will be in charge of implementing a Grievance mechanism and coordinating stakeholder engagement at their territories.

The following municipalities appointed persons in charge for communication with BMV regarding resolution of the adverse social impacts that citizens and communities may experience on the Belgrade Metro Project:

Municipality Čukarica – Ms. Ana Duduković

Municipality Stari grad – Ms. Mirjana Milošević

Municipality Savski venac – Ms. Tanja Opsenica

Municipality Palilula – Ms. Tijana Jevtić

All inquiries and grievances raised by the citizens or organisations will be gathered by municipalities and transferred to the PMC and BMV for further action or for coordination of the future steps.

•Non-governmental organisations

Non-governmental organisations (NGOs) and citizens' associations operating in the areas of environment, nature protection, climate change, social protection, and similar fields, may take part in providing comments and opinions to the project activities. Their professional opinion is valued and incorporated in the project activities as much as technical conditions allow.

•Local population

Local population can be directly and indirectly affected by the preparation, construction and operation phase of the Project. Therefore, their involvement through stakeholder engagement activities can be beneficial for identifying issues and problems at an early stage and adjust project activities accordingly. Neighbourhoods, institutions, schools, kindergartens, public buildings, private residencies, small and medium enterprises (SMEs) and companies that operate in the vicinity of the Line 1 Phase 1 may experience problems with access, road closures, intensive machine activity that would require extensive environmental, health and safety and social mitigation measures to minimize negative impact to their every-day functioning. They will have Grievance mechanism and contact persons in municipalities, where they can address their problems or make an inquiry to the Contractors, PMC and BMV.

5.1.4. STAKEHOLDERS THAT PROVIDED LOCATION CONDITIONS

The Project will also have influence on various institutions and utility companies that provide public services to the citizens. Project activities may create adverse impacts on the citizens and entities that are users of these services as well as the companies that are providers of the service. In order to ensure the mitigation of the negative impacts, BMV will cooperate with the following companies:

In addition, following is the list of the ministries and public utility companies that are valuable partners in day-to-day functioning of the Metro Project:

• **Ministry of Internal Affairs, Sector for Emergency Situations, Directorate for Preventive Protection**

• **Ministry of Environmental Protection**, as the primary state authority overseeing various environmental protection tasks, is responsible for issuing permits, defining environmental protection conditions in spatial planning and construction projects, and establishing conditions for project access and implementation.

• **Ministry of Agriculture, Forestry, and Water Management, Republic Directorate for Water**, holds authority over integrated water resources management, water policy, multipurpose water usage, water regime, protection, and maintenance of water protection measures.

• **Ministry of Defence, Sector for Material Resources, Directorate for Infrastructure**,

• **"Electric Distribution of Serbia" Ltd. Belgrade** (Branches: Electric Distribution Belgrade Centre, Electric Distribution Banovo Brdo),

• **Telecommunications Company "Telekom Serbia" AD Belgrade** (Directorate for Technology, Sector for Network Operations, Network Planning and Construction Service Belgrade),

• **SBB - Serbian Cable Networks, Belgrade**,

• **"Beogas" Ltd. Belgrade**,

• **"Elektromreza Srbije" JSC Belgrade**,

• **"Serbian Railways Infrastructure" JSC Belgrade**,

• **"CETIN" Ltd. Belgrade**,

• **PE Roads of Serbia, Belgrade**,

• **PE "Roads of Belgrade", Belgrade**,

• **PUC "Public Lighting", Belgrade**,

• **PUC Belgrade Power Plants, Belgrade**,

• **PE "Srbijagas", Novi Sad**,

- **PUC "Greenery Belgrade"**, Belgrade, manages and enhances green spaces in Belgrade, handling maintenance, development, and planning for existing and new areas, including parks, road greenery, and squares,
- **PUC "City Cleaning"**, Belgrade,
- **PE "Srbijasume"**, Belgrade, is mandated by law for forest-related activities, including cultivation, maintenance, and renewal. The company also provides expert advisory services, manages protected areas and fishing zones, develops management programs, conducts research, and participates in initiatives related to forestry,
- **PUC "Belgrade water supply and sewerage"**.

The stated utility companies that manage and maintain various public utilities within their jurisdiction in the City of Belgrade have certain rights and responsibilities when new facilities are constructed, in accordance with the Law. Their participation starts in the phase of planning documentation and continues until the end of the facility construction. During the phase of preparation of design documentation they issue conditions on the manner of handling their utilities that were impacted by construction of a new facility, issue conditions for construction of new utilities to be used in a new facility or in other facilities; upon issuance of the conditions, Designers, i.e. Employers, are obliged to obtain the consent to the utilities designs; during the construction, the Contractor is obliged to inform the public utilities companies whose utilities are being relocated or constructed, so that they could provide the user supervision during construction. If during the works execution the Contractor comes across utilities that are not included in the Cadastre of underground utilities, thus not being the subject of design documentation, the Contractor is obliged to inform the competent public utility company and to further act in accordance with their instructions. It can be concluded from all previously stated that the role of the public utilities companies is of a great significance and that construction of a new facility may have an impact on the supply of consumers due to planned or unplanned outage during works execution.

5.2. VULNERABLE GROUPS

Vulnerable groups include the following categories: low income households and individuals, young people, children without parental care, single parents, families with many children, single headed households, persons over the age of 65, persons with disabilities, war veterans and/or members of their family, civilians who are disabled as a result of wars, refugees and internally displaced persons, members of the Roma population and other vulnerable groups. Such groups are often entitled to various forms of financial support, provision of social services and in-kind assistance, such as food, schooling supplies and energy aid.

