



Novi Sad Electric Bus Project, Serbia

STAKEHOLDER ENGAGEMENT PLAN (SEP)

25 November 2021

Novi Sad Electric Bus Project, Serbia

Contact Details

Responsible for Stakeholder Engagement Activities:

Name: Snezana Jakovic– Public Relations (PR) Manager

Email: Snezana.Jakovic@gspns.rs

Phone Number: 0800 211 210

Table of Contents

<i>Contact Details</i>	2
1 Introduction	4
1.1 Overview.....	4
1.1.1 Purpose and scope.....	4
1.1.2 Goals and Key Objectives.....	4
1.1.3 Project Overview	4
1.1.4 Company Description.....	6
2 Key Regulations	8
2.1 National Requirements.....	8
2.2 EBRD Requirements.....	8
3 Stakeholder Identification	10
3.1 Overview.....	10
4 Existing Stakeholder / Community Engagement and Awareness Programmes	13
5 Stakeholder Engagement Programme	14
5.1 Overview.....	14
5.2 Summary of Environmental and Social Risks and Benefits.....	14
5.3 Information Disclosure.....	14
5.3.1 Overview.....	14
5.3.2 Consultation Methods.....	15
5.4 Community social programmes and benefits.....	16
6 Grievance Mechanism	19
7 Monitoring, Reporting and Responsibilities	21
Appendix A: Complaint Procedure & Grievance Form	22
Table 1: Stakeholder Engagement Requirements of EBRD PR10.....	8
Table 2: Key Identified Stakeholders and Methods of Engagement.....	10
Table 3: Stakeholder Engagement Actions for the Company	17
Figure 1 – Recommended Locations for Charging Equipment	5
Figure 2 – Novo Naselje: Potential Location for Charging Infrastructure	5
Figure 3 – Novi Sad Central Station: Potential Location for Charging Infrastructure....	6
Figure 4 – Public Transport Network in the City of Novi Sad.....	7
Figure 5- JGSP website	13

1 INTRODUCTION

1.1 OVERVIEW

1.1.1 PURPOSE AND SCOPE

This document details the Stakeholder Engagement Plan (SEP) for the Novi Sad Electric Bus Project, Serbia. Stakeholder engagement refers to a process of sharing information and knowledge, seeking to understand and respond to the concerns of potentially affected individuals and building relationships based on trust. As such, an effective engagement is essential for creating positive relations with local communities and other stakeholders.

The SEP describes how stakeholders will be engaged during the Project life cycle and implementation of associated activities (such as smart cards and new bus stops). This SEP outlines the consultation and disclosure plans for the Project (Section 1.1.3) to implement a robust, open and transparent engagement with stakeholders.

This SEP is a 'live' document which will be implemented and updated throughout the Project's lifetime by Javno Gradsko Saobraćajno Preduzeće Novi Sad (JGSP Novi Sad or the "Company") and the City of Novi Sad ("the City"). A copy of the SEP will be made available to stakeholders at the Company's office in Novi Sad, and the SEP will be published on the Company's website. For further detail on information disclosure, refer to Section 5.

1.1.2 GOALS AND KEY OBJECTIVES

Stakeholder engagement and consultation aims to inform and improve the Project decision-making and build understanding by actively involving individuals, groups and organizations with a stake in the Project. The key objectives of stakeholder engagement are to:

- Identify stakeholders and map them based on their interest and impacts
- Identify key issues and concerns that stakeholders have regarding the Project
- Introduce the Project to stakeholders, explaining its nature and potential benefits and impacts
- Advise stakeholders of the next steps in terms of the Project decision-making and the plan for mitigation and enhancement measures
- Ensure mitigation measures are appropriate for the Project (implementable, effective and efficient)
- Demonstrate the Company's commitment to follow national requirements and good international industry practice (GIIP)
- Build positive stakeholder relationships and lay the foundations for ongoing stakeholder participation.

