

**SERBIA EMERGENCY COVID-19
RESPONSE PROJECT**

**SUBPROJECT: CONSTRUCTION OF A
NEW DIAGNOSTIC BUILDING WITH
BSL-3 LABORATORY AT THE
“TORLAK” INSTITUTE OF VIROLOGY,
VACCINES AND SERA**

**STAKEHOLDER ENGAGEMENT PLAN
(SEP)**

TORLAK INSTITUTE

BIOSAFETY LEVEL 3

SUBPROJECT

STAKEHOLDER ENGAGEMENT PLAN (SEP)

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ABBREVIATIONS

BSL	Biosafety Level
EHS	Environmental Health and Safety
EIA	Environmental Impact Assessment
ESIA	Environmental and Social Impact Assessment
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standards
HRS	Human Resources Specialist
IFC	International Finance Corporation
JV	Joint Venture
KPI	Key Performance Indicators
LMP	Labor Management Procedure
NGO	Non-Governmental Organizations
NHIF	National Health Insurance Fund
OHS	Occupational Health and Safety
PCU	Project Coordination Unit
PPM	The Public Participation Meeting
SEP	Stakeholder Engagement Plan
SMOH	Serbian Ministry of Health
SSHPC	Second Serbian Health Project
WB	World Bank
WBG	World Bank Group
WHO	World Health Organization

1 INTRODUCTION

This plan presents the Stakeholder Engagement Plan (SEP) for “Torlak Institute Biosafety Level 3 Subproject” (hereinafter referred to as 'Project') and is prepared by Joint Venture (JV) (2U1K, 2U1K International and Enacta) for “The Project Coordination Unit of the Ministry of Health of Republic of Serbia” (hereinafter referred to as 'Project Owner').

This subproject is under the umbrella of Serbia Emergency Covid-19 Response Project. Therefore, the plan has been prepared in line with the SEP published in February 2021 for the Covid-19 Response Project.

The purpose of the SEP is to guide the Project Owner to:

- Build and maintain a constructive relationship with the stakeholders, especially affected communities;
- Promote improved environmental and social performance through effective engagement with the stakeholders;
- Promote and provide means for adequate engagement with affected communities and to ensure that meaningful environmental and social information is disclosed to such communities and to other stakeholders;
- Ensure that all stakeholders have ways to access information and raise issues;
- Ensure that project-affected communities have accessible means to raise issues and grievances, and the Project Owner responds to and manage such issues and grievances appropriately.

In order to meet best practice approaches, the project through implementation of this the SEPs will apply the following principles for stakeholder engagement throughout the project cycle:

- Openness and life-cycle approach: public consultations for the project(s) will be arranged during the whole life-cycle, carried out in an open manner, free of external manipulation, interference, coercion or intimidation;
- Informed participation and feedback: information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholders' feedback, for analyzing and addressing comments and concerns;
- Inclusiveness and sensitivity: stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times encouraged to be involved in the consultation process.

- Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups, in particular women, youth, elderly and the cultural sensitivities of diverse ethnic groups.

This SEP includes (i) the identification of stakeholders for the Project, (ii) analysis of relationships of the stakeholders with the Project, (iii) details of consultation methodologies, (iv) activities carried out to-date and those planned for the future of the Project, (v) details of the process for managing stakeholders' concerns and grievances and explains how the stakeholder engagement process will be recorded, monitored, evaluated and reported.

The Project Owner is committed to implement this SEP throughout all phases of the Project. SEP is a living document, and it will be regularly monitored, reviewed and updated by the Project Owner.

2 ABOUT PROJECT

A new diagnostic laboratory building with BSL-3 at the Torlak Institute is planned to be constructed in the Serbian capital Belgrade, within the existing complex of the Torlak Institute of Virology, Vaccines and Sera. The Torlak Institute is a national institution for the prevention, treatment and monitoring of infectious diseases. The founder of the Institute is the Government of the Republic of Serbia. It is one of the oldest institutions of this type in the world, with a tradition and experience of more than 80 years.

The capacity at the Torlak Institute of Virology, Vaccines and Sera will be strengthened by establishing a laboratory which fulfills requirements for handling pathogens such as SARS-CoV2, since there is currently no facility in Serbia that can handle pathogens requiring a BSL-3 or higher. Having appropriate laboratory would enable widening the research related to detection of viral presence in air, wastewater, soil and elsewhere. Most importantly, such a laboratory would enable handling of many other pathogens that require such a level of biosafety, like yellow fever virus, West Nile virus, eastern equine encephalitis virus, SARS-CoV-1 and MERS-CoV but also different bacterial, fungal and rickettsia pathogens, thus greatly strengthening Serbia's national laboratory system.

This sub-component, the Project will help:

- a) Strengthen disease surveillance systems, national reference and public health laboratories, and epidemiological capacity for early detection and confirmation of cases;
- b) Combine detection of new cases with active contact tracing;
- c) Support epidemiological investigation;
- d) Strengthening the existing risk assessment strategy through the implementation of international standards in the field;
- e) Guiding mitigation activities by producing more intensive up-to-date pathogens data depending on the active monitoring needs and providing this data to decision makers.

There is an existing functioning institute in the project area. The enterprise employs 220 people in total, 150 women and 70 men. Of these, 76 are blue collar and 144 are white collar. There are 3 disabled employees. There are no migrant/foreign personnel in the institute. 81 personnel belong to 3 different unions.

Working hours at the institute are given below:

- Firefighters and maintenance foremen (boiler room operators) work in shifts (07-19 hours day shift, 24 hours rest / 19-07 hours night shift, 48 hours rest);

- Laboratory Diagnostics Department (Monday-Friday; 07-19h, Saturday; 08-18h, Sunday; 08-15h);
- Production Departments (Monday; 08-16h, Tuesday-Friday; 08-15h).

2.1 Project Location

The Project is planned to be constructed in the Serbian capital Belgrade, within the existing complex of the Torlak Institute of Virology, Vaccines and Sera. The Torlak Institute is a national institution for the prevention, treatment, and monitoring of infectious diseases. The founder of the Institute is the Government of the Republic of Serbia. It is one of the oldest institutions of this type in the world, with a tradition and experience of more than 80 years. The Project's location is urban and is located on the southern edge of the Belgrade, in the city municipality of Vozdovac and in settlement Jajinci (see **Error! Reference source not found.**).

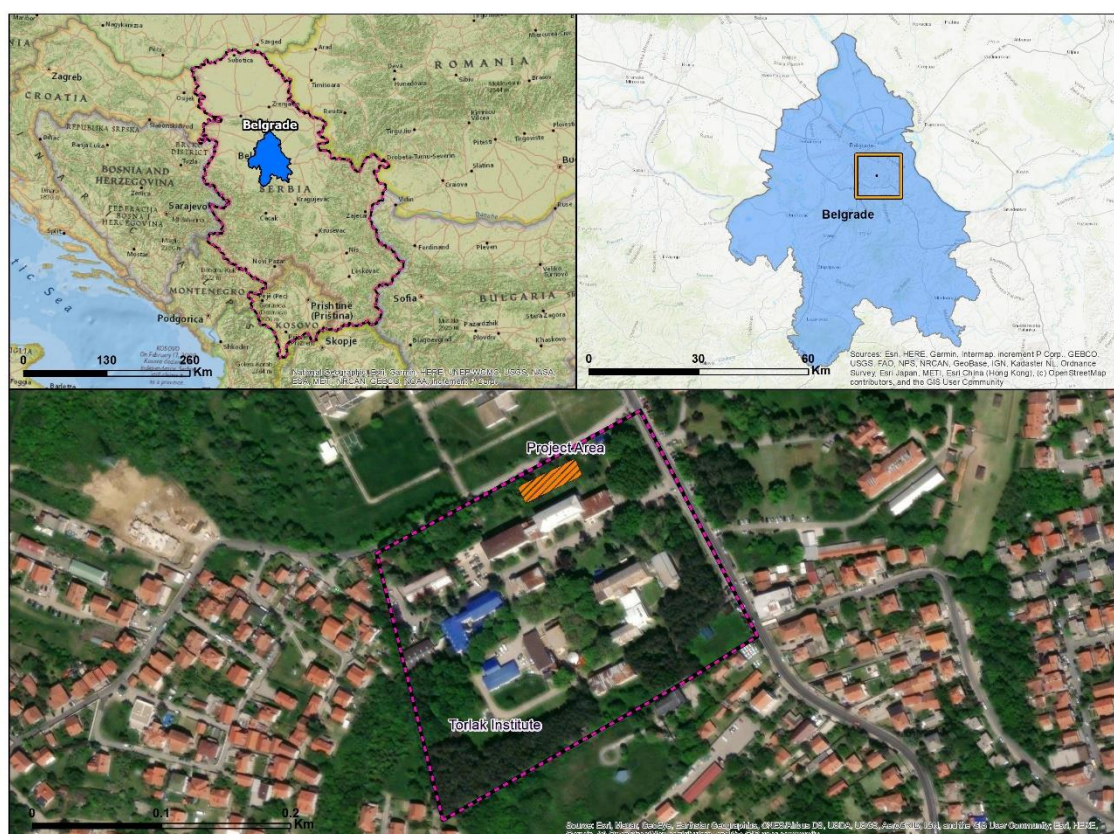


Figure 2-1 Project Location on the Regional Map

There is built infrastructure on the location. There is no specific need for infrastructure such as water transmission line, sewerage, electricity etc. for the Project and it will not be constructed. The Torlak complex where new diagnostic laboratory building with BSL-3 will be built is fenced, has an administrative building and four national reference laboratories for diagnostics at the same location, three of which are certified by the WHO.