According to the Republic Institute for Social Protection, the share of beneficiaries of social welfare in the total population of Čukarica municipality is 8,2% and in Palilula it is 7,8%, which is more than the share of beneficiaries at the level of the City of Belgrade (6,7%). In Stari Grad and Savski Venac that share is lower (5,8% and 5,5% respectively). This data includes persons or households who benefit from various forms of financial assistance, but also beneficiaries of residential institutions (for children without parental care, for people with disabilities or elderly people), foster or family care, various day care centres, etc. The share of beneficiaries of purely financial assistance in the total population is much lower, as follows: in Čukarica – 1,5%, in Palilula – 1,1% (the same as at the level of the City of Belgrade) and in Stari Grad and Savski Venac both 0,4%.

The share of people with sight impairments and mobility impairments in the total population, in each municipality is fairly consistent, while the share of people with hearing impairments in Palilula is higher than in the other three municipalities. Details are presented in Table 3 below.

Table 3 Persons with disabilities by type of impairment (share in the population), in the four municipalities, in 2011

	Čukarica	Savski Venac	Stari Grad	Palilula
Sight impairments	2,01%	2,06%	2,07%	2,50%
Hearing impairments	1,24%	1,31%	1,38%	3,70%
Mobility impairments	3,23%	3,65%	3,70%	3,54%

In addition, Metro Project foresees physical and economic displacement, which will influence the livelihoods of affected persons and businesses. In order to mitigate the adverse impacts and provide best possible compensation, BMV prepared Resettlement Action Plan (RAP).

6. STAKEHOLDER ENGAGEMENT PROGRAMME

The Stakeholder Engagement Program is an important component of the document expected to help engage all the stakeholders to the project and, by doing so, help the project become sustainable and inclusive. The SEP will also support the engagement of vulnerable population groups that are facing hurdles to take part in the engagement directly for social, economic, or political reasons. It is important to keep in mind that the SEP implementation is a dynamic process and some stakeholders and their interests might change over time, and hence the SEP will be updated accordingly.

The main goals of the stakeholder engagement activities are to inform, disclose and consult on various project documents and activities early on in order to establish a dialogue with relevant stakeholders from project planning through implementation and operation phases.

The main engagement activities in this phase of Project development include engagement for the preparation of the ESIA and the disclosure of the draft ESIA and associated planning documents, including this Stakeholder Engagement Plan.

Engagement for the preparation of the ESIA includes meetings with various stakeholders to collect data, as well as to understand their views, concerns, questions, etc. in relation to the Project, which should be incorporated and processed in the ESIA. These meetings are being implemented by BMV, with assistance from ESIA consultants where needed.

Once the draft ESIA is prepared it will be disclosed on the BMV website, as well as through other relevant media. The CoB and BMV, with assistance from municipal representatives, plan to organise meetings to present the ESIA draft to local communities/ neighbourhoods along the Project footprint, as well as other stakeholder groups, and collect their questions and suggestions, which will be addressed in the final ESIA document. As discussed with municipal representatives so far, they are available to host the meetings in premises which are usually used for public meetings. It is expected that in Čukarica municipality a few meetings will be organised in several locations, as the number of stations which will be constructed is highest, including the depot in Makiš field. In the other three municipalities, it is expected that one meeting per municipality would be adequate to ensure that all interested citizens can attend. Based on feedback received from various stakeholders, the topics to be covered in these meetings include the following:

- The rationale for constructing the metro line and expected gains for Belgrade residents and visitors, including how the metro will be integrated with other modes of public transport;
- Exact locations of metro stations and construction site areas;
- Non-technical presentation of the construction activities that will be undertaken and how construction will be organised;

- Timeline for construction and beginning of operation;
- Expected E&S impacts and proposed mitigation measures and feedback from participants on the ESIA document;
- Grievance mechanism, i.e. where and how grievances can be submitted and what can be expected in terms of a response (who will respond, within what time frame, etc.).

CoB will also work with BMV to host a targeted meeting with NGOs, to discuss E&S impacts associated with the Project. Other individual stakeholder meetings may also be organised, if necessary.

The details about these consultation activities will be publicly disclosed through the relevant media including the BMV website, local community announcements and in other usual ways, when they become known, and at least two weeks before any events take place. BMV will send invitations to the stakeholders for meetings with individual stakeholder groups (targeted consultations). All meetings with the stakeholders will be registered in the Stakeholder engagement log (Annex 2).

In addition to all of the above, legally required engagement will be implemented in relation to national EIAs, as well as other Project documents. Information about these events, including public hearings, will continue to be made available through the media and the CoB website (<https://www.beograd.rs>). The next expected public hearing is planned in late September or early October 2021, in relation to the draft General Regulation Plan of Rail Systems in Belgrade, with elements of detailed elaboration for the first phase of metro Line 1. The EIA for the metro depot in Makiš field is available, after which the legal disclosure and consultation process will be implemented.

6.1. DISCLOSURE STRATEGY

The timely disclosure of relevant project information enables stakeholders to understand the project's risks, impacts and opportunities. Document disclosure also allows stakeholders to be informed about project plans, actions, phases and processes, giving them the opportunity to provide comments and feedback.

The Draft ESIA, NTS, SEP, and RAP will be prepared and disclosed in English and Serbian language and it will remain open for comments of interested parties 30 days at the websites of:

- BMV: bgmetro.rs.
- All affected municipalities

The disclosure will include:

- Brief description of the Project;
- The respective draft of the documents;
- Ways of submitting comments and feedback;
- Key deadlines.

