

Stakeholder Engagement Plan (SEP)

Dualling of the Istrian Motorway

Phase 2B1

Section: Rogovići to Vranja



Revision 1 – January 2019

Revision 0

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0. SUMMARY

The Phase 2B1 Project (the Project) being a Category B Project, the Equator Principle 5 requires from Bina-Istra (the Company) to demonstrate an effective Stakeholder Engagement as an ongoing process. Consequently, Bina-Istra prepared the following Stakeholders Engagement Plan (SEP) in order to address impacts of the Project and questions that might arise from its implementation with the communities and groups affected by the Phase 2B1 Project.

Relevant stakeholders, issues and means of communication have been identified by the Company and presented hereinafter. This SEP will be periodically updated by the Company to reflect any change and/or new requirement that might affect the Stakeholders.

This SEP is applied under the Company's Quality, Environmental, Health and Safety Management Policy.

The SEP refers to the process by which the Company communicates or interacts with its stakeholders in order to achieve a desired outcome and enhance accountability, build trust, improve risk management and to foster partnership with the local community and inhabitants living in the area next to the Project.

The Phase 2B1 Project commencing at the end of 2018, the SEP has been reviewed to reflect mainly the changes of laws and regulations since the establishment of the initial SEP in 2013.

1. INTRODUCTION

1.1. Stakeholder Engagement Plan (SEP)

This Stakeholder Engagement Plan (SEP) describes BINA-ISTRA's strategy and approach to engaging with its stakeholders in a manner that is consistent with the Company's commitments to building long-term positive relationships with the communities within the Istrian County crossed by the Istrian Motorway, as well as with interested parties and to ensuring that they are informed about the Project. This SEP provides a platform for the communities and interested parties to communicate their views, opinions and concerns regarding the project.

This SEP will be reviewed and, if necessary, amended and updated:

- on an annual basis by Bina-Istra's Technical Department Manager,
- upon receipt of new regulatory approvals and/or requirements,
- in the lead up to the construction and operational phases of the Phase 2B1 Project.

The SEP also includes a grievance mechanism to receive and address concerns and complaints raised by the communities and interested parties.

This revision 1 takes into account the evolution of the applicable regulations which is mainly due to the fact the Croatia became an EU Member State as of July 1, 2013, and integrated the *acquis communautaire* into the national legislation, certain organizational and staff changes have been made within the Company. This revision 1 reflects evolution of different activities since the establishment of the initial SEP.

This Revision 1 is prepared in the lead up of the construction phase of the Phase 2B1 Project.

1.2. Background information

A concession for the financing, construction, operation and maintenance of the "Adriatic Motorway" - Section Dragonja - Pula (A9) and Kanfanar - Pazin – Matulji (A8), also referred to as the Istrian Motorway or the Istrian Y, was granted by the Republic of Croatia (the Grantor) to Bina-Istra (the Concessionaire) in 1995. The Concession Agreement provided for the taking over of the existing 54 kilometre long section including the Učka tunnel. This agreement was concluded for a period of 32 years, after which the Motorway will be handed over to the Grantor.

This is the first public-private partnership on a motorway project in Croatia and comprises the financing, design, construction, operation and maintenance of a 141 km long road network, consisting of two branches A8 (Matulji to Kanfanar) and A9 (Pula to Umag).

So far, Bina-Istra has completed Phases 1 and 2A of the Project (see Paragraph 1.2.1. for more details) and commenced in November 2018 the dualling of a remaining semi-motorway section, hereinafter referred to as Phase 2B1, namely between Rogovići and Vranja.

For Phase 2B1, the Grantor provided the Environmental Impact Assessment (EIA) to determine potential impact of the proposed project of the dualling of the Rogovići to Matulji section of the Istrian Motorway. This EIA underwent public consultation in 2010 according to the Croatian regulations and was approved by the Decision Class: UP/I-351-03/10-02/59, No.: 531-14-1-2-10-11-19 of the Ministry of Environmental Protection, Physical Planning and Construction dated 13 September 2011 (hereinafter referred to as the Decision).

