Republic of Croatia

Ministry of Justice, Public Administration and Digital Transition and

State Geodetical Administration

INTEGRATED LAND ADMINISTRATION AND JUSTICE SERVICES PROJECT

SUBPROJECT STAKEHOLDER ENGAGEMENT PLAN

JUDICIAL BUILDING IN BJELOVAR

1. Objectives of the Subproject Stakeholder Engagement Plan

- Build ownership over the project outcomes among key stakeholders to promote collaboration, enhance probability of successful outcomes through ensuring key stakeholder participation
- Start early in the project planning process in order for the initial feedback to be gathered from the participants and to enable modifications in the project design, as needed
- Reduce social risks that can negatively affect and/or jeopardize the improvement in access and efficiency of the integrated infrastructure through proactively identifying risks and concerns with stakeholders and preventing or mitigating these risks through transparent and agile communication channels.
- Provide guidance for stakeholder engagement.
- Identify key stakeholders that are affected, and/or able to influence the Sub-project and its activities.
- Identify the most effective methods, timing and structures through which to share Sub-project information, and to ensure regular, accessible, transparent and appropriate consultation.
- Develop a stakeholder's engagement process that provides stakeholders with an opportunity to influence Sub-project planning, design and implementation by generating structured channels for ongoing feedback from all beneficiaries and partners (judicial staff, court users, court users that are persons with disabilities, users of cadastre services, etc.)
- Establish formal grievance/resolution mechanisms;
- Define roles and responsibilities for the implementation of the SEP;
- Define reporting and monitoring measures to ensure the effectiveness of the SEP and periodical reviews of the SEP based on findings.

2. Principles of the SEP

Meaningful stakeholder engagement under this SEP is based on the following principles:

- Recognition that stakeholders are critical partners in Sub-project design and implementation and not just "beneficiaries"
- Communication is based on a two-way flow that goes beyond a "public-relations" or information dissemination campaigns (one-way flow)
- Adoption of transparent, agile and accessible means for informed participation by diverse stakeholders with varying means and capacities
- Is based on a structured process (instead of a sole event), allowing for stakeholders to become informed, process and analyse information, provide feedback, and receive reports back on whether and how their feedback was taken into account.

3. Key Content for Messaging

Objectives of the Integrated Land Administration and Justice Services Project (ILAJS) is to improve functional integration of land administration and court institutions to enhance services for citizens.

Merits

The Project hast 5 components:

- Component A. Integrated Digital Land Registry and Court Services will finance activities that will support the digitization and integration of land registry court data and services.
- Component B: Integrated Digital Services of State Registers and Geospatial data will support enhanced geospatial data in the infrastructure cadastre.
- Component C: Further Digital Integration of Land Registries and Cadastre includes enhancements to the Joint Information System (JIS) and One Stop Shop (OSS).
- Component D: Integrated Court, Land registry Offices (LRO) and Cadastre offices (CO) Infrastructure
 include construction of court, registry and cadastre infrastructure in line with international and EU
 standards to support improved service delivery and establishment of a new structure for addressing
 appeals of land disputes. This component supports construction of new infrastructure to support
 integrated cadastre, land registry and court services.
- Component E: Institutional capacity building, policy analysis, and Project Management.
- The project has 2 implementing agencies: Ministry of Justice, Public Administration and Digital Transformation (MoJPADT) and the State Geodetical Administration (SGA).
- The process how stakeholders will be engaged to inform design and adaptations throughout project life cycle (i.e., SEP processes)

 Consultations with feedback mechanisms will be carried out consistently throughout project implementation. Stakeholders are slightly different based on the stage of project implementation (prior to the commencement of the works, during construction, post-construction). Key activity of the engagement program is performing regular consultations with the management court staff and users in order to present the Sub-project, its objectives, activities, and related timeframe as well as the E&S framework, the Grievance Redress Mechanisms (GRM) and to collect the level of satisfaction regarding grievance resolution.
- **Key areas where the Sub-project can be influenced** by stakeholder engagement and related questions to spark feedback is the phase of developing designs (preparation of conceptual/main/detailed design)

