

Environmental and Social Assessment and Technical
Assessment for CBC Public Buildings Energy Efficiency Project

Stakeholders Engagement Plan

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1 INTRODUCTION

1.1 Project Context

The Project will cover 51 public buildings, including administrative facilities, healthcare and educational institutions, aiming to reduce energy consumption and greenhouse gas (GHG) emissions, improve building safety and comfort, and support long-term sustainability in line with the European Green Deal objectives.

The CBC Government will be responsible for overall Project implementation, including decision-making related to construction and renovation works, as well as the preparation and launch of tenders. The selected Contractor(s) will be responsible for executing the construction and renovation works in accordance with contractual requirements, while the supervisors will oversee the implementation and ensure compliance with technical, environmental, and social standards.

To support effective implementation, CBC has established a Project Implementation Unit (PIU), responsible for project planning, procurement, coordination, and reporting.

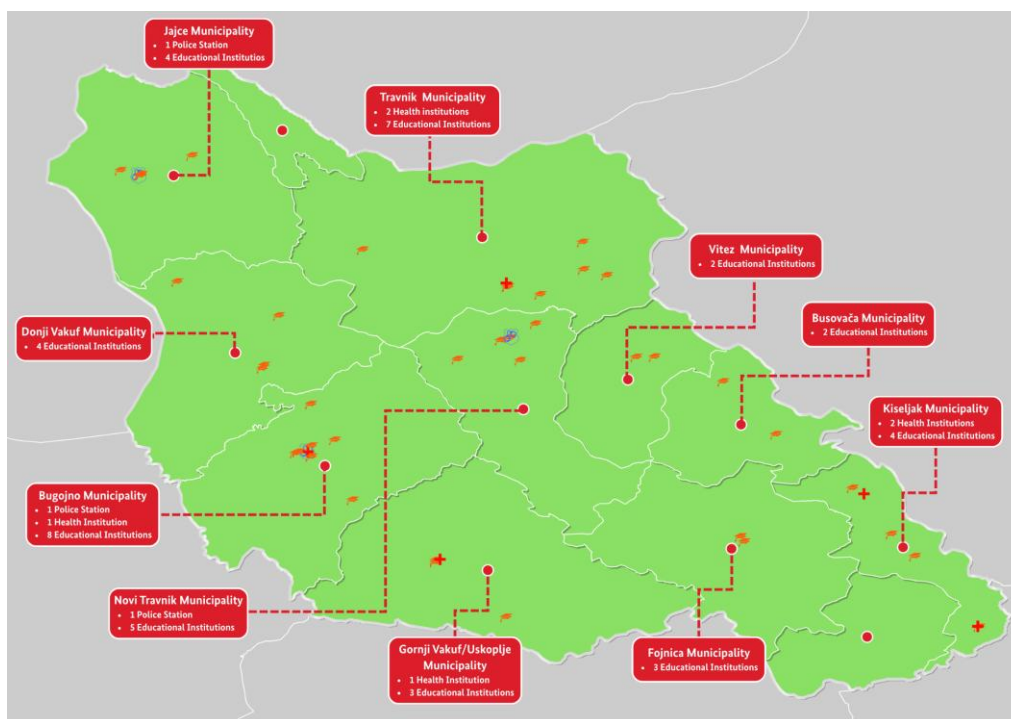


Figure 1. Location of municipalities within CBC and Project buildings

The Project buildings are located throughout the entire CBC, predominantly in urban environments, in 9 municipalities (Bugojno, Jajce, Travnik, Donji Vakuf, Vitez, Fojnica, Kiseljak, Busovača, and Gornji Vakuf-Uskoplje). The table below provides an overview of all buildings included in this Project.

Table 1. List of public buildings within the Project

No.	Municipality/ City	Public Building
1	Bugojno	Police station Bugojno
2	Bugojno	Health Center Bugojno
3	Bugojno	First Primary School, Bugojno
4	Jajce	Police station Jajce
5	Jajce	Secondary Vocational School Jajce