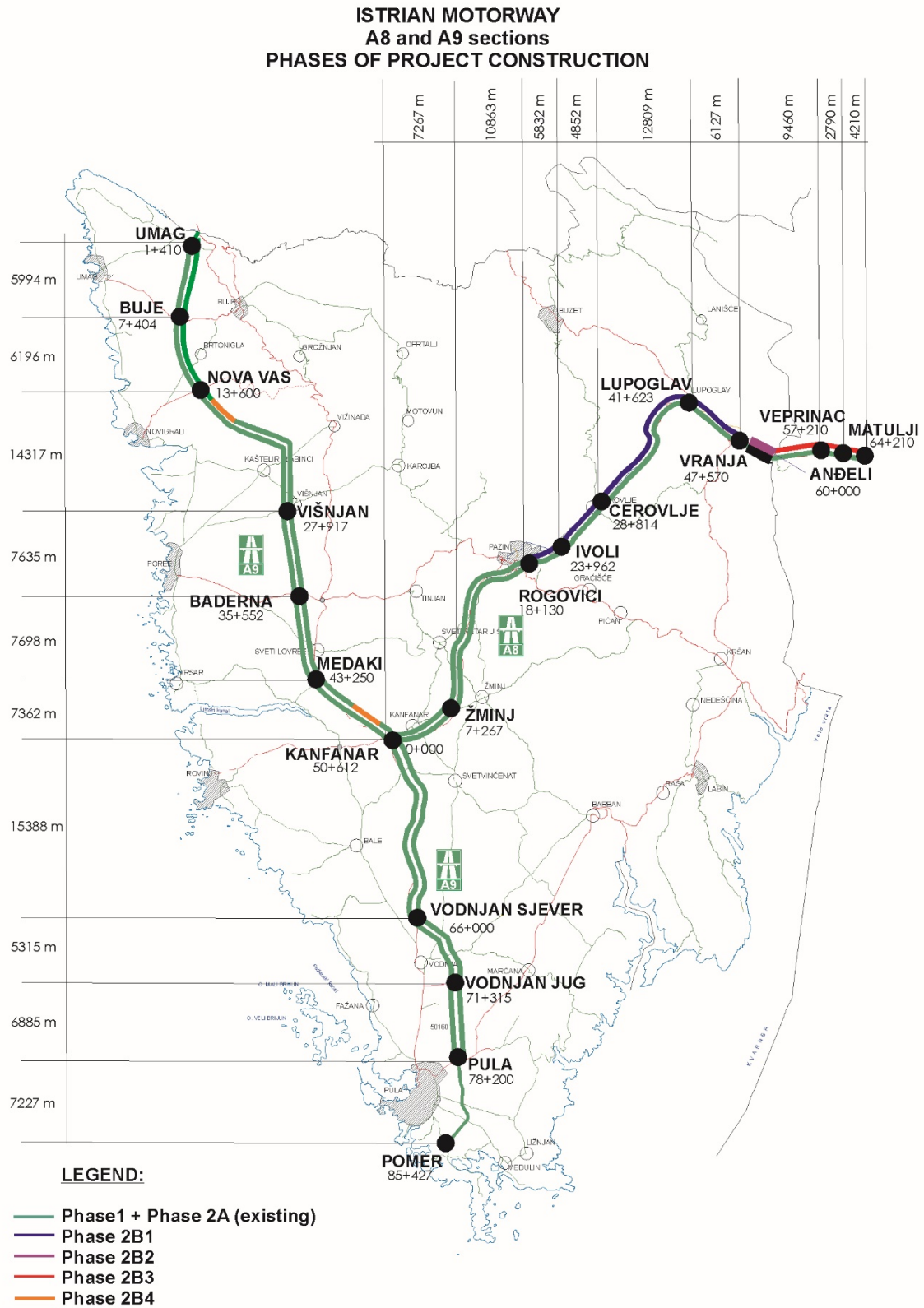
The environmental protection measures set out within this Decision were taken into account during later designing stages as required by the Croatian regulations (within the preliminary design - location permit, and the detail design – construction permit) and were incorporated into the Equator Principle Action Plan dated August 2018.

This Stakeholder Engagement Plan is based on the protection measures envisaged by the above-mentioned Decision, and the preliminary and detail designs. It sets out the mechanisms for the Company's ongoing stakeholder consultation process.

Since the Motorway is in operation for years, potential social and environmental issues have already been identified and tackled by means of:

- putting in place a closed drainage system and water treatment system along all the motorway sections to prevent groundwater pollution (even though it was not a statutory requirement),
- annual environmental incident training exercises,
- underpasses and fences for wildlife,
- traffic-generated noise attenuation structures,
- prevention of light pollution in the specific zones,
- automated management of the intensity of luminance within interchanges at night translating into 25 % electrical power savings,
- replacement of metal – halogen bulbs HQL 250 W mounted on the canopies of 18 toll plazas with LED technology (a total of 423 bulbs were replaced in 2017)
- by supporting local communities through ensuring safer accesses to the motorway and through building secondary access roads:
 - Višnjan by-pass,
 - Connecting road between the Umag Interchange and Croatian-Slovenian border, to cope with traffic bottleneck at the entrance to A9 generated at the adjacent border crossings during high season,
 - Pula – Pomer road (8 km) and Pomer By-pass in order to decongest Pula and its surroundings, especially in summer,
- pavement rehabilitation of secondary road network used by the heavy vehicles from the construction site in conjunction with the Contractor
- by taking care of cultural and national heritage along the motorway (archaeological survey, speleological investigation, protection of ethnological heritage).
- education of children and young drivers on safe traffic behaviour, including the sponsoring of specific motorway driving lessons
- assistance to ill children,
- generally, social actions and actions of public interest:
 - support to charity actions (orphanage and women's safe house)
 - donation of a fire-fighting vehicle and an ambulance vehicle
 - donation by Bina-Istra and Bouygues to provide a parking area for the public at the Pula General Hospital, and refurbishment of maternity ward of the Pula General Hospital.
 - donation of IT equipment to schools and orphanage in Pula
 - donation of a van to the Down Syndrome Centre from Pula and Depaul Centre from Rijeka, the latter takes care of homeless people
 - implementation of a rehabilitation horse-riding programme dedicated to Day-Care Rehabilitation Centre „Veruda“ from Pula
 - donation of an ultra-sound device to Paediatric Hospital from Rijeka
 - donation of an incubator to the Obstetrics Ward of the Pula Hospital
 - encouraging young population to do recreational and sports activities through organizing many sport events (Youth Sport Games, Kids' Handball Tournament)
 - assistance provided to people in need through collaboration with the Red Cross

1.2.1. Overview of the Project construction phases



1.2.2. Sections contributed by the Grantor

A8 Semi-motorway sections:

- Matulji to the single-tube Učka tunnel, open to traffic in 1981;
- Lupoglav to Cerovlje (1988)
- Cerovlje to Rogovići section, completed in 1998 by the Croatian Road Authority

A9 Semi-motorway sections:

- Kanfanar to Medaki (1991)
- Buje to Nova Vas (completed in 1992 up to the wearing course).