4. Key Risks & Mitigation Measures

| Key Risks | Mitigation Measures | | | |
|---|--|--|--|--|
| - Staff will not support Sub-project activities | - Prepare the ground well by designing a | | | |
| and will attempt to undermine its | structured and proactive stakeholder | | | |
| implementation | engagement process and communicate all | | | |
| - Resistance from court and cadastre staff to | phases of the process and opportunities for | | | |
| the relocation after construction | participation & feedback | | | |
| - Resistance from court and cadastre staff for | - Design accessible channels for information | | | |
| the fear that work environment and service | requests & grievances | | | |
| for users will be negatively affected during | - Conduct constructive and meaningful | | | |
| relocation at the end of construction | consultation process that will ensure | | | |
| | stakeholders to provide feedback, and | | | |

- Labour management and OHS procedures are not implemented properly
- Construction leading to noise, traffic congestion, and access restrictions that may negatively affect nearby businesses and residences.
- Lack of communication with nearby community (nearby community is not sufficiently informed about the project and is not aware of the grievance channels which leads to potential social tensions with local community and potential community health and safety risks)
- Local community is not aware of the relocation of the court to new premises due to construction works
- Lack of knowledge and thus awareness of key stakeholders on WBs ESF and related requirements
- Lack of knowledge and awareness on guidelines to design justice and court facilities

- contribute to the design of new integrated infrastructure
- Report back on how feedback has been incorporated & grievances resolved
- Request detail plan to minimise disruption of daily activities of the nearby community
- Present regularly project information and progress updates for different stakeholder groups using adequate stakeholder engagement and communication channels and tools
- Include ESF requirements in terms of reference (ToR) and contract obligation of designers, contractors, supervising engineer, construction project manager and OHS specialist, inform them on ESF and requirements during the phase, monitor implementation
- Include relevant guidelines on design in ToR and contract obligation

5. Previously implemented activities and SEP Action plan per phase

The project involves constructing a new public building to accommodate the Judicial bodies, specifically the Commercial Court, County State Attorney's Office, and Municipal State Attorney's Office. The primary objective is to alleviate overcrowding in the current judicial building (Palace of Justice) in Bjelovar, which presently houses all judicial bodies, including the Municipal, County, and Commercial Courts, as well as the Municipal and County State Attorney's Offices and the Prison. The new building will be constructed on the same plot as the existing judicial building in Bjelovar, adjacent to it, at Šetalište dr. Ivše Lebovića, 43000 Bjelovar, on cadastral plot no. 3143/1. The proposed structure will be a standalone building featuring a basement, raised ground floor, and three stories. It will house the Commercial Court, the Municipal State Attorney's Office, and the County State Attorney's Office. By relocating these bodies to the new facility, additional space will become available in the existing building to expand the remaining judicial bodies (Municipal and County Courts) and reintegrate the Misdemeanor Department and the Land Registry Department, currently operating from rented premises. This will significantly improve working conditions for all judicial bodies. Project-technical documentation and a building permit for the new structure have already been obtained during the project preparation phase. However, they will be revised, and a new permit will be secured to align the building with international judicial infrastructure standards. The redesign aims to enhance the building's functionality, ensuring compliance with EU standards for judicial infrastructure and the latest environmental, workplace, and safety standards. Key adjustments during the additional design phase include modifying the layout to incorporate a rear employee entrance to the existing building and defining a restricted public area near the prison for secure prisoner transfer.

Currently, 95% of prisoners are transferred internally between buildings to the Municipal and County Courts, with only 5% taken to the State Attorney's Offices, amounting to 10-20 prisoners annually. Special consideration will be given to regulating vehicle and pedestrian traffic, ensuring safety for victims, witnesses, individuals with disabilities, and others with reduced mobility. Fire protection measures will include constructing a hydrant network and ensuring unobstructed access for firefighting equipment in compliance with relevant regulations and protection standards. Representatives of the current judicial bodies were actively involved in preparing the initial technical documentation and will continue to be engaged through the implementation of this SEP, in the design, construction, and post-construction phases of the project.