1.1.3 PROJECT OVERVIEW

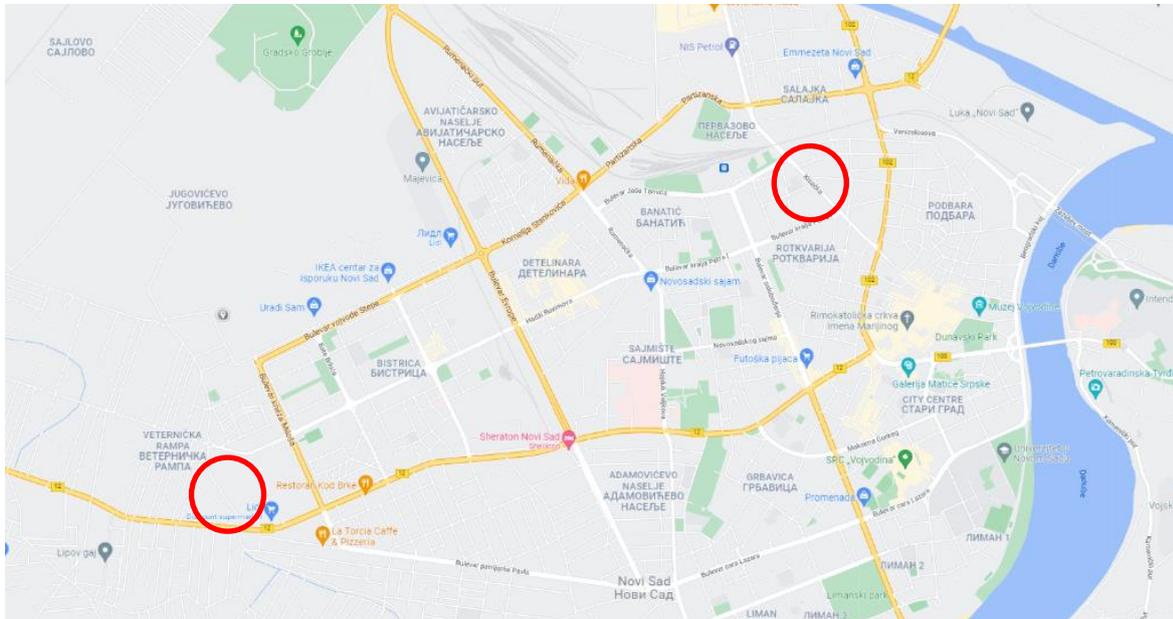
The Company is the municipal-owned transport operator, provides urban, suburban and intercity transport to the City of Novi Sad and is the sole public transport operator in the City. The Company owns 283 buses, comprising single buses, articulated buses, and minibuses, with diesel and CNG fleets. Depot facilities with CNG fuelling facilities, diesel fuelling facilities, and a range of maintenance activities, support the fleet. The public transport system in Novi Sad requires investment to sustain the level of service required, whilst the bus system is currently operated with old buses with reduced passenger accessibility.

The European Bank for Reconstruction and Development (EBRD) is considering a loan to the Company for the proposed purchase of 10 battery electric buses (BEB) as part of an ongoing fleet renewal programme (the "Project").

This bus renewal project is one of a series of initiatives by the City and the Company to enhance Novi Sad's sustainable transport and mobility system and is reflected in the City's 2019 Smart Plan. This Project and other sustainable transport initiatives, will also feature in the Green City Action Plan, which the Bank is also helping to develop.

The Project is currently at an early pre-feasibility stage and the extent and location of infrastructure development has yet to be finalised. However, at this stage, it is anticipated that will be a requirement for opportunity electric charging equipment at two locations other than the depot site (Figure 1).

Figure 1 – Recommended Locations for Charging Equipment



Source: Google Maps

The current proposed locations are for installation of three fast chargers, each with minimal required rated power for chargers is 450 kW and peak power of 600kW for the pantographs mounted on buses, at the locations specified below.

Next to a roundabout on Bulevar Jovana Dučića-Veternik in the direction towards Novi Sad. The charger will be used for buses on lines 2, 8, and 9. The precise coordinates of the location are: 45.24801099387805, 19.787010998391953 (Figure 2)

Figure 2 – Novo Naselje: Potential Location for Charging Infrastructure



Source: Google Earth

The second charger will be installed at the entrance of bus turning point located in front of the Railway Station Novi Sad. This charger will be used for buses on line number 11A going in the direction of Detelinara. Precise coordinates of the location are 45.2650714120484, 19.830000715757304 (Figure 4)

The third charger will be installed at the starting point of line number 4, located at an exit of bus turning point located in front of the Railway Station Novi Sad. This charger will be used for buses on lines 4 and 11B going in the direction of Kisačka Street. Precise coordinates of the location are 45.264886199146254, 19.82948557887959 (Figure 3).

Figure 3 – Novi Sad Central Station: Potential Location for Charging Infrastructure



Source: Google Earth

Three service- chargers are also required at the bus depot, each with a nominal power of 50 kW.

The operational development footprint is not considered likely to be extensive, and no permanent changes to road layouts are currently proposed. However, space for parking buses during charging will need to be accommodated and, during construction and installation, temporary disruption to access is likely.