1.2.3. Sections constructed by the Concessionaire

Phase 1 works

Phase 1A – open to traffic in 1999

- Rogovići to Kanfanar (A8) - semi-motorway
- Kanfanar – Bale – Vodnjan (A9) semi-motorway

Phase 1B – open to traffic in 2005 / 2006

- Medaki to Umag (A9) - semi-motorway (2005)
- Vodnjan to Pula (A9) - semi-motorway (2006).

Phase 2 works

Phase 2 comprises the addition of a second carriageway to have a four-lane motorway:

Phase 2A (second carriageway already open to traffic):

- Pula to Kanfanar (A9) (2010)
- Umag to Kanfanar (A9) 2011)
- Rogovići to Kanfanar (A8) (2011)

Phase 2B:

Dualling of the remaining single carriageway sections between Rogovići and Matulji

- Phase 2B1 – Rogovići – to the Vranja Interchange
- later 2B sub-phases:
 - dualling of the Vranja – Učka (Kvarner) section, including the second Učka Tunnel tube
 - dualling the Učka (Kvarner) to Matulji section,
 - addition of the second structure of the Limska Draga Viaduct and the Mirna bridge,
 - construction of emergency lanes for those sections of Phase 1A and 1B which have not been completed under Phase 2A.

2. REGULATIONS AND REQUIREMENTS

During the construction and operation phases of the Phase 2B1 of the Istrian Motorway, Bina-Istra will continue engaging with stakeholders in compliance with the Croatian legal and administrative requirements and consistent with the Company's Sustainable Development policy, the Equator Principles including IFC Performance Standards that complement the Equator Principles.

2.1. National Laws and Regulations

The main applicable national laws and regulations in the field of environmental and social matters applicable to the Project are as follows:

- Physical planning Act (Croatian Official Gazette 153/2013, 65/2017, 114/18)
- Construction act (153/2013, 20/2017)
- Road act (84/2011, 18/2013, 22/2013, 54/2013, 148/2013, 92/2014)
- Road safety protection act (67/2008, 48/2010, 74/2011, 80/2013, 158/2013, 92/2014, 64/2015, 108/2017)
- Electronic communications act (73/2008, 90/2011, 133/2012, 80/2013, 71/2014, 72/2017)
- Nature protection act (80/2013, 15/2018)
- Environmental protection act (80/2013, 153/2013, 78/2015, 15/2018, 118/2018)
- Cultural heritage preservation and protection act (69/1999, 151/2003, 157/2003, 100/2004, 87/2009, 88/2010, 61/2011, 25/2012, 136/2012, 157/2013, 152/2014, 98/2015, 44/2017, 90/2018)
- Archaeological survey ordinance (102/2010)
- Forest Act (68/2018, 115/18),
- Hunting act (140/2005, 75/2009, 153/2009, 14/2014, 21/2016, 41/2016, 67/2016, 62/2017, 99/18)
- Wildlife underpasses ordinance (05/2007, 80/2013)
- Water act (153/2009, 63/2011, 130/2011, 56/2013, 14/2014, 46/2018)
- Noise protection act (30/2009, 55/2013, 153/2013, 41/2016),
- Ordinance on maximum allowed noise levels in working and living environment (145/2004, 46/2008)
- Sustainable waste management act (94/2013, 73/2017)
- Environmental impact assessment regulation (61/2014, 3/2017)
- Regulation on information and public consultation of interested population in environmental protection matters (64/2008, 80/2013)
-

- Ordinance on construction waste management and management of waste containing asbestos (NN 69/2016)
- Air protection act (130/2011, 47/2014, 61/2017, 118/2018)

3. SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

3.1. Phase 2B

Public consultations were organized by the Grantor within the EIA procedure for the section from Rogovići to Matulji (overall section to be dualled, longer than Phase 2B1) and took place from 17 March to 15 April 2011 in the Primorsko-Goranska County and from 18 March to 18 April 2011 in the Istrian County. The comments and requests made by interested parties of both counties were examined and addressed to by the designer and the assessment committee. Those comments and requests were mainly related to the position of the carriageway and to noise protection. The EIA was later approved by the Decision of the Ministry of Environmental Protection, Physical Planning and Construction issued in September 2011.

The Company was not directly involved in this process but was informed about the feedback of interested parties. Such feedback was taken into account as much as possible in the process of establishing the preliminary designs that were granted the corresponding location permits and further on within the detail design.

Another consultative process took place in the course of location permit procedure under then applicable Physical planning and construction Act (OG 76/07, 38/09, 55/11, 90/11, 50/12) and was organized by the body in charge of issuing a location permit (the Ministry of Construction and Physical Planning). All relevant administrative authorities, communities and interested parties affected by the motorway construction were invited to examine the presented preliminary design and to make comments and requirements. Such comments and requirements, if justified, served as a basis for specific construction conditions that made part of the corresponding location permit. Again, the Company is not directly involved in such consultative process but is bound to comply with the issued location permit. Major issues raised during the consultations with stakeholders were:

- o the carriageway layout
- o health-related concerns due to noise.

Adjustments to the carriageway layout were made to save three houses from demolition and to avoid a lengthy and complicated expropriation procedure in such a case. Noise protection barriers were envisaged as required by the law, even along the existing carriageway built in 1980's and the new carriageway (Phase 2B1) so to ensure compliance with current regulations and standards. Furthermore, noise measurements will be made during the first year of exploitation at critical locations, as required by the detail design and construction permits.

In the course of the construction permit procedure, the relevant body (the Ministry of Construction and Physical Planning) consults all relevant authorities having issued specific requirements through the location permit in order to verify the compliance of a detail design with this permit.