No.	Municipality/ City	Public Building
6	Fojnica	Muhsin Rizvić Primary School, Zijah Dizdarević Mixed Secondary School and Branch Department of Ivan Goran Kovačić Primary School
7	Fojnica	Muhsin Rizvić Primary School
8	Fojnica	Ivan Goran Kovačić Primary School, Gojevići – Fojnica
9	Travnik	Travnik Primary School
10	Travnik	Mixed Secondary Technical School, Travnik
11	Travnik	Karaula Primary School, Travnik
12	Travnik	Guča Gora Primary School
13	Jajce	Braća Jezerčić Primary School and Jajce Primary School Kruščica, Divičani, Jajce
14	Donji Vakuf	Mixed Secondary School Donji Vakuf
15	Travnik	Dolac Primary School
16	Bugojno	Third Primary School Bugojno and First Primary School Jaklić
17	Busovača	Kaonik Primary School, Busovača
18	Bugojno	Second Primary School Bugojno
19	Gornji vakuf Uskoplje	Voljevac Primary School, Gornji Vakuf – Uskoplje
20	Vitez	Vitez Primary School
21	Jajce	Berta Kučera and 13th September Primary School, Jajce
22	Gornji Vakuf Uskoplje	Uskoplje Primary School
23	Bugojno	Secondary Technical School Bugojno
24	Donji Vakuf	First Primary School Donji Vakuf – Kurića Kula Branch School
25	Bugojno	Gračanica Primary School, Bugojno
26	Travnik	Mehurići Primary School, Travnik
27	Novi Travnik	Novi Travnik Primary School, Novi Travnik
28	Novi Travnik	Mixed Secondary School Novi Travnik
29	Kiseljak	Secondary Vocational School Fojnica and Ivan Goran Kovačić Primary School, Kiseljak
30	Novi Travnik	Musa Ćazim Ćatić Primary School – Trenica
31	Novi Travnik	Mehmedalija Mak Dizdar Primary School, Novi Travnik
32	Gornji Vakuf	Gornji Vakuf Mixed Secondary School and Uskoplje Secondary School
33	Jajce	Nikola Šop Secondary School, Jajce
34	Lepenica	Lepenica Primary School, Kiseljak
35	Kiseljak	Lepenica Outpatient Clinic
36	Kiseljak	Gromiljak Primary School, Kiseljak
37	Novi Travnik	Fra Marijan Šunjić Primary School, Novi Travnik
38	Busovača	Kačuni Primary School, Busovača

No.	Municipality/ City	Public Building
39	Bugojno	Secondary Vocational School Bugojno
40	Bugojno	Bristovi Primary School, Bugojno
41	Bugojno	Drvetine Primary School, Bugojno
42	Kiseljak	Kiseljak 1 Primary School, Bilalovac, Kiseljak
43	Travnik	Han Bila Primary School, Travnik
44	Gornji Vakuf	Primary Health Care Centre Gornji Vakuf – Uskoplje
45	Travnik	Travnik Hospital, Department of Physical Medicine and Rehabilitation
46	Travnik	Travnik Hospital
47	Donji Vakuf	Fourth Primary School Torlakovac, Donji Vakuf
48	Donji Vakuf	Third Primary School Oborci, Donji Vakuf
49	Vitez	Dubravica Primary School, Šantići Branch School, Vitez
50	Kiseljak	Brestovsko Branch Outpatient Clinic, Kiseljak
51	Novi Travnik	Police station Novi Travnik

Classified as Category “B” under the EBRD Environmental and Social Policy (2024), the Project is expected to generate limited, site-specific, and manageable environmental and social impacts.

The implementation of the Energy Efficiency Project in the CBC is expected to result in significant long-term environmental and social benefits. The Project is expected to generate multiple environmental and socio-economic benefits, including reduced heating energy demand and fuel consumption, leading to lower atmospheric and greenhouse gas emissions. Improvements to building envelopes will enhance thermal insulation and contribute to better indoor comfort, including slight noise reduction. Energy efficiency measures will support climate change mitigation and adaptation by reducing energy demand during extreme weather conditions. In addition, the Project will improve the quality of public services through enhanced indoor conditions in schools, healthcare, and other public facilities. Broader benefits include reduced public energy expenditures, enabling reallocation of resources to other social needs, as well as the creation of employment opportunities during implementation. Overall, the Project contributes to the transition toward a low-carbon economy and promotes sustainable energy practices within local communities.

1.2 Objective and Scope of the Stakeholder Engagement Plan

The Stakeholder Engagement Plan (SEP) has been prepared to clearly define and communicate the stakeholder engagement activities to be implemented throughout the entire life cycle of the Energy Efficiency Project in Central Bosnia Canton (CBC).

The objective of the SEP is to support informed and transparent Project-related decision-making by facilitating timely and meaningful engagement with all relevant stakeholders, and by providing opportunities for stakeholders to express their views, concerns, and expectations that may influence Project design and implementation.

The purpose of the SEP is to ensure effective stakeholder engagement throughout the Project life cycle, particularly during the preparation, construction, renovation, and operation of public buildings subject to energy efficiency measures within CBC. Stakeholder engagement activities will be carried out in accordance with applicable national legislation and international good practice, including the requirements of the European Bank for Reconstruction and Development (EBRD).

The Federation of Bosnia and Herzegovina (FBiH) has ratified the UNECE Aarhus Convention on access to information, public participation in decision-making, and access to justice in environmental matters. As such, the national legal framework is broadly aligned with the EBRD's Environmental and Social Requirements (ESRs), which are applicable to this Project.

The SEP will be periodically updated to reflect Project progress and to ensure that stakeholders and the general public are adequately informed about Project activities, as well as any potential environmental and social impacts identified during Project implementation.

