
STAKEHOLDER ENGAGEMENT PLAN

**STAKEHOLDER ENGAGEMENT PLAN
BUSINESS PLAN FOR THE PERIOD 2010-2012
(EBRD PROJECT BIJELJINA PHASE 2)**

1 PROJECT SUMMARY

I – INTRODUCTION

Legal basis for the preparation and adoption of the three-year business plan of the company is stipulated in Articles 5 and 10 of the Law on Public Enterprises («Official Gazette of Republika Srpska No.75/04), in International Accounting Standards, International Auditing Standards, as well as in the Law on Accounting and Auditing («Official Gazette of Republika Srpska No.67/05).

The Shareholders Assembly adopts the business plan at the proposal of the Management of the Company; this plan comprises matters stipulated in Article 22 of the Law on Public Enterprises and represents the basis for all business activities of the company for the period 2008 – 2010.

Upon adoption the Business plan is forwarded to:

- Ministry of Spatial Planning, Civil Engineering and Ecology of Republika Srpska,
- Chief Auditor for Public Sector of Republika Srpska, and
- European Bank for Reconstruction and Development, pursuant to the Section 3.01.item.(b) paragraph (5) of the Project Agreement concluded in relation to the loan for the construction of the wastewater system in the town of Bijeljina.

The management of the company monitors the implementation of the business plan on annual basis and if necessary revises and harmonises the plan in accordance with the needs and developments on the market.

Managing bodies of the company are regularly informed about the implementation of the activities determined in the plan, and the internal and external auditors regularly control the implementation of the plan and submit the related auditors' reports.

II – PLANNED BUSINESS ACTIVITIES

The Business plan comprises the most important tasks and activities of the company that are to be implemented, in particular the following:

- Legal-regulatory activities
 - Adoption of action plans and programmes
 - Obtaining accreditations, authorities, consents, licensees and permits
 - Expansion of water source capacity and protection of water source «Grmić»
 - Quality control of potable water
 - Design, construction and expansion of water supply system
 - Construction of wastewater network in Bijeljina
 - Activities of the Department for bill collection, reading of water meters and disconnecting the consumers
 - Maintenance and calibration of water meters
 - Registration and maintenance of motor vehicles and construction machinery
 - Safety at work and fire prevention
-

-
- Activities on the protection of the water source and related facilities
 - activities of Procurement Department
 - activities of the Internal Auditor and
 - Media and Marketing promotion of business activities

In addition to the listed tasks and activities, the Business plan comprises also the main indicators related to the planned revenues, expenditures and planned profit, investment programme and capital expenditures, financing sources for the planned investments and implementation of the EBRD loan for the construction of the wastewater network of the town of Bijeljina.

In order to address the concerns of all parties affected by this project, the company „Vodovod i kanalizacija“Bijeljina (hereinafter referred to as “VIK Company”) will maintain and implement this Stakeholder Engagement Plan. This Plan is meant to explain the way in which VIK Company plans to communicate with people who may be affected by this project. The Stakeholder Engagement Plan also includes a grievance mechanism for people to raise any concerns.

2 REGULATORY REQUIREMENTS

The current environmental legislation in Republika Srpska (RS), more specifically the Law on Environmental Protection (Official Gazette of Republika Srpska, No. 53/02 and 109/05), stipulates public initiative and public participation in activities regarding environmental protection, i.e. every organisation and individual must have access to information related to the environmental protection, which is in possession of the authorities, including the information on harmful substances and activities in their community, and have to be given the opportunity to participate in decision making process.

In addition to the legal regulations, the company shall adopt its internal policy of environmental protection that will re-confirm the commitment of VIK Company to enable access to information to its customers and to the public. This policy (which is currently being adopted) is also emphasising the intention of the VIK Company to manage the complaints in a professional manner and to ensure that all complaints are resolved to the satisfaction of its customers. Contractors implementing the Project or performing individual tasks from the Business plan shall have to comply with standards and use the communication methods stipulated in this document.

