

Stakeholder Engagement Plan (SEP)

Scaling Up Renewable Energy Project - Jajce II Hydropower Plant Rehabilitation Project

DRAFT

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Table 6-1 Engagement with Project-Affected Parties **Pogreška! Knjižna oznaka nije definirana.**

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1. Introduction

The Jajce II Hydropower Plant (HPP Jajce II) is a 30 MW diversion-type hydropower facility located on the Vrbas River in Central Bosnia and Herzegovina and operated by Public Utility “Elektroprivreda HZ HB” d.d. Mostar (EPHZHB). Commissioned in 1954, the plant has been in continuous operation for nearly seven decades and represents an important component of the Vrbas River hydropower cascade and the regional electricity supply system.

The World Bank considers financing the Scaling Up Renewable Energy Project (SURE) Project (Hereinafter referred to as: the Project), which aims to support Bosnia and Herzegovina’s sustainable energy transition through investments in renewable energy generation and grid integration. Within the Project, Component 3 involves “Scaling up renewable energy in EPHZHB’s area of operation”. One element of this Component is the rehabilitation of HPP Jajce II, which is intended to extend the operational lifetime of the facility by improving efficiency and reliability.

This Stakeholder Engagement Plan (SEP) has been prepared to describe how EPHZHB will engage with stakeholders during the rehabilitation Project and after the HPP returns to full operation.

2. Objective

The objectives of the SEP include:

- Identify stakeholders who could be affected by or who are interested in the Project
- Establish a systematic approach to stakeholder engagement
- Provide stakeholders with timely, relevant, and understandable information
- Ensure meaningful consultation, particularly with affected communities and workers
- Integrate stakeholder feedback into project design and mitigation measures.
- Establish a mechanism by which stakeholders can express concerns and grievances and be confident they will be addressed.

3. Project Description

3.1 Vrbas River Basin Overview

The Vrbas River is located in western Bosnia and Herzegovina (Figure 3-1) and is approximately 235 kilometers long, with a catchment area of about 6,273 square kilometers. The river originates from two springs on the southern slopes of Mount Vranica at an elevation of approximately 1,530 meters above sea level and flows northward, discharging into the Sava River near Srbac at approximately 96 meters above sea level.

Along its course, the Vrbas River passes through distinct geomorphological units, including mountainous headwaters, deep canyon sections, and lowland reaches. The upper course, extending from the source to Jajce, is characterized by steep gradients, rapids, and waterfalls. The middle course, from Jajce to Banja Luka, flows through a narrow limestone canyon with a pronounced riverbed drop, while the lower course downstream of Banja Luka exhibits typical lowland river characteristics.

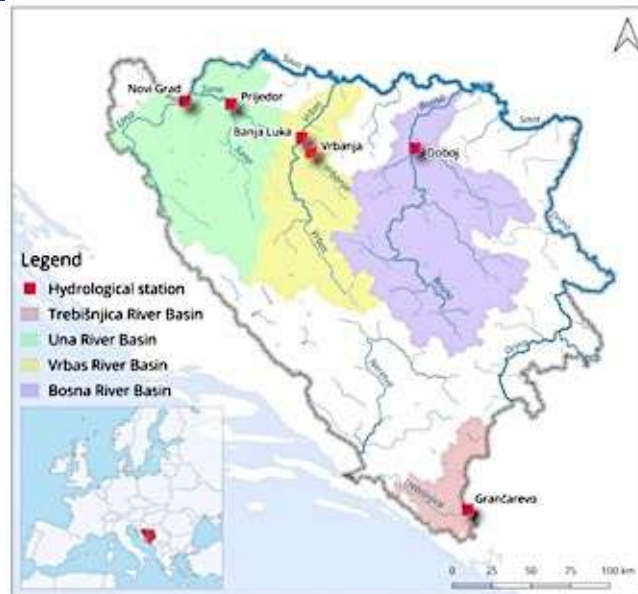


Figure 3-1. Location of Vrbas River Basin

There is significant hydrological variability within the basin. Average annual runoff averages approximately 132 cubic meters per second, with high flows occurring predominantly during the spring (March–May) and low-flow conditions typically observed in late summer (August–September). This seasonal variability is a key consideration for hydropower operation, environmental flow management, and downstream water use within the basin.

The basin supports diverse aquatic and terrestrial ecosystems, particularly within canyon sections, and provides water resources and ecosystem services to approximately 500,000 inhabitants living in settlements along the river corridor.

3.2 Hydropower Cascade on the Vrbas River

The hydropower potential of the Vrbas River basin is significant, with estimates indicating a technically exploitable potential of approximately 3,200–4,270 gigawatt-hours (GWh) per year under average hydrological conditions. To date, approximately 22–25 percent of this potential has been developed.

Hydropower development on the Vrbas River began in the late 19th century and intensified during the second half of the 20th century. The existing large hydropower plants forming the main Vrbas cascade (**Pogreška! Izvor reference nije pronađen.**) include:

- HPP Jajce II, commissioned in 1954, 30 megawatt (MW) generation capacity
- HPP Jajce I, commissioned in 1957: 60 MW, located on the Pliva River
- HPP Bočac, commissioned in 1981: 110 MW

These facilities operate in a cascade arrangement, where upstream reservoir operations and flow regulation directly influence downstream hydropower production, sediment transport, and aquatic conditions. As such, coordinated operation of the cascade is an important consideration from an environmental and social risk management perspective.

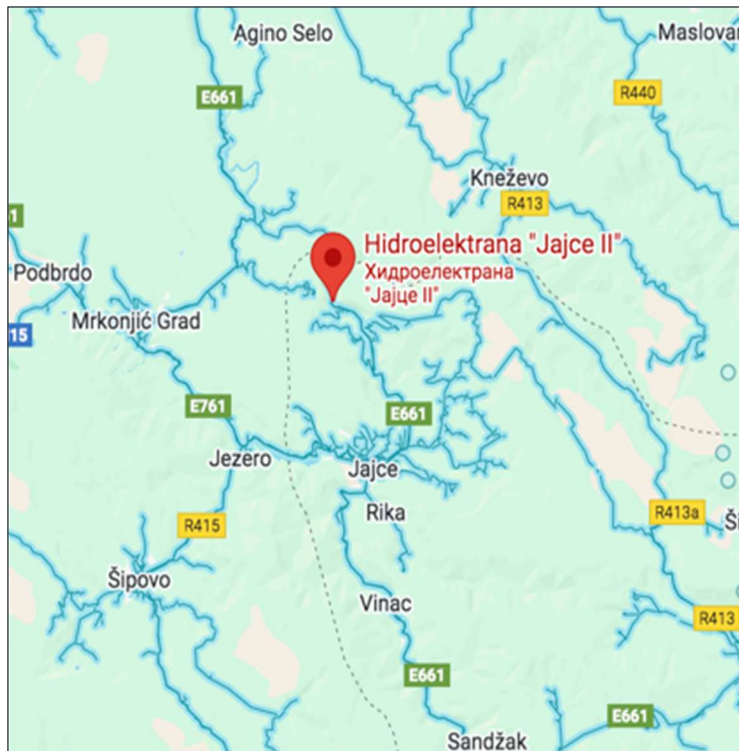


Figure 3-2. Location of HPP Jajce 2

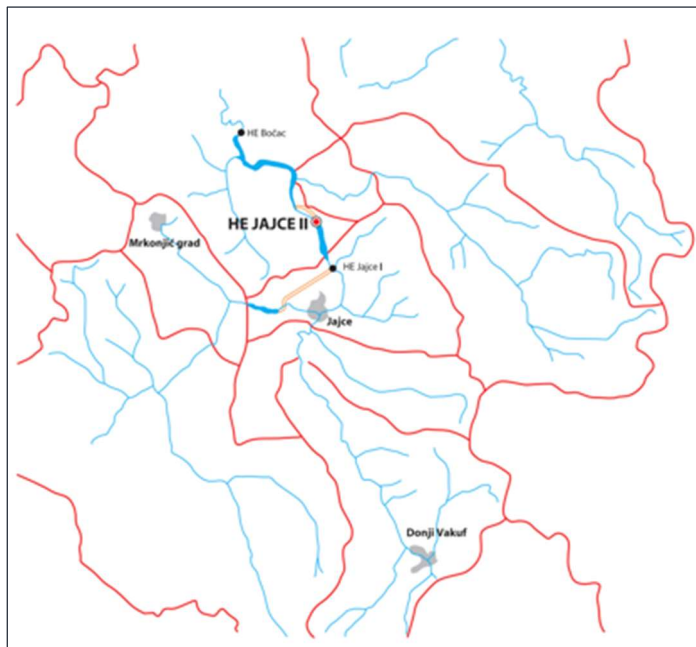


Figure 3-3. Vrbas River Hydropower Cascade

3.3 HPP Jajce II – Location and Main Characteristics

HPP Jajce II is located approximately 17 km downstream of the town of Jajce, along the Jajce–Banja Luka main road (**Pogreška! Izvor reference nije pronađen.**). The plant is a diversion-type hydropower facility with a concrete gravity dam and a small reservoir that provides only limited daily flow regulation (Figure 3-4).



Figure 3-4. HPP Jajce 2 Concrete gravity dam and reservoir (Source: EP HZHB)

The reservoir extends upstream for approximately 5 kilometers toward HPP Jajce I and has a useful storage volume of about 2.1 million cubic meters. The plant has an installed capacity of 30 MW and an average annual electricity production of approximately 175 GWh, depending on hydrological conditions. Over the past decade, average annual production has been approximately 150 GWh. The key characteristics of HPP Jajce II, including its dam and reservoir, are summarized in

Table 3-1.

Table 3-1 Key Characteristics of HPP Jajce II

<i>Parameter</i>	<i>Value</i>
Year of commissioning	1954
Type of facility	Diversion-type hydropower plant
Installed capacity	30 MW
Number of generating units	3
Average annual electricity production	~175 GWh
Average annual inflow	~66 m ³ /s
Reservoir useful volume	2.1 hm ³
Total reservoir volume	3.9 hm ³
Normal operating water level	329.0 m a.s.l.
Minimum operating water level	321.5 m a.s.l.

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Dam type	Concrete gravity dam
Reservoir type	Small storage / daily regulation
Reservoir length	~5 km
Useful storage volume	2.1 hm ³
Water level fluctuation	~7.0 m
Maximum operating level (NOL)	329.0 m a.s.l.

