

Stakeholder Engagement Plan

New Sava Bridge Project



Future Sava Bridge, source: Printscreen/ekapija.com

Belgrade Land Development Public Agency
May 2025

Table of Contents

1	<i>Introduction</i>	3
2	<i>Aim of Engagement and Objectives of the SEP</i>	4
3	<i>Project Overview</i>	4
4	<i>Applicable Standards</i>	6
4.1	National Requirements	6
4.2	IFC Performance Standard 1	7
5	<i>Previous Stakeholder Engagement</i>	8
6	<i>Stakeholder Identification</i>	9
7	<i>Stakeholder Engagement Activities and Programme</i>	13
8	<i>Grievance Management</i>	14
9	<i>Monitoring and Reporting</i>	15
9.1	Monitoring	15
9.2	SEP Reporting	16
	<i>Annex 1 Grievance Form</i>	17
	<i>Annex 2 Grievance Log</i>	18

1 Introduction

The Government of Serbia is implementing a project in Belgrade which comprises construction of a new arch bridge over the Sava River, on the site of the existing Old Sava Bridge, which will be dismantled and shipped to a location where a detailed analysis of the structure for potential reinstallation will be performed (the Project).

The preparation and implementation of the Project, in the name and on behalf of the Republic of Serbia, has been carried out by the Belgrade Land Development Agency (Beoland), public company founded by the City of Belgrade Assembly for the management of city construction land and implementation of city projects and plans. A Project Implementation Unit (PIU) has been established in Beoland to provide general management of the Project. In depth project management, including management of environmental, health safety and social responsibilities, has been handed over to an Engineer (the Engineer), appointed based on a public procurement tender. The Design and Build Contractor is Powerchina International Group Limited (Powerchina), which has developed the design and executes the construction works for the Project.

The Project is financed by BNP Paribas SA and BNP Paribas Fortis SA/NV. The lenders have required the Project to be prepared and implemented in accordance with internationally recognised environmental and social standards and more specifically the International Finance Cooperation (IFC) Performance Standards on Environmental and Social Sustainability from 2012. An independent Environmental and Social Due Diligence (ESDD) was commissioned by the lenders to identify environmental and social risks associated with the Project and to propose management measures which the Project is required to implement.

The due diligence process identified engagement with Project stakeholders as an area that needs to be addressed in accordance with international standards. To respond to this request, Beoland and Powerchina commissioned a team of independent social experts, based in Belgrade, who assisted with the development of a Stakeholder Engagement Plan (SEP), which is this document.

The SEP has been developed in accordance with national legislation and international requirements, more specifically IFC Performance Standard 1, which presents how stakeholder engagement is to be planned and implemented throughout the life of the Project, to ensure that environmental and social impacts are properly identified and addressed.

The SEP is regularly updated with new information as the Project evolves and as new engagement opportunities are identified as being needed. The latest version of the SEP is always available on the Project webpage, on the Beoland website:

<https://www.beoland.com/most-preko-reke-save-na-mestu-starog-savskog-mosta/>

2 Aim of Engagement and Objectives of the SEP

The aim of engaging with stakeholders is to build a constructive relationship for the successful management of the Project's environmental and social impacts and issues.

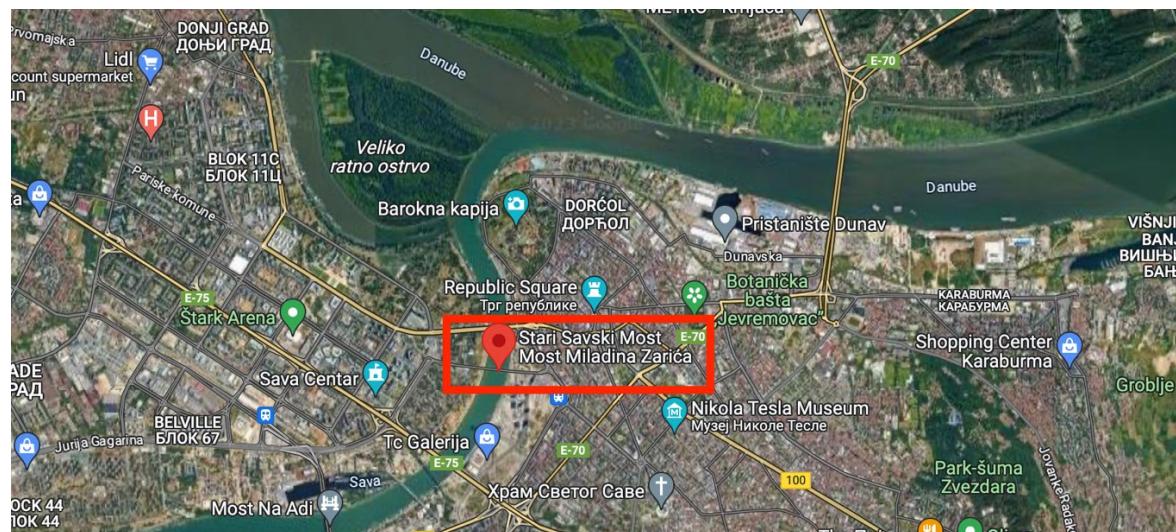
To facilitate this aim, Beoland developed this SEP to:

- Provide a brief description of the Project, to set the context for identifying stakeholders and to serve as a non-technical tool for communication with stakeholders;
- Identify the stakeholders who have concerns about, or influence on the Project;
- Identify and record key issues and concerns that stakeholders may have about the Project;
- Build open, positive relationships with stakeholders based on the timely provision of information and opportunities for stakeholders to voice their opinions and concerns.
- Ensure that stakeholders are informed regularly about the Project's activities, describing the construction and operation stages, and the overall Project duration;
- Implement a Grievance Mechanism to be able to effectively communicate with all Project stakeholders during the Project development process and beyond, when the Project moves into the construction and subsequently the operation phase and maintain a record of the grievances received.

3 Project Overview

The Project consists of the replacement of an existing bridge over the river Sava, with a new one, connecting the old part of Belgrade city (Savski Venac municipality on the right bank) with the new part of Belgrade city (New Belgrade municipality on the left bank). The location is presented in Figure 1 below.

Figure 1 Location of the Old Sava Bridge



According to studies done in recent years, the Old Sava Bridge, which dates back to World War II (see Figure 2), poses several structural and safety risks, and does not satisfy the existing and increasing traffic needs of the City of Belgrade. The Project provides for the old bridge to be dismantled and shipped by barge to a location where a qualitative analysis of the structure will be performed. Based on the assessed physical condition of the structure, a final decision will be made about the new location to which the Old Sava Bridge will be moved.

Figure 2 The Old Sava Bridge, view towards New Belgrade



Source: [Politika Daily Newspaper](#)

The New Sava Bridge will be constructed in the same location and will include two lanes for vehicle traffic in both directions, tram, pedestrian and bicycle traffic. To enable the new bridge to be constructed, access roads on each side of the bridge also need to be upgraded. Limited land acquisition, resulting in physical and economic displacement, had to be carried out on the left bank, in New Belgrade municipality, and the process is completed. An independent review of the land acquisition process and how it compares to IFC requirements was carried out at the same time as the development of this SEP. The Executive Summary of the land acquisition audit is available on the Project webpage.

The construction site, which covers the area required for the main bridge span assembly and storage of construction materials, is located on the left bank of the river, between the Old Sava Bridge and the Branko Bridge, located downstream on the Sava River. The Memorial of the Victims of the Sajmište Concentration Camp Monument, as part of the cultural heritage site and Memorial Centre Staro Sajmište, is located close to the western limit of the planned construction site. This is a location of various ceremonies throughout the year, including

particularly the national ceremony for the International Day of Remembrance of the Holocaust Victims on January 27th.

The demolition of the old bridge will extend over a period of up to 12 months, while parallel construction of the new bridge will last approximately two years. As it was planned, the closure of the bridge for traffic was on 1st November 2024, which was publicly announced through the media.

The Old Sava Bridge is the smallest among bridges in Belgrade city, which housed vehicle and tram traffic. It was built in 1942, during the Nazi occupation of Belgrade and survived their attempt to destroy it as they were fleeing Belgrade in October 1944, as the city was being liberated. There have been differing opinions on whether the bridge needs to be preserved in the same location as a part of local history or if it needs to be replaced with a modern version, capable of absorbing more traffic for years to come. This debate arose in the media every time Project plans were revealed, creating interest among the general public. A decision was made to disassemble the bridge from its current location, however its future has not been decided yet. Only after the completed assessment of physical condition of the old bridge structure, its future function will be determined.