Consequently, Phase 2B1 Project and respective designs have already been presented to the communities concerned and to interested parties who seem to be well acquainted with the design. Their main concerns have also been addressed during such

a process. Therefore, it is not expected that the construction phase could raise significant concerns.

3.2. Stakeholders - including the previous phases of the Project and Phase 2B1

So far, the main stakeholders in the previous phases of the Project (Phases 1 and 2A included) were:

- Road users
- Administrative authorities (Ministry of Maritime Affairs, Transport and Infrastructure, Ministry of Construction and Physical Planning, state inspectors: traffic and road inspector, environmental protection inspector, water inspector, labour inspector)
- Istrian County and Primorsko-goranska County
- Local municipalities
- Local people
- Public companies
- Media
- Company's employees in charge of the operation and maintenance of the existing sections

The different Project phases have been presented to and discussed with the counties' authorities at meetings within the regulatory frame similar to the one applicable to Phase 2B1 as described in section 3.1. above.

However, prior to and during the execution of Phase 1 and 2A works, the Company was approached by some local municipalities and residents who raised the following concerns and requests:

- Access to privately owned land plots
- Noise protection
- Land acquisition
- Possibilities to use excavated excess material for municipalities development projects

These concerns were then addressed at meetings between the CEO/Technical Manager with county heads/municipality heads, while problems reported individually were addressed by the Technical Department Manager at meetings with local residents, Contractor's representative and Grantor's Land Acquisition Agent. Contacts with local people are documented and followed up.

After examination of the reported concerns and requests, solutions were studied, presented to and agreed with the interested parties prior to their implementation. All these cases are documented through letters exchanged with stakeholders and follow-up forms.

All contacts with media, the Grantor and local communities are recorded and assessed through:

- Media grades
- Grantor grades
- Local communities' grades.

Since the road users are the largest stakeholder group, several information campaigns have been directed to inform them about the works executed and possible annoyances, the new sections opened to traffic, the new toll system and tariffs, together with discounts for frequent users. Such information have been disseminated through local newspapers, TV and radio stations and leaflets. A number of satisfaction surveys have been carried out and extensive records of road users' feedback are kept from the beginning of the concession.

3.3. Ongoing Environmental and Social activities

Noise

Under the Croatian Noise Act (OG 30/2009, 55/2013, 153/2013, 114/2018) and the EU Directive 2002/49, a Strategic Noise Map was established by a certified local consultant for reference years 2011 and 2016, followed by the Noise Mitigation Action Plan. These documents were presented by the Company to interested public on two occasions: 13 March 2013 (2011 Strategic Noise Map) and 9 January 2019 (2016 Strategic Noise Map and Action Plan). These documents were presented to the interested public through Bina-Istra's web page and at the public presentation held in Pazin on 9 January 2019, all within a public consultation held between 26 December 2018 and 9 January 2019. According to the Croatian legislation, such public consultation provides for feedback to be made by the interested public whereas such feedback serves as a basis for further planning.

Waste Management

In order to foster recycling by the motorway users and enable adequate waste collection, specific containers have been placed along the Motorway at 60 locations.

Energy Efficiency

All lighting electrical cabinets on the Motorway have been fitted with additional regulators that automatically decrease the intensity of luminance within interchanges at night (over the period of complete darkness when human eye need less luminance). As a result, 25% of electrical power can be thus saved at the annual level, while retaining the required lighting levels.

Metal – halogen bulbs HQL 250 W mounted on the canopies of 18 toll plazas with LED technology (a total of 423 bulbs were replaced in 2017). Energy savings are monitored on bi-annual basis.

Environmental Incident Training Exercise

Bina-Istra has been organizing annual environmental incident training exercises to enhance the ability of the teams of the Safety and Maintenance Department to react in incident situations and prevent possible environmental pollution.

Light pollution

Since 2009, the technology which is in full compliance with the light pollution protection standards has been in use at the Motorway interchanges.

Employees

The number of the Company's employees is constantly increasing. The Company commits to keeping the level of labour rights and to increasing salaries following the increase in the cost of living. Regular monthly meetings are held with the Worker's Board and Bina-Istra's Trade Union. The Company requires from its subcontractors to comply with labour law statutory requirements to combat illegal labour.

Six disabled persons have been employed.

All Company's employees are provided with supplemental health insurance. Every employee has participated in professional education and training programs. The employees undergo safety at work trainings.

Social Responsibility

Cooperation with the local community and promotion of social responsibility has always been one of the Company's main guidelines. Accordingly, the policy of the Company includes educational, sports and charity projects.

Therefore, the Company financially supports education projects for children on safe traffic behaviour, intended for elementary school children living in the Istrian and Primorsko-goranska Counties. The Company also assists parents of ill children who need treatment in the neighbouring Primorsko-goranska County (Rijeka). The Company is also implementing a Project with Driving Schools so that young drivers could have a lesson on safe driving on a motorway, promoting thus safety of young and inexperienced drivers. Young people are encouraged through a number of recreational and sports activities to physical activity and healthy life style.