Electricity generated at HPP Jajce II is evacuated through existing 35 kV transmission lines connecting the plant to the regional power system and adjacent hydropower facilities within the Vrbas cascade.

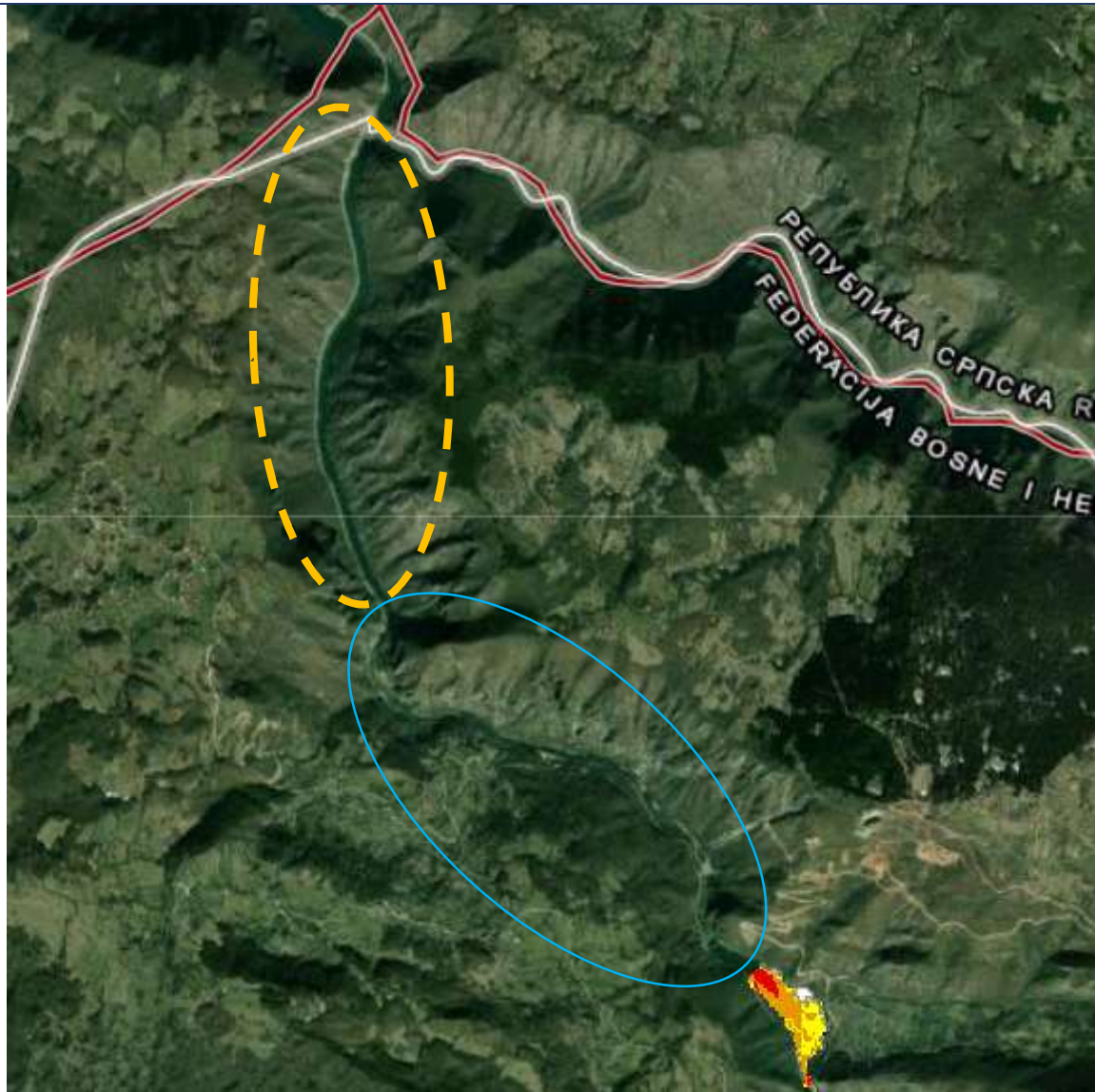


Figure 3-5. Flow of the Vrbas River and Areas Near Jajce II

Legend:

- **Vrbas River (downstream section):** From the powerhouse to the administrative boundary with the Republika Srpska.
- **Vrbas River (between first weir and powerhouse):** Flow between the first weir and the HPP Jajce II powerhouse.
- **Uninhabited Zone:** Area along roads adjacent to the river with no settlements or water users.

Figure 3-5 illustrates the sections of the Vrbas River in the vicinity of HPP Jajce II. The downstream section of the river extends from the powerhouse building to the administrative boundary with the Republika Srpska. The area along the road immediately adjacent to the river is uninhabited, with no settlements or water users. The only settlement, named Zdaljevac, is located 6 km upstream from the powerhouse, at a distance of 800m upstream from the reservoir (Figure 3-6), and with population of 230 inhabitants.

The section between the first weir and the powerhouse represents the flow immediately upstream of the powerhouse, also within an uninhabited area along the main road.

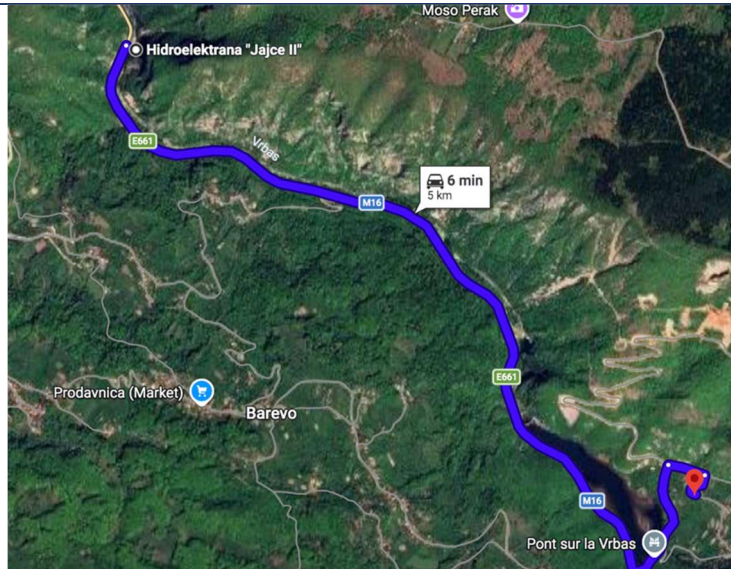


Figure 3-6. Location of the Settlement Nearest HPP Jajce II

The river section downstream of the powerhouse is influenced by the operations of HPP Bočac, which is operated by EPRS. The reservoir of HPP Bočac is used for recreational purposes and represents a locally important leisure area. The Eco-Centar Bočac is a popular recreational site providing designated swimming areas. The Eco-Centar is situated 4,4 km downstream from Jajce II powerhouse.



Figure 3-7. Eco-Centar Bočac recreational ares

The Novoselija water intake is situated on the Vrbas River, approximately 50 kilometers downstream of the HE Bočac reservoir, which itself is located downstream of HE Jajce II. Both hydropower facilities regulate river flows and retain coarser sediments within their reservoirs; however, fine suspended sediments, organic matter, and associated water quality parameters can continue to propagate downstream. As a result, the Novoselija intake may be indirectly affected by upstream hydropower operations, particularly during periods of high or variable flows, even in the absence of direct sediment management interventions at the Jajce II or Bočac facilities.

3.4 Jajce II HPP Rehabilitation Project

The scope of the rehabilitation project considered to be financed under the Project is designed to address equipment wear, improve hydraulic and mechanical performance, and ensure compliance with modern operational standards while maintaining the plant's existing layout and capacity. The Project will restore and modernize critical turbine, generator, transformer, and auxiliary systems to ensure safe, reliable, and efficient operation over the next 40 years or more. The specification of the rehabilitation work is shown in Table 3-2.

Table 3-2. Rehabilitation Works to be Financed by the World Bank

<i>Scope of rehabilitation</i>	<i>Rehabilitation</i>
Construction rehabilitation	• Closure facilities of the circulation and supply tunnel – rehabilitation • Water level, overflow chamber and pressure pipes – rehabilitation • Engine room • Drainage tunnel and exit structure
Hydromechanical equipment	• Main and auxiliary circulation tunnel closer • Supply tunnel closure • Main and auxiliary gate of the base outlet • Water level gates • Gate on the outlet structure
Turbine-generator production units (3)	• New turbines and associated equipment • New generators and associated equipment • Cooling system • Oil vapour extraction system • Power, control and monitoring of auxiliary drives of the generator
Joint drives and systems	• Equipment at 6.3 kV voltage level • Switchgear 35 kV • Compressed air system • Oil economy • Air conditioning, ventilation and smoke extraction system • Power supply, management and monitoring of shared facilities • AC and DC voltage system • Grounding and lightning protection • USZMR and PROCIS systems • Monitoring of production units • Telecommunications • Integration of new secondary equipment into existing systems • Stable system for extinguishing fires with CO2 gas

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The rehabilitation will be implemented in a phased manner with three sequential phases that each will rehabilitate one generating unit. This phased approach will allow two turbines to remain in operation throughout the process and thus will ensure continuity of plant operation and the least operational disruptions. Only if necessary, would the operation of the power plant will be temporarily suspended.

During rehabilitation works, no changes to the hydrological regime or operational flow conditions are anticipated. The volume of water that normally passes through the turbines of the generating unit undergoing rehabilitation will be temporarily diverted through the existing spillway/overflow system, in accordance with current operational procedures. This temporary operational adjustment will not result in any change in abstraction, alteration of downstream flows, or modification of current water management rules.

All replaced and upgraded equipment will be designed to fit within the existing spatial and technical constraints, with only minor modification of civil structures. These could include slight modifications to machinery mounts or access platforms, minor adjustments to turbine hall openings, installation of vibration isolation pads, and small trenches or channels for cabling and conduits. No major structural changes or expansion of the existing buildings are expected. All rehabilitation activities will be confined to the existing structures within their current dimensions.