4 Applicable Standards

4.1 National Requirements

Key legislation of the Republic of Serbia, addressing stakeholder engagement, that pertains to the Project includes:

- The Constitution of the RS, which provides a wide platform for public participation and access to information. It also provides the public with the right to submit requests, petitions and proposals.
- The Law on Free Access to Information of Public Importance of the RS, which regulates citizens' rights in relation to access to information, held, used and managed by public institutions, sets out the principles and exceptions in the achievement of these rights, as well as the procedures for accessing this information and their protection.
- The Law on the Protector of Citizens of the RS, which establishes an independent state authority which protects the human and minority rights and freedoms of citizens (domestic and foreign physical and legal entities) and controls the work of all administrative authorities.

Disclosure of information and organising public hearings in Serbia is regulated through the process of development and adoption of spatial and urban plans, as well as through the environmental impact assessment process. The laws which regulate these matters are:

- The Law on Planning and Construction, which regulates the development and adoption of planning documents in Serbia, which are subject to a public disclosure and consultation process, as prescribed by the law. This process includes the publishing of draft plans, the organisation of public hearings to present these draft plans and the rights of interested persons and organisations to provide questions and comments on the draft plans and receive responses.
- Environmental protection laws of the Republic of Serbia, including the Law on Environment and the Law on Environmental Impact Assessment, which are aligned with the relevant EU Directives on public access to environmental information, public participation in decision-making and access to justice. Public disclosure of information on the EIA procedure is required in all three stages – screening stage (decision on the need for an EIA), scoping (decision on the scope and content of the EIA) and decision-making stage (approval or rejection of a Project). The EIA study must be publicly disclosed and is subject to a mandatory public hearing, organised by the competent authority, in the case of this Project, the Ministry of Environmental Protection of the Republic of Serbia.

4.2 IFC Performance Standard 1

As mentioned in the introduction, the lenders have required this Project to meet best international practice and, relevant to this document, specifically the requirements for stakeholder engagement and public consultation, specified in the IFC Performance Standards on Environmental and Social Sustainability (2012).

These requirements are described in detail in the IFC Performance Standard 1¹, however they can be summarised as follows:

- Requirement to identify people and communities that are or could be affected by the Project, as well as other interested parties, and develop a Stakeholder Engagement Plan;
- Requirement to disclose appropriate information on environmental and social issues to enable meaningful consultation with stakeholders, in a timely manner;
- Requirement to organise consultations with potentially affected parties;
- Requirement to maintain a constructive relationship with stakeholders on an ongoing basis during project implementation, and
- Requirement to implement a procedure by which people can make comments or complaints regarding the Project and receive a response (Grievance Mechanism).

¹ <https://www.ifc.org/content/dam/ifc/doc/mgrt/ifc-performance-standards.pdf>

5 Previous Stakeholder Engagement

In accordance with Serbian legislation, described in section 4.1 of the SEP, the Project was a subject of several public consultation events. The construction of a New Sava Bridge was included in the Spatial Plan for the Belgrade Waterfront Project and was the subject of the public hearing held for the Spatial Plan and the Strategic Impact Assessment of the Spatial Plan held in November 2014. In October 2020, a public hearing related to the Project EIA Study for the Preliminary Design was also organised as per the law.

In addition, in February 2017, a public tender for the selection of a new structural - architectural design for the bridge was launched. In June 2017, the received designs and the one finally selected were also presented to the general public, via various forms of media.

Based on recommendations received after the completion of the Project due diligence process, the PIU prepared a Project webpage on the Beoland website: <https://www.beoland.com/most-preko-reke-save-na-mestu-starog-savskog-mosta/> which is used for communication about the Project with all interested stakeholders.

To provide the most relevant and up to date information in the initial phases of implementation, a description of the new bridge and access roads has been provided on the webpage, as well as the following documents:

- Focused ESIA Scoping Report for the Construction of the New Sava Bridge
- Focused ESIA Scoping Report for the Old Bridge Demolition
- Land Acquisition Audit New Sava Bridge Project (summary)
- Stakeholder Engagement Plan New Sava Bridge Project
- Decision on Demolition Permit (in Serbian)
- Application of Construction works on Demolition (in Serbian)
- Decision on Construction Permit for the New Bridge (in Serbian)
- Decision on Construction Permit for the Access to the New Bridge (in Serbian)
- Grievance Management