2 REGULATORY REQUIREMENTS FOR STAKEHOLDER

As part of the Central Bosnia Canton's (CBC) commitment to good governance and transparent engagement with Project stakeholders, this Stakeholder Engagement Plan (SEP) has been prepared in line with international good practice, including the European Bank for Reconstruction and Development (EBRD) Environmental and Social Requirements (ESRs), as well as the applicable legislation of the Federation of Bosnia and Herzegovina (FBiH).

The Federation of Bosnia and Herzegovina has signed and ratified the United Nations Economic Commission for Europe (UNECE) Aarhus Convention, which governs access to environmental information, public participation in decision-making, and access to justice in environmental matters. The provisions of the Aarhus Convention are consistent with, and broadly aligned to, the EBRD Performance Requirements applicable to this Project.

2.1 Local Legislation Requirements

As a public authority, the Central Bosnia Canton (CBC) is required to establish and maintain communication with stakeholders in accordance with the Law on Freedom of Access to Information in the Federation of Bosnia and Herzegovina (FBiH). This includes the obligation to provide access to information to all stakeholders, including natural persons and legal entities, and, within its capacities, to take all necessary measures to assist stakeholders in exercising their rights to information.

In line with the principles of transparency and accountability applicable to public institutions, CBC ensures public availability of relevant information related to the planning and implementation of the Energy Efficiency Project, including information on its scope, objectives, and implementation arrangements.

Furthermore, the Law on Environmental Protection of FBiH stipulates that every person and organisation has the right to adequate access to environmental information held by public authorities, including information related to hazardous materials and activities within their communities, and the right to participate in environmental decision-making processes.

2.2 EBRD Policies

The European Bank for Reconstruction and Development (EBRD) is committed to promoting environmentally sound and socially sustainable development in accordance with its Environmental and Social Policy (E&S Policy, 2024) and the associated Environmental and Social Requirements (ESRs). The EBRD sets out its requirements for information disclosure, stakeholder engagement, and transparency primarily through the following documents:

- Environmental and Social Policy (2024)
- Access to Information Policy (2024)
- Environmental and Social Requirement 10 (ESR10): Stakeholder Engagement

These documents establish the framework for meaningful engagement with stakeholders throughout the project life cycle and define the minimum standards expected from EBRD-financed projects.

2.2.1 EBRD's Environmental and Social Policy (2024)

The Central Bosnia Canton (CBC), as the Project proponent, is committed to implementing the Energy Efficiency Project in line with the provisions of the EBRD Environmental and Social Policy (2024), with particular reference to Environmental and Social Requirement 10 (ESR10): Stakeholder Engagement. The requirements of ESR10 have been taken into account in the preparation of this Stakeholder Engagement Plan (SEP) as an example of international good practice.

Environmental and Social Requirement 10 (ESR10) recognises the importance of open, transparent, and inclusive engagement between the project owner, workers, affected communities, and other relevant stakeholders. Effective stakeholder engagement supports improved environmental and social performance, enhances project sustainability, and contributes to better social, environmental, and economic outcomes. Engagement is most effective when initiated at an early stage and maintained throughout the entire project life cycle.

In accordance with the EBRD E&S Policy (2024), the CBC Energy Efficiency Project has been categorised as Category B, meaning that potential adverse environmental and social impacts are expected to be site-specific, limited in scale, and readily identified and addressed through appropriate mitigation measures. This SEP has been prepared to support continuous and structured dialogue with stakeholders during project preparation, construction, and operation.

The SEP will serve as a key tool for CBC to identify stakeholders, disclose relevant information, gather feedback, and incorporate the views of affected parties into project decision-making processes, particularly in relation to impact mitigation measures and the enhancement of positive project benefits.

3 STAKEHOLDER ENGAGEMENT PROGRAM

3.1 Project Stakeholders

Project stakeholders have been identified to ensure that all relevant consultation requirements are addressed. These include individuals and groups directly or indirectly affected by the Project, as well as those with an interest in its implementation or the ability to influence its outcomes.

The key stakeholders are listed below, while their specific interests, concerns, and proposed communication methods are presented in the following chapter. Stakeholders not identified at this stage may contact CBC at any time to express their views and needs, thereby supporting the effective implementation of this Stakeholder Engagement Plan (SEP).

1) *Personnel/visitors/patients/users of public buildings*

The primary stakeholders for the Project include staff, students, patients, visitors, and other users of the public buildings covered by the Project, such as schools, healthcare facilities, and police stations. No temporary relocation or off-site resettlement is planned; all renovation works will be carried out with users remaining in the buildings, using phased or localized implementation. Work schedules will therefore be closely coordinated with each facility to ensure the continuity of services and minimize disruption. Facilities that operate continuously, such as hospitals and clinics, will require stricter coordination, with contractors planning construction activities to avoid impacts on essential services and vulnerable users.