The Company is committed to enhancing the quality of life in the neighbouring communities in compliance with the Company's core values through donations and sponsorships (Children's Tennis Tournament "Kid's Day", Foundation for Partnership and Civil Society Development, Emergency Centre of the County of Istria, Safe House Istria, Paraplegic Sports Association, Day-Care Rehabilitation Centre "Veruda" from Pula, Down Syndrome Centre, Pula Orphanage among others). The company has a long-standing cooperation with the charity organization "Oaza", which is dedicated to care for children without adequate parental care. Furthermore, Bina-Istra and its main contractor Bouygues combined their donations and provided a parking area for the public at Pula General Hospital. The Paediatric Ward and the Maternity Ward of Pula General Hospital received a donation that helped renew the carpentry and provide new furniture and medical equipment, two computers, a TV set, DVD player, PlayStation and toys that would make children's stay in the hospital more pleasant while receiving medical treatment. A donation of a valuable incubator to the Pula Hospital Maternity Ward helps creating better conditions for the growth of babies after birth. Better medical care has been provided to children suffering from cardiovascular conditions through a donation of a cardiovascular ultrasound to the Kantrida Children's Hospital in Rijeka. A

long lasting cooperation exists also with the Veruda Day-Care Rehabilitation Centre to which the Company made possible maintaining their rehabilitation horse-riding programme dedicated to the youngest population, and refurbished the premises used by the attendees of the Day-Care Rehabilitation Centre. Furthermore, the Company also takes care of marginalized persons who are deprived of adequate life conditions. The Company ensures better life conditions to the homeless population of Istria through the Red Cross organization in Pula. A donation of a vehicle to the Depaul non-governmental organization that takes care of homeless of Rijeka, makes easier taking care of this population basic needs.

4. STAKEHOLDERS RELEVANT FOR THE PROJECT

The approach adopted to identify the stakeholders for consultation was based on:

- a review of the usual stakeholders under the national laws and regulations, and contracts
- a review of the EIA to identify groups and stakeholders previously consulted,
- a review of stakeholders identified throughout previous stages of the construction of the Istrian Motorway.

For each group of stakeholders, a proposed method of communication is envisaged together with specific media that will be used in the communication process.

4.1. Road users

The road users are the largest stakeholder group.

4.2 Administrative authorities:

- Ministry of Maritime Affairs, Transport and Infrastructure acting as the Grantor,
- Ministry of Construction and Physical Planning,
- Istrian County and its Sustainable Development Department
- State inspectors: traffic and road inspector, environmental protection inspector, water inspector, labour inspector.

4.3. Local authorities:

- Municipality of Pazin
- Municipality of Cerovlje
- Municipality of Lupoglav

4.4. Local interested parties:

- Archaeological Museum of Istria - archaeological survey prior to the commencement of works).
- Hrvatski restauratorski zavod was selected to perform archaeological digs and supervision following an open call for bids.
- Pula National Heritage Conservation Department - in charge of ethnological survey, issuing of approvals and potential additional requirements for cultural heritage protective activities.
- Gračišće Speleological Association - speleological survey and classification of identified sites.
- A group of residents from Pazin, identified in the course public consultation. They had asked for moving the motorway alignment away from their houses, which was refused by the EIA assessment committee for technical reasons and to

spare a house at another location that would have been demolished if the above claim of Pazin residents had been admitted.

- Local landowners who were identified in the course of land acquisition procedure. Their requests were dealt mainly by the Grantor's Land Acquisition Agent and the Company's Technical Department Manager as far as their requests required consultations with the Designer and/or the Contractor.
- Učka Nature Park Public Institution Liganj 42, 51415 Lovran – in charge of protecting and preserving the Učka Nature Park resources. The Učka Nature Park stretches on the slopes of the mountain crossed by the Učka tunnel.

4.5. Public companies:

- Hrvatske autoceste d.o.o. – Croatian Motorway Authority, acting as Land Acquisition Agent on behalf of the Grantor (under the Concession Agreement) and an Agent for Public Utilities Diversion.
- HAK (Croatian Automobile Club) – national provider of traffic information and road assistance and one of the companies in charge of monitoring the EuroRAP Project implementation.

4.6. Media:

Local media:

- Glas Istre (daily paper)
- TV Istra (local TV station)
- TV Nova (local TV station)
- Radio Istra
- Radio Pula
- Ipress (web portal)
- Regional Express (web portal)
- Istarski.hr (web portal)

National media:

- HTV 1 (national TV station)
- Nova TV
- Večernji list
- Jutarnji list

4.7. Company's Employees

- Employees in charge of the operation and maintenance of the existing sections of the Motorway

4.8. Contractor's Employees

- Contractor's employees involved in Phase 2B1 Works, and the Sub-contractors' employees.

5. STAKEHOLDER ENGAGEMENT PROGRAM

The goal of this program is to ensure the availability of information to each stakeholder upon request, the active and systematic dissemination of information to the identified stakeholders, his or her consultation and participation.

5.1. Communication Methods

Communication methods will vary depending on the target stakeholder group:

5.1.1. Road users

The Company will continue with information campaigns aiming at providing relevant information on maintenance roadworks, Phase 2B1 construction works and possible traffic annoyance, toll tariff policy and other users' related information through local media and leaflets. Annual road users' satisfaction surveys will be continued and the results analysed to enhance safety and the quality of service. Company will also make available to the road users an annual summary of environmental and traffic safety upgrades, to be made available to the stakeholders through promotional campaigns media articles, and articles published on the Company's web site and in handouts and leaflets.

5.1.2 Administrative authorities

The Company will maintain regular correspondence through meetings, phone, e-mail and post in order to disclose and exchange all relevant project information.

State inspectors monitor the compliance of the Company's operation and maintenance facilities and activities with the local regulations. The Company is required to act upon such inspection reports. Since the largest stakeholder group – the road users are concerned about environmental and traffic issues, the Company will disclose an annual summary of environmental and traffic safety upgrades made upon the above-mentioned inspection reports at its web site. The Company will inform the inspectors on the progress of new sections' designing activities and/or works.