Residential facilities are located in the immediate vicinity of the Project Area. Closest residential area is at 150m distance from the new diagnostic laboratory building with BSL-3 at the Torlak Institute (**Error! Reference source not found.**).

Figure 2-2 Closest Residential Area in the vicinity of the Project Area

2.2 Roles and Responsibilities in the Torlak Institute

The organization chart in the current facility is in **Error! Reference source not found..**

Figure 2-3 Institute of Torlak Organizational Chart

Torlak Institute Management, in collaboration with contractors and suppliers, will establish, maintain and promote, as required, a Project-specific organizational structure that defines roles, responsibilities and authority for the implementation of Environmental and Social Management Plan (ESMP) as provided as a model in **Error! Reference source not found.** Specific personnel with clear boundaries of responsibility and authority should be appointed, including management representatives. The Project-specific organizational structure to be developed will include executives who will coordinate and manage the Project, the Technical and Financial Experts who will be in charge of construction and operational phases of the Project, and at least one Social Expert (responsible for communication), one Environmental Expert and one Occupational Health and Safety Expert. The social expert will be assisted by public relations staff within the Ministry. Core environmental and social responsibilities should be well defined and communicated to the relevant personnel and the rest of the Project Organization Unit. Additionally, personnel should have adequate knowledge, skills and experience to competently and efficiently take specific measures and actions required under ESMP. Torlak management will be responsible for risk management.

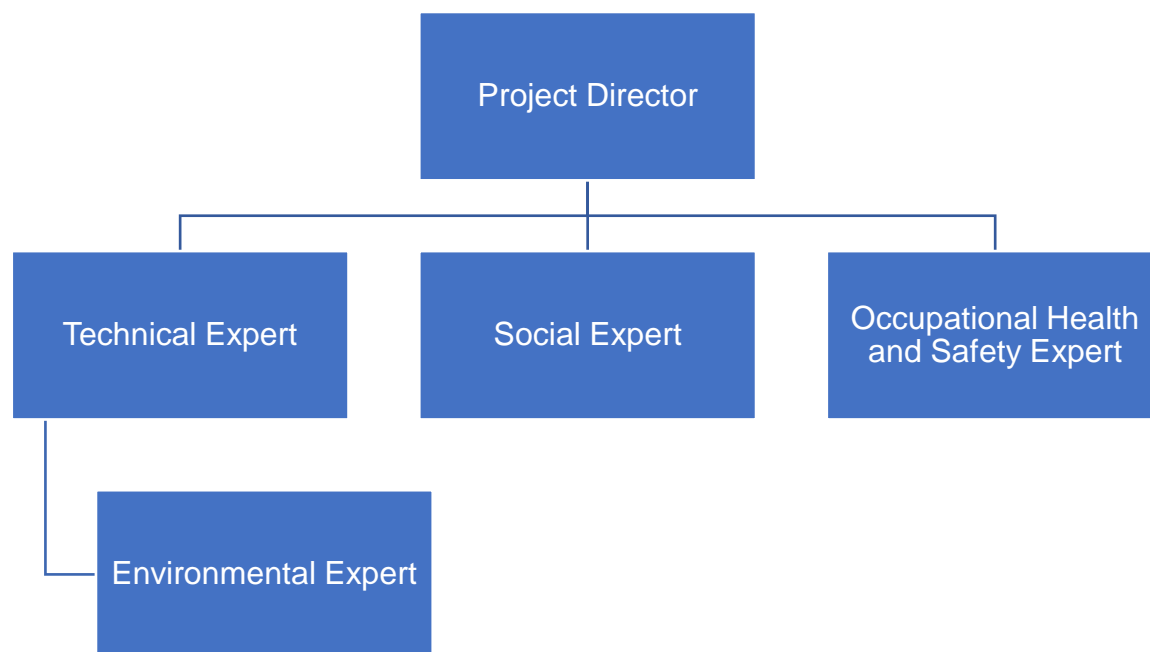


Figure 2-4 Project Management Unit Organizational Chart

2.3 Project Organizational Management

Responsible parties and terms of references are shown in Table 2-1.

Table 2-1. Project Organizational Management

Responsible Party	Terms of Reference
Project Owner	<ul style="list-style-type: none"> • SMOH is the Project Owner and Institute of Torlak is beneficiary of this Project. • The Project Owner will be responsible for supervision of contractors and overall risk management for the projects. In addition, it will be responsible for providing technical and data support during the preparation of technical and financial feasibility reports. The Project Owner will check both the technical and administrative progress of contract packages and the implementation of the points provided in ESMP and SEP on site together with Environmental, Social and Occupational Health and Safety Experts (at least one Social Expert, Environmental Expert and Occupational Health and Safety Expert) who will be involved in the Project Organizational Chart. • In addition to on-site inspections, the Project Owner will review the Environmental and Social Monitoring reports to be submitted by contractors on a monthly basis, and will submit these reports to MoH and WB quarterly .
Supervisory Consultant/Advisor	<p>The Project Owner will appoint a Supervisory Consultant having a range of specialties to inspect the contractor's activities on a daily basis. The Supervisory Consultant will appoint the personnel given below:</p> <ul style="list-style-type: none"> • The Supervisory Contract Manager will be responsible for inspecting the contractor to ensure that the recommendations and requirements given in the Project disclosure package are fulfilled. They will be responsible for continuously monitoring processes and actions undertaken by the contractor and for identifying the measures to be taken by the contractor to deal with any areas of non-conformity. This includes periodic audits, inspections and/or on-site checks of project areas or worksites and/or records and reports compiled by contractors. • The Environmental Expert will be responsible for supervising the implementation of all environmental and biodiversity measures provided in the Project disclosure package and for reporting to the Project Owner regularly. The environmental expert is expected to be a graduate of a University or similar institution in relevant disciplines (a master's degree would be an asset) and to be fluent in English and Serbian (both written and spoken). • The Health and Safety Expert should be certified for recognized international safety competency, for example the National General Certificate of Occupational Health and Safety or equivalent. Graduation from a university or a similar institution in the relevant discipline would be an asset. • The Social/Human Resources Expert will be responsible for supervising the implementation of all health, safety and social measures provided in the Project disclosure package, as well as the implementation of SEP, and for reporting to the Project Owner regularly. The expert is expected to be a graduate of a University in relevant disciplines (a master's degree would be an asset) and to be fluent in English and Serbian (both written and spoken). The expert is responsible for regularly reporting to the Project Owner.
Contractors	<ul style="list-style-type: none"> • The construction works under the contract packages included in the scope of the Environmental and Social Management Plan will be carried out by contractors. • Contractors will be responsible for observing the liabilities provided in the Environmental and Social Management Plan, LMP and SEP. Issues related to the implementation of the plans will be examined by the contractor during the preparation of the bid, and proposals will be submitted considering the ESMP prepared by the Contracting Authority. • The Environmental and Social Management Plan includes the monitoring tables that describe the possible negative effects of the operations to be carried out during the construction phase of the project and the measures to be taken to minimize these effects and the conditions for putting these measures into action. Additionally, the said tables include the entities and organizations (project stakeholders) responsible for the aforementioned items.

Responsible Party	Terms of Reference
	<ul style="list-style-type: none"> • During the construction phase, the contractor will provide training to the personnel who will take part in the project, including the measures within the scope of ESMP, to raise awareness of environmental, occupational and worker health and safety, public health and safety and social issues. • As part of ESMP, implementation of the measures identified for the construction phase will be coordinated by Environmental, Social and Occupational Health and Safety Experts (at least one Social Expert, Environmental Expert and Occupational Health and Safety Expert) who will be involved in the Project Organizational Chart. The said experts will be responsible for taking actions required to eliminate/minimize environmental and social impacts in line with ESMP and for putting monitoring plans into practice. • In the event of unforeseen circumstances such as environmental, social and labor issues or accidents or loss of time, the contractor will immediately notify the Project Owner, who will in turn notify the ministry and the World Bank immediately. The immediate incident report on the root causes of the incident and corrective measures to be taken will be submitted to the ministry and the World Bank within 48 hours.
World Bank	<ul style="list-style-type: none"> • During the construction and operational phase, the officials from the World Bank will supervise the Project Owner's performance regarding compliance with the provisions set out in the ESMP managed by the Project Owner. • SMOH, on the other hand, will inform the World Bank about environmental and social performance through monitoring reports every 3 months. In addition to this information, the World Bank will audit the Project activities and progress through on-site inspections that will be conducted by the World Bank at least biannually.

3 REGULATORY REQUIREMENTS

This section outlines the regulatory framework for the Project stakeholder engagement activities, according to national and international requirements.

3.1 National Legal Framework

The commitments and requirements of the Republic of Serbia to citizen engagement are not residing under a single self-standing law or regulation. However, the recognition of importance of citizen engagement is infused in the legal system and clearly recognized by mandatory procedures provided under individual laws. Serbia having acquired the EU candidate country for membership status, is taking a huge effort to reach environmental standards in line with the EU acquis which extends to issues of stakeholder and citizen engagement as well.

From the highest legal act down to an ample normative framework comprising the Serbian legal system, a strong commitment and openness to stakeholder engagement is evident. Key laws governing the stakeholder and citizen engagement activities include, but are not limited to:

The Constitution of the Republic of Serbia (2006) proclaims the rule of law and social justice, principles of civil democracy, human and minority rights and freedoms, and commitment to European principles and values. The Article 74 proclaims the right to healthy environment and grants the right to timely and comprehensive information on the state of the environment.

The Constitution of the Republic of Serbia (2006) proclaims the rule of law and social justice, principles of civil democracy, human and minority rights and freedoms, and commitment to European principles and values. The Article 74 proclaims the right to healthy environment and grants the right to timely and comprehensive information on the state of the environment.