The following outlines specific characteristics of each type of public institution involved in the Project, in relation to their occupants and users:

- **Primary and Secondary Schools:** Schools operate mainly during weekdays, with students, teaching staff, and administrative personnel present throughout school hours. Classrooms, sports facilities, and common areas are actively used, making coordination of construction works essential to avoid disruptions to lessons, school activities, and student safety.
- **Medical Institutions (Hospitals and Ambulatory Clinics):** These facilities operate continuously, providing 24/7 healthcare services, including emergency care. Access for patients and visitors is generally limited to designated visiting hours. Specialized medical equipment, such as scanners, X-ray machines, and MRIs, is sensitive to vibrations and environmental disturbances, requiring careful scheduling and coordination with medical staff to minimize impacts.
- **Police Stations:** Police stations operate with staff present 24 hours a day to maintain law enforcement and public safety. Security protocols are strict, including controlled access and monitoring of personnel and visitors. Construction works must be coordinated to avoid interference with security operations and ensure uninterrupted functioning of these facilities.

Construction activities associated with energy efficiency renovations can create health, safety, and operational risks for staff, students, patients, visitors, and other users. Potential hazards include dust and air quality issues during demolition or drilling, exposure to chemicals and odors from paints or adhesives, and increased noise and vibrations from machinery, which may affect sensitive equipment or vulnerable groups such as patients, students, and persons with disabilities. Electrical upgrades and modifications to building systems may also pose fire or electrocution risks if not properly managed. Additionally, construction works may temporarily block fire safety systems, evacuation routes, or emergency access points.

Traffic congestion or temporary closure of pathways could affect access to some institutions. While most sites have multiple entrances, these risks will be managed through careful planning and coordination.

The Project has established measures to eliminate or minimize these risks, ensuring the safety and uninterrupted operation of schools, medical facilities, and police stations, as detailed in the Non-Technical Summary included in the disclosure package along with this SEP.

2) Authorities overseeing compliance and approvals

For the Project, several stakeholders have been identified to ensure that all consultation and approval requirements are properly addressed. These stakeholders include both the direct users of the buildings and the institutions responsible for authorizing and supervising reconstruction and renovation works. Key stakeholders include:

- Facility operators – schools, hospitals, clinics, and police stations that are implementing energy efficiency measures.
- Municipal and construction authorities – responsible for reviewing and approving reconstruction permits and project documentation.
- Cadastral offices – providing property and land registration data required for the reconstruction process.
- Project designers and independent reviewers – preparing the main and as-built designs, and verifying compliance with applicable regulations.
- Authorities responsible for building rights – confirming legal rights to carry out construction or renovation.
- Environmental and urban planning – providing necessary consents and opinions.
- Other relevant institutions – including utility providers and public services, depending on the scope of works.

3) Contractors or subcontractors for construction, monitoring and supervision of works, and their employees

The contractors or the supervision engineer have not been selected yet but are a crucial stakeholder for the successful execution and delivery of the Project, ensuring safety and compliance during the construction process.

The challenges for contractor's workers in all Project buildings will involve general construction risks. A specific issue will be handling of asbestos-containing materials in some buildings. Prior to the commencement of any works, a survey will be required for all buildings, and tailored Management Plans will need to be developed as necessary before any construction work begins.

3.2 Previous Stakeholder Engagement Activities

CBC has maintained continuous engagement with a wide range of stakeholders throughout the planning and early implementation phases of the Project. This has included regular communication with government authorities at both cantonal and municipal levels, regulatory bodies, schools, healthcare institutions, police and public safety services, local communities, project employees and contractors, civil society organizations, media, and the general public. Engagement methods have ranged from official letters, emails, and meetings, to public notices, ensuring that information on project scope, construction schedules, environmental and social impacts, and safety measures is consistently shared.

Through these activities, CBC has sought to gather feedback, ensure compliance with legal and regulatory requirements, coordinate emergency preparedness and public safety measures, and promote awareness of grievance mechanisms. Schools, healthcare institutions, and local communities were regularly informed about potential temporary disruptions, noise, dust, and other impacts, while contractors and staff will receive training on environmental, social, and occupational health and safety procedures.

As part of the preparation for the implementation of energy efficiency measures in public buildings within the Central Bosnia Canton (CBC), consultations were conducted with relevant stakeholders, primarily the administrations of public institutions and representatives of cantonal authorities.

During December 2025, a series of meetings and site visits were held with representatives of relevant institutions and the administrations of public buildings included in the project. Consultations covered educational institutions (e.g., Kaćuni Primary School, Kaonik Primary School, Travnik First Primary School, Bugojno First Primary School, Donji Vakuf First Primary School – Kurića Kula, and Nikola Šop Secondary School), as well as other public facilities such as the Travnik Cantonal Hospital and the Jajce Police Department. A meeting was also held with representatives of the CBC Government, where the overall financial and organizational aspects of the project were discussed, including potential credit and grant financing, as well as options for introducing renewable energy sources and the application of the ESCO model.