Relevant stakeholders (identified in section 5.1 of this document) will be informed by official letter and/or e-mail that the said documents have been disclosed, how they can be accessed, and how their comments, questions and queries can be submitted to BMV.

Once adopted, the documents ESIA, NTS, SEP and RAP will be posted on the BMV website and websites of all affected municipalities until the official end of the Project. The comments on all disclosed documents will be reviewed immediately upon arrival by the Project legal and environmental specialists. Major comments will be incorporated in the final version of the documents and disclosed on the BMV's and the affected municipalities' websites.

According to the "Decision on the establishment of a public utility company for the construction and operation of passenger transportation by metro and the development of the city railway in Belgrade, Official Gazette of the City of Belgrade 88/18 and 32/19", the company PUC Belgrade Metro and Train was established, which is entrusted with the tasks from Article 4 of the decision in question, activities of general interest for the City of Belgrade. In accordance with the aforementioned PUC "Belgrade Metro and Train" issues traffic and technical conditions related to the functioning of public transport during the preparation of:

- planning documents (spatial and urban plans),
- urban planning and technical documentation (urban planning projects, Preliminary designs, etc.)
- conditions in order to issue Location conditions for the preparation of technical documentation.

Within the Plan for the general regulation of rail systems in Belgrade with elements of detailed elaboration for the first phase of the first metro line (Official Gazette of the City of Belgrade 102/21 and 6/2023) a corridor of 100m was defined (50m each on the left and right sides of the metro route) in order to determine the planning zone for the construction of the metro and provided flexibility in the future development of the Preliminary design and enabled eventual changes to the metro route.

In accordance with Article 8, 8a and 8b of the Law on Planning and Construction ("Official Gazette R" No. 72/2009, 81/2009 - corrected, 64/2010 - decision US, 24/2011, 121/2012, 42 /2013 - US decision, 50/2013, - US decision, 98/2013 - US decision, 132/2014, 145/2014, 83/2018, 31/2019, 37/2019 - other law, 9/2020, 52 /2021 and 62/2023), and Article 26 of the

Law on Metro and City Railways ("Official Gazette of the RS" No. 52/2021), PUC Belgrade Metro and Train, as the holder of public powers, has the obligation to, at the request of the Secretariat for urban planning and construction affairs, i.e. the Ministry of Construction, Transport and Infrastructure, in the process of issuing location conditions through a unified procedure, prescribes conditions for the design and connection of buildings, parallel running and crossing of linear infrastructure with the metro route, legalization of built buildings in the protective zone of the metro system, etc.

The Law on Metro and City Railway defines the following:

- the protection zone of the metro system is the area: on both sides of the metro line 25 m wide, counting from the axis of the end track, i.e. the outer edge of the structure of the metro facility, under the route in a width of 5 m and above the structure of the underground metro facility from the facility to the surface of the earth. The protective zone also includes the land area of the station areas, which includes all facilities, installations and access roads;
- the infrastructure zone of the metro system is a zone on both sides of the metro line with a width of 5 m measured from the axis of the end track for above-ground sections, that is, a space with a width of 4 m measured from the outer edge of the construction of the metro object for underground sections;

In accordance with the above, PUC Belgrade Metro and Train is obliged, by defining special conditions for the construction and execution of works, to protect the infrastructure of the metro from unplanned construction in the protective zone of the metro and thus ensure its safety from damage and endangering the passengers themselves and employees in the subway. Also, citizens were informed about these restrictions through the adoption process of planning documentation via public review and public consultations (see Table 2).

In order to reduce the restrictions on the construction of buildings in the protective zone of the metro, wherever possible the route of the metro was designed in the corridors of streets and green areas. Also, there is no complete ban on construction in the metro protection zone, but based on the depth of the tunnel, the geological characteristics of the soil and the planned dimensions of the facility and its distance from the metro infrastructure, an expert assessment is carried out by employees of PUC Belgrade Metro and Train, as well as EGIS, and possible additional conditions are defined and restrictions to ensure the stability of the metro tunnel and the planned facility.

Given that the construction of buildings in the metro area can lead to possible restrictions for owners of buildings and plots, it is evident that real estate owners and investors themselves benefit from the construction of a metro near their plots, because the existence of a metro in a certain area of the city leads to an increase in the value of real estate, development of economic activity and inflow of new investments

6.2. PUBLIC CONSULTATIONS

Public consultations will be held on an on-going basis as part of the citizen engagement process during the project cycle. Public consultations will be organized prior to commencement of construction works and during the project implementation in all Municipalities that are directly affected by the project. Public consultations will be used as a valuable tool to inform the public and receive feedback and public opinion on issues and problems that are affecting citizens and local businesses. More details on timing and dynamic of public consultations is presented in section 6.4 in Table 4 of this SEP.

The consultations will include key topics, particularly in relation to disturbance issues, such as traffic, road closure, noise, vibration during construction of stations and shafts, as well as about any concerns that people have about the operation phase, such as noise, vibration, safety issues. During public consultations citizens will be acquainted with the GRM procedures.

The dynamic of organising public consultation will depend on the dynamic of construction works. In areas where works are on-going there may be more frequent consultations on weekly or monthly basis. In the areas where works are not yet started but they are indirectly affected in communication with the municipalities and CEOs will be decided on the scheduling of the public consultations quarterly and semi-annually. Information about the public consultations will be posted on the websites of the BMV and affected municipalities, and on the information boards of the Municipalities.

In addition, public consultations held prior to the commencement of the construction works will also address the subject of actual and potential impacts to the cultural heritage sites (the Sugar Factory site, the Railway Station site, and the sites at Trg Republike station including the relocation of the statue of Vasa Čarapić) in municipalities where the cultural heritage is located, namely. The consultations will be used to disclose the potential impact and planned mitigation strategy, and to receive feedback on this subject from the citizens.