The Law on free access to information of public interest (2010) states that governmental agencies, social associations and officials are required to provide each person with the possibility of receiving and becoming acquainted with documents of public interest, except in cases anticipated by law. By virtue of this Law access to information shall be granted to all stakeholders, including every natural person or legal entity upon written request unless otherwise regulated by the Law. Within 15 days of receipt of a request at the latest, the authority shall inform the applicant whether the requested information is held, and grant him/her access to the document containing the requested information or issue or send to the applicant a copy of the document, as the case may be.

Law on Public Information and Media (2021) stipulates that public information is free and is not subject to censorship, that the public has the right and the interest to be informed on issues of public interest, that monopoly in the media is not allowed, that information on the media is public.

The Law on Environmental Impact Assessment (2004 as amended in 2009) provides categorization of industries and projects and identifies types of environmental assessment required against respective categories of industries or projects and provides procedures for disclosure, presentation and consultation requirements, and sets these as mandatory with a disclosure minimum of 20 days.

According to the **Law on Environmental Protection (2004)**, public participation is required in connection with the development of strategic environmental impact assessments.

The Republic of Serbia ratified **the Aarhus Convention on Access to information, public participation in decision-making and access to justice in environmental matters** and it links environmental and human rights and resides on the belief that it is a basic right of present and future generations to live in an environment adequate to health and wellbeing. The convention focuses on achieving this through the implementation of three pillars: rights of access to information, access to decision-making, and access to justice.

Other stakeholder engagement, disclosure and transparency requirements within certain topics and sectors are embedded in the applicable laws regulating each of the treated subject. They are broadly compliant to the requirements of ESS10 but have certain shortcomings when it comes to active outreach and continuous engagement strategies.

3.2 World Bank's Environmental and Social Standard on Information Disclosure and Stakeholder Engagement (EES10)

Operations and activities for which the World Bank's Investment Project Financing (IPF) is sought after October 1, 2018 fall under the application of the Environmental and Social Framework (ESF). The ESF comprise, inter alia, the 10 Environmental and Social Standards which set out mandatory requirements for the Borrower and the Project. Under the ESS10, a Stakeholder Engagement Plan (SEP) should be developed prior to Project appraisal that sets out the principles and procedures for stakeholder engagement in a manner that is consistent with ESS10.

ESS10 objectives are the following:

- To establish a systematic approach to stakeholder engagement that will help Borrowers identify stakeholders and build and maintain a constructive relationship with them;
- To assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be taken into account in project design and environmental and social performance;
- To promote and provide means for effective and inclusive engagement with project-affected parties throughout the project life cycle on issues that could potentially affect them;

- To ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format;
- To provide project-affected parties with accessible and inclusive means to raise issues and grievances allow Borrowers to respond to and manage such grievances.

A SEP proportionate to the nature and scale of the project and its potential risks and impacts needs to be developed by the Borrower. It has to be disclosed as early as possible, and before project appraisal, and the Borrower needs to seek the views of stakeholders on the SEP, including on the identification of stakeholders and the proposals for future engagement. If significant changes are made to the SEP, the Borrower has to disclose the updated SEP. The Borrower should also propose and implement a grievance mechanism to receive and facilitate the resolution of concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner.

The WB particularly emphasizes **effective, inclusive and genuine citizen engagement** through disclosure of project-related information, consultation and effective feedback. Projects must include in the design activities which engage citizens/beneficiaries. The interaction between the government and citizens must be two-way – meaning that citizens must be involved in the process of decision-making. When citizens provide inputs or feedback, the government needs to take these views into account, resolve the issues raised and respond to the citizens (i.e. provide feedback). Empowering citizens to participate in the development process and integrating citizen voice in development programs is the key to achieving positive results.

Prior to adoption of the ESF and ESS10, in 2014, the World Bank Group (WBG) developed a Strategic Framework for Mainstreaming Citizen Engagement in WBG Operations to systematically mainstream citizen engagement in WBG-supported operations. The Strategic Framework defines citizen engagement as the two-way interaction between citizens and governments or the private sector within the scope of WBG interventions. This approach gives citizens a stake in decision-making in order to improve intermediate and final development outcomes.

Five principles guide mainstreaming citizen engagement:

- 1) results-focused,
- 2) engaging throughout the operational cycle,
- 3) seeking to strengthen country systems,
- 4) context-specific, and

5) gradual.

In practical terms, the World Bank's citizen engagement commitment means that all Investment Project Financing (IPF) operations financed with IBRD loans or IDA credits must meet the following three requirements:

- Project design must be citizen-oriented, i.e., having at least one mechanism to engage with beneficiaries in the specific context of the project;
- Projects' results frameworks must include at least one beneficiary feedback indicator to monitor citizen engagement throughout project implementation. The indicator must demonstrate two-way citizen engagement ("close the feedback loop") – when citizens provide inputs or feedback, the government needs to respond or reply in some form, i.e. the government takes into account citizens' views, resolves the issues raised or publishes the response to the feedback;
- Projects must report on the beneficiary feedback indicator(s) by the third year of implementation.

4 PROJECT STAKEHOLDERS

A stakeholder is defined as any individual, organization or group which is potentially affected by the Project or which has an interest in the Project and its impacts. The objective of stakeholder identification is to establish which stakeholders may be directly or indirectly affected – either positively or negatively - (“affected parties”) or have an interest in the Project (“other interested parties”).

It is important that particular effort is made to identify any disadvantaged and vulnerable stakeholders who may be differentially or disproportionately affected by the Project or who may have difficulty participating in the engagement and development processes. Stakeholder identification is also an on-going process and will require regular review and update. The SEP has been prepared for this project to identify project stakeholders and establish engagement methods for the future of the Project.

For the purposes of effective engagement, stakeholders of the proposed project(s) can be divided into the following core categories:

- **Affected Parties** – persons, groups and other entities within the Project Area of Influence (PAI) that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures;
- **Other Interested Parties** – individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way; and
- **Vulnerable Groups** – persons who may be disproportionately impacted or further disadvantaged by the project(s) as compared with any other groups due to their vulnerable status, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project.

Stakeholder identification has been an on-going process and different issues are likely to concern different stakeholders. Therefore, stakeholders have been grouped based on their connections to the Project. Understanding the connections of a stakeholder group to the Project helps identify the key objectives of engagement.

4.1 Summary of Stakeholder Engagement Needs and Analysis of their Interest and Influence

Identified stakeholder groups and their level of influence cross-referenced with their interest they may have in the project will determine the type and frequency of engagement activities necessary for each group. Using the color coding of interest and influence matrix below will help determine where to concentrate stakeholder engagement efforts and why.

The table below identifies the key stakeholder groups and categories, the nature of their interest in the project and their level of interest in and influence over the project and is based on the color code in the matrix below:

Table 4-1. Influence and Interest Matrix

Level of Influence	High	Involve/engage	Involve/engage	Partner
	Medium	Inform	Consult	Consult
	Low	Inform	Inform	Consult
		Low	Medium	High
		Level of Interest		

Stakeholder groups are given in Table 4-2.

Table 4-2. Stakeholder Groups

Stakeholder groups		Level of interest	Level of influence	Level of engagement	Nature of Interest
Project Affected Parties	Project Workers				
	Contractors and workers; Health Care Workers and supportive staff; Institute management.	High	High	Partner	Interest in OHS and management plans during construction and operation periods of the project.
	Technical				
	Project designer; ESIA Consultants.	High	Medium	Consult	Potential concerns over regarding environmental and social impacts and project designs
	NGO's				
	NGOs especially ones dealing with social dialogue, community health and safety, ecology and vulnerable group.	High	Medium	Consult	Potential changes in potential environmental and social conditions
	Local Communities				
	Local communities within the Project area	High	Medium	Consult	Concerns about health, safety, traffic, construction related impacts (noise, dust, damages, emissions, vibrations)
	Nearby Businesses and Government Institutions				
	Local Businesses; Schools and Faculty of Pharmacy; Healthcare Institutions.	Medium	Low	Inform	Concerns about disruption of business and operation activities
Project Interested Parties	Government / Authorities/ Academia and Scientific Institutions				
	Ministry of Health; Ministry of Environmental Protection; Ministry of Construction, Transport and Infrastructure; Ministry of Labour and Social Policy; Vozdovac Municipality; -Academic Institutes <ul style="list-style-type: none"> Scientific institutions in the area of infective diseases such as scientific institutions and Clinics and Institutes for infective diseases 	High	High	Partner	Institutional and legal arrangements, regulations
V	Vulnerable Groups/Individuals (directly affected by the project)				

Stakeholder groups		Level of interest	Level of influence	Level of engagement	Nature of Interest
	Front line health staff; Women staff; Staff with disabilities; Waste pickers.	High	Medium	Consult	Access to participation activities, greater exposure to potential adverse impacts
	Vulnerable Groups/Individuals (might be affected)				
	Retired elderly and people with disabilities and chronic diseases in home lockdown; Disabled; Households below poverty line that could not afford medicine, private doctors services, adequate nutrition; Homeless persons; Single parent headed households, male and female (with children up to 14 years; without some other relatives in the household); Roma population living in unhygienic settlements (enclaves) without water facilities, sewage, improvised houses; Migrants; Youths; LGBT persons ; Persons with chronic diseases living in Torlak surrounding communities.	Medium	Medium	Consult	Access to participation activities, greater exposure to potential adverse impacts

5 STAKEHOLDER ENGAGEMENT TOOLS

A range of tools will be utilized for stakeholder engagement under this Project. Stakeholder engagement will continue to utilize these already established communication mechanisms, along with new mechanisms to be used as needed to ensure efficient and effective engagement throughout the lifetime of the Project. The project has and will continue to use the following methods for interacting with stakeholders:

- Informal/formal face-to-face or online via the Internet meetings with affected communities and other stakeholders –can be the main form of consultation throughout the lifetime of the Project. Moreover, meetings organized or at the request of the public/community can also be included.
- Focus group meetings with affected communities and other stakeholders – can be a form of engagement that will support negotiations throughout the life of the Project. It will also provide a suitable environment for stakeholders to express their views.
- Through the Project Owner's website, e-mail, phone number and short message service (SMS) –It is a public site and telephone line created for announcements, documents, reports, etc. – The ESIA and SEP documents prepared for the Project will be published in English and local language via the Project website. Information on the application of the grievance mechanism created by the Project Owner within the scope of the Project and its authority will be included. At the same time, all up-to-date information about the Project will be made available to the public via the website.
- Written materials – Handbooks, banners, posters, informative booklets, etc. to enable stakeholders to learn about the Project. – Materials will provide information about the Project and inform Stakeholders about all communication methods and stakeholder engagement tools created for the Project.
- Grievance mechanism – will be open to access of both directly affected or interested stakeholders. A mechanism has been and will continue to be widely disclosed to the affected public.
- Media promotions: Throughout the life of the Project, information disclosure and contact information will be promoted through local and national TV channels, newspapers and the social media accounts of the Project Owner.