The meetings addressed the current condition of the buildings and the needs for improving energy efficiency, alongside key environmental, social, and organizational considerations relevant to project implementation. Special attention was given to potential impacts of construction works on the normal functioning of institutions, including the organization of classes and work during the execution of works, the possibility of temporarily shifting to online or alternative modes of operation, and planning the timeline of construction activities. In some cases, specific local factors were also considered as relevant for planning interventions.

3.3 Responsibility for SEP Implementation

3.3.1 Planned Information and Communication Arrangements

The CBC will promptly inform all stakeholders about Project activities, contact points for further information, and the availability of publicly accessible documents. CBC intends to disclose the following documentation and information regarding the Project:

- This Stakeholder Engagement Plan (SEP)
- Non-technical Summary (NTS) of the Project
- Environmental and Social Management Plan (ESMP) of the Project
- Information on community health and safety risks and impacts, including potential water supply interruptions, construction activities, road access restrictions, and updates on Project implementation, including environmental and social performance
- Grievance Form and Information Request Form, as provided in Appendix 1 and 2, respectively

All documents will be available in local languages (and in English, where possible) from the commencement of the Project and at least 30 days prior to the start of construction works, allowing the public to provide comments, suggestions, and feedback. The documents will be published on the CBC website and also on the official websites of the municipalities where Project facilities are located. In addition, printed copies of the documents will be made available both at CBC's offices and at the municipal offices in all relevant municipalities, ensuring broad accessibility to stakeholders across the region.

This approach ensures that all stakeholders across the municipalities of CBC (Bugojno, Travnik, Jajce, Fojnica, Donji Vakuf, Busovača, Novi Travnik, Gornji Vakuf-Uskoplje, Vitez, Kiseljak, and Lepenica) have access to information, can participate in consultations, and can submit feedback or grievances regarding the Project.

The documents can be accessed via the Central Bosnia Canton (CBC) and the municipalities' websites, and as printed copies at CBC's office premises and the municipal offices at the following addresses:

Central Bosnia Canton (CBC) – Cantonal Administration

Postal Address: Trg hrvatskih velikana 1, 72270 Travnik, Bosnia and Herzegovina

Website: <https://sbk-ksb.gov.ba/>

Travnik Municipality

Postal Address: Fra Ivana Franje Jukića 1, 72270 Travnik, Bosnia and Herzegovina

Website: <https://www.travnik.ba>

Bugojno Municipality

Postal Address: Alije Izetbegovića 1, 70230 Bugojno, Bosnia and Herzegovina

Website: <https://www.bugojno.ba>

Donji Vakuf Municipality

Postal Address: Kralja Tvrtka 1, 70240 Donji Vakuf, Bosnia and Herzegovina

Website: <https://www.donjivakuf.ba>

Vitez Municipality

Postal Address: Trg Armije BiH 1, 72220 Vitez, Bosnia and Herzegovina

Website: <https://www.opcina-vitez.ba>

Busovača Municipality

Postal Address: Fra Grge Martića 1, 72260 Busovača, Bosnia and Herzegovina

Website: <https://www.busovaca.ba>

Fojnica Municipality

Postal Address: Dr. Irfana Ljubijankića 1, 71260 Fojnica, Bosnia and Herzegovina

Website: <https://www.fojnica.ba>

Gornji Vakuf-Uskoplje Municipality

Postal Address: Trg Fra Grge Martića 1, 71240 Gornji Vakuf-Uskoplje, Bosnia and Herzegovina

Website: <https://www.gornjivakuf-uskoplje.ba>

Jajce Municipality

Postal Address: Trg Zlatnih ljljana 1, 70101 Jajce, Bosnia and Herzegovina

Website: <https://www.jajce.ba>

Novi Travnik Municipality

Postal Address: Ul. 11. Jula 1, 72290 Novi Travnik, Bosnia and Herzegovina

Website: <https://www.novitrvnik.ba>

Kiseljak Municipality

Postal Address: Dr. Mate Bobana 1, 71250 Kiseljak, Bosnia and Herzegovina

Website: <https://www.kiseljak.ba>

Once the documents listed above are made publicly available, stakeholders will have a period of one month to submit their feedback, including any opinions or concerns related to the Project. CBC will clearly communicate the contact person responsible for collecting feedback, along with the specific timeframe and instructions for submitting comments.

All input received during this period will be carefully reviewed and considered by CBC. At the end of the public review, a summary report (referred to as a “comments matrix”) will be prepared. This report will include an overview of all comments and proposals submitted by stakeholders, along with CBC’s responses and explanations on how the feedback was addressed. The comments matrix will be published on CBC’s and municipal website to ensure transparency and inform stakeholders.