.

3 STAKEHOLDERS AND COMMUNICATION METHODS

VIK has already developed and is using several communication methods with stakeholders and interest groups that may be affected by the project:

- on-line public information and communication system through VIK web site;
- request for information and updating information for customers and the public through telephone service;
- request for information, updating information and resolving grievances through direct contacts with relevant Departments in VIK Company headquarters, address: Hajduk Stanka No 20 (tel.+387 55 226 460) and Department for Maintenance at the address: Pantelinska number 227 (tel.+387 55 258 307).

Web site of the company (www.bnvodovod.com) offers timely information on water supply in the town of Bijeljina, including the information on disruption in water supply caused by the planned construction or repair works. All users can access various information, read advices for customers and frequently asked questions, they can report a breakdown or calculate their own water consumption, find other useful information, as well as submit a complaint. Same level of services is offered via telephone or in direct contacts with the relevant Departments.

VIK Department for Public Relations continuously prepares and distributes timely information to the electronic and printed media (newspapers, radio stations etc.), related to all important activities of VIK.

Communication with the representatives of local communities (municipalities and local communities) is established through regular visits of VIK staff. During such visits, VIK collects information on water supply and wastewater collection problems that the local communities are facing, as well as on other matters within VIK competences.

VIK internal communication and information management system enables the company to focus in a timely manner on all problems raised by the customers and external stakeholders, as well as to check promptly the status of each request for information or submitted complaint.

Contractors shall directly (by letter or direct contact etc.) inform the affected parties (e.g. persons or businesses in the streets where works will be performed) in a timely manner before the work commences, and shall supply information on the work schedules, construction works that can affect them (traffic congestion, access, noise, and dust), grievance procedures and contact details for raising issues or expressing concerns. Additionally, signs with the relevant contact details will be placed next to barriers and access points of all work sites.

In the event that any vulnerable groups are identified, VIK shall evaluate the level of impact (small/non existent, moderate and large) in order to determine the level of vulnerability of these groups and the impact of the project on them and to project activities to determine an appropriate course of action, so that no project affected person is worse off as a result of the project.

The Client has to prepare detailed identification and analysis of interest groups in order to clearly determine which groups are affected by the project to a greatest extent. The most practical manner to perform this analysis would be as follows:

Map the key project components, at and outside work sites, which can affect the environment and social activities.

Identify the broader areas of impact for each of the components (e.g. air pollution, expropriation etc.);

Compare proposed maps of defined impact zones with identified stakeholders and

Through direct consultations with the representatives of relevant stakeholders determine which groups are potentially affected by which type of activities.

Table 1: Stakeholders and communication methods

Stakeholders	Population	Relevant issues	Communication/ Media Proposed
External stakeholders			
Municipality and all relevant representatives of the municipality Relevant representatives of local communities	n/a	Supply timely information about planned works on the construction of the system, consultations related to the prepared plans and documentation, grievance mechanism Tel.: +387(0)55 226460 www.bnvodovod.com	The company will maintain regular contact through internal channels of communication, such as contacts and meetings with representatives of the municipality and monthly meetings with representatives of local communities.
Relevant RS ministries: RS Ministry of Spatial Planning, Civil Engineering and Ecology	n/a	Consultations with relevant authorities with regard to the activities of the company. Address of the ministry RS Government building, Trg Republike Srpske 1,78000 Banjaluka Tel.051/339592	The company will maintain regular contact through internal channels of communication.
Larger population of the municipality of Bijeljina	140.000	Supply timely information to the public regarding construction activities Tel.: +387(0)55 225460 www.bnvodovod.com	Letters in advance of works commencing with contact person. Website disclosure: www.bnvodovod.com Daily papers: <ul style="list-style-type: none"> ▪ Euroblic ▪ Nezavisne novine ▪ Glas Srpske ▪ Semberske novine ▪ RTV BN,NTV ARENA ▪ Other
Interested NGOs on state and local level	n/a	Supply timely information, communications, consultations, grievance mechanism Tel.: +387(0)55 226460; 055 258307 Web address: www.bnvodovod.com	Website disclosure: www.bnvodovod.com Daily papers: <ul style="list-style-type: none"> ▪ Euroblic ▪ Nezavisne novine ▪ Glas Srpske ▪ Semberske novine ▪ RTV BN,NTV ARENA Other