6.3. OTHER METHODS OF ENGAGEMENT

- **Information boards.** On municipalities' information boards will be placed the information related to the Project, relevant for every phase of Project implementation.
- **Letters.** The letters will be an instrument used in order to facilitate the Project implementation process through good collaboration between the implementing entities and other stakeholders.
- **Reports.** The reports will be used to monitor the Project implementation and to keep informed the main stakeholders of the Project. Monitoring reports on environmental and social aspects containing information on the implemented and planned

environmental and social measures of the Project will be disclosed annually on the website of BMV and municipalities. The printed reports will be available in the municipalities where they will make a desk for information related to the Metro Project activities and information.

- **BMV Website.** BMV will disclose relevant project documents on their website. Procedures related to grievances handling will be posted on the BMV website to ensure full transparency.
- **E-mails.** To facilitate communication between implementing entities and relevant institutions in resolving issues and grievances
- **GRM.** A dedicated grievance mechanism will be set up for the Project. The stakeholders will be able to raise grievances anonymously.
- **Grievance Log** - where grievances, including those delivered direct or through the online ways, are registered (including grievance delivered by letter mail or in writing) and maintained, followed up and resolved through a database.

6.4. STAKEHOLDER ENGAGEMENT MATRIX

Table 4: Stakeholder engagement matrix

	Stakeholder group/subgroup	Type and Method of Communication	Timing	Responsibility for implementation	Main topics of interest and for discussion
1.	Persons affected by Project related land acquisition				
1.1	Owners and users of land and structures that will be legally acquired (expropriated) for the Project (residential and non residential). - Persons who may have to be physically relocated - Businesses, private and public - Owners of other non residential structures or only affected land	Direct communication by phone and in writing, individual meetings Focus group meetings (ESIA preparation)	Makiš field (municipality of Čukarica), ongoing Other acquisition – TBD September 2021	Beoland (legal department) Department for property and ownership issues (in the relevant municipality) BMV legal department BMV with assistance from ESIA consultants	- Development of RAP, if relevant - Expropriation and acquisition process and procedure, or administrative transfer of publicly owned land, where relevant - Amount of compensation for land and assets - In kind compensation (replacement property) - Timing of compensation / relocation / acquisition of land and assets - Additional resettlement / livelihood restoration assistance - Grievance mechanism
1.2	Residents of potentially affected informal structures / informal settlements, informal users of affected land	Focus group meetings (ESIA preparation) Direct communication by phone and in writing, individual meetings	September 2021 TBD	BMV with assistance from the Secretariat for Social Affairs and ESIA consultants, if needed Relevant CoB and municipal departments	- Development of RAP, if relevant - Assistance to legalise structure, if possible - Cash or in kind compensation (replacement property) - Timing of compensation / relocation / acquisition of land and assets - Additional resettlement / livelihood restoration assistance - Grievance mechanism
1.3	Business that will have to be temporarily relocated during construction (Bajloni market)	Census of businesses implemented by PUC Green Markets	Ongoing TBD	PUC Green Markets	- Development of LRP, if relevant - Relocation process and procedure, contracts - Temporary relocation options

	Stakeholder group/subgroup	Type and Method of Communication	Timing	Responsibility for implementation	Main topics of interest and for discussion
		Direct communication by phone and in writing, individual meetings			- Timing (relocation and return to the market) - Additional resettlement / livelihood restoration assistance - Grievance mechanism
2.	People residing or working in the vicinity of construction locations	Focus group meetings (ESIA preparation) – Pančevo bridge market ESIA disclosure Public meetings to present the Project Media announcements Announcements in buildings or leaflets	September 2021 November 2021 Prior to the beginning of construction works in each location	BMV with assistance from ESIA consultants BMV CoB representatives / departments engaged in providing information to the public Contractor	- Key project features (locations, timing, construction plans, ESIA main findings and mitigation measures) - Expected construction nuisances including access to properties and parking, noise, dust, etc. and foreseen mitigation measures - Livelihood restoration assistance measures (for loss of business), if relevant - Grievance mechanism
3.	People residing or working above the underground metro line	Media announcements Announcements in buildings or leaflets	Prior to and during operations	BMV CoB representatives / departments engaged in providing information to the public	- Assessment of structures, prior to beginning of operations - Compensation options for any damages (owners of affected assets) - Operation impacts (vibrations, noise) and mitigation measures - Grievance mechanism
4.	General public (people residing or visiting Belgrade)				
4.1	Users of roads and public transport that will be affected during construction and operation	Media announcements	Prior to changes in traffic management	BMV CoB representatives / departments engaged	- Information about temporary and permanent changes in traffic management and in public transport, resulting from the Project

	Stakeholder group/subgroup	Type and Method of Communication	Timing	Responsibility for implementation	Main topics of interest and for discussion
			and public transport	in providing information to the public	- Grievance mechanism
4.2	Users of the future metro	BMV website Media announcements	Ongoing	BMV CoB representatives / departments engaged in providing information to the public	- Analysed alternatives, feasibility of the metro line and expected benefits - Metro line exact station locations and connectivity with other public transport - Organisation of metro stations and parking areas - Construction progress and expected start of operations - Price of tickets and how they can be purchased, for various categories of passengers - Accessibility for persons with moving difficulties - Grievance mechanism
5.	Civil society				
5.1	Organisations interested in E&S issues related to the Project ⁶	ESIA disclosure Meeting to present the ESIA	September 2021	CoB representatives BMV	- Expected environmental and social impacts of the Project and mitigation measures - Analysed alternatives, feasibility of the metro line and expected benefits
5.2	Hunting association Cukarica, active in Makis field	Focus group meeting	September 2021	BMV with assistance from ESIA consultants	- Loss of hunting grounds and associated impacts - Mitigation measures, if needed
6.	Local authorities				