The main communication methods and mechanisms that have been and/or will be used to consult with key stakeholders in each phase are summarized in Table 5-1.

Table 5-1. Proposed Engagement Approach

Engagement Approach
<ul style="list-style-type: none"> • Sending out Project documents to selected governmental and non-governmental organizations;

Engagement Approach

- Sending out Project Information Document and Project Information Leaflet to selected neighbourhoods;
- Newspaper advertisements of public consultation meeting;
- Public consultation meeting;
- Collect views through the contact details provided (mail address, e-mail, telephone number);
- Disclosure of information in the Project website;
- Setting up a Grievance Mechanism;
- Face-to-face meetings with selected governmental authorities;
- Face-to-face meetings with the surrounding facilities;
- Face-to-face meetings with key informants (local leaders and subject-matter experts, cooperatives, local government authorities, local Non-Governmental Organizations (NGOs) and other individuals that are able to provide specific information);
- Focus Group Discussions in neighbourhoods;
- Disclosure of Final Draft ESIA Report and SEP in the Project website.

5.1 Previous Stakeholder Engagement

Under the Covid-19 Response Project As required by the World Bank (WB) Environmental and Social Standard 10 (ESS10) – Stakeholder Engagement and Information disclosure, during the preparation of draft ESMF and SEP documents for the Serbia Emergency Covid-19 Response Project (SECRP) the Borrower carried out public consultations with relevant stakeholders.

The draft documents and invitation to the public consultations were also available on the MoH website: <https://www.zdravlje.gov.rs/tekst/en/228/covid-19.php>.

On 24 February 2021, at 11:00 AM (local time), public consultations and presentation of the draft ESMF and SEP for SECRP documents were organized at the premises of the Project Coordination Unit (PCU), Pasterova 1, III floor, Belgrade. The meeting was attended by a diverse group of 17 stakeholders, including the representatives of MoH, the National Health Insurance Fund (NHIF) and PCU implementing SECRP and “Second Serbia Health Project” (SSHP).

The consultation consisted of two parts. In the first, introductory part, Ms. Biljana Kozlovic, PCU Coordinator, explained the goal and components of the SECRP and introduced the PCU members. In addition, participants were informed in general about the ESF and the purpose of ESMF and SEP documents during the project implementation. It was also emphasized that all activities supported under the Project shall be environmentally and socially sound, sustainable, and consistent with WB ESS and Serbian national legislation.

In the second part, a presentation of ESMF and SEP documents was held. Environmental Specialist and Social Specialist, presented SEP and ESMF documents and explained the expected environmental and social impacts of the project.

For the subproject, on 31.10.2022, face-to-face introductory meetings were held between officials from 2U1K and Enacta Environmental and Social departments and officials from the Ministry of Health and Torlak Institute. The meeting before noon was between the Ministry of Health, 2U1K, Enacta, while the second meeting took place in the afternoon at the Torlak Institute with the participation of the Institute officials. The purpose of the meetings was to introduce the Scoping, ESIA and SEP documents to be prepared by 2U1K and this business process and to request technical information from the authorities that they will need in this process.

The second meeting was held at the Project site. In order to conduct due diligence, preliminary information about the location of the Institute and the structure and capacity of the Project building to be constructed was obtained and the Project site was observed. Photos of the interviews and the project site are below:





Figure 5.1 Photos of the Meeting at the Institute of Torlak

This was followed by the site visit conducted by JV, along with concerned experts from the ministry, to identify the Project location and the sensitive receptors in the area of influence. During the visits, the information presented below was acquired:

- Construction works are planned to last approximately nine months. 45 workers will be employed in the construction works;
- It is not planned to establish temporary accommodation facilities on the construction site during the construction phase;
- There is a grievance mechanism in the existing facility;
- Trees in the project area will be cut down;
- There are no services such as accommodation, shower, restaurant, canteen, etc. in the existing facility.

Apart from the interviews mentioned above, there has been no stakeholder engagement activities for BSL-3 laboratory carried out up to the issue of this sub-project specific draft SEP.

5.2 Future Stakeholder Engagement

5.2.1 Public Participation Meetings

For all subprojects proposed for the World Bank financing, the borrower consults project-affected groups and local non-governmental organizations about the project's environmental aspects and takes their views into account, during the Environmental and Social Assessment process.

For subprojects, it is envisaged that one consultation with affected groups and other relevant/affected stakeholders will be held, the first after the completion of the Scoping report

and the second after the completion of the ESIA report. This consultation will include, but is not necessarily limited to, the following topics anticipated:

- Objective of the Project,
- Timeline of the Project,
- Social, environmental and ecological impacts that are determined to occur upon the Project,
- Impacts and the mitigation or enhancement measures that are being implemented,
- Roles and responsibilities of different actors,
- Monitoring and management measures, and
- Information on the grievance mechanism for the Project (in print version or web site).

The project owner will notify the communities located in the impact area two days in advance of any possible temporary road closures caused by construction works. Similarly, the project owner will inform the affected local people of the future works on the notice platforms two days in advance. Information will be provided through notices posted in public areas such as bus stops, website announcements, and local media channels.

Likewise, businesses, schools and/or hospitals that are potentially affected by construction activities will be notified of the works two days in advance, and activities will be driven by the feedback received from stakeholders so that businesses and/or services are not disrupted.

The Project Owner will be responsible for engagement with stakeholders as an on-going process throughout the life of the Project. All stakeholders will be able to share their views and grievances through a range of options such as the Project owner's website, telephone number, letters and face-to-face meetings. There will also be grievance boxes at the institute entrances for local communities. All grievances will be logged by the designated focal point and recorded as described in the Grievance Mechanism section. The grievance mechanism will be advertised and announced to affected stakeholders so that they are aware of the process, know they have the right to submit a grievance, and understand how the mechanism will work and how their grievance will be addressed.

5.2.2 Fieldwork for Social Impact Assessment

After the scoping document is completed, site-specific social baseline and impact assessment studies will be conducted. Residents and opinion leaders of the local communities nearby the Project area will be interviewed to determine the main baseline characteristics of the settlements. Baseline characteristics will include settlements' access to infrastructure (drinking, potable, irrigation water (if any), wastewater and solid waste disposal, electricity, pollution, air quality, internet, etc.), education and services such as healthcare and transportation. Information on local people's livelihoods will be provided. In addition, vulnerable/disadvantaged individuals or groups will be identified in the settlements. Written

material will be prepared in advance and distributed to those who would like to have more information. During fieldwork, local people will also be given the opportunity to ask questions and raise complaints. Their questions and complaints will be registered and will be timely and adequately addressed.

Potential impacts from the Project will also be investigated during the field study. Discussions will be held with the local community on whether they expect any positive or negative impacts from the Project.

Another pillar of the fieldwork will be governmental institutions and NGOs. Face-to-face meetings will be organized to record their expectations, demands and concerns about the project. Project brochure will be developed for the purpose of those meetings.

The date for the field work will be determined shortly after the Scoping document is finalized.

5.2.3 Proposed Strategy to Incorporate the View of Citizens and Vulnerable Groups

Stakeholder engagement activities for the Project will commence with the scoping report of the ESIA study and will continue during the preparation of the ESIA report. Preliminary stakeholder engagement activities will include communication with project stakeholders using the Project Information Document and brochures, a Public Consultation Meeting, and preliminary face-to-face meetings to meet with stakeholders to gain preliminary understanding as the scoping phase progresses. The proposed strategy for inclusion of views of citizens and vulnerable groups is given in Table 5.2:

Table 5.2 Proposed Engagement Approach

Stakeholder Type	Engagement Method	Key Concerns/Issues
Citizens	<ul style="list-style-type: none"> • Face to face meetings; • Announcements on the website; • Grievance mechanism; • Media promotions; • Citizen surveys. 	<ul style="list-style-type: none"> • Construction related impacts (dust, noise, vibration, traffic); • Measures taken during the operation period and monitoring activities; • Laboratory management and grievance mechanism; • National directives and WB standards relevant to the project; • Characteristics and importance of BSL-3 laboratories.
Vulnerable Groups	<ul style="list-style-type: none"> • Face to face meetings; • Phone calls; • Brochures; • Banners; • Announcements on the website; • Grievance mechanism; 	<ul style="list-style-type: none"> • Access to engagement activities; • Access to information and grievance mechanisms; • Project timeline and potential adverse impacts.

Stakeholder Type	Engagement Method	Key Concerns/Issues
	<ul style="list-style-type: none"> Media promotions. 	