5.1.3. Local authorities

The Company will maintain regular correspondence through meetings, phone, email, post and through public meetings, the latter when required by the municipalities. All relevant project information will be disclosed together with potential impact of the Project on local residents (access to land plots, noise issues, noise mitigation action plan, potential difficulties in specific areas), safety upgrades and all relevant Environmental and Social Reports which will be produced by the Company. This information will be available at the Company's web site www.bina-istra.hr.

The community will also be informed through local media:

- Glas Istre (local daily paper)

- TV Istra (local TV station)
- TV Nova (local TV station)
- Radio Istra
- Radio Pula
- Ipress (web portal)
- Regional Express (web portal)
- Istarski.hr (web portal)

and through the Company's website: www.bina-istra.hr.

Larger population that may be interested in but not affected by the Project will be informed about the general Project information and its potential impact through both national and local newspapers, radio and TV stations and through the Company's website: www.bina-istra.hr.

5.1.4. Local interested parties

- The Archaeological Museum of Istria (AMI), prepared, as required by the EIA, the Report on the reconnaissance of potential archaeological, ethnological and speleological sites. Hrvatski restauratorski zavod was selected to perform archaeological digs and supervision following an open call for bids. Preliminary archaeological digs are being made at four sites. The Company will maintain regular correspondence through phone and e-mail with archaeologists to ensure necessary support whenever deemed necessary.
- Pula National Heritage Conservation Department – is in charge of carrying out supervision of works with regard to the preservation of archaeological and ethnological heritage (mainly dry stonewalls). This department is in charge of issuing requirements for any cultural heritage protective activity. Regular correspondence will be maintained through phone, email and post with the representatives of the Conservation Department to ensure the compliance of protective activities with relevant regulations
- Speleological Association Gračiče (selected following a call for bids) – in charge of speleological survey and classification of potential speleological sites, identified by the above-mentioned Reconnaissance report. Regular correspondence will be maintained by phone and email to allow for timely speleological investigation of potential sites, as identified by the Reconnaissance report by the Archaeological Museum of Istria.
- Local landowners who were identified in the course of the land acquisition procedure and those who will approach the Company upon the commencement of works. Concerns of these landowners are being addressed individually either in direct field contacts or through correspondence, discussed and solved in co-operation with each interested party. They will have access to the grievance mechanism described in Chapter 8.
- Učka Nature Park Public Institution. Relevant information about the Project and possible environmental impact will be conveyed through e-mail correspondence and meetings whenever required.

5.1.5. Public Companies

- Hrvatske autoceste d.o.o. – Croatian Motorway Authority. Regular correspondence through meetings, site meetings, phone, and email will be maintained to follow-up the land acquisition process and to help organize meetings with relevant authorities if needed to enable timely completion of the process. The same applies to utilities diversion works carried out by Croatian Motorway Authority.
- HAK (Croatian Automobile Club) – being the national provider of traffic information and road assistance, the Company will keep providing relevant traffic information through agreed channels of information. Since the Company has a contract with HAK for towing services, the contractual channels of information will be used to convey relevant information and to provide for timely towing services in order to reduce disturbances in traffic streams.

5.1.6. Media

- Information will be conveyed to media through press releases and interviews in order to provide general information about the project and the progress of works.
- Strengthening of relationships with media will be assured by providing updated and transparent information on the project and by responding to their request and questions in a timely and appropriate manner.

5.2. Engagement Plan Summary

Stakeholder	Relevant issues	Communication method proposed
Road users		
	<p>Roadworks and traffic information</p> <p>Phase 2B1 works and possible traffic annoyance</p> <p>Toll tariff policy</p> <p>Satisfaction survey</p> <p>Road safety improvements upon inspectors' visits</p>	<p>Through local media, HAK,</p> <p>Leaflets and handouts distributed at toll booths</p> <p>Company's website: www.bina-istra.hr</p> <p>Satisfaction survey forms</p> <p>Annual reports disclosed at the Company's website: www.bina-istra.hr</p> <p>methods will be selected to suit best a target group</p>
Administrative authorities		
<ul style="list-style-type: none"> Ministry of Maritime Affairs, Transport and Infrastructure, Ministry of Physical Planning and Construction, Istrian County (Sustainable Development Department) State inspectors (Traffic Safety and Environmental Protection) 	<p>Relevant information about the Project</p> <p>Compliance of operation and maintenance facilities with the local regulations</p>	<p>Regular meetings, phone, e-mail, post</p> <p>Annual summary of environmental and traffic safety upgrades made upon the inspection reports disclosed at www.bina-istra.hr</p>
Local authorities		
<ul style="list-style-type: none"> Municipality of Pazin Municipality of Cerovlje Municipality of Lupoglav 	<p>Relevant information about the Project, environmental and social, safety matters and possible impact on local communities and people.</p>	<p>Regular meetings, phone, e-mail, post.</p> <p>Local media:</p> <ul style="list-style-type: none"> Glas Istre TV Istra TV Nova Radio Istra