STAKEHOLDER ENGAGEMENT PLAN

Pre-construction phase/design phase

Timeframe: 2025

Objective:

- 1. Consult & inform key stakeholders to provide meaningful & constructive feedback
- 2. Gather information relevant to adequately inform sub-project design (identification of needs, potential risks and impacts, suggestions for improvement)

Activities of Pre-construction phase/design preparation phase:

- 1. Identification and mobilization of key stakeholders
- 2. Conducting stakeholder engagement
- 3. Raising awareness and ensuring functioning of project GRM

Inputs for Pre-construction phase/design preparation phase:

- 1. Program of outreach for the Sub-project level
- 2. Communication tools: Summary on sub-project, PPTs on sub-project design, information on sub-project on project web-page
- 3. Articulation of key stakeholders, benefits & risks of sub-project implementation
- 4. Incident and accidents procedure
- 5. Project GRM

Outputs/ Pre-construction phase/design preparation phase:

- 1. Summary of feedback received during stakeholder engagement
- 2. Identification of critical risks and benefits of Sub-project implementation based on stakeholder feedback
- 3. Identification of Recommendations/Revisions to incorporate into Sub-project design when feasible
- 4. Informed stakeholder groups to provide meaningful feedback during Construction phase
- 5. Revised communication tools based on feedback received during pre-construction phase
- 6. Incidents and accidents procedures developed

| Stakeholder Ana | lysi | s for Pre-constructi | on p | hase/design prepar | ation | phase | | | | |
|-----------------|------|----------------------|------|--------------------|-------|-----------------|----|------------------|---|--------------------------|
| Stakeholders | | Benefits | | Risks | | You Massages | | Areas where | | Motheda for Engagement |
| Stakenoiders | | benefits | | KISKS | ^ | Key Messages | Fe | edback is Sought | | Methods for Engagement |
| Management | - | Manage a | 1 | Resistance from | - | Efforts will | - | Risks | - | Meetings with management |
| staff of the | | higher | | staff to the | | be made to | - | Benefits | | staff |
| judicial bodies | | quality/modern | | relocation after | | give logistical | - | Technical | - | Preparation of materials |
| | | and less | | construction | | support | | documentation | | with main information on |
| | | crowded facility | - | Resistance from | | during the | | / design | | sub-project |
| | - | Satisfied staff | | staff for the fear | | relocation | - | Needs of | - | Phone and e-mail |
| | | due to the | | that work | | process | | vulnerable | | communication |
| | | enhanced | | environment and | - | Improved | | groups such as | - | GRM |
| | | working | | service for users | | facilities, | | persons with | | |
| | | environment | | will be negatively | | better | | disabilities, | | |
| | - | Improvement in | | affected during | | working | | victims and | | |
| | | access and | | relocation at the | | conditions, | | witnesses | | |
| | | efficiency of the | | end of | | and more | - | Interest/Conce | | |
| | | infrastructure | | construction | | efficient | | rns and | | |
| | | reflects in better | - | Additional | | workflows | | conditions to | | |
| | | service delivery | | workload as a | - | Providing | | participate in | | |
| | | | | focal point for | | clear | | sub-project | | |
| | | | | communication | | timelines and | - | Grievances and | | |
| | | | | Sub-project | | updated | | level of | | |
| | | | | activities with | | information | | satisfaction | | |
| | | | | staff, PIU and | | on Sub- | | regarding | | |
| | | | | implementing | | project | | grievance | | |
| | | | | agencies | - | Ensuring | | resolution or | | |
| | | | | | | appropriate | | non-resolution | | |
| | | | | | | communicati | - | Subproject SEP | | |
| | | | | | | on with | - | ESMP and/ or | | |
| | | | | | | public | | ESMP checklist | | |

| Stakeholder Ana | alysis for Pre-constructi | on phase/design prepara | ntion phase | | |
|-----------------|---------------------------|-------------------------|---------------------------------|--------------------|--|
| Stakeholders | Benefits | Risks | Key Messages | Areas where | Methods for Engagement |
| | | | | Feedback is Sought | and the same same same same same same same sam |
| | | | informing | | |
| | | | them on the | | |
| | | | relocation | | |
| | | | Project and | | |
| | | | Sub-project | | |
| | | | level GRM | | |
| | | | established | | |
| | | | to submit | | |
| | | | complaints, | | |
| | | | feedback, | | |
| | | | queries, | | |
| | | | suggestions | | |
| | | | - ESF policy | | |
| | | | and | | |
| | | | instruments | | |
| Staff of the | - Enhanced | - Resistance from | - Efforts will | - Risks | - Meetings and consultations |
| judicial bodies | working | staff to the | be made to | - Benefits | to present construction |
| | environment | relocation after | give logistical | - Technical | plan, clarify doubts |
| | - Improvement in | construction | support | documentation | - Presentation of detailed |
| | access and | - Resistance from | during the | / design | design and construction |
| | efficiency of the | staff for the fear | relocation | - Needs of | plan |
| | infrastructure | that work | process | vulnerable | - E-mail communication |
| | reflects in better | environment and | - Improved | groups such as | - GRM |
| | service delivery | service for users | facilities, | persons with | |
| | | will be negatively | better | disabilities, | |
| | | affected during | working | victims and | |
| I | | relocation at the | conditions, | witnesses | |