	Stakeholder group/subgroup	Type and Method of Communication	Timing	Responsibility for implementation	Main topics of interest and for discussion
6.1	City of Belgrade (CoB), Mayor's Office and Assembly	Official correspondence and regular meetings	Ongoing	CoB representatives BMV	- Project preparation and construction progress - Key concerns and issues, measures to address them and responsible persons
6.2	Directly affected municipalities: - Čukarica - Savski Venac - Stari Grad - Palilula	Official correspondence and regular meetings Public consultations in all municipalities with the local residents, business owners, NGOs	Ongoing 1 month before start of the construction works Weekly in municipalities where works on stations and shafts are on-going Quarterly/semi-annually in municipalities that are neighbouring municipalities where works are on-going	BMV BMV PMC Contractor CEO	- Expected environmental and social impacts of the Project and mitigation measures - Detailed information about progress of the Project (construction locations, organisation and timing of construction, health and safety issues, changes in traffic management) - Engagement with local residents and business on the territory of the municipality and received feedback (grievances, meetings, announcements, etc.) - Discuss disturbance issues, such as traffic, road closure, noise, access and mobility during construction of stations and shafts, - any concerns that people may have about the operation phase, such as noise, vibration, safety issues, - Explain the Project level grievance redress mechanism procedures, - Receive feedback and opinion from the public about solutions in issues that have impact on environment, community health and safety, social aspects, technical aspects.
		Public consultations about impacts to the cultural heritage	Before commencement of construction works	BMV PMC	

	Stakeholder group/subgroup	Type and Method of Communication	Timing	Responsibility for implementation	Main topics of interest and for discussion
		sites (the Sugar Factory site, the Railway Station site, and the sites at Trg Republike station including the relocation of the statue of Vasa Čarapić) Posters on information about on-going disruptions on information boards in municipalities and on site	Regularly updated throughout the construction works	Contractor	
6.3	CoB Departments, Secretariats, Institutions, Agencies, state companies, etc.: - Beoland - Service Centre of the City of Belgrade Secretariat for Social protection - Secretariat for Investments - Secretariat for Traffic - Secretariat for Public Transport - Secretariat for Environmental Protection - Secretariat for inspection, supervision and communication, - Urban Planning Institute	ESIA preparatory meetings Official correspondence and meetings as necessary	Ongoing	CoB representatives BMV, with assistance from ESIA consultants where needed	Detailed information about concrete issues of relevance for the department, secretariat, institution, etc. At present, the key issues are: - Beoland – progress with expropriation of land and assets (Makiš field) - Service Center of the City of Belgrade- establishing a system for cooperation on grievance management during construction - Secretariat for Social Affairs – the need to resettle any informal settlements for the Project and how this will be carried out - Secretariat for investments – impacts on the Skadarlija market (Bajloni) and future reconstruction plans of the market - Secretariat for Traffic – traffic management during construction (and plans for changes during operation) - Secretariat for Public Transport - traffic

	Stakeholder group/subgroup	Type and Method of Communication	Timing	Responsibility for implementation	Main topics of interest and for discussion
	of Belgrade, - Public Utility Companies established by the City of Belgrade, - "Electric Distribution of Serbia" Ltd. Belgrade (Branches: Electric Distribution Belgrade Centre, Electric Distribution Banovo Brdo), - Telecommunications Company "Telekom Serbia" AD Belgrade (Directorate for Technology, Sector for Network Operations, Network Planning and Construction Service Belgrade), - SBB - Serbian Cable Networks, Belgrade, - "Beogas" Ltd. Belgrade, - "Elektromreza Srbije" JSC Belgrade, - "Serbian Railways Infrastructure" JSC Belgrade, - "CETIN" Ltd. Belgrade, - PE Roads of Serbia, Belgrade, - PE "Roads of Belgrade", Belgrade, - PUC "Public Lighting", Belgrade,				management during construction (and plans for changes during operation) - Secretariat for Environmental Protection - monitoring the quality of environmental factors (air, water, soil, noise) - Public utility companies of CoB are responsible for providing communal services and location conditions - Cooperation with relevant utility companies and communal services in solving grievances concerning daily functioning of citizens and businesses - Exchange of opinions and coordination of resolution of grievances related to the disrupted public services due to construction works

	Stakeholder group/subgroup	Type and Method of Communication	Timing	Responsibility for implementation	Main topics of interest and for discussion
	- PUC Belgrade Power Plants, Belgrade, - PE "Srbijagas", Novi Sad, - PUC "Greenery Belgrade", Belgrade, - PUC "City Cleaning", Belgrade, - PE "Srbijasume", Belgrade, - PUC "Belgrade water supply and sewerage".				
6.4	CoB Public Utility Companies, including: - Green Markets - Belgrade Waterworks and Sewerage - Green Areas (Parks) - Parking Service	Official correspondence and meetings as necessary	Ongoing	CoB representatives BMV, with assistance from ESIA consultants where needed	Detailed information about concrete issues of relevance for the PUC. At present, the key issues are: - Green Markets – impacts of construction on Bajloni market (the need to relocate) and alignment with CoB plans for the reconstruction of the market - Green Areas and Parks – impacts on public spaces managed by the PUC, during construction - Parking Service – impacts on City parking locations - Belgrade Waterworks and Sewerage
7.	Republic authorities - ministries, agencies, institutes, etc. including: - Ministry of Construction, Traffic and Infrastructure - Ministry of Finance - Institute for the Protection of Cultural Monuments of Serbia - Ministry of Internal	Official correspondence and meetings as necessary	Ongoing	CoB representatives BMV	- Obtaining information relevant for the preparation of the ESIA and other project documents, under the responsibility of the institution in question - Issuing of relevant conditions and permits - Monitoring and inspections