1.1.4 COMPANY DESCRIPTION

The City of Novi Sad is continuing to invest in its transport infrastructure and services to incentivise the use of public transport as a sustainable, safer and more environmentally friendly means. The current public urban transport system in Novi Sad is solely comprised of an integrated network of bus lines and it is owned and managed by the Company (Figure 4).

The Company is the municipal-owned transport operator and provides urban, suburban and intercity transport to the City of Novi Sad and is the sole public transport operator in the City.

2 KEY REGULATIONS

2.1 NATIONAL REQUIREMENTS

Stakeholder Engagement Activities will be required as per the following national laws:

- Law on Free Access to Information of Public Importance (Official Gazette of the RS, No. 120/04. 54/07, 104/09., 36/2010). This law outlines that everyone has the right to access information of public importance, which is held in a public authority body, related to the work of the public authority body or contained in a document.

2.2 EBRD REQUIREMENTS

The Project needs to adhere to EBRD Environmental and Social Policy 2014, and the EBRD Performance Requirements (PRs).

The main PR associated with Stakeholder Consultation and Information Disclosure is PR 10. The key relevant requirements of this PR are presented in Table 1.

Table 1: Stakeholder Engagement Requirements of EBRD PR10

Objective	Key Requirements
Stakeholder Identification	<ul style="list-style-type: none"> • Identify Project affected stakeholders, including disadvantaged or vulnerable groups who are affected or likely affected by the Project; or may have an interest in the Project. • Develop and implement a Stakeholder Engagement Plan and Grievance Mechanism.
Information Disclosure	<ul style="list-style-type: none"> • Provide stakeholders with access to timely, relevant, understand, accessible information in a culturally appropriate manner. Including access to: <ul style="list-style-type: none"> ○ Purpose, nature, scale and duration of the Project ○ Any risks, potential impacts and mitigation measures ○ Proposed stakeholder engagement process ○ Time and venue of public consultation meetings ○ Grievance Mechanism • Where applicable, differentiated measures will be implemented to allow the effective participation of those identified as disadvantaged or vulnerable groups.
Meaningful Consultation	<ul style="list-style-type: none"> • Consultation will be in line with the degree of potential project impacts and will: <ul style="list-style-type: none"> ○ Begin early and continue throughout the Project lifecycle ○ Be based on prior disclosure and dissemination of information ○ Be free of manipulation, interference, coercion or intimidation ○ Enable meaningful participation • Be documented
Ongoing engagement and external reporting	<ul style="list-style-type: none"> • Provide stakeholders, on an ongoing basis, with appropriate information on the Project regarding risks, impacts and grievances raised. • Communicate any updates to stakeholders on the Project, including disclosure of Environmental and Social Management Plan if adverse impacts, risks, concerns are identified or raised. • Report to the community with frequency that is proportionate to the concerns of affected communities but not less than annually.

Objective	Key Requirements
Grievance Mechanism	<ul style="list-style-type: none"> • Establish a Grievance Mechanism to receive and facilitate resolution of stakeholders' concerns and grievances about the Project. • The Grievance Mechanism should: <ul style="list-style-type: none"> ○ Resolve concerns promptly and effectively ○ Use a transparent, culturally appropriate and readily accessible consultative process • Allow for anonymous complaints to be raised and addressed

3 STAKEHOLDER IDENTIFICATION

3.1 OVERVIEW

The purpose of stakeholder identification is to identify and prioritise Project stakeholders for consultation. Project stakeholders are identified as stakeholders that may be directly or indirectly affected by the Project, have an interest in the Project or have the potential to influence the development of the Project.

It is important to note that stakeholder identification is an ongoing process, and key stakeholders will continue to be identified and consulted with throughout the life of the Project. A systematic approach is used to map stakeholders based on their level of impact. As a result of stakeholder identification, the Project stakeholders have been categorised into two main categories:

- primary stakeholders: individuals and groups that may be directly / indirectly impacted by the Project; and
- secondary stakeholders: stakeholders that may have a direct / indirect influence on, but are not necessarily directly impacted by, the Project.