All financial resources to be used for Engagement activities will be covered from the project budget. The social expert will be the person responsible for liaising with the public and other stakeholders. It will also be the responsibility of the social expert to update the SEP, which is a living document, based on the opinions and suggestions from stakeholders.

Strategic Communication Plan

To ensure, effective and timely communication with the public the MoH and PCU will develop a strategic communication plan which will allow the Torlak project to deliver clear, consistent, effective messaging to the right audiences at the right time. The plan will be developed based on the main principles for effective communication, where information shared with the public will be accessible, credible and trusted, relevant, timely and understandable. The plan will also consider communication on obstacles and emergencies and will include the main strategy for monitoring and evaluation of results. The strategic communication plan will be an integral part of this SEP.

6 GRIEVANCE MECHANISM FOR THE SUBPROJECT: CONSTRUCTION OF A NEW DIAGNOSTIC BUILDING WITH BSL-3 LABORATORY AT THE “TORLAK” INSTITUTE OF VIROLOGY, VACCINES AND SERA

The purpose of the Grievance Mechanism is foremost to give access to a problem-solving procedure to the Project affected people, including affected communities and project workers. Grievances can be an indication of growing stakeholder concerns and can escalate if not identified and resolved. Identifying and responding to grievances supports the development of positive relationships between the Project workers, local communities, and other stakeholders.

The structured Grievance Mechanism will ensure that grievances associated with the Project are addressed through a transparent and impartial process. The grievance procedure, established in the early stages of the Project lifecycle, will continue to be disclosed to the public through individual or group meetings, digital tools, printed materials, notice boards.

The Grievance Mechanism established by the Project Owner to address public grievances and views includes the following steps:

STEP 1: Submission of grievances: Project stakeholders and citizens can submit grievances by sending a filled-in grievance form, available on the MoH/project website, by mail or e-mail (i.e. in hard copy or electronic form) to the PCU. The GRM also allows anonymous grievances to be raised and addressed.

STEP 2: Recording of grievance, classifying the grievances based on the typology of complaints and the complainants in order to provide more efficient response, and providing the initial response immediately if possible. The typology is based on the characteristics of the complainant (e.g., vulnerable groups, persons with disabilities, people with language barriers, etc.) and also the nature of the complaint (e.g. disruptions in the vicinity of quarantine facilities and isolation units, inability to access the information provided on COVID 19 transmission);

STEP 3: Investigating the grievance and communication of the response within 10 days. The validity of the query, feedback or complaint will be assessed by the PCU team comprising a Social Specialist.

STEP 4: Complainant Response: either grievance closure or taking further steps if the grievance remains open. Before any closure of complaints/grievances, the PCU GRM team shall:

- Confirm that the required GRM actions have been enforced, that the complaint/grievance handling or dispute resolution process has been followed and that a fair decision has been made;
- Organize meeting(s) within 10 days of being contacted by the concerned parties to discuss how to resolve the issue, if not previously conducted;
- Recommend the final decision on the mitigation measure to the complainant/aggrieved party;
- Implement the agreed mitigation measure;
- Update the Grievance Report Form and have it signed by the complainant/aggrieved party;
- Sign the Grievance Report Form and log the updated information of the grievance into the Grievance Registry; and
- Send copies of relevant documents (e.g. completed Grievance Report Form, mitigation measure, minutes of the meetings, if appropriate) to the concerned parties.

All grievances, concerns and queries related to the subproject subproject – construction of a new diagnostic building with BSL-3 laboratory at the “Torlak” Institute should be sent to the following address:

E-mail: covid_bsl3@zdravlje.gov.rs

Mail address: Projekat “Hitan odgovor Republike Srbije na COVID19” – potprojekat “Torlak”, Jedinica za implementaciju projekta, Dom zdravlja “Savski venac”, Pasterova 1, 11000 Beograd, Srbija

Web site: <https://www.zdravlje.gov.rs/tekst/352906/zalbeni-mehanizam.php>

Phone number: +381 11 3606 412

Responsible person: Social Specialist within PIU.

During construction and operational activities, the grievance mechanism described above will continue to be driven by views of stakeholders, making this procedure accessible to all affected stakeholders.

Complaint will be filed after it is received by the means of

- letters or e-mails to the provided addresses;

- call on the provided phone number;
- grievance boxes at the institute entrances for local communities
- in person by contacting the contact person.

The personnel to be appointed by the Institute will record the grievances and requests coming from different channels in a single established system and will provide solutions within the time and application framework determined below.

The PCU will record all grievances that are:

- Communicated to the Project officials personally,
- Communicated by phone/e-mail/mail given above,
- Dropped in grievance boxes to be installed at the institute entrances
- Conveyed by stakeholders who want to communicate based on the Project documentation,
- From the construction workers during the construction phase,
- From the staff working at the facility during the operational period, and
- Communicated to contractors and inserted in a petition – in a single system and follow such grievances.

For this method to be successful, the personnel to be assigned will constantly be in contact with other institute experts, contractors, and personnel who will be involved in the operational phase. Additionally, the job description of the Ministry personnel to be assigned will include the introduction of complaint mechanisms, which are publicly available and will be set up separately for employees, to relevant stakeholders.

Requests that require urgent remedy and/or support will be responded to and given support within the same day, and all outstanding grievances/requests will be recorded within 2 days, and reviewed, assessed and finalized within 10 days. Subsequently, the necessary corrective actions will be taken to resolve the grievance. The suitable resolution for the complaint will be accordingly communicated to the complainant within the 2 working days of completing the grievance investigation phase.

The Ministry official who will manage the Grievance Mechanism will be knowledgeable about the guidelines prepared by the World Bank to prevent sexual exploitation, abuse and harassment cases for the projects financed under construction works. Grievances of gender-based violence, exploitation and harassment can result in a culture of silence due to negative reactions from the community. For the avoidance of this, it is highly important that the stakeholders raise the grievances involving these issues about the Project anonymously. In

addition, the authorities handling the grievances should address such issues with in confidence and by an unbiased approach¹.

All stakeholders who have lodged a grievance may request that their applications be assessed in confidence. The Project Owner will ensure that the name and contact details of the complainant are not disclosed without their consent.

The parties may take the dispute to court at any point during the process. Resorting to the Project's amicable grievance resolution does not prevent the complainant to resort to Justice at any stage in the process.

Consultation forms, grievance form and grievance closure form prepared for use within the scope of the Project are given in Annexes 1–4.

World Bank's Grievance Redress Service

Communities and individuals who believe that they are adversely affected by a World Bank (WB) supported project may submit complaints to existing project-level grievance redress mechanisms or the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals may submit their complaint to the WB's independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an opportunity to respond.

For information on how to submit complaints to the World Bank's corporate Grievance Redress Service (GRS), please visit <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>. For information on how to submit complaints to the World Bank Inspection Panel, please visit www.inspectionpanel.org.

¹<https://thedocs.worldbank.org/en/doc/741681582580194727-0290022020/original/ESFGoodPracticeNoteonGBVinMajorCivilWorksv2.pdf>

6.1 Grievance Log

To provide a framework for the Grievance Mechanism to be established, this subsection presents information about the data that should be included in the grievance registration procedure.

As part of the Mechanism to be established, all received grievances will be recorded in the Grievance Log with a reference number assigned.

In addition, the Grievance Log will be used to monitor the status of the grievance, determine the frequency of occurrence of the grievance, analyze the reasons for the grievance, and identify common grievances and recurring trends.

The scope of the Grievance Log is presented below.

Table 6-1. List of Data to Be Included in the Grievance Log

Grievance Log Database	<ul style="list-style-type: none"> ✓ Grievance reference number, ✓ Date of the grievance, ✓ A location where the grievance was received and in what form (for grievance boxes), ✓ Complainant's contact details (in case of non-anonymous grievances) ✓ Content of the grievance, ✓ Parties responsible for addressing the issue, ✓ Dates when the investigation of the grievances initiated and completed, ✓ Results of the investigation, ✓ Information on the proposed corrective actions to be delivered to the complainant (in case of non-anonymous) and the date of the delivery, ✓ Deadlines for required actions by the personnel, ✓ Indication on whether the corrective action was satisfactory or a reason for non-resolution of the grievance, ✓ The of the close-out, and; ✓ Any outstanding actions for non-closed grievance cases.
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Grievance log form is presented in Annex-4.

6.2 Public Grievance Mechanism

Grievances should be reviewed as soon as possible to give priority to resolution. Regardless of general response and resolution times, some important grievances may require immediate action, such as an urgent safety issue or issues affecting public health.

There are 6 steps that supplement the Public Grievance Mechanism. This process is described by the steps provided below:

Table 6-2. Public Grievance Mechanism

Steps	Scope	Details
Step 1	Identify grievances	<i>Regardless of general response and resolution times, some important grievances may require immediate action, for example an urgent safety issue or issues regarding local people's livelihoods.</i>
Step 2	Record grievances in the system	<i>After determining the urgency level of the grievances, it will be ensured that the grievances is recorded.</i>
Step 3	Determine specific actions for grievances and report them to relevant units / supervisors for resolution	<i>Requests that require urgent support will be responded to and given support within the same day, and all outstanding grievances/requests will be approved within 2 days, and responded to within 10 days. The suitable resolution for the complaint will be accordingly communicated to the complainant within the 2 working days of completing the grievance investigation phase.</i>
Step 4	Develop a response to grievances	<i>A response will be developed by the delegated team within 10 days with input from relevant units and supervisors, excluding complaints involving emergencies. The response should identify a suitable resolution to the grievance, which could involve further information to clarify a situation, taking measures to mitigate problems.</i>
Step 5	Communicate the response developed for grievances	<p><i>The official appointed for the Project grievance handling will adopt and implement the most accurate approach to the communication of the relevant response. The response will also contain an explanation of how the person that raised the grievance can proceed with the grievance in case the outcome is not satisfactory.</i></p> <p><i>In case the grievance is raised anonymously, a summary of the grievance and resolution should be posted on the ministry's website and on notice boards located around the Project building as well as in the headman's offices in the settlements that are anticipated to be affected. In addition, the neighborhood headmen should be contacted regarding anonymous grievances and resolutions.</i></p>
Step 6	Close grievances	<p><i>Based on the potential effects of the grievance, the complainant can be allowed time to respond and the complainant's response will be recorded, to help assess whether the grievance is closed or whether further action is required.</i></p> <p><i>Final approval will be provided after the relevant Project officials assess whether the grievance can be closed.</i></p> <p><i>Closed grievance files will be recorded in a systematic way, and will be submitted to the authorities during third party inspections when necessary.</i></p>

In case the grievance is raised anonymously, a summary of the grievance and resolution should be posted on the Ministry's website and on notice boards located around the Project Administrative Building as well as in the settlements that are anticipated to be affected.