	Stakeholder group/subgroup	Type and Method of Communication	Timing	Responsibility for implementation	Main topics of interest and for discussion
	Affairs, Sector for Emergency Situations, Directorate for Preventive Protection, - Ministry of Environmental Protection, - Serbian Environmental Protection Agency - Ministry of Agriculture, Forestry, and Water Management, Republic Directorate for Water, - Ministry of Defence, Sector for Material Resources, Directorate for Infrastructure.				
8.	Media	Press statements and conferences	Ongoing	CoB representatives BMV	- Description of the Project and benefits - Project implementation timelines - Announcing upcoming disclosure and consultation events - Project progress updates
9.	Financial institutions	Official correspondence and meetings	TBD	Relevant ministries CoB representatives BMV	- Project financing - Compliance with E&S relevant policies and standards - E&S Monitoring and reporting

7. PROJECT LEVEL GRIEVANCE MECHANISM

A Project level Grievance Redress Mechanism (GRM) shall be established by the BMV, consisting of Central Feedback Desk (CFD) administered by the BMV. The Central Feedback Desk (CFD) shall be established prior to commencement of any activities under the Project to manage and appropriately answer grievances and inquiries.

The main database grievances and communications with the public is at BMV. BMV, with support of PMC, shall be responsible for overall grievance administration, while the CEOs shall serve as local admission point for uptake of grievances and acknowledgment of grievance receipt through local avenues, established and administered by the local governments (affected municipality) with representatives from the key stakeholders (i.e. BMV representative, municipal representative and representative of the City public companies).

Once the construction works commence the Contractor will also establish GRM procedure at the project level that will be available to the citizens. The Contractor shall develop a Grievance Management Plan that will contain Contractor's plan to address grievances on Project. During the construction works phase, the citizens and institutions can direct their grievances and inquiries to the Contractor or to the CEOs, but also to BMV and PMC.

Addressing grievances raised by individuals or organisations is an important component of managing project risks and for mitigation strategies. The GRM is an important feedback mechanism that can improve project impact and respond to concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner.

The objective of the Project level GRM is to serve as an effective tool for early identification, assessment and resolution of grievances, serving as a project risk management mechanism and strengthening accountability to beneficiaries. The GRM serves as feedback mechanism that can improve project impact and mitigate undesirable impacts. The GRM mechanism will be available to project stakeholders and other affected parties to submit questions, comments, suggestions and/or grievances and provide any form of feedback on all project-funded activities. This GRM covers both employees and non-employees (e.g. affected people and other relevant stakeholders).

Respecting already available legal procedures for the submission of grievances, BMV will implement additional measures to ensure that all questions, grievances and suggestions in relation to the Project are managed in accordance with international best practice. Submission of a comment or grievance to BMV or the CoB, does not prevent individuals and organisations to seek judicial or administrative remedies in accordance with the laws and regulations of the Republic of Serbia.

At this stage of Project development, all questions and grievances are managed by BMV, however, it is expected that when construction begins, other stakeholders may need to be involved in grievance management, for example municipalities where the works are being carried out, as well as Consultants and Contractors engaged on the Project. In addition, cooperation with various departments and units within City of Belgrade administration that are in charge of providing different public services, such as communal services, public utilities, communal police, public transportation, inspectorates, etc. will be crucial to ensure timely and efficient solutions to grievances that may arise as the consequence of the construction works, interruptions and temporary restrictions.

There will be Project level Grievance log that will be maintained by the Contractor, and supervised by the PMC. However, citizens and institutions may also address their grievances and inquiries directly to the BMV. BMV will maintain the main database of the grievances and communications received from the citizens, businesses and organisations.

Any comments or concerns can be communicated to the BMV through verbal means, in writing (via postal mail or email) or by completing a grievance form (an example of which is provided in Annex 1). Unanswered questions or ignored requests for information have the potential to become problems and should therefore be addressed promptly. It is good practice to respond to citizens' and stakeholders' feedback through the relevant pillars for community engagement, such as disclosure, consultation and participation in project monitoring. For the purpose of registering all communication with the citizens and organisations, as well as response provided, activities undertaken to address this issue, BMV will establish Communication log (template provided in Annex 4 of this SEP).

The Project will ensure equal and non-discriminatory access to grievance mechanism, but the special attention will be given to the vulnerable groups: elderly, single parent families, families with multiple children, women, people with disabilities, and the Roma people. The Contractor and PMC will be working together with CEOs to ensure that the most vulnerable groups' views are taken into account.

Opinions from disadvantaged groups will be analysed and if the suggestions, requirements are reasonable will be considered as the solution. The representatives of the vulnerable groups will be included in the communication channels for ensuring the dissemination of information to diverse communities about Project preparation activities and also about planned public consultations.

7.1. GRIEVANCE ADMINISTRATION

Effective grievance administration strongly relies on a set fundamental principles designed to promote the fairness of the process and its outcomes. Any grievance can be brought to the attention of the CFD or Contractor anonymously, personally or by telephone or in writing. Any grievance shall follow the path of the following mandatory steps: receive, assess and assign, acknowledge, investigate, respond, follow up and close out.