3.3.2 Communication and Coordination Procedure

To ensure effective coordination during the construction period, CBC will develop a Communication and Coordination Procedure once the contractor(s) is selected, which will include:

- A formal mechanism for coordination between construction managers and institutional representatives, outlining processes for scheduling, executing, and supervising works, with particular attention to noisy or disruptive activities.
- Regular updates to staff on potential health and safety issues, ongoing energy efficiency measures, and instructions for managing any safety incidents related to the works.
- Specification of coordination frequency (e.g., daily, weekly, or as agreed), tailored to the sensitivity of each facility and the type of works.
- Where feasible, scheduling construction outside regular working hours (e.g., evenings or weekends) to minimize disruption to essential services.

The Procedure will be drafted by CBC and the contractor, shared with all institutions for review, and formally approved before construction begins. It will reflect the operational needs of each facility and incorporate their feedback on preferred coordination arrangements.

3.3.3 Informing the Public About Construction Works and the Grievance Mechanism

CBC will also commit to providing clear information about the planned construction activities. This will be ensured through publication of a notice detailing the start and duration of the works, accompanied by the Public Grievance Leaflet and the Project Grievance Form, at least 30 days before the start of works through:

- The websites of CBC and all the involved public institutions
- Displaying the notice at the entrances to all 51 public buildings

3.3.4 Engagement Objectives and Methods

The list of identified stakeholders and specific communication requirements are provided in the table below.

As noted previously, this list of stakeholders below may not be final, and any stakeholders not identified at this stage of the Project may directly contact CBC to make themselves and their needs and interests known. The SEP will be updated accordingly by CBC. Suggestions for improvement of proposed communication methods are also welcome and can be sent to CBC.

Table 2. Stakeholder Groups and Engagement Methods for Central Bosnia Canton (CBC) Energy Efficiency Project

Identified stakeholder group	Specific issues or interests	Engagement approach	Information to be disclosed
Personnel/visitors/patients/users of public buildings	Construction-related concerns related to health and safety if not properly managed, such as poor air quality from dust during demolition and drilling, exposure to chemicals and strong odours from paints and adhesives, and increased noise and vibration from heavy machinery that may disturb patients or damage sensitive equipment, etc.	<ul style="list-style-type: none"> - Access to Project documents online and in printed form, and opportunity to provide feedback to the Project documents - Regular coordination meetings between the public building managers and the contractor, per the Communication and Coordination Procedure (see section 3.3.2) - Notice detailing the start and duration of the works and containing information on the grievance mechanism displayed at the entrances to all public buildings - Responding to inquiries/ grievances through the Project grievance mechanism (see Chapter 4) 	<ul style="list-style-type: none"> - Project disclosure package (SEP, NTS, Public Grievance Leaflet, Grievance Form) and comments matrix - Regular information on potential H&S issues and updates on EE measures being implemented per the Communication and Coordination Procedure - Information on the extent, timing and duration of planned works - Information on grievance mechanism
Authorities overseeing compliance and approvals	Ensure compliance with national legislation	<ul style="list-style-type: none"> - Official communication channels - Monitoring based on national legislation requirements 	<ul style="list-style-type: none"> - Permitting requirements, monitoring/audit reports
Contractors or subcontractors for construction, monitoring and supervision of works, and their employees	Health and safety; implementation of Asbestos-Containing Material Management Plans in relevant buildings, labour and working conditions; environmental setting and impacts	<ul style="list-style-type: none"> - Regular communication with public building managers - Information through contracting - Toolbox talks at construction sites on health and safety topics - Responding to inquiries/ grievances through the workers' grievance mechanism 	<ul style="list-style-type: none"> - Communication and Coordination Procedure - Work safety and health regulations, environmental protection requirements - Information on workers' grievance mechanism

4 GRIEVANCE MECHANISM

The Government of Central Bosnia Canton (CBC), through its Project Implementation Unit (PIU), will establish a Grievance Registry and inform all stakeholders of the grievance mechanism by communicating the availability of this registry, its purpose, the contact persons, and procedures for submitting a complaint in the affected areas.

The Project Grievance Form (Appendix 1) and the Public Grievance Leaflet (Appendix 2) will be disclosed on the CBC and relevant municipal websites. Any comments or concerns can be submitted verbally (in person or by telephone) or in writing by completing the Project Grievance Form (delivered personally, by post, fax, or email to the addresses/numbers provided), without any costs to the complainant. Grievances may also be submitted anonymously or without using the form if preferred.