6.3 Worker Grievance Mechanism

Labor Management Procedures (LMP), lay out the approach to meeting the objectives of World Bank ESS 2: Labor and Working Conditions (ESS2) on the Project. It identifies categories of Project workers likely to be hired under the Project, sets out the terms and conditions for employment or engagement of workers on the Project, specifies the requirements and standards to be met and the policies and procedures to be followed, assesses risks and proposes the mechanisms for compliance measures implementation. The LMP is developed to help avoid, mitigate and manage risks and impacts in relation to project workers and set out the way in which project workers will be managed, in accordance with the requirements of the national law and the ESS2.

Worker Grievance Mechanism is defined as grievances from Project employees (including both direct and indirect employees).

This mechanism is structured to make it an effective approach for early identification, assessment, and resolution of grievances throughout the life of the Project. The Grievance Mechanism should guarantee that any employee raising a grievance will not be subject to any retaliation.

The scope of the Worker Grievance Mechanism can be summarized as follows, but not limited to; occupational health and safety, labor conditions, wages, problems with the local community or co-workers, hygiene problems in common areas, insufficient food and/or worker safety, etc.

The Grievance Mechanism will be informed to all Project workers through written and verbal communications. Each worker should be informed about the grievance mechanism at the time they are hired, and details about how it operates should be easily available, in employee handbooks for example.

Confidentiality is highly important for some workers; therefore, workers can raise grievances anonymously. However, grievances lodged anonymously may prevent the expert, who is appointed by the Project Owner for grievances, from resolving the issue and giving feedback. Nevertheless, Project workers wishing to lodge grievances anonymously should be allowed to do so.

Requests that require urgent remedy and/or support will be responded to and given support within the same day, and all outstanding grievances/requests will be recorded within 2 days, and reviewed and assessed within 10 days. Subsequently, the necessary corrective actions

will be taken to resolve the grievance. The suitable resolution for the complaint will be accordingly communicated to the complainant within the 2 working days of completing the grievance investigation phase.

In the case the complaint is assessed to be out of the scope of the Project's Grievance Mechanism, the complainant should be notified through the desired communication method and an alternative mode of solutions should be suggested.

The assigned Ministry official will open the grievance boxes within the scope of the Project every 5 days and will make an assessment to determine whether the issues reported in writing fall within the scope of Worker Grievance Mechanism. The resolution process of anonymous grievances and other related notices may be announced in writing in common areas available to workers.

Grievances should be reviewed as soon as possible to give priority to resolution. Regardless of general response and resolution times, some important grievances may require immediate action, for example issues regarding workers' livelihoods.

There are 5 steps that supplement the Worker Grievance Mechanism. This process is described by the steps provided below:

Table 6-3. Worker Grievance Mechanism

Steps	Scope	Details
Step 1	Identify grievances	<i>The grievance will be raised through the Ministry official to be assigned. This could be in person, by phone, letter, grievance boxes or email.</i>
Step 2	Record grievances in the system	<i>Once the grievance is received and recorded, the Ministry official to be assigned based on the subject and issue will identify the department, management or personnel responsible for resolving the grievance.</i>
Step 3	Follow up grievances	<p><i>The Ministry official to be assigned and the relevant units should assess the facts relating to the grievance. This should be aimed at establishing and analyzing the cause of the grievance and identifying suitable mitigation measures. The analysis of the cause will involve assessing various aspects of the grievance, such as the background of the employee, frequency of the complaint occurrence, managerial practices, recent incidents in the workplace, etc.</i></p> <p><i>When needed, the Ministry official to be assigned may also undertake confidential discussions with the concerned parties to develop a more detailed understanding of the issue at hand. A site visit may be deemed necessary to gain first-hand understanding of the nature of the complaint and to verify the validity and severity of the grievance.</i></p> <p><i>After the details of the grievance are escalated to the relevant management unit, the said grievance will be discussed jointly by the employee and the regional and/or line manager.</i></p> <p><i>The investigation phase should be completed not later than 10 days of the grievance receipt.</i></p>
Step 4	Resolve and close grievances	<p><i>This is concluded based on the process developed in consultation between the assigned Ministry official and the related departments or management. The suitable remedy for the grievance should be communicated to the complainant within 10 days of the completion of grievance investigation phase.</i></p> <p><i>If the grievance is beyond the duty of the assigned Ministry official, the grievance should be escalated to the Project Management Unit to so that it can be resolved at managerial levels within 7 days of the escalation.</i></p>
Step 5	Close Grievances	<p><i>The assigned Ministry official, having received the necessary signatures, will close the grievance once the grievance is resolved and the result is communicated to the complainant. The current status of the grievance and the details regarding how the grievance is resolved will be recorded in the Grievance Log. The purpose of recording further information in the grievance log is to provide a baseline for any similar grievances that may arise in the future.</i></p> <p><u><i>If the grievance is raised anonymously, a summary of the grievance and resolution should be posted on the Ministry's website and on notice boards located in common areas of the facility, and should be announced through tool-box or weekly meetings.</i></u></p>

7 MONITORING AND REPORTING

The Project Owner will implement the monitoring measures throughout the life of the Project. SEP will be reviewed once a year and updated in line with the developments in the facility and unexpected reactions from the public, if required.

The grievance mechanism established for the Project will be used effectively and the statistical summary of the outputs of the grievance mechanism will be reported to the Project Owner and lenders.

The key performance indicators to be used during the implementation of this SEP are set out below.

Table 7-1. Key Performance Indicators (KPI) and monitoring actions – Stakeholder Engagement

No	KPI
1	Number of public grievances received within 6 months and number of those resolved within the prescribed timeline
2	Number of Physical distancing communication messages targeting vulnerable populations
3	Number of specific health education/communication/awareness messages created for vulnerable populations.

Reports will contain only as much information as required regarding the grievance, and the personal data of individuals using the Grievance Mechanism will remain confidential and will not be shared in these reports.

The SEP will be periodically revised and updated as necessary in the course of project implementation in order to ensure that the information presented herein is consistent and is the most recent, and that the identified methods of engagement remain appropriate and effective in relation to the project context and specific phases of the development. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP. Quarterly summaries and internal reports on public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to the senior management of the project. The Quarterly summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders in two possible ways:

- Publication of a standalone annual report on project's interaction with the stakeholders;
- Adopt software solutions to scale up the two-way interaction and feedback, by using survey platforms, preferable using one dashboard to make it easy to measure and understand the feedback (any platform in use and central governmental or Ministry of Health level, or alternatively /in addition (as required) SurveyMonkey or alternative online platform can be applied), in order to meet citizens' expectations for change created by their engagement, use their input to facilitate improved development outcomes;
- Monitoring of a beneficiary feedback indicator on a regular basis.

ANNEX – 1 Consultation Form

Form Completed by:		Date and Time:	
Subject of Meeting:		Torlak Institute of Virology, Vaccines and Sera	
1. MEETING DETAILS			
Interviewed Entity:		Mode of Communication	
Name-Last Name of the Interviewee:		Telephone / Toll Free Num <input type="checkbox"/>	
Telephone:		Face-to-Face Meeting <input type="checkbox"/>	
Address:		Website / E-mail <input type="checkbox"/>	
E-mail:		Other (Describe) <input type="checkbox"/>	
Type of Stakeholder			
Governmental Body <input type="checkbox"/>	PAP <input type="checkbox"/>	Private Enterprise <input type="checkbox"/>	Profession Chamber <input type="checkbox"/>
Focus Groups <input type="checkbox"/>	Union of Industries <input type="checkbox"/>	Labor Union <input type="checkbox"/>	Media <input type="checkbox"/>
			NGO <input type="checkbox"/>
			University <input type="checkbox"/>
2. MEETING DETAILS			
Project-related questions:			
Project-related concerns/feedback:			
Responses to the views provided above:			

Recorded by
Name/Last Name:
Signature:

Complainant
Name/Last Name:
Signature

ANNEX – 2 Grievance/Request Form

Form Completed by:		Date and Time:	
Subject of Meeting:		Torlak Institute of Virology, Vaccines and Sera	
1. PARTICULARS OF THE COMPLAINANT			
Name-Last Name:		Grievance Communicated by:	
ID No:		Telephone / Toll Free Num <input type="checkbox"/>	
Telephone:		Face-to-Face Meeting <input type="checkbox"/>	
Address:		Website / E-mail <input type="checkbox"/>	
E-mail:		Other (Describe) <input type="checkbox"/>	
Type of Stakeholder			
Governmental Body <input type="checkbox"/>	PAP <input type="checkbox"/>	Private Enterprise <input type="checkbox"/>	Professional Chamber <input type="checkbox"/>
Focus Groups <input type="checkbox"/>	Union of Industries <input type="checkbox"/>	Labor Union <input type="checkbox"/>	Media <input type="checkbox"/>
			NGO <input type="checkbox"/>
			University <input type="checkbox"/>
2. DETAILED INFORMATION ON THE GRIEVANCE			
Description of the grievance:			
Solution method requested by the complainant			

Recorded by
Name-Last Name/Signature

Complainant
Name-Last Name/Signature

ANNEX – 3 -Grievance Closure Form

Torlak Institute of Virology, Vaccines and Sera	
1. DETERMINATION OF THE CORRECTIVE ACTION	
1	
2	
3	
4	
5	
Responsible Departments	
2. GRIEVANCE CLOSURE	
<i>This section will be completed and signed by the complainant, if the grievance provided in the Grievance Log Form is remediated.</i>	

Grievance Closer's Full Name/Signature:

Grievance Closure
Date:

...../...../.....
.....