The Beoland PIU members together with representatives of Powerchina held a meeting with the President of the Belgrade Jewish Community in April 2023. The aim of the meeting was to present to the Belgrade Jewish Community the planned Project construction site, which is located in the vicinity of the Memorial of the Victims of the Sajmište Concentration Camp Monument. The PIU informed the President of the Jewish Community that the Ministry of Construction, Transport and Infrastructure of the RS issued a permit for constructing a temporary construction works plateau for the Project. The presentation included a description of the planned activities and their timing, including expected peak working times. The Jewish

Community was also then informed that the Contractor shall prepare the design for protection of the monument, which shall be approved by the Institute for Protection of Cultural Monuments (finalised in the meantime). To provide the insight into the document, the Design for protection of the monument was submitted to the Jewish Community. The Belgrade Jewish Community will continue to be directly contacted and timely informed about all planned Project activities.

6 Stakeholder Identification

With assistance from external consultants, and based on a review of all relevant environmental and social issues associated with the Project, the Beoland PIU identified Project stakeholders for the forthcoming period and defined the engagement activities that will be implemented with them.

The table below lists the main external and internal stakeholder groups that the Project engages/ will engage with, how they will be engaged with, responsibility for organising and implementing engagement, as well as the main topics of interest for each stakeholder.

Stakeholders / Contact Details	Type and Method of Communication	Responsibility for implementation	Main topics of interest and for discussion
People who reside and/or work near construction locations, primarily areas linked to the upgrading of access roads on the left bank of the Sava River.	Information delivered individually or through focus group meetings or local announcements Project webpage and media Grievance mechanism	Engineer Public Relations Coordinator (with assistance from the Beoland PIU) Powerchina Community Liaison Officer	<ul style="list-style-type: none"> Planned construction and re/construction activities and their timeline and duration Organisation of access to all nearby properties, including businesses and safety measures Traffic management plans Disruptions to local infrastructure and how they will be prevented and mitigated Potential risks associated with unexploded ordinance in the vicinity of the bridge, safety measures, instructions for restricted access to danger zones, etc.
All land acquisition cases related to the project have been thoroughly completed and resolved during the previous reporting period. This includes negotiations, agreements, design adjustments, and necessary legal proceedings. As a result, there are currently no outstanding or unresolved cases concerning land acquisition, ensuring that all necessary land resources are now secured and available for the project's continued progress.	Individual meetings Direct notices	Beoland Expropriation Department Powerchina Design team	<ul style="list-style-type: none"> All land acquisition cases resolved and closed

Stakeholder Engagement Plan - New Sava Bridge Project

Stakeholders / Contact Details	Type and Method of Communication	Responsibility for implementation	Main topics of interest and for discussion
General public in the City of Belgrade	Project webpage and media, including consultative campaign for final solution for the Old Sava Bridge Grievance mechanism	City of Belgrade senior management Engineer, Beoland PIU and Powerchina	<ul style="list-style-type: none"> Future use of the Old Sava Bridge (consultative public campaign) Expected Project benefits Project implementation timelines Project implementation progress
Non-governmental, civil society and other interested organisations and movements.	Project webpage and media Official correspondence and meetings. Grievance Mechanism	City of Belgrade senior management Engineer Public Relations Coordinator (with assistance from the Beoland PIU)	<ul style="list-style-type: none"> Project description and expected environmental and social impacts Planned mitigation measures Planned stakeholder engagement activities Project implementation timelines
Media	Issuing of statements Interviews Participation in media events	City of Belgrade media departments Engineer Public Relations Coordinator (with assistance from the Beoland PIU)	<ul style="list-style-type: none"> Description of the Project and benefits Project implementation timelines Announcing upcoming disclosure and consultation events Project progress updates
City of Belgrade, including relevant secretariats, departments and utility companies.	Official correspondence and regular meetings.	Engineer Public Relations Coordinator (with assistance from the Beoland PIU)	<ul style="list-style-type: none"> Participation in Project consultation events and provision of support based on jurisdiction Coordination in relation to construction activities

Stakeholder Engagement Plan - New Sava Bridge Project

Stakeholders / Contact Details	Type and Method of Communication	Responsibility for implementation	Main topics of interest and for discussion
		Powerchina	
Lenders, including Lenders' Monitors	Official correspondence and meetings	Beoland PIU, Engineer and Powerchina	<ul style="list-style-type: none"> • Submission of draft and final environmental and social documents and plans • SEP and ESAP implementation updates and reports • Monitoring visits

7 Stakeholder Engagement Activities and Programme

As mentioned earlier, in depth Project management is carried out by the Engineer, who has a Public Relations Coordinator in the team. This person is tasked with overall implementation of the SEP and is supported in his/her role by the Beoland PIU, as well as other Project implementation parties (Powerchina, City of Belgrade), depending on the topic of engagement with external stakeholders.