| Stakeholder Analys | sis for Pre-construct | ion phase/design pre | para | tion phase | |
|--------------------|-----------------------|----------------------|------|-------------------------------|---|
| Stakeholders | Benefits | Risks | | Key Messages | Areas where Feedback is Sought Methods for Engagement |
| | | end | of | and more | - Interest/Conce |
| | | construction | | efficient | rns and |
| | | | | workflows | conditions to |
| | | | | Providing | participate in |
| | | | | clear | sub-project |
| | | | | timelines and | - Grievances and |
| | | | | updated | level of |
| | | | | information | satisfaction |
| | | | | on Project | regarding |
| | | | | - Ensuring | grievance |
| | | | | appropriate | resolution or |
| | | | | communicati | non-resolution |
| | | | | on with | (Project and |
| | | | | public | subproject |
| | | | | informing | GRM) |
| | | | | them on the | - Subproject SEP |
| | | | | relocation | - ESMP and/ or |
| | | | | - Project and | ESMP checklist |
| | | | | Sub-project | |
| | | | | level GRM | |
| | | | | established | |
| | | | | to submit | |
| | | | | complaints, | |
| | | | | feedback, | |
| | | | | queries, | |
| | | | | suggestions | |

| Stakeholder Anal | ysis for Pre-constructi | on phase/design prepara | ation phase | | |
|------------------|--|--|--|---|---|
| Stakeholders | Benefits | Risks | Key Messages | Areas where Feedback is Sought | Methods for Engagement |
| | - Enhanced working environment including through improvement of safety and security measures | - Dissatisfaction with the final design (when meeting all the needs is not feasible) - Dissatisfaction due to the potential impacts that may be caused by relocation after construction works (i.e. providing security especially during relocation) | Key Messages - ESF policy and instruments - Efforts will be made to give logistical support during the relocation process - Improved facilities, better working conditions, and more efficient workflows - Providing clear timelines and updated information | | - Meetings and consultations to present and discuss subproject design and solicit initial feedback, clarify doubts - Presentation of detailed design - E-mail communication - GRM |
| | | | on Project - Project and Sub-project level GRM | resolution or non-resolution (Project and | |

| Stakeholder Ana | Stakeholder Analysis for Pre-construction phase/design preparation phase | | | | | | | | | |
|-----------------|--|-------------------|---|-------------------|---|-----------------|----|------------------------------|---|------------------------|
| Stakeholders | | Benefits | | Risks | К | (ey Messages | Fe | Areas where edback is Sought | | Methods for Engagement |
| | | | | | | established | | subproject | | |
| | | | | | | to submit | | GRM) | | |
| | | | | | | complaints, | - | Subproject SEP | | |
| | | | | | | feedback, | - | ESMP and/ or | | |
| | | | | | | queries, | | ESMP checklist | | |
| | | | | | | suggestions | | | | |
| | | | | | - | ESF | | | | |
| Current users | - | Enhanced | - | Dissatisfaction | - | Efforts will | - | Grievances and | - | Meetings |
| of sub-project | | attractiveness of | | due to relocation | | be made to | | level of | - | Mail |
| site premises | | the Municipality | | from currently | | provide | | satisfaction | - | Phone |
| | | due to new | | used premises | | adequate | | regarding | - | GRM |
| | | infrastructure | | | | alternative | | grievance | | |
| | - | Better service | | | | premises and | | resolution or | | |
| | | delivery | | | | give logistical | | non-resolution | | |
| | | | | | | support | | (Project and | | |
| | | | | | | during the | | subproject | | |
| | | | | | | relocation | | GRM) | | |
| | | | | | | process ESF | - | Needs of | | |
| | | | | | | policy and | | vulnerable | | |
| | | | | | | instruments | | groups such as | | |
| | | | | | | | | persons with | | |
| | | | | | | | | disabilities, | | |
| | | | | | | | | victims and | | |
| | | | | | | | | witnesses | | |
| | | | | | | | | | | |