All grievances will be recorded in the Grievance Registry, assigned a unique reference number, and acknowledged within seven (7) calendar days. The Registry will include all necessary elements to disaggregate grievances by the gender of the person submitting it and by type of grievance. Each grievance will contain the following information:

- Description of the grievance
- Date of receipt and date of acknowledgement to the complainant
- Description of actions taken (investigation, corrective measures, preventive measures)
- Date of resolution and closure / provision of feedback to the complainant

If a grievance is vague or unclear, the PIU will provide guidance to help the complainant clarify or redraft the submission to allow for informed consideration. The PIU will make all reasonable efforts to address the grievance upon acknowledgement. If immediate corrective action is not possible, a long-term corrective action will be identified. The complainant will be informed of the proposed corrective actions and the follow-up within 25 calendar days of the acknowledgement of the grievance. Preventive measures will also be identified and implemented to avoid recurrence, and this information will be communicated to the complainant.

If the PIU cannot address the issue through the grievance mechanism or if no action is required, a detailed justification will be provided, including guidance on how the complainant may pursue the grievance further if unsatisfied.

If the complainant remains dissatisfied with the response, corrective/preventive actions, or justifications, the grievance will be referred to a second-instance Grievance Commission, established ad hoc, consisting of:

- One (1) representative of the Government of CBC, not directly involved in the initial grievance resolution
- One (1) representative of the Municipality
- One (1) representative of the affected local community

The Grievance Commission will review the previous actions and/or justification, evaluate alternatives, and propose satisfactory measures. The complainant will be informed about the proposed alternative actions and their implementation within 25 calendar days of the grievance acknowledgement by the Commission.

At all times, complainants may pursue other legal remedies in accordance with the legal framework of FBiH, including formal judicial appeal. A separate grievance mechanism will be available for workers involved in the Project.

Contact information for enquiries and grievances:

The Government of Central Bosnia Canton (CBC)

Attention: Project Implementation Unit

Address: Stanična 43, 72270 Travnik, Bosnia and Herzegovina

Tel.: +387 (0)30 511 316

E-mail: strucnasluzbavladesbk@sbk-ksb.gov.ba

5 MONITORING AND REPORTING

The results of the stakeholder engagement process will be included in monitoring Environmental and Social Reports prepared by the PIU of the Government of Central Bosnia Canton (CBC). The reports will contain the following information:

- Number and types of information disclosure and engagement activities through all channels, with information on issues and concerns raised and information on how the issues raised were taken into consideration by the;
- Number and types of grievances raised during the reporting period, including their status (opened, resolved, closed), to enable timely identification of recurring issues, detection of trends, and effective risk management, including grievances related to gender-based violence and harassment as well as construction-related nuisances such as improper waste management, noise, and dust.

The PIU will be responsible for monitoring all Project-related stakeholder engagement activities, ensuring the fulfilment and regular updating of this SEP, and reporting to the EBRD.

APPENDIX 1: PROJECT GRIEVANCE FORM

Reference Number:	
Full name (optional): I wish to raise my grievance anonymously. I request not to disclose my identity without my consent.	
Contact information Please mark how you wish to be contacted (mail, telephone, e-mail).	By Post: Please provide mailing address: _____ By telephone: _____ By E-mail: _____
Preferred language of communication	Bosnian / Serbian / Croatian English (if possible)
Description of Incident for Grievance	
Description of Incident for Grievance	What happened? Where did it happen? Who did it happen to? What is the result of the 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?	

Signature: _____

Date: _____

The Government of Central Bosnia Canton (CBC)
Attention: Project Implementation Unit
Address: Stanična 43, 72270 Travnik, Bosnia and Herzegovina
Tel.: +387 (0)30 511 316
E-mail: struknasluzbavladesbk@sbk-ksb.gov.ba

APPENDIX 2: SUGGESTED TEXT FOR PUBLIC GRIEVANCE LEAFLET

The Government of Central Bosnia Canton (CBC) is committed to ensuring that the reconstruction and renovation of public buildings under the Project will not cause adverse impacts to residents, local communities, or other stakeholders.

However, if you experience any issues or concerns related to Project activities, we want to hear from you.

What kind of grievance can I submit?

Anyone can submit a grievance if they feel that Project activities are negatively affecting them, their community, or the local environment. Examples include, but are not limited to:

- Disturbances such as noise, limited access, or other inconveniences during reconstruction works;
- Concerns regarding community health and safety, such as increased local traffic, road damage, or inadequate management of waste;
- Environmental concerns;
- Negative impacts on water quality or other natural resources;
- Unsafe working practices affecting employees or contractors;
- Inadequate implementation of the Stakeholder Engagement Plan by the CBC.

How can I submit a grievance?

Anyone can submit a grievance to the CBC without any cost. You can submit a grievance in the following ways:

- a) Verbally (in person or by telephone)
- b) In writing, by filling out the attached Project Grievance Form (or using another preferred format) and sending it to the CBC via personal delivery, post, fax, or e-mail.