The rehabilitation will not result in changes to installed capacity, design discharge, or operational flow parameters of the facility. As such, the works do not constitute an expansion, modification, or upgrade of capacity, but rather fall under the category of routine rehabilitation and refurbishment of existing infrastructure. Consequently, the Project does not trigger additional water use, energy generation, or operational permits beyond those already in place.

The rehabilitation works will be implemented by a Contractor appointed by EPHZHB. The project is expected to span a period of four years, with the first year allocated for preparatory work and the rehabilitation of each turbine-generator unit taking one year.

During construction, the Contractor is expected to engage approximately 25 workers. In line with the requirements of World Bank Environmental and Social Standard 2 (ESS2) (Labor and Working Conditions), priority will be given, where feasible, to the recruitment of workers from local communities, with an estimated 30 percent of the workforce expected to be hired locally. In addition, 15 to 20 internal staff members, including two engineers and electrical and mechanical fitters, will be assigned to the Project, primarily for logistical support, coordination, and other tasks. Similarly, four to five internal construction workers—engineers, technicians, and foremen—from the HPP Vrbas river Basin will support the Project.

In coordination with EPHZHB, the Contractor will determine accommodation arrangements for non-local workers. Such arrangements are expected to rely on rented housing within nearby communities and will be managed in a manner that avoids adverse impacts on the communities.

All Project activities will be undertaken on land that is currently under the control of EPHZHB and no new land will be disturbed. The land is not occupied or used by any formal or informal users.

However, certain ancillary activities—specifically the transportation of equipment and workers—will take place outside EPBiH-controlled sites, using existing public roads. For these activities, EPBiH will obtain all required permits and approvals from the relevant competent authorities.

Potential risks and impacts associated with labor influx, worker accommodation, and transport activities will be assessed and managed through the Project's Environmental and Social Management Plan and Labor Management Plan and communicated to affected stakeholders through means and channels as defined in this Stakeholder Engagement Plan.

4. Applicable Standards for Stakeholder Engagement

This section describes the standards that will guide stakeholder engagement for the Project.

4.1 World Bank Standards for Public Participation

The World Bank Environmental and Social Framework (ESF), effective since October 2018, sets out the environmental and social standards that apply to World Bank–financed projects. One of these standards, Environmental and Social Standard 10 (ESS10), requires that projects financed by the World Bank engage stakeholders throughout the project, including both providing and receiving information and providing means by which stakeholders can engage with the project. ESS10 defines stakeholders as individuals or groups who are affected or likely to be affected by the Project (Project-affected parties, or PAPs) and those who may have an interest in the Project (other interested parties).

The objectives of ESS10 are to:

- Establish a systematic approach to stakeholder engagement to identify stakeholders and build constructive relationships, particularly with Project-affected parties
- Assess stakeholder interest and support for the Project and incorporate stakeholder views into project design and environmental and social performance
- Promote inclusive and effective engagement with Project-affected and other interested parties throughout the Project lifecycle
- Ensure timely, understandable, accessible, and appropriate disclosure of information on project-related environmental and social risks and impacts
- Provide accessible and inclusive mechanisms for Project-affected and other interested parties to raise concerns and grievances and to be confident that such grievances are addressed in a timely manner.

Borrowers are required to identify and analyze stakeholders, plan and implement engagement activities, disclose information, conduct consultations, establish grievance mechanisms, and report on stakeholder engagement.

Under ESS10, the Borrower (in this case, EPHZHB) is required to prepare, disclose, and implement a Stakeholder Engagement Plan (SEP) proportionate to the nature, scale, and potential risks and impacts of the Project. The SEP is disclosed early in the project cycle and updated as necessary to reflect significant changes in project design or stakeholder engagement requirements.

4.2 National Standards for Stakeholder Engagement

Bosnia and Herzegovina is a party to the Convention on Access to Information, Public Participation in Decision-Making and Access to Justice in Environmental Matters (Aarhus Convention), which entered into force in BiH in 2008. The Convention guarantees public rights to access environmental information and participate in environmental decision-making. Its provisions apply not only to public authorities but also to entities performing public functions or providing public services under public authority. In line with these obligations, project proponents such as EPHZHB are required to respond to public requests for environmental information and to proactively disclose relevant environmental information, including in emergency situations.

At the Federation of BiH (FBiH) level, public participation is governed by legislation on environmental protection, environmental impact assessment, spatial planning, water management, and construction permitting. Relevant laws include:

- **Law on Environmental Protection of FBiH** (Official Gazette of FBiH, No. 15/21) establishes a general framework for public participation and access to environmental information.
- **Regulation governing Environmental Impact Assessment of F BiH** ; (OG 51/21, 33/22 and 104/22.) mandates public disclosure of Environmental Impact Assessments, public hearings, consideration of public comments, and disclosure of final decisions.

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- **Law on Waters of FBiH** (Official Gazette of FBiH, No. 70/06, 101/18), ensures public participation in procedures for water permits and approvals.
- **Law on Spatial Planning and Land Use of FBiH** (Official Gazette of FBiH, 2/06,72/07,32/08,4/10,13/10,45/10,85/21,92/21, 72/24) requires public insight and consultation in spatial and urban planning processes.
- **Law on Construction of FBiH** (Official Gazette of FBiH, No. 55/02, 23/17) provides for limited participation during construction permitting primarily for investors, landowners, and holders of the legal rights over affected properties.
- **Law on Construction of the Central Bosnia Canton** (Official Gazette of SBK, No. 10/14) also applies and complements the Federation-level construction legislation. This law regulates construction permitting and public participation procedures within the canton, ensuring that affected parties and local communities have opportunities to be informed and consulted.

For the Project, no construction permits, or environmental approvals are required, as the planned activities constitute routine rehabilitation works with no changes to water flow, installed capacity, or sediment regime. Consequently, formal public consultation procedures prescribed under environmental permitting or construction legislation are not triggered. Nevertheless, this information is of interest to stakeholders and will be proactively disclosed to ensure transparency and to avoid any concerns or misunderstandings related to environmental permitting requirements.

Public access to information and stakeholder engagement are ensured through applicable international, entity-level, and company specific legal and institutional frameworks. These include the Aarhus Convention, which guarantees access to environmental information and public participation rights, as well as the Law on Free Access to Information in the Federation of BiH, which provides a legal basis for disclosure of project-related information upon request. In addition, the Law on Occupational Safety in FBiH requires that workers are informed of occupational risks and are able to raise concerns.

At the company and project level, EPHZHB and Jajce II HPP internal procedures regulate communication with workers and local communities. Separate grievance mechanisms are established for: (i) project workers, including contractor personnel, and (ii) external stakeholders, including local community members and other affected parties. These procedures also govern the dissemination of information related to occupational health and safety, waste management, and minor traffic-related impacts.

The applicable international, entity-level, and company-specific legal and institutional frameworks governing public participation and information disclosure are summarized in Table 4-1 below.

Table 4-1. Legal and Regulatory Requirements Relevant to Stakeholder Engagement

<i>Level</i>	<i>Legal Instrument</i>	<i>Key Participation and Disclosure Requirements</i>
International	Aarhus Convention (ratified by BiH in 2008)	Guarantees public rights to access environmental information, participate in environmental decision-making, and access justice. Applies to public authorities and entities performing public functions or providing public services, including EPHZHB.
Federation of BiH	Law on Free Access to Information in FBiH (Official Gazette of FBiH, No. 32/01, 48/11)	Ensures the right of all natural and legal persons to access information held by public authorities. Requires disclosure upon request within prescribed deadlines, subject to legally defined exemptions.

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<i>Level</i>	<i>Legal Instrument</i>	<i>Key Participation and Disclosure Requirements</i>
Federation of BiH	Law on Occupational Safety ("Official Gazette of FBiH	Requires that workers be informed of hazards and risks and have a mechanism to communicate concerns
EPHZHB / Jajce II HPP	EPHZHB internal procedures (public communication, complaints handling, OHS)	Establish internal mechanisms for communication with local communities, workers, and other stakeholders, including handling of complaints and dissemination of project-related information.

4.3 EPHZHB Internal Procedures

A number of internal EPHZHB documents and rules will apply to the Project's stakeholder engagement. These are shown in Table 4-2 and include:

- Technical studies on public warning and flood risk downstream;
- Operational and internal regulations governing employee information and organizational communication
- Customer information and complaint-handling procedures for electricity supply and distribution.

While not all documents are procedural in nature, together they provide a contextual and institutional foundation for stakeholder engagement. They illustrate how Jajce II HPP approaches public safety, communication in case of emergency and/or accidents, and stakeholder interaction, and serve as a reference for the design of the current engagement strategy for both ongoing operations and the planned rehabilitation activities under the Project.

Table 4-2. Key Documents Informing Stakeholder Engagement and Information Disclosure for HPP Jajce II

<i>Document / Source</i>	<i>Year / Status</i>	<i>Description (WB-aligned terminology)</i>
"Public Information and Warning of the Population Downstream of Jajce II Dam" – Energoinvest, Sarajevo	1977 (Technical Study)	Defines methods for public warning and information dissemination to communities located downstream of the Jajce II Dam. Describes the operational emergency response plan and the warning and notification scheme for the affected population in the event of dam-related incidents.
"Public Information and Warning System" – ELEKTRON d.o.o. Grude	2016	Project for establishing a public information and early warning system covering the area from the Barevo Dam to Jajce II Hydropower Plant. Focuses on informing local communities about the occurrence of a flood wave on the Vrbas River. The area of consideration extends approximately 3 km along the M16 main road (Jajce – Banja Luka), along the left bank of the Vrbas River.
Accident Prevention Plan	Valid Internal Act 2021	One of the key documents prepared by HPP Jajce II is the Accident Prevention Plan (2021), which establishes procedures for responding to prevent the occurrence and spread of accidents or incidents hazardous to the environment. In incidents with broader environmental implications, local fire protection, civil protection, and police authorities are notified. A predefined list of key contact numbers

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<i>Document / Source</i>	<i>Year / Status</i>	<i>Description (WB-aligned terminology)</i>
		ensures rapid communication with internal and external stakeholders.
Rulebook on Operations of the Public Utility Elektroprivreda HZHB d.d. Mostar	Valid Internal Act 2025	Article 127 – Employee Information. Regulates internal communication and information disclosure to employees, including procedures for informing staff about operational, safety, and organizational matters.
Rulebook on Complaint Handling and Information of End Customers in Electricity Supply (I-5286-1/09,)	Valid Internal Act 2009	Defines procedures for customer information, communication of rights and obligations, and direct assistance and guidance to customers on a daily and periodic basis, in line with consumer engagement and grievance redress mechanisms.
Rulebook on Complaint Handling and Information of End Customers in Electricity Distribution (I-5286-1/09)	Valid Internal Act 2009	Regulates information disclosure, communication, and grievance handling for end users within electricity distribution services.
Guide on Access to Information Held by the Public Utility “Electric Power Company of the Croatian Community of Herceg-Bosna” d.d. Mostar (I-3920/17,)	Valid Internal Act 2017	Establishes rules and procedures for access to information, transparency, and communication with stakeholders, in accordance with applicable legislation and good international practice.