		<ul style="list-style-type: none"> • Radio Pula • Ipress (web portal) • Regional Express (web portal) • Istarski.hr (web portal) <p>Web site: www.bina-istra.hr</p>
Local interested parties		
<ul style="list-style-type: none"> • Archaeological Museum of Istria / Hrvatski restauratorski zavod 	Progress of archaeological survey / protective measures if needed / works schedule	Regular meetings, phone, e-mail
<ul style="list-style-type: none"> • Pula National Heritage Conservation Department 	Progress of archaeological and ethnological survey / protective measures if needed	Regular meetings, phone, e-mail
<ul style="list-style-type: none"> • Speleological Association Gračiče 	Progress of speleological survey / Coordination	Regular meetings, phone, e-mail
<ul style="list-style-type: none"> • Local landowners who were identified in the course of the land acquisition procedure and those who approach the Company upon the commencement of works. 	Possible problems that may arise during works (access to land plots, annoyance by works, other)	Through web form, phone, e-mail, grievance mechanism; field visits upon request
<ul style="list-style-type: none"> • Učka Nature Park Public Institution 	Relevant information about the Project and possible environmental impact.	Information by e-mail and meetings whenever required.
Public companies		
<ul style="list-style-type: none"> • Hrvatske autoceste d.o.o. 	General information about the Project and the progress of works Land purchase and utilities diversion activities	Regular meetings, phone contacts, e-mail
<ul style="list-style-type: none"> • HAK (Croatian Automobile Club) 	Traffic information	Regular contacts through meetings, phone, fax, e-mail
<ul style="list-style-type: none"> • Media 		

<p>Local media:</p> <ul style="list-style-type: none">• Glas Istre• TV Istra• TV Nova• Radio Istra• Radio Pula• Ipress (web portal)• Regional Express (web portal)• Istarski.hr (web portal) <p>National media:</p> <ul style="list-style-type: none">• HTV1• Nova TV	<p>General information about the Project and the progress of works</p>	<p>Press releases, interviews meetings</p>
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6. TIMETABLE

The timetable below shows the proposed Stakeholder Engagement Activities during pre-Construction, Construction and Operation Phases of the project:

	2013-2018	2018	2019				2020				2021			
		Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Stakeholder Engagement Activities	PRE-CONSTRUCTION	CONSTRUCTION												OPERATION
Road users Providing relevant information about maintenance works, construction works, traffic annoyance, toll tariff, other through media, Company's web-site, leaflets, satisfaction surveys														
Administrative authorities Providing relevant information about the Project through regular meetings, phone, e-mail														
Local authorities Providing relevant information about the Project and possible impact on local communities and people through regular meetings, phone, e-mail, local media, Company's web site														
<i>Local and interested Parties:</i>														
Archaeological Museum of Istria/Hrvatski restoratorski zavod Archaeological survey, Protective measures Mjesto pod suncem d.o.o. – ethnological survey Regular meetings, phone, e-mail,														
Pula National Heritage Conservation Dept Archaeological and Ethnological survey, Protective measures Regular meetings, phone, e-mail,														
Speleological Association Gračišće Speleological investigation, Speleological survey Regular meetings, phone, e-mail														
Local land owners Possible problems during works (access to land plots, annoyance by works, other) Through web form, phone, field visits upon request														

	2013-2018		2018	2019				2020				2021			
			Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Stakeholder Engagement Activities	PRE-CONSTRUCTION		CONSTRUCTION												OPERATION
Učka Nature Park Public Institution Providing relevant information about the Project and possible environmental impact through letters and meetings															
Public Companies HAC Providing relevant information about the Project, progress of works, land acquisition and utility diversion through correspondence, meetings, site meetings, phone, email.															
HAK Providing relevant traffic information through agreed channels of information Cooperation on road traffic safety issues															
Media Providing relevant information about the project and progress of works through press releases, interviews, meetings															

7. Resources and Responsibilities

The resources allocated to meet the goals of our engagement program are internal and all relevant tasks will be executed by the Company's Employees. Taking into account the geographic and time scale of the planned project, no external consultancy support is envisaged.

The missions of the Company's stakeholder engagement program will be assigned to Bina-Istra's staff as follows:

➤ **General Manager**

- will cooperate in establishing contacts with administrative authorities and local authorities to provide relevant information about the Project.
- will inform Technical Department Manager and Communications Officer of any matter relevant to the engagement activities requiring further coordination and communication.

Mr. Dario Silić, General Manager
Bina-Istra d.d., Savska 106, 10000 ZAGREB, Croatia
Phone: + 385 1 6138 300,
e-mail: bina-istra1@pu.t-com.hr

➤ **Technical Department Manager** – will coordinate overall engagement activities and be responsible in particular:

- for coordination and follow-up of the implementation of the Stakeholder Engagement Plan with local interested parties
- for maintaining contacts with local interested parties, and Croatian Motorway Authority(HAC)
- responding to comments and concerns from public
- managing grievance mechanism
- reporting to the General Manager and the Communications Officer on any matters related to communities and local interested parties.
- any other reporting that might be required

Technical Department Manager will report directly to General Manager.

Ms. Ljiljana Ješić, Technical Department Manager
Bina-Istra d.d., Savska 106, 10000 ZAGREB, Croatia

➤ e-mail: teh.sluzba@bina-istra.hr

➤

➤ **Communications Officer** - will be in charge of:

- maintaining contacts with road users, HAK and national and local media
- advising on media relations and media strategy
- preparing of press-realises and press material
- preparing advertisements on stakeholder engagement activities in local press

Ms. Tea Balde, Communications Officer
Bina-Istra d.o.o., Zrinščak 57, 52426 LUPOGLAV, Croatia
e-mail: pr@bina-istra.com

The Communications Officer will coordinate with the Technical Department Manager and report to the General Manager.

8. GRIEVANCE MECHANISM

The existing grievance mechanism used to date will be put in place as part of the Stakeholder Engagement process. This grievance mechanism is as follows:

8.1. Receipt of Grievance

A complainant can submit a grievance by filling a web form available at the Company's web site www.bina-istra.hr, by mail at the Company's address (Bina-Istra d.d. Savska 106, Zagreb, or Bina-Istra d.o.o. Zrinščak 67, 52246 Lupoglav). During works, complaints can be made at the Contractor's premises in Kanfanar by putting a written note or letter into the 'mailbox'. The Company will also use other channels (including in person, email and telephone) for receiving grievances. This will be communicated at the Company's web site.