Stakeholders	Population	Relevant issues	Communication/ Media Proposed
Internal stakeholders			
VIK employees	198	Tel.: +387(0)55 226 460 Web address www.bnvodovod.com	Internal newsletter, intranet, bulletin board, inserts with payslips, etc. Grievance procedure for staff.
Temporary construction workers, subcontractors	unknown	Grievance procedures, code of conduct, HSE policy and requirements (contract), environmental requirements	Information in contract, bulletin board, training
VIK union	unknown	Union newsletter. Information on request to union representatives	Intranet

4 DISCLOSURE OF INFORMATION

VIK has developed a public and stakeholder information system. Stakeholders can find the following information on the web site:

- Company policy;
- Rulebook on quality control for VIK;
- Information on current maintenance and development projects;
- Information on current activities and service information.
- Business plan 2008-2010

VIK intends to provide all relevant information on the project to the public. In addition to the information that is already available on the web site of the company, VIK intends to provide the following documentation, which is specific to this project:

Environmental analysis related to the programme (EA)
Summary of environmental and social action plan (ESAP),
Summary of the project monitoring report,
Stakeholder Engagement Plan (SEP);
Grievance Form

VIK shall also make available hard copies of the above listed documents in the company's premises in accordance with the programme implementation schedule. The information about access to information on the project, including the type of information and location where hard copies can be obtained, will be distributed to local media by VIK's public relations office.

Contractors shall make regular monthly updates on the work progress on the web site.

5 STAKEHOLDER ENGAGEMENT PROGRAMME

Updates on the schedule of work on the replacement of water supply pipes and installation of wastewater pipes will be provided to the representatives of stakeholders approximately 2 weeks prior to the commencement of the works. The grievance mechanism will be made available at the same time. The notifications will be posted on the web site, as well as provided to and posted at the bulletin boards at the local community offices.

Additionally, the contractor shall:

Directly contact (by letter, directly etc.) all directly affected stakeholders in order to provide information on the execution of works at least two weeks prior to the commencement of works, attaching also the work schedule and timetable.

Make regular monthly updates on the work progress (e.g. on the web site, by letter, directly etc.) and

Provide information on any delays to the affected parties.

6 PUBLIC GRIEVANCE MECHANISM

Any comments or concerns can be brought to the attention of the company verbally or in writing (by post or on-line) or by filling in a grievance form (see example at the end of this document). Please indicate in your communication if you wish your name to be kept confidential.

All grievances will be put in a register and assigned a number, and acknowledged within 7 days.

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

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

Information on the grievance mechanism will be made available at:

- Company offices
- Municipality Offices
- Contractor Offices and laydown areas.

The availability of the grievance mechanism will also be used in public notices and in the media correspondence.

Contact information is presented below.