Table 2: Key Identified Stakeholders and Methods of Engagement

Type	Stakeholder Category	Name	Impact/influence	Preferred Method of Engagement
Project Shareholders / Internal Stakeholders	Primary	<ul style="list-style-type: none"> • JGSP employees 	This group will directly impact / influence the project through making decisions at each stage of the process.	JGSP employees, including contractors will be consulted through the HR department and a grievance form is available for use if required.
		<ul style="list-style-type: none"> • EBRD 		EBRD will be consulted on different aspects of the Project including environmental and social requirements.
National Government Authorities	Primary	<ul style="list-style-type: none"> • Ministry of Environmental Protection • Ministry of Labour, Employment, veteran and Social Affairs • Ministry of Construction, Transport and Infrastructure • Ministry of Agriculture, Forestry and Water Management • Ministry of Economy 	This group has direct influence / impact on the project through enforcing regulations, and approving relevant permits.	<p>JGSP will be required to submit official letters and e-mails to the relevant authorities as required.</p> <p>JGSP will facilitate permitting meetings with ministries to discuss any issues or concerns regarding permitting, new regulations and project implications.</p>

Type	Stakeholder Category	Name	Impact/influence	Preferred Method of Engagement
Local Government Department	Primary	<ul style="list-style-type: none"> • City Directorate of Traffic and Roads • City Directorate of Environmental Protection • City Directorate of Urban Planning and Construction • City Directorate of Communal Affairs • City Directorate of Health • City Directorate of Social and Child Protection • City Directorate of Education • City Directorate of Inspectorates 	This group has direct influence / impact on the project through enforcing regulations, monitoring environmental parameters and response plans and approving relevant permits.	<p>JGSP will be required to submit official letters and e-mails to the relevant authorities as required.</p> <p>The JGSP will facilitate permitting meetings with key regulators and the City to discuss any issues or concerns regarding permitting, new regulations and project implications.</p>
Local Communities - Bus Users	Primary	<ul style="list-style-type: none"> • Novi Sad (including all bus users – particularly the users of new buses) 	Communities will benefit from the Project in terms of access to new buses, better comfortability and reduced emissions	JGSP to undertake consultations with the communities via local municipality and disclose information on their website about the Project including timetable, new buses and associated activities (including new bus stops and smart card)
Local Businesses	Primary	<ul style="list-style-type: none"> • Local businesses surrounding the bus routes, including restaurants, shops etc 	Businesses will benefit from the Project in terms of better access for customers using/reaching businesses	JGSP to undertake consultations with the businesses via local municipality and disclose information on their website about the Project including timetable, new buses and associated activities (including new bus stops and smart card)
Local communities & businesses near offsite charging infrastructure (if required)	Primary	<ul style="list-style-type: none"> • Local businesses, residents, road users and other potentially affected persons 	Access restrictions may occur during installation of charging infrastructure (if an offsite location is selected)	JGSP to undertake consultations with potentially affected persons and disclose information on their website about the Project including locations and timescales of infrastructure development.

Type	Stakeholder Category	Name	Impact/influence	Preferred Method of Engagement
Universities and Educational Organisations	Secondary	<ul style="list-style-type: none"> Traffic school University of Novi Sad 	Universities and educational organisations could benefit from the Project through internship and apprenticeship programmes	JGSP to collaborate with universities and educational establishments on potential development of graduate programmes and apprenticeship
Non-Governmental Organisations (NGOs)	Secondary	<ul style="list-style-type: none"> Environment Engineering Group ('Inzenjeri Zastite Zivotne Sredine'); Arhus Center Novi Sad ('Arhus Centar Novi Sad') 	Local NGOs could influence the Project both directly and indirectly to assist in promotion of sustainable transport through information disclosure and community awareness plans	JGSP to collaborate with local NGOs on promoting the implementation of sustainable transport by raising community awareness
Media	Secondary	<ul style="list-style-type: none"> Radio / newspaper 	The media will have a direct or indirect influence over the Project through publications.	Press releases to disclose project information
Contractors	Primary	<ul style="list-style-type: none"> Construction, maintenance, repair contractors 	This group will have direct influence/impact the project through incorporation of stakeholders' input/comments into contracts and procedures	Legal binding agreement with the Project associated contractors (repair maintenance, etc), to include all the Environmental and Social terms of reference in the contract (whenever relevant)

4 EXISTING STAKEHOLDER / COMMUNITY ENGAGEMENT AND AWARENESS PROGRAMMES

The Company has a public relations department that discloses information to key stakeholders. The Company has not held any meetings with the public over the past 10 years – both before and during the COVID pandemic. However, the public relations department is responsible for information disclosure and resolving grievances of citizens and communities. The Company uses social media tools such as Facebook and emails to obtain public views and concerns about the quality of transport system (<http://www.gspns.co.rs/>). The Company's PR unit informs the public and users of services about various initiatives, changes, new services via their website.