Contact information:

The Government of Central Bosnia Canton (CBC)

Attention: Project Implementation Unit

Address: Stanična 43, 72270 Travnik, Bosnia and Herzegovina

Tel.: +387 (0)30 511 316

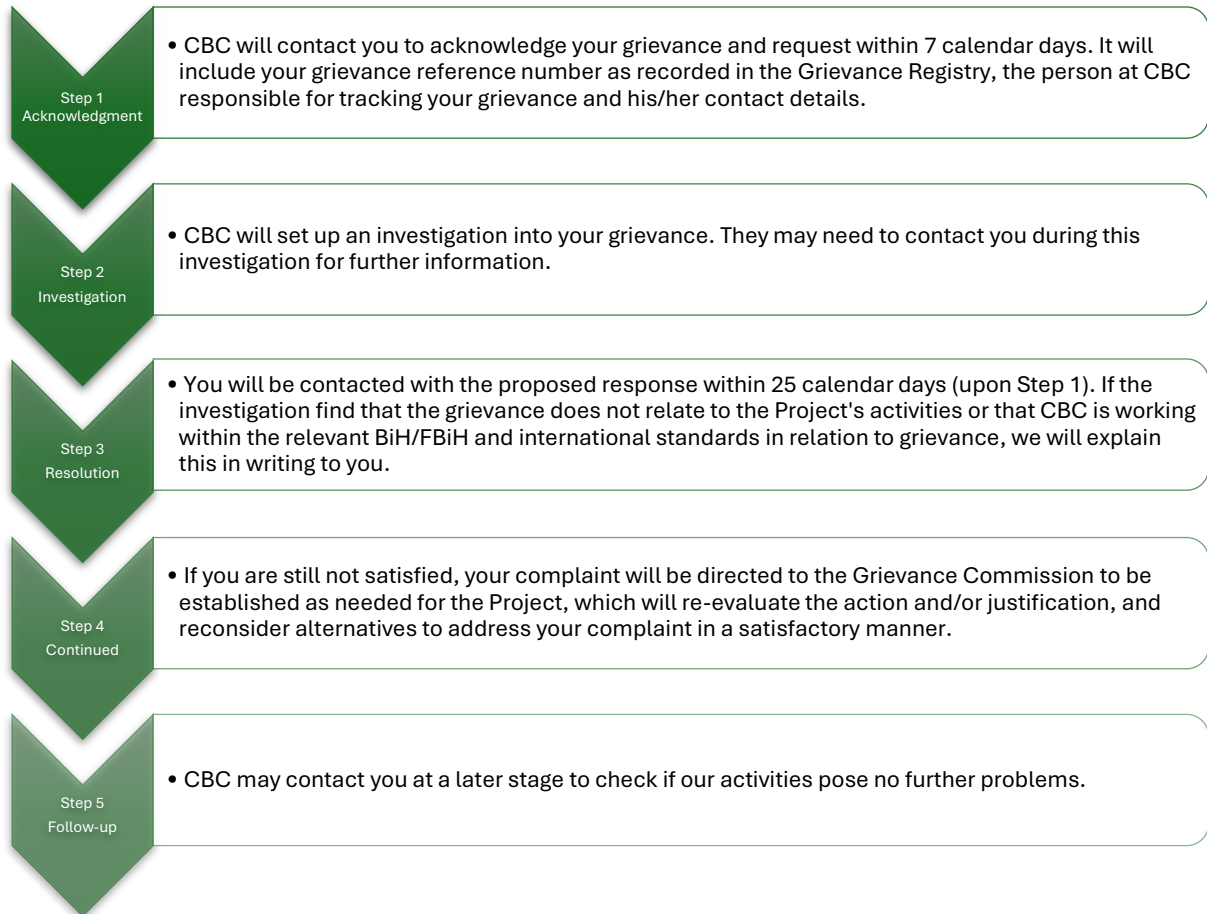
E-mail: struknasluzbavladesbk@sbk-ksb.gov.ba

Grievances may also be submitted anonymously. If you wish your grievance to remain confidential, the CBC will ensure that your name and contact details are not disclosed without your consent. Only the PIU team directly responsible for investigating your grievance will have access to this information. If it is not possible to investigate the grievance without revealing your identity, you will be informed.

APPENDIX 3: FLOWCHART FOR PROCESSING GRIEVANCES

How will the Government of Central Bosnia Canton (CBC) deal with my grievance?

The CBC will follow the steps below to address your grievance:



APPENDIX 4: GRIEVANCE REGISTRY - TEMPLATE

Note: Any personal data will be processed in line with the FBiH Law on Personal Data Protection.

No	Name of complainant	Complainant profile	Contact information	Date received	Date acknowledged	Type (topic) of problem	Grievance description	Proposed corrective action (immediate or long term)	Due date for action	Results of action	Date of closure	Grievance follow-up	Recurrence (Y/N)	Notes
1.	Enter name or 'anonymous'					E.g., noise, dust, gender based violence and harassment								
2.														
3.														
4.														
5.														
6.														