Complainant's Full Name/Signature:

ANNEX – 4 Grievance Log Form

[illegible]

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1. BACKGROUND

The Republic of Serbia has received a loan from the World Bank Group in the amount of EUR 92 million equivalent for the implementation of SECRP. The objectives of the SECRP are: (a) to respond to the threat posed by COVID-19 and (b) to strengthen the national health system for public health preparedness in Serbia.

The Project will be financed under one of its subcomponents as the Subcomponent 1.1 of the Serbia Emergency COVID-19 Response Project (SECRP) financed by the World Bank Group. The objectives of the SECRP are: (a) to respond to the threat posed by COVID-19 and (b) to strengthen the national health system for public health preparedness in Serbia.

The Ministry of Health of Republic of Serbia intends to design and construct a new diagnostic laboratory building with Biosafety Level 3 (BSL-3) named Torlak Institute BSL-3 Subproject (hereinafter "Project") within the existing Torlak Institute of Virology, Vaccines and Sera, Belgrade.

The joint venture (Contractor), which includes 2U1K Engineering and Consultancy Inc. Turkiye (leader), 2U1K International, UAE and Enacta doo Beograd-Vračar Serbia is engaged on development of Environmental and Social Impact Assessment (ESIA) and Environmental and Social Management Plan (ESMP) for the subject project and other associated documents, including Scoping Report (SR) and SEP (Stakeholder Engagement Plan).

The objectives of the organized public consultations for SR and SEP were the following:

- Presentation of SR and SEP prepared for the Project and approved by the Project Coordination Unit (PCU) and the World Bank (WB) to the Project stakeholders;
- Identify stakeholders' expectations and concerns;
- Provide stakeholders with the opportunity to raise their questions, incorporate their relevant comments into the Project, and;
- Inform all stakeholders involved in this Project, including Project Affected Persons, NGOs, potential Project staff, International Organisations, National and Regional Government Agencies about the Project and then finalize the Environmental and Social Impact Assessment (ESIA) with inputs/feedback from all stakeholders.

On April 4, 2023, the Contractor has received the WB "No objection" on SR and WB "No objection" for SEP on April 6, 2023, and therefore the public consultation was originally planned to be organized on May 5, 2023 at the premises of Dom Zdravlja (Primary Health Center) Savski Venac. Due mass shooting occurred in Serbia on May 3 and 4, 2023, the public consultation organization was stopped by the decision of the Ministry on May 5, 2023, therefore, the Contractor has received another date for public consultation (May 22, 2023) and approval to organise such meeting on online platform only.

During the online public discussion, organized on May 22, 2023, no comments or suggestions relevant to the SR and SEP were received.

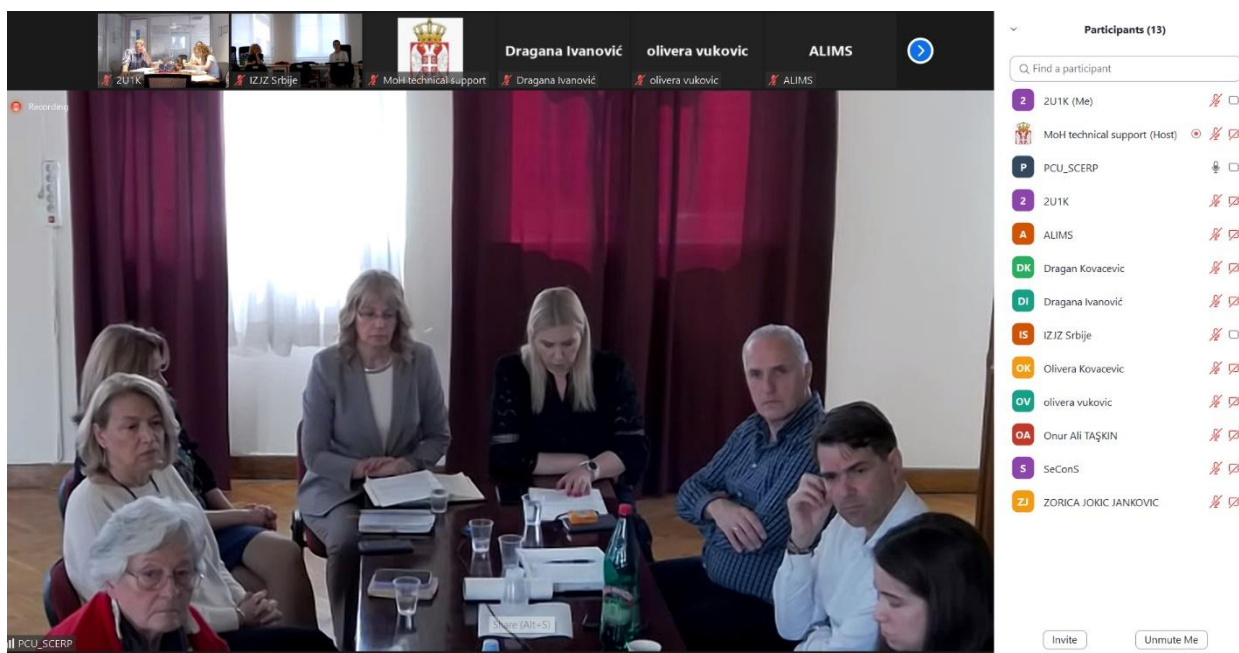
2. REPORT ON ON-LINE PUBLIC CONSULTATION, May 22, 2023

The SR and SEP are posted on the Ministry's website (Picture 6), together with an advertisement - an invitation to public consultations (Picture 5). Interested public is invited to participate during Public Consultations as well as to gain an insight into the SR and SEP document.

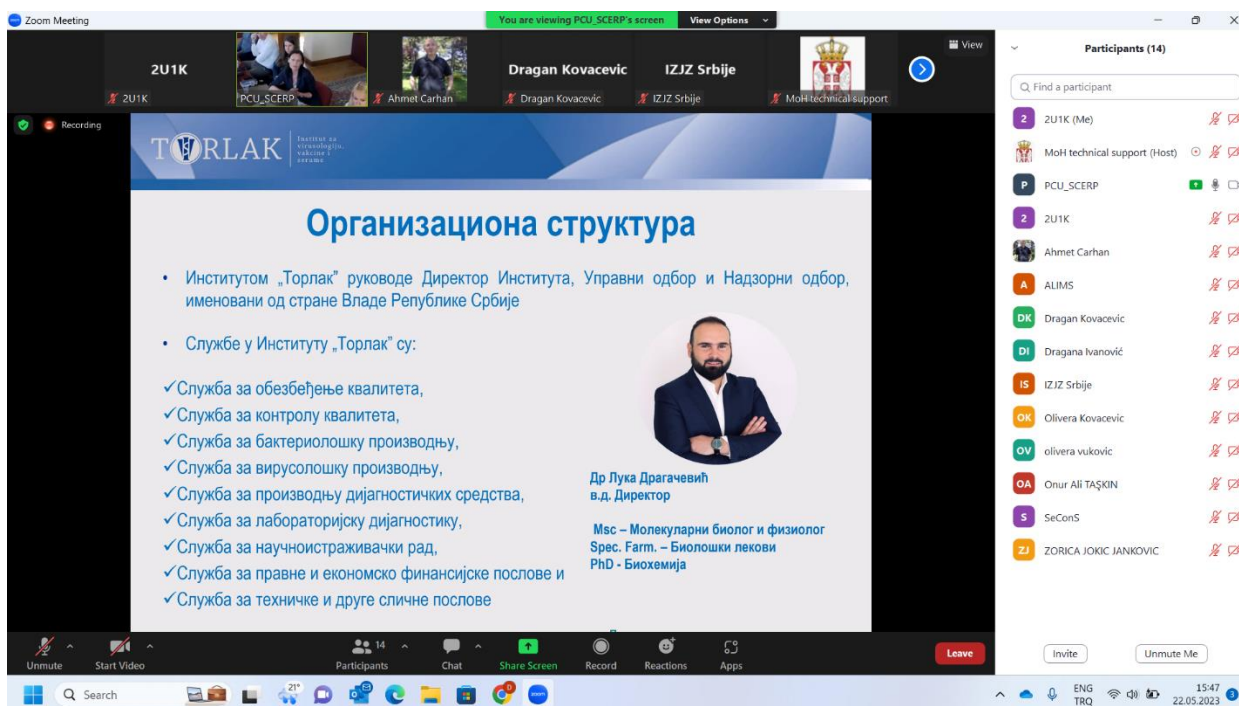
On-line consultations were attended by the following parties:

1. PCU: 9 participants
2. Torlak: 2 participants
3. WB: 1 participant
4. BIRODI (Bureau for social research): 1 participant
5. Centar za edukaciju, inkluziju i razvoj zajednice USPON representative (Center for education, inclusion and community development USPON): 1 participant