For HPP Jajce II, internal communication measures include written procedures, internal electronic systems, training and awareness-raising activities, visual communication materials, and regular meetings with documented records. External communication with stakeholders is conducted through official reports, direct correspondence with authorities, participation in stakeholder consultations and relevant meetings, direct verbal or written communication with affected communities, media updates, publication of information on the EPHZHB website, and electronic correspondence. Together, these measures ensure that information is timely, accessible, and relevant. These are considered to be generally consistent with the principles of World Bank ESS10 and provide a foundation for effective engagement during the ongoing operation and rehabilitation of the Project.

4.4 Stakeholder Engagement and Compliance with ESS10

Table 4-3 presents the key historical, technical, and operational documents relevant to HPP Jajce II and its routine rehabilitation works. It summarizes existing practices and guidance on stakeholder engagement, information disclosure, and grievance handling, drawing from technical studies, internal rules, and customer communication procedures. This overview provides the contextual basis for the Stakeholder Engagement Plan (SEP) and highlights the areas where formalized engagement mechanisms are needed in line with ESS10 requirements.

Table 4-3. Gap Analysis of Current HPP Jajce II Stakeholder Engagement and ESS10

<i>ESS10 Requirement</i>	<i>Current Status</i>	<i>Compliance Status / Remarks</i>	<i>Action required</i>
Preparation and implementation of a Stakeholder Engagement Plan proportionate to project risks and impacts	None required by present rules.	This SEP has been prepared for the Project, describing applicable stakeholder engagement, information disclosure, and grievance mechanisms in line with the low-risk nature of routine	The SEP will be implemented throughout project execution and updated if project risks or stakeholder profile change

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<i>ESS10 Requirement</i>	<i>Current Status</i>	<i>Compliance Status / Remarks</i>	<i>Action required</i>
		rehabilitation works. This SEP is proportional to project scope, impacts, and interest.	
Stakeholder engagement and timely disclosure of relevant information throughout the project life cycle	Information disclosure is mostly limited to internal employee communications (Rulebook, 2025) and customer information procedures (2009). Technical studies (1977, 2016) describe public warning systems for emergency situations. The Accident Prevention Plan (2021) establishes internal and external communication protocols in the event of accidents or incidents.	Partially compliant	The SEP provides a structured mechanism for regular, project-specific disclosure to stakeholders throughout the Project
Disclosure of environmental risks, impacts, mitigation measures, and compliance information	The 1977 and 2016 technical studies describe operational and emergency risks (e.g., flood wave warnings). Internal documents focus on employee or customer communication, not environmental impact disclosure. The Accident Prevention Plan (2021) outlines procedures to prevent accidents with environmental implications and ensures rapid communication with local authorities. Internal documents focus on employee or customer communication, not environmental impact disclosure.	Partially compliant	The SEP summarizes potential and actual impacts and measures to avoid or minimize them
Meaningful engagement with affected and interested stakeholders	Existing documentation does not record formal consultation or engagement with communities beyond emergency warning and customer information procedures.	Partially compliant	The SEP provides for meaningful engagement
Identification of affected and interested parties	Downstream populations are recognized for emergency warning purposes. Customers are recognized in complaint handling rules. Employees are identified internally. No direct requirement to identify non-affected interested parties	Partially compliant	For the Project, it is recommended to review and expand the stakeholder list to include all relevant parties, ensuring that engagement is

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<i>ESS10 Requirement</i>	<i>Current Status</i>	<i>Compliance Status / Remarks</i>	<i>Action required</i>
			comprehensive and inclusive.
Engagement with disadvantaged or vulnerable groups	Not applicable.	No disadvantaged or vulnerable groups have been identified in connection with the Project, given the limited scope and nature of the rehabilitation works, which do not involve major social impacts, land acquisition, or displacement. The nearest settlement is located approximately 50 km downstream from the rehabilitation site. All project works will be executed within the Jajce II HPP premises, ensuring that environmental and social disturbances—including noise, traffic, and access disruptions—are negligible, further reducing potential impacts on vulnerable populations.	The engagement program will identify and engage such groups, if applicable
Establishment and operation of a grievance mechanism	Complaint handling rules (2009) exist for electricity customers; no grievance mechanism is documented for communities affected by dam operations or rehabilitation activities.	Partially compliant	The SEP outlines a formal, accessible grievance mechanism for affected communities and project stakeholders .
Organizational capacity and allocation of responsibilities	Internal rulebooks assign communication responsibilities to employees and management for operational and customer information.	Compliant	The SEP builds upon existing programs and defines engagement responsibilities for this specific Project, which may require additional capacity
Documentation and reporting of stakeholder engagement	Documentation exists for internal communications and customer complaints; there is no formal reporting of engagement with external stakeholders or communities.	Partially compliant	The SEP requires two-way engagement with stakeholders throughout Project performance

The table demonstrates how this SEP will overcome gaps between current HPP Jajce II requirements and practices and the engagement program for the rehabilitation project. These gaps provided the

focus areas for the SEP, including the design of engagement measures that are proportionate to the low-risk rehabilitation work.

5. Potential Environmental and Social Impacts of the Project

The rehabilitation works at HPP Jajce II may result in limited and temporary impacts on environmental resources, downstream users, and other stakeholders. These impacts are expected to be minor in scale, short-term in duration, and confined to the immediate project area. Given that the works involve rehabilitation of existing infrastructure without expansion of capacity or footprint, significant adverse environmental or social impacts are not anticipated. The phased implementation approach and planned mitigation measures further reduce potential risks.

The main potential impacts, and the measures intended to avoid or minimize them, include:

- **Flow Regime Changes: No disruption to downstream water users—including municipal water supply, agriculture, fisheries, or river-based livelihoods—is expected.** During the refurbishment of individual turbines, the water normally conveyed through the turbine undergoing rehabilitation will be diverted through the existing spillway. Consequently, there will be no reduction or alteration in the total downstream flow volume or timing, and the flow regime downstream will be maintained within existing variability.
- **Sediment Transport: No changes to sediment dynamics or associated impacts on water quality, aquatic habitats, or downstream infrastructure are anticipated.** The rehabilitation works do not include sediment flushing, dredging, reservoir cleaning, or other activities that would alter sediment transport or storage.
- **Safety and Emergency Risks: The phased rehabilitation approach will maintain the operational flexibility of the plant.** The existing dam and spillway infrastructure will continue to operate in accordance with established safety protocols so there will be no increase in downstream flood risk during the rehabilitation works. Emergency preparedness and communication systems will remain fully functional throughout the Project implementation period, ensuring a prompt and coordinated response in the unlikely event of an incident.
- **Water Quality and Waste Management: The rehabilitation will generate several types of potentially hazardous waste, including used oil from each of the three units.** Other wastes will include turbine components, other electromechanical parts, and possibly asbestos-containing materials. All hazardous materials and wastes will be collected, stored, transported, and disposed of in accordance with national regulations and EPHZHB's waste management procedures. Metals and other non-hazardous components will be recycled wherever feasible, while hazardous substances will be managed in a way that prevents contamination of soil or water and ensures the safety of workers and the surrounding environment.
- **Ecosystem and Fisheries Impacts: No significant impacts on fish migration, spawning, or aquatic habitats and biodiversity are expected,** given that the flow regime and sediment transport will remain unchanged, and water quality impacts will be minimized through proper handling and disposal of hazardous materials and wastes,. The Project's limited scale and phased implementation approach will ensure that the river ecosystem and local fisheries resources are preserved, minimizing impacts on communities relying on these resources for livelihoods or recreation. No additional land will be affected, so there will be no effects on terrestrial biodiversity and ecosystems.
- **Transport and Traffic Disruptions: Rehabilitation works will result in a temporary increase in traffic** associated with moving workers to and from the site on a daily basis and the transport of large equipment, including turbines, generators, on a few occasions each year. This may

cause some very minor and temporary disruptions to local traffic and increase the potential for accidents, and the increase in traffic will not be enough to damage roads. To minimize even the low risk, all project drivers will be required to adhere to strict safety rules, and oversized loads will be accompanied by guide vehicles with warning signs and lights. Local communities along major transport routes will be informed in advance and consulted regarding any special precautions needed during delivery or removal of large equipment.

- Occupational Health and Safety: **Rehabilitation works involve inherently hazardous activities**, including work at height, electrical work, operations near water, and potential exposure to hazardous materials, including asbestos. These risks will be confined to the HPP site and will not affect local communities. To manage these risks, EPHZHB and the Contractor will prepare and implement Project-specific Occupational Health and Safety (OHS) Management Plans in accordance with national regulations and Good International Industry Practice (GIIP). The OHS plans will include measures specifically designed to prevent exposure to asbestos and other hazardous substances, ensure safe use of equipment, and provide training for all workers on site- and Project-specific hazards and emergency procedures.
- Labor Influx: **The temporary engagement of a limited number of workers may result in minor social interactions within the local community**. In small or rural settings, such interactions can occasionally place additional demand on local services or lead to misunderstandings between workers and residents. Given that the rehabilitation workforce is expected to be relatively small and primarily sourced locally where possible, significant impacts are not anticipated. Nevertheless, preventive measures will be implemented in line with good international practice. Workers will receive training on appropriate workplace behavior and respectful engagement with local communities, and all personnel will be required to adhere to a Code of Conduct. These measures are intended to promote positive community relations and minimize any potential social risks.
- Economic Benefits: **The rehabilitation works are expected to provide positive economic benefits, although on a modest scale**. The Contractor will be encouraged to hire qualified local workers with a target of up to 30% local workforce participation where feasible. Local suppliers will be used wherever possible. Additionally, the increased efficiency and reliability of the HPP following rehabilitation will contribute to national electricity supply and support local development and economic stability.