Figure 5- JGSP website



The website provides information regarding timetable, bus maps and services provided. This includes:

- Transportation of passengers in city traffic
- Services in the road traffic
- Maintenance and repairing of motor vehicles (including maintenance and repairing of motor vehicles, repairing of tachographs and advertising on the buses).

5 STAKEHOLDER ENGAGEMENT PROGRAMME

5.1 OVERVIEW

As presented in Section 3 (Stakeholder Identification) key stakeholders have been identified that will be directly or indirectly affected by, or have an interest / influence in, the Project. Engagement activities provide an opportunity for affected and interested stakeholders to express their concerns and opinions regarding the development of the Project, including any proposed environmental and social management measures.

The SEP takes into consideration stakeholders' concerns and views relating to key environmental and social risks (and benefits) by facilitating meaningful consultation. Table 3 describes key stakeholder engagement activities which will be undertaken for the Project. The programme also draws on JGSP's understanding and relationship with key stakeholders and the surrounding environment.

The key objective of the planned stakeholder engagement programme includes:

- Timely disclosure of Project information (e.g. timetable, access to new buses, new bus stops) in English and Serbian language to the key stakeholders.
- Development and implementation of a grievance mechanism to ensure that the affected stakeholders' concerns and issues are addressed.

5.2 SUMMARY OF ENVIRONMENTAL AND SOCIAL RISKS AND BENEFITS

The potential environmental and social risks and benefits associated with the development of the Project are:

- Increased comfort and access for passengers - services to be operated by new buses with greater quality in terms of appearance, accessibility, capacity and attractiveness to passengers.
- Provision of facilities in buses for people with disabilities, as new buses will be provided with a flat floor, step-less entry and wheelchair ramp.
- Increased fuel efficiency leading to a reduction in greenhouse gas emissions, particulate emissions and noise levels through the operation of 10 newer electric buses. The Project is expected to reduce CO₂ emissions by 870 tonnes per year.
- Potential increase in bus ridership and increase in the public transport usage

The Project is not anticipated to cause any significant environmental and social risks, and the operational development footprint is not considered likely to be extensive, comprising chargers, transformers, and interconnectors. No permanent changes to road layouts are currently proposed. However, space for parking buses during charging will need to be accommodated and, during construction and installation, temporary disruption to access is likely.

5.3 INFORMATION DISCLOSURE

5.3.1 OVERVIEW

The Company will be responsible for ensuring the timely disclosure of information to stakeholders in a culturally appropriate and meaningful way. The information will be provided in Serbian and will cover all the key aspects of the Project, risk and benefit associated with it. At this stage, the following documents will be disclosed for effective stakeholder communication:

- Non-Technical Summary (NTS)
- Stakeholder Engagement Plan
- Brochure and leaflet containing information about timetable, bus routes (if any changes), new bus stops, use of smartcard and information to promote sustainable use of green transport etc

The information above will be accessible to the public, including the beneficiaries. Hard copies of the related documents will be available at the JGSP's offices in Novi Sad as well as public community

centres. Project information will also be distributed through local newspapers, media and the JGSP's website.

Name: Snezana Jakovic - PR manager

Email: Snezana.Jakovic@gspns.rs

Phone Number: 0800 211 210

5.3.2 CONSULTATION METHODS

The Company will use a number of methods in order to consult with different key stakeholders. The main communication methods and mechanisms that will be used to consult with key stakeholders are:

- Public meetings and information disclosure activities (including any focus groups targeting women, the elderly and the disabled people)

Additional information on these approaches and methods are provided in the sub-sections below.

Permitting and Monitoring Meetings

The Company will engage national government authorities and relevant local government departments on a regular basis:

- Project updates
- Any issues or concerns regarding permitting and environmental monitoring requirements)

The Company will engage with both national and local government authorities (including the City) if there is any requirement for environmental permitting, monitoring and labour inspections.

Project Meetings

Meetings will be held between selected employees of the Company, who have ultimate responsibility for overseeing the implementation of the Project. Key team members to undertake meetings will include: Site/depot Manager, EHS manager, the Company PR Manager, Human Resources Manager and Company director.