| Stakeholder Ana | lysis for Pre-constructi | on phase/design prepara | ation phase | | |
|-----------------|--------------------------|-------------------------|---------------|--------------------------------|------------------------------|
| Stakeholders | Benefits | Risks | Key Messages | Areas where Feedback is Sought | Methods for Engagement |
| Vulnerable | - Enhanced | - Dissatisfaction | - Improved | - Technical | - Meetings and consultations |
| groups | working | with the final | facilities, | documentation | to present and discuss sub- |
| (persons with | environment | design (when | better | / design | project design and solicit |
| disabilities, | including | meeting all the | working | - Needs of | initial feedback, clarify |
| victims and | through | needs is not | conditions, | vulnerable | doubts |
| witnesses) | improvement of | feasible) | more | groups such as | - Presentation of detailed |
| | safety and | | efficient | persons with | design |
| | security | | workflows | disabilities, | - E-mail communication |
| | measures | | and service | victims and | - GRM |
| | and/or better | | delivery | witnesses | |
| | service delivery | | - Project and | - Interest/Conce | |
| | - Current building | | Sub-project | rns and | |
| | less crowded | | level GRM | conditions to | |
| | and more | | established | participate in | |
| | opportunities | | to submit | sub-project | |
| | minimize | | complaints, | - Grievances and | |
| | contact with | | feedback, | level of | |
| | offender, | | queries, | satisfaction | |
| | improve safety | | suggestions | regarding | |
| | and privacy | | - ESF policy | grievance | |
| | | | and | resolution or | |
| | | | instruments | non-resolution | |
| | | | | (Project and | |
| | | | | subproject | |
| | | | | GRM) | |
| | | | | - Subproject SEP | |

| Stakeholder Ana | alysis for Pre-constructi | on phase/design prepara | tion phase | | |
|-------------------------|---|--|--|---------------------------------|--|
| Stakeholders | Benefits | Risks | Key Messages | Areas where Feedback is Sought | Methods for Engagement |
| | | | | - ESMP and/ or ESMP checklist | |
| MoJPADT and SGA, PIU | - Responsible for all stakeholder engagement activities | - External risks influencing timely implementation of project activities | - To continuously monitor and report on project activities | - Reports on project activities | Regular meetings Information through e-mail and phone Reporting preparation of materials with main information on sub-projects to provide correct and clear information |

STAKEHOLDER ENGAGEMENT PLAN

Construction phase

Timeframe: 2026/2027

Objectives for Construction phase:

- 1. Collect productive and meaningful feedback from key stakeholders on the sub-projects implementation
- 2. Activate coordination mechanisms to assure functioning of project and workers GRM

Activities for Construction phase:

- 1. Mobilize/implement Construction phase stakeholder engagement and communications activities
- 2. Collect, systematize and prepare responses on feedback received
- 3. Supervise adequate implementation and support of sub-project and grievance redress mechanisms

Inputs for Construction phase:

- 1. Communication tools: PPTs, leaflets, Information notices on construction sites, bulletin boards of judicial buildings
- 2. Construction workers GRM tools
- 3. Summary of Feedback received during construction phase

Outputs:

- 1. Stakeholders informed and engaged in sub-project implementation
- 2. Updating/revision of the rehabilitation/construction works course due to possible problems or modifications of plans
- 3. GRM tools for construction workers is functional
- 4. Monthly reports from construction companies inform semi-annual project reports

| Stakeholders | Benefits | Risks | Key Messages | Areas where | Methods for Engagement |
|--|--|---|---|--|---|
| | | | , | Feedback is Sought | 0.0 |
| Management staff of the judicial bodies (court presidents) | Manage a higher quality/modern facility Satisfied staff due to the enhanced working | Resistance from staff to the relocation after construction Resistance from staff for the fear that work environment and | - Efforts will be made to give logistical support during the relocation process - Improved | Risks Benefits Technical documentation / design Interest/Conce rns and conditions to | Meetings with management staff Preparation of materials with main information on sub-project Phone and e-mail communication |
| | environment - Improvement in access and efficiency of the infrastructure reflects in better service delivery | service for users will be negatively affected during relocation at the end of construction - Additional workload as a focal point for communication sub-project activities with | facilities, better working conditions, and more efficient workflows - Providing clear timelines and updated information | participate in sub-project - Grievances and level of satisfaction regarding grievance resolution or non-resolution (Project GRM, subproject GRM, Workers | |
| | | staff, PIU and implementing agencies | on Project - Ensuring appropriate communicati on with | GRM) - Subproject SEP - ESMP and/ or ESMP checklist | |