7 CONTACT INFORMATION

AD „VODOVOD I KANALIZACIJA“BIJELJINA

HAJDUK STANKA 20, 76300 BIJELJINA

Tel.: +387(0)55 226460

Web address: <http://www.bnvodovod.com>

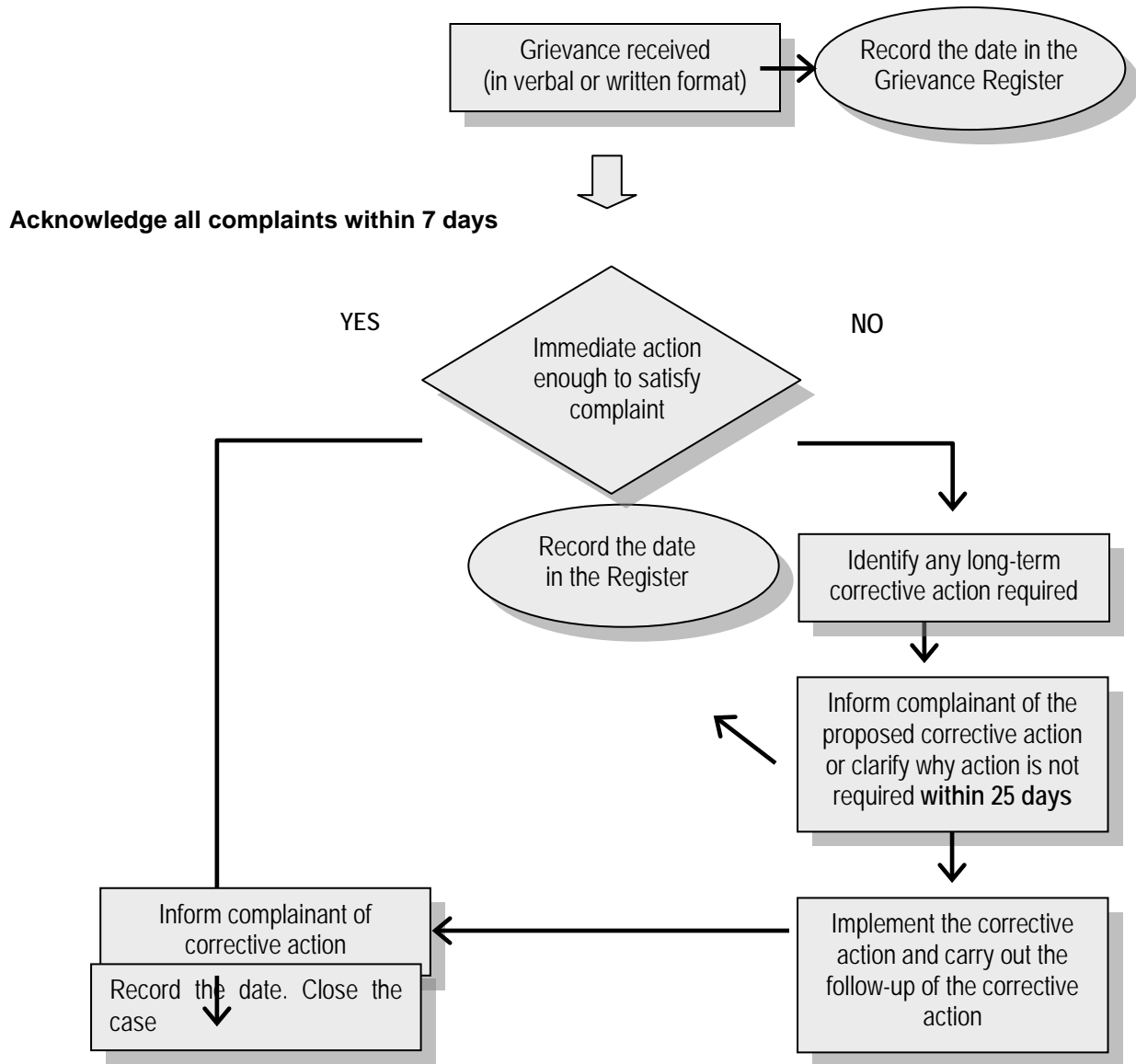
Contact person: Dragoslav Nikolić, technical director

AD “VODOVOD I KANALIZACIJA”-Department for construction and maintenance

Address: Pantelinska 227

Tel.: +387(0)55 258 307; 258 340

Flowchart for Processing Grievances



Public Grievance Form

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

Signature: _____

Date: _____

Please return this form to: Ms. Dragana Simić, secretary

Address Hajduk Stanka 20

Tel.: +387 (0) 55 226 460

or E-mail: office@bnvodovod.com.