Channels to Raise Grievances: The suggestions/grievances can be submitted by e-mail, website, telephone, grievance box on the site and in front of municipalities, and in writing or verbal which should be recorded in writing by the receiver. Grievance boxes will be installed on site and at the entrance of the municipal buildings. The information sheet will be placed above or on the complaint box with contact details of persons in charge to receive complaints, emails and CEOs contacts. Beside the grievance box will be available grievance forms.

The template for grievances is available in Annex 1 of this SEP. To make grievance mechanisms accessible to all stakeholders, it is helpful to make the procedures to submit grievances simple and easy to understand and provide an opportunity to submit a grievance anonymously. The channels for filing grievances will be communicated to the public during the consultations.

The grievances shall be solved within 20 days, or in the shortest period of time in case of urgent matters that are disrupting regular daily functioning, such as electricity cuts, water supply shortages, closure of roads and access roads, inaccessibility to agricultural fields, private houses, private businesses, shops, and public buildings, health centers, etc.

Respecting already available legal procedures for the submission of grievances, the Contractor shall implement additional measures to ensure that all questions, grievances and suggestions in relation to the Project are managed in accordance with international best practice. The Contractor shall submit monthly reports to Engineer and BMV at least once a month, and if needed more frequently.

All grievances will be recorded in an internal Contractor's Grievance log. Grievances will be responded to in writing if contact details of the person who submitted the grievance are provided. Persons who submit the grievance have the right to request that their name be kept confidential. The personal data of each Grievant shall be protected under the Data Protection Law. In case of anonymous grievance, actions taken will be published on the municipal information board or at the site information board.

The Contractor shall:

- keep the Project grievance form and grievance boxes available at construction sites and municipalities administration buildings to be publicly available at all times, hand out the form as requested and explain the grievance mechanism to the concerned citizen(s) and forward the filled-in form to BMV and PMC for purposes of further processing, depending on where the grievance was logged.
- directly address any grievances in relation to construction activities
- ensure that people can also raise grievances anonymously
- establish information boards at site and municipalities' administration buildings

- cooperate with municipalities and Community Engagement Officers, key stakeholders and the Engineer in collecting and resolving grievances, and coordinating process of grievance resolution in line with the IFC standards.

7.2. GRIEVANCE INVESTIGATION AND RESOLUTION PROCESS

When grievance is raised the receiver of the grievance shall conduct a rapid assessment to verify the nature of grievances and determine on the severity. Within 5 days from logging it will acknowledge that the case is registered and provide the complainant with the information about the next steps. The grievance will be investigated in such manner to understand the issue from the perspective of the complainant and consider what actions complainant suggests to be taken.

Contractor will establish the GRM procedure and appoint the person that will act as a Grievance officer. The Grievance officer will interview all parties involved and consult with relevant stakeholders. Once investigated, and depending on the severity and type of grievance, the provisional decision shall be discussed with the complainant in the timeframe of 7 days after logging the grievance.

The final agreement should be specific and issued and grievant informed about the final decision not later than 20 days after the logging of the grievance. However, if the grievance is urgent, the procedure is accelerated, or in case if additional time is needed to redress the grievance, the deadline and responsible are defined additionally.

If it is environment related grievance it will be directed to the Environmental specialists at the Contractor and PMC teams, if it is health and safety issue it will be directed to the Health and Safety specialists at the Contractor and PMC, If it is related to social issues and land acquisition it will be directed to Social Specialists of the Contractor and PMC and legal department at the BMV.

The GRM shall serve as both Project level communication center and grievance mechanism, available to those affected by implementation of the Project and be applicable to all Project activities and relevant to all local communities affected by project activities. The Grievance officer shall be responsible for receiving and responding to grievances and comments of the following groups:

- A person/legal entity directly affected by the project, potential beneficiaries of the Project,
- A person/legal entity directly affected by the project through land acquisition and resettlement,

- People interested in the project, and
- Residents/communities interested in and/or affected by project activities.

The BMV with the support of PMC will cooperate with CEOs and municipalities in joint efforts to establish functional GRM and informing stakeholders about the GRM procedure and function, the contact persons, admission channels, and the procedures to submit a grievance in the affected areas.

Closing out the grievance occurs after the implementation of the resolution has been verified. Even when an agreement is not reached, or the grievance was rejected it is important to document the result, actions and effort put into the resolution, close out the case. If the grievance could not be resolved in amicable endeavor, the grievant can resort to the formal judicial procedures, as made available under the Serbian national legal framework. Logging a grievance with the GRM does not preclude or prevent seeking resolution from an official authority, judicial or other at any time (including during the grievance process) provided by the Serbian legal framework.

In case of anonymous grievance, after acknowledgment of the grievance within 5 days from logging, the CGD will investigate the grievance and within 20 days from logging the grievance, issue final decision that will be disclosed on the website of the BMV and/or at the information board of the municipality where the complaint was raised.

7.3. BMV RESPONSIBILITIES AND REPORTING ON GRIEVANCES

The BMV, with the support of PMC, will be responsible for:

- Performing the GRM procedure;
- Maintaining the Grievance Registry Log on the grievances received,
- Exchanging information with affected Municipalities and Contractor about raised grievances,
- Summarizing and analysing the qualitative data and disclosing semi-annual GRM reports to Banks,
- Monitoring outstanding issues and proposing measures to resolve them.

Any changes in grievance management will be presented in an updated SEP. Service Centre, as the contact centre of the City of Belgrade for reporting grievances or obtaining information, was also available to the citizens of Belgrade until March 2023, when the role of the centre for reporting grievances will be taken over by the Service Centre of the City of Belgrade within the Secretariat for inspection, supervision and communication.