6. Stakeholder Identification and Analysis

6.1 Methodology

Stakeholders for the Project were identified based on:

- Proximity to Jajce II HPP, the reservoir, and downstream river reaches of the Vrbas River
- Community use and dependence on reservoir and river resources
- Involvement in plant operation and maintenance and in the rehabilitation Project
- Regulatory and oversight responsibilities

Interest in the HPP, energy production, environmental protection, and social impacts

- Proximity to major transport routes used for the delivery of equipment and workforce movements, which may expose additional communities and stakeholders to traffic-related risks.

ESS10 distinguishes between two main groups of stakeholders:

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- **Project-affected parties:** These are individuals or groups or organizations who may be directly affected by the Project. This can include both positive and negative impacts and would include potential impacts on their physical environment, health, security, cultural practices, well-being, or livelihoods. Project-affected parties may consist of direct Project beneficiaries, members of local communities who are most likely to witness or experience changes resulting from the Project's environmental and social impacts, and workers who may be employed and/or exposed to risks to their health and safety. This category also includes disadvantaged or vulnerable individuals or groups who may be disproportionately affected by the Project or who may face barriers to participation in the consultation process.
- **Other interested parties:** These are individuals, groups, or organizations who are not directly affected but who have an interest in the Project for any reason. This interest could stem from the location, characteristics, impacts, or matters of public concern. Examples of other interested parties include regulators, government officials, private sector entities, members of the scientific community, academics, labor unions, women's organizations and other civil society organizations, and cultural groups. Vulnerable groups that are not directly affected but may have an interest in the Project are also considered within this category where relevant.

Stakeholder identification and engagement are designed to proactively include various stakeholders, using targeted outreach, accessible and culturally appropriate communication, inclusive consultations, grievance mechanisms, and monitoring to ensure equitable participation and benefit sharing.

The following subsections describe the various stakeholders for the rehabilitation Project.

6.2 Project-Affected Parties

The term Project-Affected Parties (PAPs) includes those likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods. These stakeholders may include individuals or groups, including local communities.

Table 6-1 identifies the key stakeholder groups who were identified as potentially being affected by the Project. The provides specific examples from the project risk area and outlines their potential concerns or interest associated with project activities.

Table 6-1. Potential Project-Affected Parties

<i>Stakeholder Group</i>	<i>HPP Jajce II Local Context</i>	<i>Potential Concerns</i>
Local communities	Settlements located along the transport route from the starting point to the HPP, including those along Main Road M-16.	Temporary traffic disruptions from transport of turbines and heavy equipment, minor delays
Road users along the M16 magistral road	Passenger vehicles, local transport, commercial traffic	Possibly a few times each year with temporary traffic disruption that cause delays during transport of large equipment, or possibly vibration from passing trucks
Water users	Tourism operators- Eco-Center Bočac Water Utility Vodovod Banja Luka	Potential risk of accidental oil or hazardous material spill Potential risk of water turbidity at the water supply source in case of sediment release from the power plant

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<i>Stakeholder Group</i>	<i>HPP Jajce II Local Context</i>	<i>Potential Concerns</i>
EPZHB and HPP workers assigned to the Project	Operational and maintenance staff, Contractor rehabilitation workers	Occupational health and safety risks related to rehabilitation activities
Contractors	Construction and rehabilitation workforce	Occupational health and safety hazards; proper handling of hazardous materials; labour management

6.3 Other Interested Parties

The term other interested parties refer to individuals, groups, or organizations with an interest in the project, which may be because of the project location, its characteristics, its impacts, or matters related to public interest. The stakeholder groups who would or may have an interest in the Project, but who would not be directly affected, the Project are identified in Table 6-2.

Table 6-2. Other Interested Parties

<i>Stakeholder Group</i>	<i>HPP Jajce II Local Context</i>	<i>Potential Interests / Concerns</i>
EPHZHB (management, E&S unit, human resources department, public relations units)	EPHZHB and HPP E&S department and HR Department	All aspects of the project and its effect on HPP operation, people, and the environment, including Project management, compliance with national regulations and ESF/ESD requirements, operational efficiency during rehabilitation, stakeholder engagement, grievance redress mechanisms, community support, safe handling of hazardous materials and waste, occupational health and safety
Local authorities	City of Jajce	Public safety, traffic management, coordination regarding transport of oversized loads
FBiH and cantonal authorities	AVP Sava River Basin Management Agency Federal road directorate- Ceste FBiH Cantonal Police, Ministry of Interior SBK Federal Administration for Inspection Affairs (FUZIP)	Water management authority (AVP Sava): Issuance of water acts (water conditions, permits, consents); oversight of hydrological regime and flood risk management; notification during spillway operations. Road authority (Ceste FBiH): Approval for road occupation; permits for oversized transport; coordination of transport routes and traffic safety measures. Police / Ministry of Interior: Escort and traffic control for special transport; public safety enforcement. Inspection authority (FUZIP): Supervision and inspection related to labor safety, environmental protection, water management, and construction compliance.
Civil society (NGOs (environmental, social, women's, energy CSOs)	SRU "Zlatovčica" Jajce, other local environmental or social NGOs/CSOs	Protection of river ecosystems and fisheries, monitoring potential project impacts (traffic, waste, hazardous materials), participation in consultations, promoting transparency and inclusion

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<i>Stakeholder Group</i>	<i>HPP Jajce II Local Context</i>	<i>Potential Interests / Concerns</i>
Media	Local and regional newspapers, radio, and online outlets	Accurate and timely reporting on project activities, dissemination of information to communities and vulnerable groups, raising awareness of traffic, safety, and environmental measures
World Bank	Task team, safeguards specialists	ESF compliance, technical guidance on social and environmental safeguards, review of stakeholder engagement, oversight of waste management, hazardous materials handling, and OHS practices

6.4 Disadvantaged / vulnerable individuals or groups

Given that rehabilitation works are confined within the existing HPP facility and no land acquisition or resettlement is foreseen, vulnerability in the context of this Project primarily relates to indirect impacts such as temporary traffic disruptions and occupational health and safety risks. Vulnerable groups include persons with disabilities, elderly residents along the transport route, women with caregiving responsibilities, and project workers exposed to occupational hazards. Specific engagement and mitigation measures have been designed to ensure these groups have equitable access to information, grievance mechanisms, and safe project implementation.

7. Stakeholder Engagement Program

7.1 Summary of stakeholder engagement done during project preparation

During the course of the audit, the team met with selected stakeholders to learn about their overall interest in and knowledge of the Jajce II HPP and whether they knew of the rehabilitation project. In addition, the purpose was to provide information on the Project. Stakeholders who were met include those in Table 7-1.

Table 7-1. Consultations During Audit

<i>Meeting Date</i>	<i>Stakeholder</i>	<i>Awareness about the Project / Cooperation with HPP Jajce II</i>	<i>Key Concerns / Interests</i>	<i>Recommended Actions</i>
10.02.2026	HPP Bočac	Informed; good cooperation, especially during urgent situations	Coordination during urgent situations; turbine availability; schedule and duration of works	Ensure timely notification of start, duration, and turbine status via dispatcher services. Maintain communication during emergency operations.
12.02.2026.	Sport Fishing Association "Zlatovčica"	Informed; good cooperation	Protection of water quality and ecosystems in reservoirs	Continue with current monitoring programme

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<i>Meeting Date</i>	<i>Stakeholder</i>	<i>Awareness about the Project / Cooperation with HPP Jajce II</i>	<i>Key Concerns / Interests</i>	<i>Recommended Actions</i>
10.02.2026.	Representative of Municipality Jajce	Informed, but no cooperation established	Lack of information to assess impacts or mitigation	Provide overview of works, areas of potential risk, and mitigation measures to relevant city departments as appropriate.
13..02.2026.	AVP Sava Sarajevo	Informed; past cooperation good	Compliance with water permit; water quality	Periodic downstream water quality monitoring during equipment replacement
10.02.2026.	Settlement Zdaljevac	Not previously informed; cooperation good	Works in the settlement area, traffic	No special suggestions
26. 02.2026	Water Supply company Vodovod Banja Luka	Not previously informed	Potential turbidity at the water intake Novoselija	Turbidity at the Novoselija intake, which is short-term and mainly caused by flash flows downstream of the Bočac reservoir, is not considered a reason for special operating conditions. In the past year, the intake experienced only 1–2 brief interruptions—once due to turbidity and once due to a power outage—and Jajce II, located significantly upstream of Bočac, would not contribute to turbidity through sediment discharge.

7.2 Summary of project stakeholder needs and methods, tools and techniques for stakeholder engagement.

This section describes the stakeholder engagement program that will be undertaken for the Jajce II HPP rehabilitation project. Engagement will be proportionate to risk, recognizing that rehabilitation activities may cause minor impacts that would be temporary and localized impacts and also interact with any long-standing operational and legacy issues. The tables below outline the likely interest of the Project-affected parties and other interested parties, respectively, and the goals and methods of engagement. As shown, the primary objectives of engagement for affected parties is to understand their concerns, to provide information about the Project and its expected impacts, how impacts will be avoided or controlled, the methods to be used to engage the stakeholders, and to implement a

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mechanism to allow stakeholders to communicate with HPP Jajce II and for the HPP to address those concerns.