| Stakeholder Ana | lysis for construction p | hase | | | |
|------------------------------|---|--|---|--|---|
| Stakeholders | Benefits | Risks | Key Messages | Areas where Feedback is Sought | Methods for Engagement |
| Staff of the judicial bodies | - Enhanced working environment - Improvement in access and efficiency of the infrastructure reflects in better service delivery | - Resistance from staff to the relocation after construction - Resistance from staff for the fear that work environment and service for users will be negatively affected during | public informing them on the relocation - Project and Sub-project level GRM established to submit complaints, feedback, queries, suggestions, - Efforts will be made to give logistical support during the relocation process - Efforts will be made to minimize disturbances | - Risks - Benefits - Technical documentation / design - Interest/Conce rns and conditions to participate in sub-project - Grievances and | Presentation of detailed design and construction plan E-mail communication |
| | | relocation at the | during construction | level of satisfaction | |

| Stakeholders | Benefits | Risks | Key Messages | Areas where Feedback is Sought | Methods for Engagement |
|--------------|----------|--------------------|---------------------------------|-----------------------------------|------------------------|
| | | end of | - Improved | regarding | |
| | | construction | facilities, | grievance | |
| | | - Concerns | better | resolution or | |
| | | regarding | working | non-resolution | |
| | | temporary traffic | conditions, | (Project GRM, | |
| | | disturbances | and more | subproject | |
| | | linked to the | efficient | GRM) | |
| | | reconstruction | workflows | - Subproject SEP | |
| | | works and other | - Providing | - ESMP and/ or | |
| | | negative impacts | clear | ESMP checklist | |
| | | (i.e. noise, dust, | timelines and | | |
| | | temporary court | updated | | |
| | | inefficiencies due | information | | |
| | | to construction | on Project | | |
| | | work, availability | - Ensuring | | |
| | | of parking) | appropriate | | |
| | | | communicati | | |
| | | | on with | | |
| | | | public | | |
| | | | informing | | |
| | | | them on the | | |
| | | | relocation | | |
| | | | Project and | | |
| | | | Sub-project | | |
| | | | level GRM | | |
| | | | established | | |

| Stakeholder Ana | lysis for construction p | hase | | | |
|-----------------|--------------------------|-----------------------|-----------------|------------------------------------|-----------------------------|
| Stakeholders | Benefits | Risks | Key Messages | Areas where Feedback is Sought | Methods for Engagement |
| | | | to submit | | |
| | | | complaints, | | |
| | | | feedback, | | |
| | | | queries, | | |
| | | | suggestions | | |
| Judicial police | - Enhanced | - Resistance pf the | - Efforts will | - Risks | - Enhanced working |
| staff | working | judicial police staff | be made to | - Benefits | environment |
| | environment | to the relocation | give logistical | - Technical | - Improvement in access and |
| | - Improvement in | after construction | support | documentation | efficiency of the |
| | access and | - Concerns | during the | / design | infrastructure reflects in |
| | efficiency of the | regarding | relocation | - Interest/Conce | better service delivery |
| | infrastructure | temporary traffic | process | rns and | |
| | reflects in better | disturbances | - Efforts will | conditions to | |
| | service delivery | linked to the | be made to | participate in | |
| | (including | reconstruction | minimize | sub-project | |
| | safety) | works and other | disturbances | Grievances and | |
| | | negative impacts | during | level of | |
| | | (i.e. noise, dust, | construction | satisfaction | |
| | | temporary court | - Improved | regarding | |
| | | inefficiencies due | facilities, | grievance | |
| | | to construction | better | resolution or | |
| | | work, availability | working | non-resolution | |
| | | of parking) | conditions, | (Project GRM, | |
| | | | and more | subproject | |
| | | | efficient | GRM) | |
| | | | workflows | Subproject SEP | |