Questions, comments or grievances may be submitted by any individual or organisation, using the following contact details in BMV:

JKP Beogradski metro i voz
Bojvođe Stepe 318 , 11000 Beograd
Tel: 4250 500
e-mail: grml1@bgmetro.rs
<https://bgmetro.rs>

An example of a grievance form that may be used is provided as Annex 1: Requests and Grievances Form to this SEP, however the use of this form is not obligatory. All grievances will be recorded in an internal BMV data base and responded to within 20 working days. Grievances log is available in Annex 3. They will be responded to in writing if contact details of the person who submitted the grievance are provided. Persons who submit the grievance have the right to request that their name be kept confidential. Grievances may also be submitted anonymously, however this could limit BMV's options for investigating the issue and responding to it, however, if there is a possibility for a response, BMW will publish the complaint and the response to it on their website at the following link: <https://bgmetro.rs/index.php/sr-rs/vesti/oglasna-tabla>.

As mentioned earlier, questions and grievances can also be submitted to Service Center of the City of Belgrade, call centre for all citizens, using the following contact details:

Servisni centar grada Beograda
March 27 street 43-45, 11000 Beograd
Tel: 11-0-11 (00-24)
e-mail:
servisnicentar@beograd.gov.rs

7.4. COMMUNITY ENGAGEMENT OFFICERS

In accordance with the International Financial Corporation (IFC) performance standard 5. Community Engagement Officers, one in each municipality, will serve as communication focal points at the local level. The CEOs will serve as liaison between BMV and local stakeholders. BMV is cooperating with the responsible persons at the Legal Departments and Departments for informing of the citizens in Municipalities of Čukarica, Savski venac, Stari grad, and Palilula that will serve as Community Engagement Officers. A productive cooperation between BMV and municipalities will enable more efficient and effective solutions to any inquiries, grievances and situations that might arise on the Belgrade Metro project.

The following municipalities appointed persons that will act as community engagement officers in charge of communication with citizens and BMV regarding resolution of the adverse social impacts that citizens and communities may experience on the Belgrade

Metro Project:

Municipality Čukarica – Ms. Ana Duduković

Municipality Stari grad – Ms. Mirjana Milošević

Municipality Savski venac – Ms. Tanja Opsenica

Municipality Palilula – Ms. Tijana Jevtić

8. MONITORING AND REPORTING

8.1. MONITORING

It is important to monitor the stakeholder participation to ensure that consultation and dissemination activities are effective, especially that key stakeholders, such as directly affected people and communities, have been truly consulted throughout the process. Monitoring results will regularly feed into the revision and updating of the SEP.

Monitoring will be based on the following key indicators:

- the documents publicly disclosed: their types, frequency, and location;
- the place and date of formal engagement events and the level of participation, including specific stakeholder groups;
- consultation meetings (minutes and participation lists);
- the number and types of grievances received; their nature and the date of their resolution.

8.2. ANNUAL REPORT

A stakeholder involvement report will be prepared annually by BMV, with the first report will be published at the end of 2024, covering the period from December 2022 to December 2024. The previous period is addressed in section 4.2 Stakeholder Meetings. All annual SEP reports will be published on the BMV website.

The report will include a summary of engagement activities and events, issues raised by stakeholders, number and topics of requests and grievances, a summary of key actions taken to address concerns and engagement plans for the next period.

9. ANNEXES

9.1. ANNEX 1: REQUESTS AND GRIEVANCES FORM

Requests and Grievances form – Belgrade Metro Project	
Reference No: (to be filled in by recipient)	
Name and Surname: (unless you raise the grievance anonymously)	
Contact Information: Please mark how you would like to be contacted (mail, phone, e-mail)	By Post: Please provide the mailing address: _____ _____ By Phone: _____ By E-mail
Description of the Information Request or Grievance: What information are you interested in obtaining? In case of an incident or grievance: What happened? Where did it happen? Who did it happen to? What is the result of the incident / problem?	
Date of Incident / Grievance	- One time incident/grievance (date _____) - Happened more than once (how many times? _____) - On-going (currently experiencing problem)
What would you like to see happen to resolve the problem?	
Signature: _____ Date: _____	

9.2. ANNEX 2: STAKEHOLDER ENGAGEMENT LOG

Stakeholder	Stakeholder event	Date, location	Participants (provide estimated number of attendees and m/f breakdown)	Purpose of the meeting	Key points discussed and any agreements or follow up steps Name issues to be addressed as concretely as possible, i.e. the affected communities, streets, protected areas...

9.3. ANNEX 3: GRIEVANCES LOG

No	Date when the grievance was received	Type of the grievance (e.g. environmental, social, health and safety, expropriation, etc)	Name and contact details of person who submitted the grievance (if any)	Interest in the Project (resident, worker, organisation) (if any)	Name, contact details, and organisation of the person who received the grievance	Brief description of the problem / grievance	Name of person responsible for addressing the grievance and contact details	Planned actions to address the grievance	Actions carried out to address the grievance	Results of the actions carried out to address the grievance	Date when the person was informed and how	Notes
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9.4. ANNEX 4: COMMUNICATIONS LOG

No	Date when the inquiry or suggestion was submitted	Name of person who submitted the inquiry or suggestion (if any)	Interest in the Project (resident, worker, organisation) (if any)	Contact details of the person who submitted the inquiry or suggestion (if any)	Feedback provided to address the inquiry	Results of the provided feedback	Date when the person was informed and how	Notes
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