Table 7-2 Engagement with Project-Affected Parties – Preparatory Phase

<i>Stakeholder Group</i>	<i>Key Vulnerability / Gender Considerations</i>	<i>Topic of Engagement</i>	<i>Method of Engagement</i>	<i>Frequency / Timing</i>	<i>Responsibility</i>	<i>Documentation & Monitoring</i>
Nearby communities along M-16 transport route; Road users	Elderly persons; persons with disabilities; women reliant on public transport; users without digital access	Inform about rehabilitation works at HPP Jajce II, oversized transport schedule, traffic management measures, safety precautions, grievance mechanism	Written notification to local authorities; coordination with traffic police; BIHAMK announcements; municipal website notices (where available); roadside warning signage; dedicated contact phone line	At least 7–14 days prior to first oversized transport; updated prior to each transport event	PIT in coordination with Contractor and Traffic Police	Copies of notifications; website screenshots; log of transport notifications; record of calls or inquiries received
Downstream water users; relevant water utility (e.g., Vodovod Banja Luka)	Users dependent on river water quality; seasonal fishermen; elderly users	Inform about scope of rehabilitation works, preventive spill measures, environmental protection measures, and emergency response procedures	Formal written notification; coordination meeting if requested; emergency contact exchange	At least 14 days prior to works affecting plant operation; immediate notification in case of incident	Quality Management Officer / PIT	Copies of correspondence; incident communication log
HPP Jajce II workers	Gender-specific OHS needs; equal access to worker grievance mechanism	OHS procedures during rehabilitation; emergency response procedures; worker grievance mechanism; Code of Conduct; coordination between contractor and plant staff	Worker briefings; distribution of Code of Conduct; signed acknowledgment forms	Prior to commencement of works	PIT / OHS Officer	Attendance sheets; signed CoC forms; training records
Contractors	Risk of child/forced labor; SEA/SH	Labor management requirements	Contractual requirements; induction	Prior to mobilization	PIU / PIT	Training logs; contractual clauses;

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<i>Stakeholder Group</i>	<i>Key Vulnerability / Gender Considerations</i>	<i>Topic of Engagement</i>	<i>Method of Engagement</i>	<i>Frequency / Timing</i>	<i>Responsibility</i>	<i>Documentation & Monitoring</i>
	risk awareness; migrant workers	; OHS standards; worker grievance mechanism; SEA/SH Code of Conduct; disciplinary measures	training; mandatory Code of Conduct and OHS briefing			monitoring checklist

Table 7-3 Engagement with Project-Affected Parties – Implementation Phase

<i>Stakeholder Group</i>	<i>Key Vulnerability / Gender Considerations</i>	<i>Topic of Engagement</i>	<i>Method of Engagement</i>	<i>Frequency / Timing</i>	<i>Responsibility</i>	<i>Documentation & Monitoring</i>
Road users and nearby communities along transport route	Mobility-restricted individuals; emergency access concerns	Updates on transport schedule; temporary traffic management; safety reminders	BIHAMK updates; roadside signage; “guide car” escort for oversized loads; hotline availability	Prior to each oversized transport event; periodic updates during transport phase	Contractor (logistics lead) + HPP Jajce II	Transport event log; hotline register; complaints received
Downstream water users; water utility	Vulnerable informal users	Notification in case of spill or environmental emergency	Immediate phone notification to relevant water utility; public notice if required	As needed (incident-based)	Quality Management Officer	Incident report; notification record
HPP Jajce II workers	Equal access to GM; gender-disaggregated monitoring	Ongoing OHS briefings; coordination of works; worker grievance mechanism reminders	Toolbox talks; periodic safety meetings; internal written communication	Weekly toolbox talks; monthly OHS meetings	OHS Officer	Meeting minutes; attendance sheets; GM statistics
Contractors and subcontractors	SEA/SH risk awareness; worker safety conditions	Refresher OHS training; SEA/SH awareness; grievance mechanism reminders	Periodic training sessions; anonymous reporting channels maintained	Quarterly refresher training or as required	Contractor / PIU	Training records; SEA/SH reporting log (confidential)

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Table 7-4 Engagement with Project-Affected Parties – Post-Completion Phase

<i>Project Stage</i>	<i>Stakeholder Group</i>	<i>Key Vulnerability / Gender Considerations</i>	<i>Topic of Engagement</i>	<i>Method of Engagement</i>	<i>Frequency / Timing</i>	<i>Responsibility</i>	<i>Documentation & Monitoring</i>
Completion	Local authorities; nearby communities; road users	Elderly persons; persons with limited access to information	Inform about completion of rehabilitation works; confirmation that transport of oversized equipment has ended; continued availability of grievance mechanism	Written notice to local authorities; municipal disclosure (if applicable); website update	Upon completion of works	PIT in coordination with HPP Jajce II management	Copies of completion notifications; website screenshots (if applicable); internal completion report
Completion	Downstream water users; relevant water utility	Users dependent on river water quality; seasonal fishermen; elderly users	Inform about completion of rehabilitation works and return to normal operational regime	Formal written notification to relevant authorities or water utility	Upon completion of works	Quality Management Officer / PIT	Copies of correspondence; monitoring summary
Completion	HPP Jajce II workers	Equal access to worker GM	Information on completion of works; transition back to normal operations; continued availability of worker grievance mechanism	Internal staff communication; final safety meeting	Upon completion of works	HPP management / OHS Officer	Meeting minutes; internal communication record
Completion	Contractors and subcontractors	Equal access to GM; SEA/SH reporting channels	Demobilization procedures; closure of contractor obligations	Demobilization meeting; written communication	At completion of contractor activities	PIU / PIT	Demobilization records; meeting minutes

Engagement activities will be implemented at defined stages of the Project lifecycle, including prior to mobilization, during key transport operations, periodically during rehabilitation works, and following completion of works. Records of engagement activities, attendance, issues raised, and follow-up actions will be documented and reported in accordance with ESS10.

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Table 7-5. Engagement with Other Interested Parties

<i>Stakeholder Group</i>	<i>Key Vulnerability / Gender Considerations</i>	<i>Topic of Engagement</i>	<i>Method of Engagement</i>	<i>Frequency / Timing</i>	<i>Responsibility</i>	<i>Documentation & Monitoring</i>
Other hydropower plants on the Vrbas River	Operational coordination requirements between hydropower facilities	Information on schedule of rehabilitation works and any potential operational implications; notification of incidents that may affect river operations	Formal written notification and operational coordination between plant operators	Prior to commencement of rehabilitation works; notification in case of incident	PIT / HPP Jajce II management	Copies of correspondence; operational coordination records
Local authorities (municipality, local administration)	Need to ensure accessibility of information for residents including elderly persons and those without digital access	Information on rehabilitation schedule, transport of oversized equipment, and traffic management arrangements	Written notification; coordination meetings if required	Prior to major equipment transport; updates if schedule changes	PIT in coordination with Contractor	Copies of notifications; meeting minutes
Cantonal authorities and authorities of the Federation of Bosnia and Herzegovina	Institutional oversight responsibilities	Information on project status and compliance with regulatory and environmental requirements	Formal written communication; coordination meetings if required	Prior to commencement of works; periodic updates as needed; notification in case of incident	PIU / PIT	Copies of correspondence; regulatory communication records
NGOs / CSOs (environmental, social, women's, energy sector organizations)	Ensuring equitable access to information and transparency of project implementation	Provision of general project information and status updates; access to publicly available project documentation	Disclosure through official project communication channels; written responses to information requests where received	At commencement of rehabilitation works and as needed	PIU / PIT	Records of disclosures; correspondence with organizations
Media	Public dissemination of accurate information	Information on project progress, rehabilitation activities, and key milestones	Press releases; responses to media inquiries; interviews where appropriate	As needed	PIU / PIT	Copies of press releases; media communication records

Engagement with other interested parties will be documented, and any feedback received will be reviewed and addressed as appropriate. Significant project changes or incidents will trigger additional communication. All stakeholders will have access to the Project Grievance Mechanism.

7.3 Proposed strategy to incorporate the views of vulnerable groups

In addition to the general stakeholder engagement measures described in Section **Pogreška! Izvor reference nije pronađen.**, the Project recognizes that certain groups may face barriers in accessing information or participating in consultations. Section **Pogreška! Izvor reference nije pronađen.** outlines the approach for engaging vulnerable and disadvantaged groups, ensuring their concerns and perspectives are effectively considered in project planning and implementation. The strategy is designed to be proportional to potential impacts, focused on accessibility and inclusion, and implemented in alignment with the broader stakeholder engagement program presented in Tables 7.2-7.5.

The vulnerable or disadvantaged groups include:

- Persons with disabilities residing in settlements along the M16 transport corridor
- Elderly persons in local communities
- Women, including single-parent households and primary caregivers
- Children in settlements along the transport route
- Vulnerable water users, such as seasonal fishermen or recreational users along the Neretva river

Engagement with these groups will be proportional to potential impacts and focused on accessibility and meaningful participation:

- Accessible scheduling and locations: Notifications and briefings will be timed and located to be convenient and accessible for affected communities.
- Support for mobility or access constraints: Assistance will be provided to persons with reduced mobility or other limitations to receive information.
- Practical communication channels: Stakeholders will be informed using direct written notifications to local authorities, coordination with traffic police, and official road safety announcements (BIHAMK), focusing on relevant impacts such as temporary traffic interruptions or oversized transport events.
- Comprehensible materials: Simple, clear language and explanations will be used to ensure affected stakeholders understand temporary traffic changes and safety measures.
- Coordination with representatives: Local authorities and NGOs will be engaged as needed to reach individuals who may otherwise have limited access to information.
- Monitoring and adaptation: Participation and feedback will be monitored, and methods will be adjusted if additional outreach is needed to ensure vulnerable groups are informed.

Engagement activities for vulnerable groups will be informed by and implemented in alignment with the broader stakeholder engagement program presented in Section **Pogreška! Izvor reference nije pronađen.**, which detail methods, responsibilities, timing, and monitoring mechanisms.

7.4 Implementation Arrangements and Resources

In addition to the general stakeholder engagement measures described in Section **Pogreška! Izvor reference nije pronađen.**, the Project recognizes that certain groups may face barriers in accessing information or participating in consultations. Section **Pogreška! Izvor reference nije pronađen.** outlines the approach for engaging vulnerable and disadvantaged groups, ensuring their concerns and perspectives are effectively considered in project planning and implementation. The strategy is designed to be proportional to potential impacts, focused on accessibility and inclusion, and implemented in alignment with the broader stakeholder engagement program presented in Tables 7.2-7.5.