Monthly meetings will be undertaken at the Company offices to discuss:

- Overall supervision of the Project (new buses and facilities to be provided)
- Implementation of Environmental and Social Actions listed in the ESAP (Environmental and Social Action Plan)
- Monitoring results and any corrective actions to improve the E&S performance
- Better integration of the provision of services of the day-to-day activities in the Project at different stages, from preparation to implementation and evaluation including procurement, Project monitoring and evaluation, financial management, progress and annual reporting.
- Drafting of Terms of Reference for procurement, and management of local and international suppliers
- Escalation of unresolved issues and grievances to relevant stakeholder.
- Identification of training requirements for employees (such as driving new buses, smart card use, management of the public expectations in using buses, management of safety and security in case of harassment)

Public Meetings

The Company collaborates with the City to ensure that the public will be consulted on key benefits and impacts of the Project and its associated activities (such as development of new bus stops, use of smart cards, timetable etc). The information about the Project will be disclosed via the Company and the City websites. The Company will ensure that local concerns and grievances will be obtained and addressed as appropriate. The Company will also ensure that the vulnerable groups including the disabled and the elderly will be made aware of new buses and their modern facilities. The new buses will promote further safety and security for the public including women through installation of security cameras on board, access to hotline number and a lift for women with children and wheelchair users. Leaflets will be distributed to the public to inform people about all the benefits of the Project and to ensure that the

public will be made aware of the Company's objectives and target in achieving a green and sustainable transport.

The public meetings will be collaborated and coordinated via the City and will be undertaken prior to the implementation of the Project and its associated activities at the City Hall.

5.4 COMMUNITY SOCIAL PROGRAMMES AND BENEFITS

The Company will collaborate with universities and educational organisations on promotion of green transport and raise awareness about further use of public transport. The City has also been very proactive in terms of development of a variety of social and communities' programmes. Up to date, some of the following listed programmes have been developed and implemented by the City:

- WeLive Project – development of IT and mobile services which will provide the citizens and the economic sector with more efficient processing of their requests
- Mobility and Transport Digital Wallet – implementation of modern technology to help citizens in the process of bus fare payment through use of smartphones

The Company will collaborate with the City on further development of social and community programmes and dissemination of knowledge on ways to improve the public transport.

5.5 PROGRAMME

Table 3 details all the stakeholder engagement activities that will be undertaken by the Company with regards to the development of the Project.

Table 3: Stakeholder Engagement Actions for the Company

Stakeholders	Activity	Information Materials	Timeframe Frequency	Responsibility	Location
Information Disclosure					
University and Technical Colleges	Collaborate with universities and technical colleges (including driving school) to advertise internship and apprenticeship opportunities for students and graduates and promote jobs in the transport sector for women	NTS	Ongoing	The Company HR department	Universities and technical colleges
Contractors	Discussion to ensure that any engagement between contractors and external stakeholders will follow the Company's processes Monitoring bus routes and procedures that prevent adverse impacts on local communities and improve comfortability and use of bus services	NTS, ESAP	Ongoing	The Company	The Company head office
Monitoring Meetings					
National stakeholders	Consult with Ministry of Environmental Protection and other authorities for any potential environmental monitoring requirements and inspections (e.g. ground water, wastes, air emissions etc)	NTS, Monitoring Plan	Immediate and ongoing, as necessary (frequency to be agreed with authorities)	The Company HSE manager	Ministry offices or through emails and letters
Local stakeholders	Review and discuss Project environmental and social/labour monitoring requirements	Monitoring program design, schedules and reports (monitoring of air, water, etc.)	Immediate, then monthly to present results of monitoring data	The Company HSE manager	The Company annual reporting
Project Meetings					
Project members	Meetings will be held with key internal stakeholders/employees/drivers to discuss the project status and any issues which may arise. This will include discussing the coordination of the stakeholder activities provided in this document with associated initiatives by the City and the Company.	Internal agenda and actions	Monthly (preferred)	The Company Director	The Company head office

Stakeholders	Activity	Information Materials	Timeframe / Frequency	Responsibility	Location
Public Consultation Meetings					
Local communities (including the vulnerable groups) and businesses, bus users etc)	Hold public meetings at the City council office to inform the public about the improvement in the transport sector concerning emissions friendly buses, new bus stops and an updated timetable (if new timetable is needed). Ensure that the public meeting will be inclusive and target women, the disabled and the elderly people so their concerns and views will be considered. Post jobs and employment opportunities on the Company website, the Governorate office and public centres bulletin board to increase local employment	NTS Leaflets to provide the following: Timetable, availability and timing of operation of new buses on certain bus routes, potential location of new bus stops, use of smartcards etc	Prior to operation of new buses on the allocated routes, prior to construction of bus stops	The Company Public Relations manager	The City Hall, leaflets to be distributed at bus terminals, ticket offices

6 GRIEVANCE MECHANISM

The Company has an existing operational grievance mechanism, which is described below:

Procedure for dealing with grievances:

- Acceptance of a grievance. User may file a grievance:
 - In written format (by post, by email, or by registration in the 'Book of Complaints' (which is managed by the traffic controllers and dispatchers)
 - Orally to the traffic controllers or other responsible persons in the Company
 - By phone call to the dispatching officer, who is responsible to register the grievance in the 'Book of Complaints'
- Traffic controllers and dispatchers are obliged to regularly update and submit (on monthly bases) the 'Book of Complaints' to the responsible officer (Head of the Traffic Sector in the Company).