The Stakeholder Engagement Plan, with a description of the Grievance Mechanism (Chapter 8), is uploaded to the Project webpage on the Beoland website. This webpage also includes contact details for submission of questions and grievances and the Grievance Form which can be filled in or used as a guide for the type of information which should be provided.

Information regarding the Project will continue to be released in the media, including Project duration, key features, information about upcoming consultations, etc. Contacts with the media will continue to be coordinated with the relevant City of Belgrade departments in charge of informing the general public on issues of importance for Belgrade citizens and visitors.

One of the key activities which needs to be organised in response to previous public reactions regarding the demolishing of the bridge, is a wide consultative process for deciding the future fate of the Old Sava Bridge. The details of this process will be defined in cooperation with the relevant departments of the City of Belgrade and relevant institutions of the Republic of Serbia. Prior to this process, it is important to define several alternative, yet feasible solutions, which will then be proposed to the general public, to voice their opinions and inform the final decision. Before launching this process, the Beoland PIU will inform the lenders about the details, i.e. the potential solutions which will be offered, how the information will be publicly shared, what activities are planned and who will participate, etc. and will seek their feedback and suggestions. Once approved by the lenders, the process will be launched and a detailed report will be prepared, documenting all activities and outcomes, including press clippings and social media data, if relevant. Relevant information will also be made available on the Project webpage.

Powerchina, as the design and build contractor also has important obligations in relation to Project stakeholder engagement. The contractor has appointed a person in charge of communication with stakeholders, particularly locally affected residents and businesses operating near the Project area and this person is also in charge of managing construction related grievances. The Contractor manages grievances in the same way as the Beoland PIU / Engineer as presented in this SEP, and provides regular updates on grievances included in Project reports. The contact details for submission of grievances to the Contractor are disclosed in the same way as for the Beoland PIU / Engineer.

8 Grievance Management

The Project Grievance Mechanism is managed by the Engineer Public Relations Coordinator, with support from the Beoland PIU and other Project implementation parties, depending on the nature of the received Project related request, comment or complaint. The Engineer Public Relations Coordinator also communicates with any other relevant institutions and/or departments within the City of Belgrade to respond to information requests and/or grievances, as needed.

The main features of the Project Grievance Mechanism are:

- Any person or organisation may submit comments or complaints in relation to the Project, in person, by phone, by post or email. A template for the Grievance Form is provided at the end of this document (see Annex 1), however the use of this form is not obligatory. Contact information for the PIU and Engineer Public Relations Coordinator(s) is provided at the end of this section.
- Individuals who submit a grievance have the right to request that their name is kept confidential. Grievances may also be submitted anonymously, however this could limit options for investigating and responding to the grievance.
- All grievances will be responded to either verbally or in writing, in accordance with the preferred method of communication specified by the complainant.
- The Engineer Public Relations Coordinator will keep a central record of all the grievances received, the Grievance Management Log (see Annex 2).
- All grievances will be registered in the Grievance Management Log and acknowledged within 5 working days. A formal response to the grievances raised must be provided within 30 working days. For complex grievances, more time may be needed, in which case the Engineer Public Relations Coordinator will inform the person who submitted the grievance (within those 30 days) of the expected time frame for the response.
- The Grievance Management Log is used to track the resolution of all grievances raised and to prepare management reports, and shared with the lenders, as requested.

The submission of grievances through the Project Grievance Mechanism does not prevent anyone from exercising their legal rights and / or seeking remedies in accordance with the laws and regulations of the Republic of Serbia.