The vulnerable or disadvantaged groups include:

- Persons with disabilities residing in settlements along the M17 transport corridor
- Elderly persons in local communities
- Women, including single-parent households and primary caregivers
- Children in settlements along the transport route
- Vulnerable water users, such as seasonal fishermen or recreational users along the Neretva river

Engagement with these groups will be proportional to potential impacts and focused on accessibility and meaningful participation:

- Accessible scheduling and locations: Notifications and briefings will be timed and located to be convenient and accessible for affected communities.
- Support for mobility or access constraints: Assistance will be provided to persons with reduced mobility or other limitations to receive information.
- Practical communication channels: Stakeholders will be informed using direct written notifications to local authorities, coordination with traffic police, and official road safety announcements (BIHAMK), focusing on relevant impacts such as temporary traffic interruptions or oversized transport events.
- Comprehensible materials: Simple, clear language and explanations will be used to ensure affected stakeholders understand temporary traffic changes and safety measures.
- Coordination with representatives: Local authorities and NGOs will be engaged as needed to reach individuals who may otherwise have limited access to information.
- Monitoring and adaptation: Participation and feedback will be monitored, and methods will be adjusted if additional outreach is needed to ensure vulnerable groups are informed.

Engagement activities for vulnerable groups will be informed by and implemented in alignment with the broader stakeholder engagement program presented in Section **Pogreška! Izvor reference nije pronađen.**, which detail methods, responsibilities, timing, and monitoring mechanisms.

8. Information Disclosure Plan

Information disclosure is a key element of stakeholder engagement under ESS10 and EPHZHB protocols. This section describes the principles behind disclosure and how disclosure of Project information will proceed.

8.1 Principles

Information will be disclosed:

- In local languages (Bosnian/Croatian/Serbian) and English.
- Through multiple channels, including EPHZHB website, HPP Vrbas r. Basin and HPP Jajce II notice boards, Notices in local media.
- In non-technical language.
- Prior to key decisions, consultations, and works commencement.

8.2 Documents to be Disclosed

- Environmental and Social Audit Report
- Stakeholder Engagement Plan (SEP)
- Environmental and Social Management Plan (ESMP)
- Labor Management Procedure (LMP)
- Traffic Management Plan
- Waste Management Plan
- Occupational Health and Safety (OHS) Plan
- Grievance Mechanism (GM) procedures
- Emergency and Accidents procedures
- In the future, the status of the Project, both the rehabilitation project and future operations.

8.3 Disclosure Procedures

Stakeholders will be provided with timely access to project information and the opportunity to provide meaningful input. The disclosure program is tailored to the environmental, social, and operational context of the rehabilitation Project and will provide clear, accessible, and inclusive communication with affected communities, workers, and other stakeholders. The disclosure to be undertaken is described in Table 8-1.

Table 8-1 Information Disclosure Plan

<i>Phase</i>	<i>Information to be disclosed</i>	<i>Target Stakeholders</i>	<i>Timing</i>	<i>Disclosure Method</i>	<i>Responsible party</i>
Before rehabilitation (June—date to be determined)	Environmental and Social Audit Report Stakeholder Engagement Plan (SEP) Environmental and Social Management Plan (ESMP) Labor Management	All stakeholders	15 days before consultations	• EPHZHB website • Notice in local media • HPPs Vrbas r. Basin notice boards, • HPP Jajce II notice boards	• EPHZHB - PR Unit • HPPs Vrbas r. Basin E&S specialists

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<i>Phase</i>	<i>Information to be disclosed</i>	<i>Target Stakeholders</i>	<i>Timing</i>	<i>Disclosure Method</i>	<i>Responsible party</i>
	Procedure (LMP) Traffic Management Plan Waste Management Plan Occupational Health and Safety (OHS) Plan Grievance Mechanism (GM) procedures Emergency and Accidents procedures				
During rehabilitation	Project implementation updates (internal tracking, H&S events)	Regulators / internal management	As needed	Written updates or internal memos	- EPZHB PR unit - HPPs Vrbas r. Basin - E&S specialists
	Summary of grievance resolution (number of grievances received, general types, status of resolution, without disclosing personal details), changes in GM procedure	Directly affected stakeholders	Semi-annually	HPP Jajce II notice boards; direct stakeholder briefings or alternative method in case of sensitive grievances or legal limitation	EPHZHB – PR Unit; HPP JAJCE II – EHS Officers
After rehabilitation	Status reports	All	Annual	EPHZHB website HPP Vrbas r. Basin and HPP notice boards,	HPPs Vrbas r. Basin - E&S officers

9. Resources and Responsibilities for implementing stakeholder engagement

The Project Implementation Team (PIT) will be in charge of stakeholder engagement activities for the HPP Jajce II rehabilitation project. The Director of HPPs on Vrbas River Basin holds overall responsibility for SEP implementation.

Specific entities and individuals responsible for carrying out stakeholder engagement activities are outlined in Tables 7.2-7.5 of this SEP, which detail the target stakeholders, engagement methods, frequency/timing, responsibilities, and documentation/monitoring requirements.

Stakeholder engagement activities will be documented through the records and logs specified in Tables 7.2-7.5, including:

- Copies of notifications sent to local authorities and BIHAMK
- Records of calls and inquiries received via dedicated contact points
- Incident notifications and follow-up logs for water users
- Attendance sheets and minutes of any briefings or community coordination meetings

It is expected that the implementation of this SEP will not require additional financial resources from EPHZHB, as the planned stakeholder engagement activities fall within the existing institutional capacities and operational budgets of the Project Implementation Team. All engagement, notification, and monitoring activities are considered proportional to the potential risks and impacts of the rehabilitation works and can be carried out using the resources already allocated for project management and operations.

10. Grievance Mechanism

The Grievance Mechanism (GM) for the Project will be based on ESS10. This will be a formal platform for receiving and addressing/managing complaints, concerns, comments, and suggestions from stakeholders and for communicating with the party who submitted the grievance. The primary objective of the GM is to ensure that grievances are addressed in a timely, transparent, and effective manner, and that stakeholders have confidence their grievances will be addressed, and the resolutions communicated back to them in a timely manner.

The GM is designed to systematically record, track, and monitor all grievances, ensuring consistent documentation, follow up, and reporting. The mechanism will also function as a feedback channel, allowing stakeholders to provide ongoing input on project activities and mitigation measures, without limiting or impeding access to existing judicial or other remedies available to stakeholders.

10.1 Grievance Mechanism Structure and Responsibilities

The GM will provide a formal and systematic platform for stakeholders to raise complaints, concerns, comments, or suggestions regarding the Project. As neither HPP Jajce II nor EPHZHB currently have their own grievance mechanisms, the Project GM has been designed in line with ESS10 requirements to ensure that all grievances are addressed in a timely, transparent, and effective manner, and that stakeholders receive feedback on resolutions.

The mechanism will allow stakeholders to submit grievances through multiple accessible channels, including in-person submissions at the HPP site office, telephone, email, or during stakeholder consultations. Once received, all grievances will be recorded in a centralized grievance log as described in section 10.8) and a responsible person will be designated to handle the grievance.

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This responsible person will consult relevant project specialists or authorities as necessary and propose appropriate measures to resolve the issue—this may involve further action, referral to authorities, or taking no action. The decision will then be communicated to the person who filed the grievance and the proposed actions, if any, will be taken as appropriate. If the resolution is accepted, the grievance will be closed. If it is not, the person who submitted the grievance may appeal to EPHZHB corporate management or may choose to pursue legal remedies that may be available. If the proposed resolution is rejected, the Project Manager will determine whether the resolution should be implemented anyway.

Responsibility for the Grievance Mechanism (GM) will be clearly assigned across the Project team. EPHZHB/HPP Jajce II will designate specific roles to ensure effective implementation and management of the GM., as shown in Table 10-1. The Project Manager/ Rehabilitation Coordinator will oversee the overall mechanism, ensure adequate staffing, and approve resolutions for complex or high-priority grievances. A designated Grievance Officer or SEP focal point will be responsible for receiving, registering, tracking, and monitoring all grievances. Technical, environmental, and social specialists will provide expert input and recommendations as required, and all HPP and Project personnel will participate as needed.

Table 10-1. Grievance Mechanism – Roles and Responsibilities

<i>Role / Position</i>	<i>Responsibilities</i>
Project Manager / Rehabilitation Coordinator	Oversee and monitor overall GM implementation, ensure adequate staffing and resources, approve resolutions for complex or high-priority grievances, and monitors compliance with timelines and GM principles
Grievance Officer / SEP Focal Point	Receive, log, categorize, and track all grievances, designate person responsible for resolution, ensure timely acknowledgment, monitors investigation and follow-up actions, monitors closure and reporting. Consolidate grievance data, prepare internal and external reports, track trends and lessons learned
Technical / Environmental / Social Specialists	Provide expert input during grievance investigation as needed, advise on corrective or mitigation measures, support implementation of technical or social resolutions.
Community Liaison / Communication Officer	Act as the main contact for stakeholders, communicate updates and resolution, ensures feedback is understandable and accessible, particularly for vulnerable or disadvantaged groups
Contractors / Operational Staff	Support investigation of grievances related to their activities, implement corrective actions as assigned, provide timely information to investigator as needed

10.2 Grievance Submission Channels

Stakeholders may submit grievances at any time and in any format preferred by the complainant, in writing or by phone. An example grievance form is presented as Annex 1, but its use will not be mandatory. The GM will be free of charge, culturally appropriate, and accessible to all stakeholders, including vulnerable and disadvantaged groups. Anonymous grievances will be accepted and the only difference in handling is that the resolution cannot be communicated directly to the person who submitted the grievance.

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Addresses to which written grievances may be directed are shown in Table 10-2. This GM will remain operational throughout the Project, beginning with disclosure of the Audit Report and this SEP. Any updates to GM contact details or procedures will be disclosed in an update to this SEP.

Table 10-2. Addresses for Grievance Submission

<i>Channels for submission</i>	<i>Address 1</i>	<i>Address 2 (for appeals)</i>
By post or in person at administrative protocol or by phone	Josip Mlinar Manager of HPP Vrbas r. Basin Baščeluci 35, 70101 Jajce Phone: +387 30 658 048	Vito Dodig Executive director of EPHZHB Production Department Bleiburških žrtava b.b., 88000 Mostar Phone: +387 36 313 386
By email	josip.mlinar@ephzhb.ba	vito.dodig@ephzhb.ba

10.3 Grievance Handling Process

Grievances will be managed through a clear and time-bound process, as summarized in Table 10-3 below. The process is designed to ensure transparency, predictability, and timely. It is important to note that not all grievances will require action on the part of EPHZHB or other parties--that will be determined during the process of resolution and communicated to the complainant, who may then pursue legal or other remedies that are available.