8.2. Grievance is documented on Bina-Istra's Grievance Record Form

All grievances will be documented on a Grievance Record Form (see example in-Appendix 1) which includes all information obtained from the complainant raising the grievance. For 'in person' grievances, usually received at the premises of the Contractor (Bouygues TP Hrvatska, Okreti b.b., Kanfanar) or the Operator (Bina-Istra d.o.o. Zrinščak 67, Lupoglav), they will be forwarded to the Technical Department Manager who will contact the complainant in order to obtain necessary information and fill a Grievance Record Form. For grievances by phone, the complainant will be encouraged to transmit his/hers complaint in written. The complainant will be requested to provide contact information so that he/she can be contacted to follow-up on resolution of a complaint.

Grievance forms/messages from all sources (in person, mail, e-mail, and phone) will be recorded in a Grievance Log Book (see example in Appendix 2).

Complainants will be notified within three working days of the receipt of the grievance by Bina-Istra.

8.3. Preliminary investigation is conducted to validate grievance

After grievances have been recorded, they must be reviewed to determine legitimacy and any preliminary investigations will be conducted by the Technical Department Manager and/or Technical Department Assistant prior to submitting the complaint to the General Manager. In cases where it is obvious that the grievance is not legitimate or the grievance is invalid, this will be immediately communicated in writing to the stakeholder and arrangements will be made to discuss additional options if appropriate.

Preliminary investigations may include performing a site visit or making a call to a complainant to obtain supporting information. The findings of a preliminary investigation can then be presented to the General Manager along with the grievance.

8.4. Stakeholder Communication

A written response is to be sent within 30 days to the stakeholder advising that the grievance has been reviewed and discussed and to present a proposed resolution if any, as well as a notification that the grievance is not deemed founded or that the Company is not competent for the resolution. If the complainant is not satisfied with the proposed resolution, meeting with the complainant will be held to discuss the findings in order to reach an agreement. If the company is not able to address the issues raised by immediate corrective action if applicable, a long-term corrective action will be identified. The complainant will be informed of the proposed corrective action and follow-up of corrective action within 30 days of the acknowledgement of grievance.

8.5. Grievance Closure and Documentation

A final response will be given to the complainant on the proposed resolution or on the inability or incompetence for its resolution. A response on the grievance resolution or a notification on the inability or incompetence for its resolution will close-out the complaint. The Technical Department Manager will be in charge of documenting and recording the close-out.

Records concerning closed cases will be maintained until the completion of the Project. The Technical Department Manager will be responsible for managing the grievance process and will request the other employees of the Company, depending on their competences, their support in grievance management and record keeping.

8.6 Confidentiality of Grievances

The confidentiality of stakeholder issues and grievance cases and responses will be maintained.

9. Monitoring and Reporting

Monitoring and Reporting are integral to the success of the stakeholder engagement plan and will form part of the engagement process.

During the construction phase, the Technical Department Manager will provide annual reports on stakeholder engagement initiatives to the General Manager who will assist in shaping continuous engagement. This reporting will include any relevant stakeholders' feedback, concerns and complaints as well as actions proposed or taken.

Ad hoc reports will be prepared based on the issues arising that are deemed to require specific attention outside of this planned reporting schedule.

This Stakeholder Engagement Plan will be reviewed and updated annually.

In order to provide information to each stakeholder, as well as to have their active and systematic consultation and participation, the Company will make available on its web site the following documents:

- Stakeholder Engagement Plan
- Grievance mechanism with grievance forms

The Company will remain open to any stakeholder's request for additional information and/or suggestion for improvement of the stakeholders' involvement into the Project.

10. Management Functions

The management oversight of the engagement program will be provided by the General Management of the Company.

The responsibilities assigned to the Company's employees are described in Chapter 7 above. If a need arises to assign more employees upon the commencement of works and following the annual revision and update of this Stakeholder Engagement Plan, the General Manager will decide to deploy additional staff to ensure timely and efficient implementation of the engagement activities.

A stakeholder database will be established and kept by the Technical Department Manager and his/her collaborators. In addition to the Grievance Form Record Log, a Commitments Register will be kept and followed up by the Technical Department Manager.

The Company's stakeholder engagement strategy will be communicated internally by internal channels of communication (bulletin board and newsletter by e-mail).

The Contractor (Bouygues Croatia) will provide a mailbox at its premises in Kanfanar, so that interested parties/complainants can put a written note.

Appendix 1: Grievance Form

Grievance Form

Date: 19/01/2019

Complainant:

(Name and family name / Company)

Municipality/City / Physical Person:

Address:

Phone/Fax:

E-mail:

Proximity of the Motorway: Underpass xx at chainage xx+xxx,xx

Section:

Concern reported: Access to land plot n°

By: Letter/e-mail dtd xx/xx/xxxx (Incoming mail reference: BI 19-xxxx) ;

Actions by Bina-Istra:

Reply : DSI/LJ/19-xxx dated xx/xx/xxxx

Investigation:

Field visit by _____ on xx/xx/xxxx – to *(describe the goal)*

Persons consulted: (e.g. IE...)

Envisaged solution(s):

Closure:

By:

Other relevant information: -

See also Grievance Form:

Appendix 2

Appendix 2

Sample of Grievance Record Log Book

[illegible]