Handling of the grievances:

- Grievances which are related to the traffic regime / schedule, loading of buses and quality of the public transport shall be considered by the responsible Traffic Manager or, if needed, by the higher management levels.
- A proposition for dealing / responding to each grievance shall be prepared with corrective measures and their deadline.
- Upon execution of the proposed corrective measures (actions taken), a proposition of response to the grievance will be prepared.
- The response will be written in official manner (on Company's memo) if it is to be sent via post service.
- If the response is to be sent to the applicant via email, official Company's email address shall be used.

The existing mechanism (above) will be updated to take into account a structured approach in addressing grievances within an allocated timeline as described in Appendix A. The updated mechanism will provide citizens with a dedicated contact number to address the community concerns with regard to this Project. The Company will be responsible for implementing the updated formal grievance (complaint) procedure to receive the affected communities' concerns and views through a transparent and impartial process (Appendix A).

The complaint procedure will be used as a tool to assist the timely and successful resolution of stakeholder concerns, as well as to monitor the Project's relationship with the affected communities on the use and access to new buses and implementation of associated facilities (including use of smartcard, construction of new bus stops and their locations). A summary of complaints and the measures taken to resolve them will be made public on a regular basis, in accordance with EBRD PR 10.

Stakeholders will be informed about the complaints procedure during consultation activities, such as public meetings, letters/ leaflets, and via the Company website.

The PR manager will be responsible for coordination and handling of all grievances received from the community regarding this Project. Any verbal or written complaints will be raised through the Company complaints landline and email address as provided below:

Name: Snezana Jakovic– Public Relations (PR) Manager

Email: Snezana.Jakovic@gspns.rs

Phone Number: 0800 211 210

Address: JGSP NOVI SAD, FUTOSKI PUT 46, 21000 NOVI SAD E-MAIL: gspns@gspns.rs

A grievance form (Appendix A) is available in this SEP for use by the public, and hard copies will be made available at both the Company head office and the City Council office. It will be a requirement to record all complaints in the log book within 5 working days of the complaint being received and responded to within a maximum period of 30 working days (shorter time period if the complaint is

straightforward). Both signed and anonymous grievances will be accepted. Each complaint will initially be screened, and the facts of the case verified by the PR manager.

The agreed solution or response will be signed off by the PR manager. The corrective action and status of a complaint (closed, open) will be recorded in the grievance/complaints log book. All claims and answers will be kept at the Company head office. Any gender specific complaints will be addressed confidentially and will be handled by the relevant JGSP department.