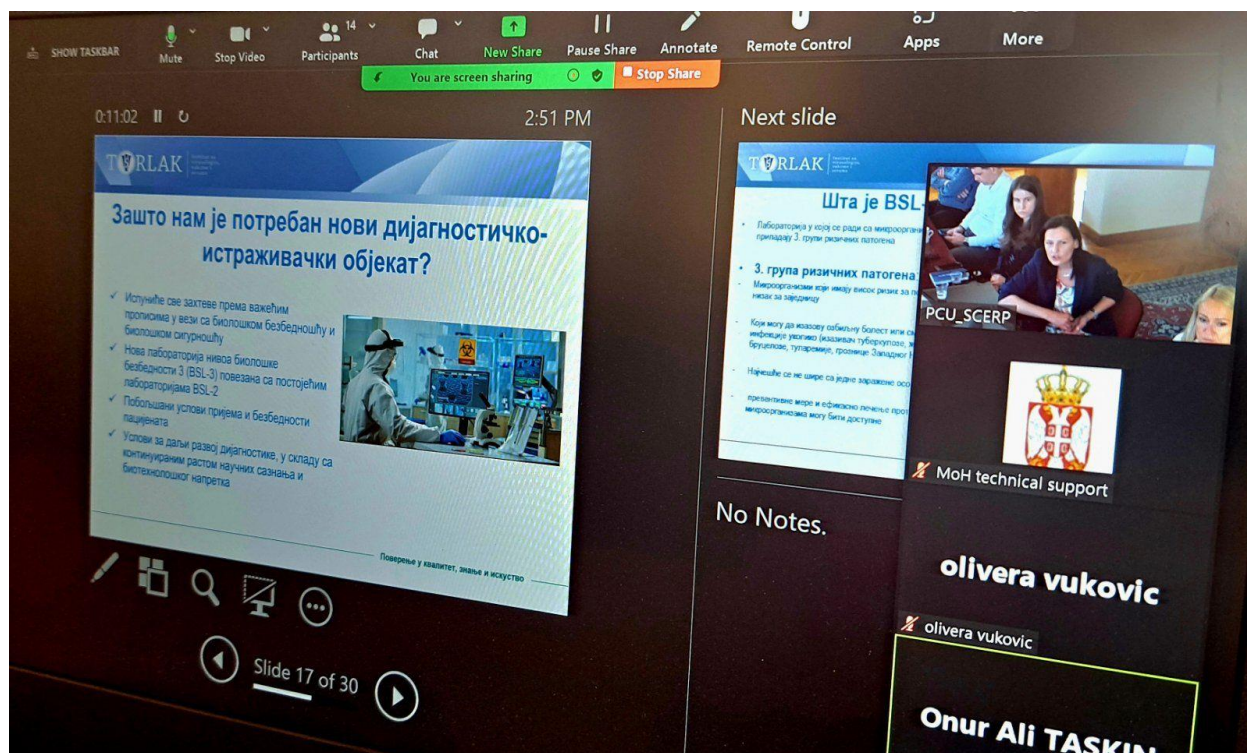
6. *ALIMS (Agency for Medicines and Medical Devices of Serbia): 4 participants*
7. *IJZS Batut (Institute for Public Health of Serbia, Dr. Milan Jovanović Batut) – 4 participants*
8. *Contractor representatives*



Picture 1: PPM online meeting



Picture 2: PPM online meeting



Picture 3: PPM online meeting



Picture 4: Power Point presentation for SR and SEP

The meeting started according to schedule at 14:30 PM. SR and SEP documents were presented to the interested attendees by the ENACTA representative – Mr. Dragan Kovacevic. During the public consultations, there were no comments, remarks or complaints related to issues presented in the SR and SEP, and no environmentally and socially related issues were raised.

Consultation started at 2:30 PM and ended at 3:30 PM, local time.

3. DOCUMENTATION



In compliance with the World Bank Environmental and Social Framework (ESF) and the Environmental and Social Standard 10 (ESS10)

**Republic of Serbia
Ministry of Health**

invites to

PUBLIC CONSULTATIONS

Institutions, organizations, entities and the general public interested in the

ENVIRONMENTAL AND SOCIAL IMPACT ASSESSMENT (ESIA) SCOPING REPORT

and

STAKEHOLDER ENGAGEMENT PLAN (SEP)

the prepared for

**construction of a new diagnostic laboratory building with BSL-3 at the
“Torlak” Institute of Virology, Vaccines and Sera, Belgrade subproject**

in the framework of

“Serbia Emergency COVID-19 Response Project”

Interested parties can view ESIA Scoping Report and SEP at the following addresses:

- o The premises of the Project Coordination Unit, Pasterova 1, Belgrade, during working days from 11:00 AM to 01:00 PM (local time), from the date of the announcement of this Invitation until the public consultations
- o At the Ministry of Health website: <https://www.zdravlje.gov.rs/tekst/376352/izgradnja-dijagnosticko-istrzivackog-objekta-sa-bsl-3-laboratorijom-u-okviru-institutu-torlak.php>

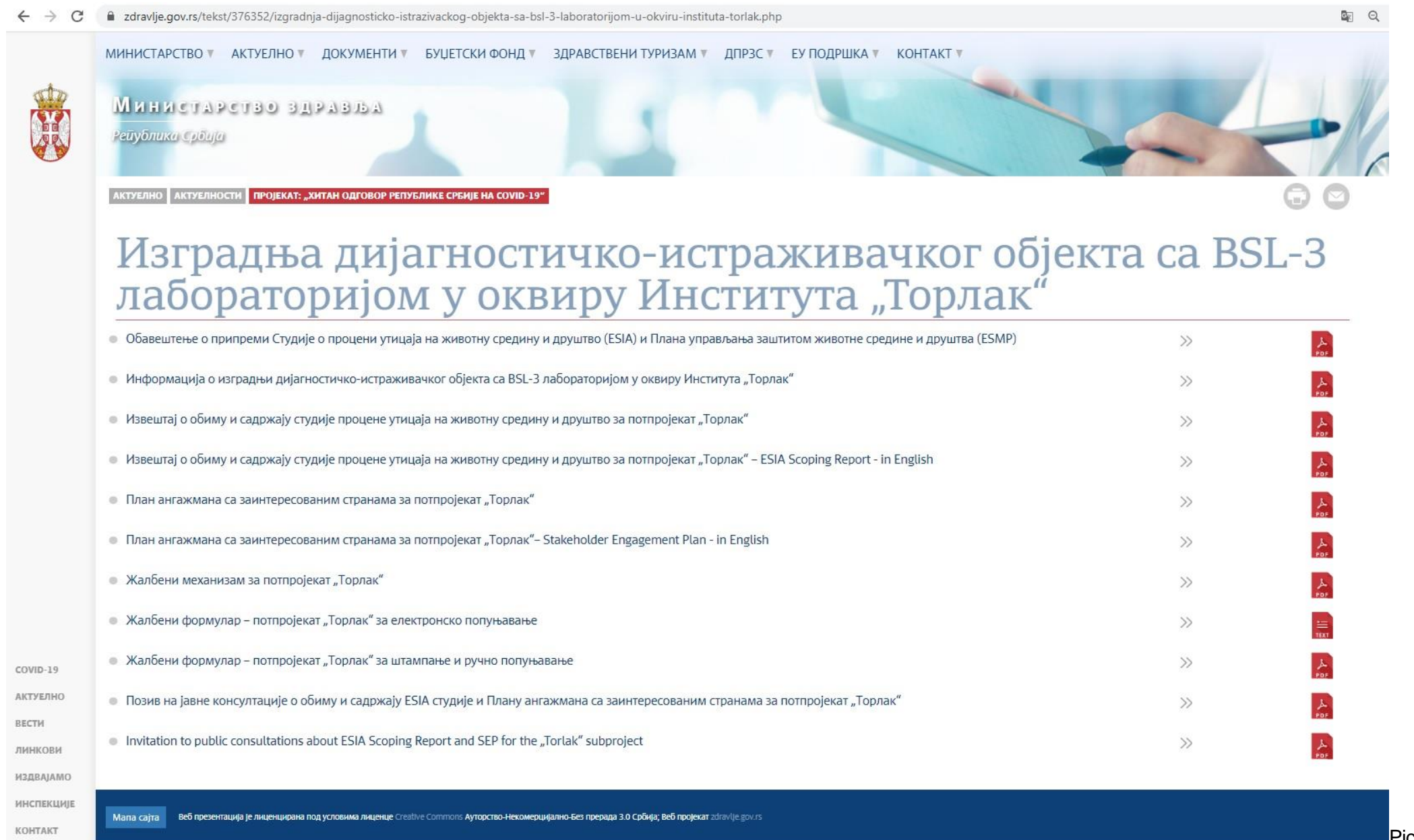
Comments and suggestions pertaining to the subject documents shall be submitted by mail to the Ministry of Health – Project Coordination Unit, Pasterova 1, Belgrade or by e-mail to covid_bsl3@zdravlje.gov.rs

On **May 22nd, 2023 at 2:30 PM**, public consultations and presentation of the subject documents will be held **online**, through a widely available internet platform. All interested parties are invited to confirm their presence and provide their e-mail addresses to: covid_bsl3@zdravlje.gov.rs by **May 21st, 2023 at 1:00 PM**.

For any additional information, please contact:

Ministry of Health
Project Coordination Unit
Pasterova 1, 3rd floor
11000 Belgrade, Serbia
tel./fax. +381 11 / 3606 412
E-mail: covid_bsl3@zdravlje.gov.rs

Picture 5: Announcement of public consultation Ministry web site



Picture 6: Public disclosure of SR and SEP documents, Ministry web site