Table 10-3 Grievance Handling Process

<i>Step</i>	<i>Description</i>	<i>Timeline</i>
Submission	Upon receipt of a project-related grievance, the grievance will be recorded in the grievance log and a person assigned to investigate and propose a resolution (Annex 2).	Any time
Acknowledgement	Confirmation of receipt to the complainant by the Grievance Officer and/or responsible person	Within 5 days
Assessment/ Investigation	Sort, process, review, and investigate by Grievance Officer and/or responsible person	Within 15 days
Resolution	Propose resolution, communicate it to complainant, and implement the resolution--except no communication for anonymous grievances (Annex 3)	Within 30 days unless otherwise agreed with complainants
Appeal (then same process as original grievance)	Escalation to EPHZHB if complainant is not satisfied or if grievance cannot be resolved at HPP Level	As needed (again, resolve within 30 days or as agreed with complainant)

Note: In addition to the internal grievance process outlined in the table, complainants retain the right to pursue judicial or other legal remedies at any stage, without restriction. The internal grievance mechanism does not limit or replace access to courts or other formal dispute resolution channels. This ensures that all stakeholders' rights are fully preserved in accordance with ESS10.

10.4 Scope of the Grievance Mechanism

The GM will receive and address grievances and comments that are related to the Project and the operation of the HPP and that are submitted by any party. Grievances that are related to other EPHZHB activities and facilities will be referred directly to the EPHZHB level for resolution and not processed through the Project GM. The use of the GM is not mandatory. Aggrieved parties may resort to the FBiH legal system, either instead of the GM or if the GM does not lead to a satisfactory resolution.

10.5 Worker Grievance Mechanism

All EP HZHB employees have access to a worker grievance mechanism (GM) as defined in the Project's Labor Management Procedures. The Contractor may establish its own GM consistent with the EP BiH GM or use the EP HZHB GM. If the Contractor uses the EP HZHB, it must cooperate with the HPP Focal Point for any escalation. The EP BiH GM remains available to all Contractor employees regardless of the mechanism chosen.

10.6 Sensitive Grievances

Certain grievances will require special handling. Although the Project is assessed as having a low risk of sexual exploitation and abuse (SEA) and/or sexual harassment (SH), both the external and the worker GMs will be equipped to receive and address SEA/SH-related grievances. This type of grievance and other sensitive grievances will be:

- Handled confidentially--all grievance will be considered confidential, but sensitive ones will have special precautions to protect identities
- Managed by designated personnel who are trained to handle such grievances
- Processed using survivor-centered principles
- Addressed through a separate and secure channel, while following the same response timelines as other grievances.

10.7 Disclosure and Awareness

The Project will implement a comprehensive disclosure and awareness strategy to make the GM accessible, understandable, and easy to use for all affected and interested parties, including vulnerable groups. The GM will be disclosed through multiple channels to ensure broad accessibility:

- Notice boards at HPP Jajce II and HPPs on Vrbas River Basin
- EPHZHB website
- During public and targeted consultation meetings,
- Construction notice boards once the contractor is on-site

Employee Awareness: Project staff, contractors, and operational personnel will receive training on the GM to ensure that grievances can be properly received and forwarded.

All communication with stakeholders will be conducted in clear, accessible language, taking into account local languages, literacy levels, and cultural considerations. The Project will ensure that stakeholders understand how to submit grievances, what to expect in terms of response times, and how their concerns will be addressed.

Where the content of the Grievance Mechanism (GM) is restricted by law or mandatory regulations and cannot be fully shared publicly, alternative approaches will be used to ensure stakeholders can still access the necessary information. This includes situations such as staff contact details that cannot be posted, sensitive operational or security information, or confidential procedures required by law.

In such cases, a summary or non-sensitive version of the GM (covering purpose, steps, and timelines) will be made publicly available, while the full GM document can be accessed on request at HPP Salakovac. Additionally, key information may be communicated verbally during consultation meetings. This ensures that stakeholders remain informed without compromising legally protected or confidential content.

Any changes or updates to the GM procedure will also be disclosed using these channels to ensure stakeholders remain fully informed of their rights and the available grievance process.

10.8 Grievance Log

Each grievance will be assigned a unique reference number and accurately tracked from receipt through resolution and closure. Upon receipt of a grievance or feedback, the Grievance Officer will obtain and record the following information:

- Type of submission (complaint, comment, suggestion, request)
- Category of issue (e.g. environmental, social, OHS, traffic, labor, etc.)
- Person or persons designated to investigate and propose resolution
- Deadline for response and resolution
- Proposed resolution (including no action)

Acceptance or rejection of proposed resolution.

The Grievance Log will include, at a minimum, the following details, with dates assigned to each step in the process:

- An assigned reference numbers
- Name of the complainant (if provided and if not submitted anonymously) and the location, and description of the grievance.
- Date of submission
- Channel by which the grievance was submitted (or the person to whom it was communicated directly)
- Date of registration in the Grievance Log
- Name of the person(s) assigned responsibility for investigation and resolution
- Description of the proposed resolution action, and how the complainant was consulted or involved
- Date the proposed response or corrective action was communicated to the complainant (where applicable)
- Acceptance or rejection of the proposed resolution by the complainant

Date the grievance was closed or referred to the Corporate level.

Personal data will be handled in accordance with applicable data protection requirements. Grievances submitted anonymously, or with a request for anonymity, will be recorded and processed through resolution in the same way, except it may not be possible to communicate the resolution to the aggrieved party.

10.9 Grievance and Stakeholder Feedback Reporting

Once a resolution is developed, the person who submitted the grievance will be informed of the proposed resolution. Communication will be clear, concise, and accessible, using the stakeholder's preferred channel, such as in-person meetings, email, phone, or official letter.

For grievances involving sensitive information, high potential impacts, or multiple parties, feedback will provide detailed explanations of the investigation process, corrective actions, and planned monitoring. Where appropriate, the Project may arrange face-to-face meetings or dedicated consultations with affected stakeholders to provide context and ensure full understanding of the resolution.

All feedback will be systematically documented using the Final Grievance Feedback Form (see Annex 3), which records the stakeholder's details, grievance description, investigation actions, final decision, justification, and any follow-up measures. Each communication is logged into the GM log, including the method, date, and content of the feedback.

10.10 Monitoring and Reporting on Grievances

Information on the functioning of the GM will be included in periodic environmental and social monitoring reports submitted by HPP Jajce II to EPHZHB corporate and to the World Bank. limited to the duration of the project implementation. Reporting will include:

- Status of GM implementation (specifically, changes in procedures, staffing, awareness activities)
- Number and type of grievances received and resolved during the reporting period and cumulatively
- Average resolution times during the period and cumulatively
- Key issues raised and actions taken
- Grievances closed during the period that took longer than 30 days to resolve
- Outstanding grievances, reasons for delay (if over 30 days), and anticipated resolution dates
- Lessons learned and corrective actions implemented.

10.11 World Bank Grievance Redress System

Communities and individuals who believe they are adversely affected by a World Bank-supported project may submit complaints to the project-level GM that is described above or directly to the World Bank's Grievance Redress Service (GRS).

The GRS ensures that complaints received are promptly reviewed to address project-related concerns. Project-affected communities and individuals may also submit their complaints to the World Bank's independent Inspection Panel, which determines whether harm has occurred, or could occur, as a result of non-compliance with World Bank policies and procedures.

Complaints may be submitted at any time after concerns have been brought directly to the attention of the project-level GM and Bank Management has been allowed to respond. Information on how to submit complaints to the World Bank's Grievance Redress Service (GRS) is available at:

www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service

Information on how to submit complaints to the World Bank Inspection Panel is available at www.inspectionpanel.org.

11. Management of Change

This SEP will be reviewed at least semi-annually (that is, once every six months) during the rehabilitation Project and annually thereafter. It will also be reviewed if there is evidence that stakeholders desire more knowledge about the Project or the HPP itself or if there is any indication the GM is not working satisfactorily. During each review, the HPP GM focal point will recommend to HPP and EPHZHB management whether the SEP or GM should be updated and make such revisions as are needed to ensure that the stakeholder engagement program, including the GM, meet the requirements of the World Bank, national law, and EPHZHB management systems.

Annex 1 Example Grievance Form

HPP Jajce II Grievance Form				
Grievance reference number (to be completed by Focal Point):				
Contact details (may be submitted anonymously)	Name(s):			
	Address:			
	Telephone:			
	Email:			
How would you prefer to be contacted (check one)	By mail/post: ☐	By phone: ☐	By email ☐	No contact ☐
Preferred language	☐ Bosnian/ ☐ English ☐ Croatian ☐ Other ☐ Serbian			
Provide details of your grievance. Please describe the problem, what happened, who it happened to, when and where it happened, how many times, etc. Describe in as much detail as possible.				
What is your suggested resolution for the grievance, if you have one? Is there something you would like EPHZHB or another party/person to do to solve the problem?				
How have you submitted this form to the project?	Mail ☐	email ☐	In person ☐	
	Other (specify) ☐			
Who filled out this form (If not the person named above)?	Name and contact details:			
Signature				

Annex 2. Example Grievance Log

N o.	Date Received	Grievant /	Contact Information	Stakeholder Type	Grievance	Description of	Assigned To	Date of Acknowledgment	Actions Taken /	Resolution /	Date Closed	Follow-up /
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		Stakeholder			Category	Grievance			Investigation	Outcome		Comments

Annex 3 Grievance Feedback Form – Final Decision

Project: HPP Jajce II Rehabilitation Works

Grievance Reference No.: _____

Date of Submission: _____

Date of Feedback: _____

1. Stakeholder Information

Name / Organization: _____

Contact Details: _____

Stakeholder Type: ☐ Community Member ☐ Employee ☐ Contractor ☐ Other: _____

2. Grievance Summary

Brief Description of Grievance (as submitted):

3. Investigation Summary

Actions Taken / Investigation Conducted:

Parties Consulted (if applicable):

4. Final Decision / Resolution

Outcome of Grievance:

Justification / Explanation for Decision:

Corrective or Mitigation Actions (if any):

Follow-up Actions (if required):

5. Feedback Communication

Method of Communication: ☐ In-person ☐ Email ☐ Official Letter ☐ Other: _____

Name / Position of Project Representative Providing Feedback: _____

6. Stakeholder Acknowledgment

Stakeholder Signature: _____

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Date: _____