7 MONITORING, REPORTING AND RESPONSIBILITIES

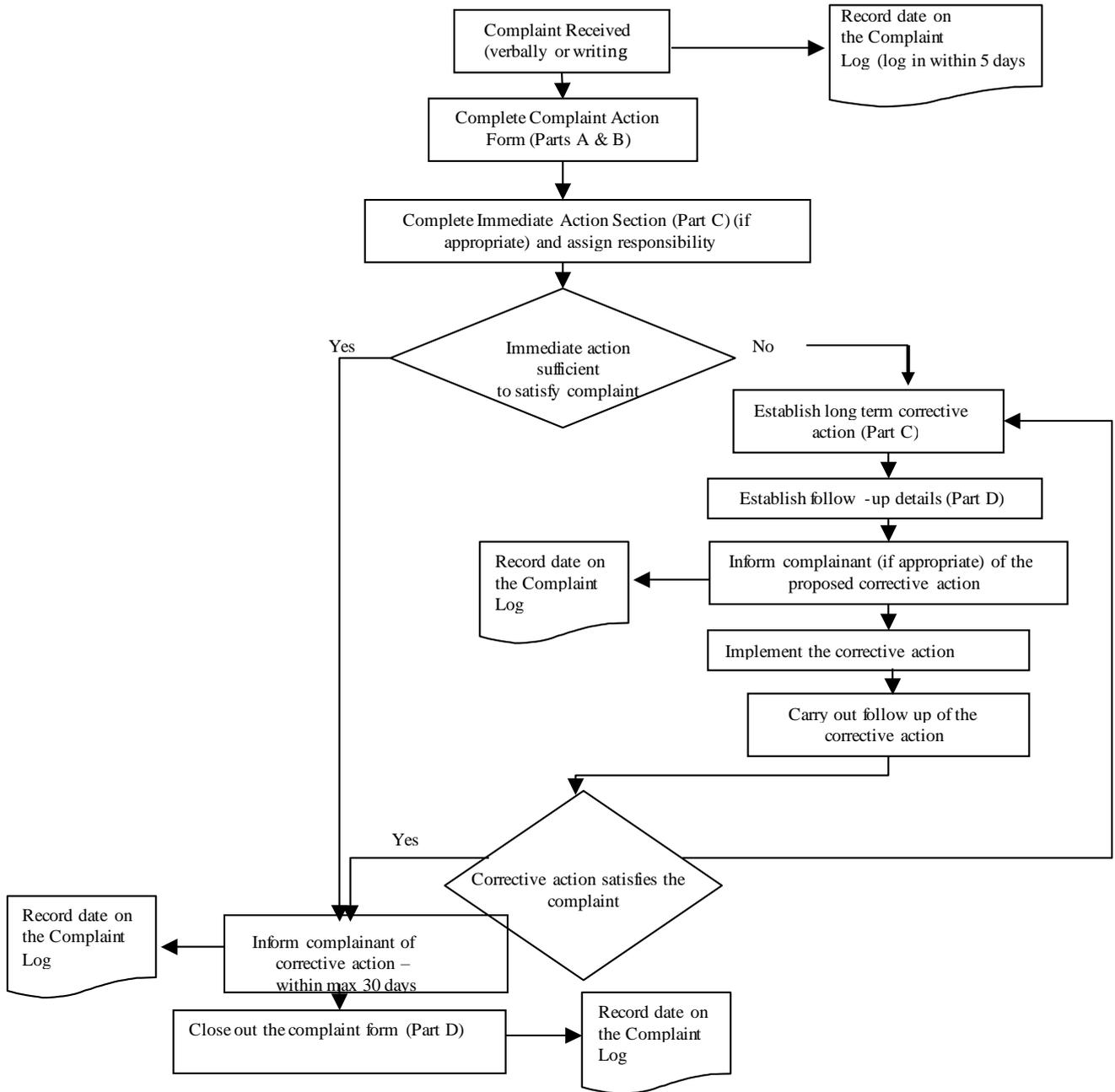
Successful stakeholder engagement depends on performance monitoring, analysis and adapting to changed circumstances and stakeholder information needs. Transparent documentation of engagement activities will be necessary to meet EBRD PR 10 and ensure the successful implementation of the engagement activities outlined in this SEP.

It will be the responsibility of the Company PR manager to implement the SEP and will update it regularly throughout implementation of the Project and associated facilities. The PR manager will also review the SEP regularly to ensure that all the consultation activities are implemented and are in accordance with the planned schedule.

The Company's PR manager will be responsible to monitor social performance of the Company and its ongoing engagement with key stakeholders including bus users. The PR manager or an alternative person will visit bus terminals, inspect bus routes and conduct regular engagements with bus drivers, bus users, people working at bus terminals to ensure that any concerns and grievances will be identified and addressed accordingly.

In order to monitor the implementation of this SEP and the functioning of the grievance mechanism, the Company will confirm to EBRD that the arrangements are in place and operating before procurement of the buses begin. This will include the sharing of documentation on the Public Consultation Meetings, information disclosure and any other form of stakeholder engagement undertaken as part of the SEP. In line with JGSP's submission of the Annual E&S Report, EBRD will also annually assess the SEP implementation.

APPENDIX A: COMPLAINT PROCEDURE & GRIEVANCE FORM



Public Grievance Form

Reference No:	
Full Name	Date Received
Note: <i>you can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent</i>	<input type="checkbox"/> I wish to raise my grievance anonymously <input type="checkbox"/> I request not to disclose my identity without my consent
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: _____
Language Please mark your preferred language for communication	<input type="checkbox"/> Serbian <input type="checkbox"/> Other
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?	

Please return this form to:

The Company Head Office

Name: Snezana Jakovic– Public Relations (PR) Manager

Email: Snezana.Jakovic@gspns.rs

Phone Number: 0800 211 210

Address: JGSP NOVI SAD, FUTOSKI PUT 46, 21000 NOVI SAD E-MAIL: gspns@gspns.rs