Questions, requests for information and / or grievances can be submitted by post, email, or by telephone through the following contact details:

Name: Nenad Bajić

Title: PIU Public Relations Coordinator

Company: Belgrade Land Development Agency

E-mail: nenad.bajic@beoland.com

Stakeholder Engagement Plan - New Sava Bridge Project

Phone number: 011/20-41-320

Address: Njegoševa 84, 11111 Belgrade

The contact details of the Engineer Public Relations Coordinator are also published on the Project webpage:

Name: Nikola Krsmanović

Title: Engineer Public Relations Coordinator

Company: Louis Berger

E-mail: novisavskimost@lbadria.com

It should be noted that grievances in relation to any communal problems in the City of Belgrade can also be submitted using the unique service number 11-0-11. These submissions, which relate to the Project, are forwarded to the Beoland PIU / Project Engineer to respond to and monitored by the City of Belgrade Service Centre, which allows a three-day period for responding. For the purpose of informing the lenders, these submissions are also recorded by the Engineer Public Relations Coordinator in the Grievance Management Log and reported on, as part of the relevant Project reports.

Grievances in relation to construction activities are addressed directly by the Contractor, Powerchina, and their management is monitored by the Engineer Public Relations Coordinator and the Beoland PIU. The contact details of persons responsible for grievance management on behalf of the Contractor are available in the SEP and on the Beoland Project webpage:

Name: Sandra Cvijetić

Function: Contractor Public Relations Coordinator

Company: PowerChina

E-mail: savabridge@powerchina-intl.eu

9 Monitoring and Reporting

9.1 Monitoring

Monitoring of the implementation of the SEP is needed to ensure that consultation and disclosure activities are effective, and that key stakeholders have been truly consulted throughout Project implementation.

Monitoring includes:

- Following all consultation activities in relation to the Project (including those not directly organised by Project parties);
- Ongoing monitoring of requests and grievances received and their resolution; and
- Conducting a periodic internal assessment of the implementation of the SEP.

9.2 SEP Reporting

Reporting on the implementation of the SEP especially includes:

- A presentation of documents which are publicly disclosed: their type, location, timing of disclosure;
- consultation meetings or other formal Project related events (minutes and participation lists);
- the number and types of stakeholders contacted by mail, Internet and other means of communication;
- comments received from government authorities, locally affected residents and businesses and other parties;
- the number and types of grievances; the nature and the date of their resolution.

An overview of stakeholder involvement is shared annually with the Lenders, as part of Project reports. The overview provides a summary of issues raised by stakeholders, number and topics of requests and grievances, a summary of key actions taken to address concerns, trend analysis in terms of key performance indicators, and involvement plans for the next period.

Annex 1 Grievance Form

Grievance Form – New Sava Bridge Project	Ref. No:
Contact Information (optional): <i>Note: you can remain anonymous if you prefer. In case of anonymous submissions, a response will be posted on the Project webpage: https://www.beoland.com/most-preko-reke-save-na-mestu-starog-savskog-mosta/</i>	
<input type="checkbox"/> I wish to raise my grievance anonymously	
<i>Note: Your name and contact information will not be published or made publicly available. The data will be used exclusively for further communication with you regarding the submitted question, comment or grievance.</i>	
First and last name: _____	
Address: _____	
E-mail: _____	
Telephone: _____	
Please mark how you wish to be contacted: <input type="checkbox"/> By Post <input type="checkbox"/> By Telephone <input type="checkbox"/> By e-mail	
Preferred Language for communication: <input type="checkbox"/> Serbian <input type="checkbox"/> English	
Question, Comment or Grievance (mandatory): <i>Note: In case your question, comment or grievance is connected to a specific event or incident, please briefly describe: What happened? Where did it happen? Who did it happen to? What is the result of the event / incident? When did the event or incident occur (date). Did it happen more than once (in what period)? Is it still happening?</i>	
What would you like to see happen to resolve the problem?	

Annex 2 Grievance Log

Stakeholder Engagement Plan - New Sava Bridge Project

No.	Date when the grievance was received	Name of person who submitted the grievance	Contact details of the person who submitted the grievance	Brief description of the problem / grievance	Planned actions to address the grievance	Actions carried out to address the grievance	Results of the actions carried out to address the grievance	Date when grievance was closed
1.	22 October 2024	Zdravko Janković	jankovic.zdravko@gmail.com	Mr Jankovic required the decision on demolition to be published	To be responded within 30 days as defined by the Grievance mechanism	The Ministry of Construction, Transport and Infrastructure submitted the document to Beoland, based on the Design for Demolition	The Decision on Demolition published on Beoland website. The applicant was sent via e-mail the access link to the published document	22 November 2024