| Stakeholder Ana | Stakeholder Analysis for construction phase | | | | | | |
|-----------------|---|-------|---------------------------------|-----------------------------------|------------------------|--|--|
| Stakeholders | Benefits | Risks | Key Messages | Areas where Feedback is Sought | Methods for Engagement | | |
| | | | - Providing | - ESMP and/ or | | | |
| | | | clear | ESMP checklist | | | |
| | | | timelines and | - | | | |
| | | | updated | | | | |
| | | | information | | | | |
| | | | on Project | | | | |
| | | | - Ensuring | | | | |
| | | | appropriate | | | | |
| | | | communicati | | | | |
| | | | on with | | | | |
| | | | public | | | | |
| | | | informing | | | | |
| | | | them on the | | | | |
| | | | relocation | | | | |
| | | | Project and | | | | |
| | | | Sub-project | | | | |
| | | | level GRM | | | | |
| | | | established | | | | |
| | | | to submit | | | | |
| | | | complaints, | | | | |
| | | | feedback, | | | | |
| | | | queries, | | | | |
| | | | suggestions | | | | |

| Stakeholder Analysis for construction phase | | | | | |
|---|--------------------|----------------------|-----------------|-----------------------------------|-------------------------------|
| Stakeholders | Benefits | Risks | Key Messages | Areas where Feedback is Sought | Methods for Engagement |
| Lawyers and | - Improvement in | - Resistance to | - Improved | - Grievances and | - Web site (MoJPADT, Court) |
| bar | access and | relocation after | facilities, and | level of | - Information notices on |
| association, | efficiency of the | construction | more | satisfaction | construction sites |
| geodetic firms | infrastructure | - Fear that service | efficient | regarding | - bulletin boards of judicial |
| | reflects in better | will be negatively | services | grievance | buildings |
| | service delivery | affected during | workflows | resolution or | |
| | and more | relocation at the | - Efforts will | non-resolution | |
| | efficient | end of | be made to | (Project GRM, | |
| | workflows | construction | minimize | subproject | |
| | | - General public not | disturbances | GRM) | |
| | | aware of | during | - Subproject SEP | |
| | | relocation of | construction | - ESMP and/ or | |
| | | services | - Ensuring | ESMP checklist | |
| | | - Concerns | appropriate | | |
| | | regarding | communicati | | |
| | | temporary traffic | on with | | |
| | | disturbances | public | | |
| | | linked to the | informing | | |
| | | reconstruction | them on the | | |
| | | works and other | relocation | | |
| | | negative impacts | - Project and | | |
| | | (i.e. noise, dust, | Sub-project | | |
| | | temporary court | level GRM | | |
| | | inefficiencies due | established | | |
| | | to construction | to submit | | |
| | | | complaints, | | |

| Stakeholder Ana | alysis for construction p | hase | | | |
|---|--|---|---|--|---|
| Stakeholders | Benefits | Risks | Key Messages | Areas where Feedback is Sought | Methods for Engagement |
| | | work, availability of parking) | feedback, queries, suggestions | | |
| Citizens and businesses, general public | - Improvement in access and efficiency of the infrastructure | - Resistance to relocation after construction | - Improved facilities, and more efficient | - Grievances and level of satisfaction regarding | - Web sites of implementing agencies, courts, cadastre office |

| Stakeholder Analysis for construction phase | | | | | | |
|---|--|---|--|--|--|--|
| Stakeholders | Benefits | Risks | Key Messages | Areas where Feedback is Sought | Methods for Engagement | |
| | reflects in better service delivery and more efficient workflows | Fear that service will be negatively affected during relocation at the end of construction General public not aware of relocation of services Concerns regarding temporary traffic disturbances linked to the reconstruction works and other negative impacts (i.e. noise, dust, temporary court inefficiencies due to construction work) | services workflows - Ensuring appropriate communicati on with public informing them on the relocation - Project and Sub-project level GRM established to submit complaints, feedback, queries, suggestions | grievance resolution or non-resolution (Project GRM, subproject GRM) | Information notices on construction sites bulletin boards of judicial and municipal buildings | |

| Stakeholder Ana | Stakeholder Analysis for construction phase | | | | | | |
|------------------------------------|---|---|--|---|---|--|--|
| Stakeholders | Benefits | Risks | Key Messages | Areas where Feedback is Sought | Methods for Engagement | | |
| Neighbouring buildings inhabitants | Enhanced of attractiveness of the neighbourhood | Negative impact of construction works (traffic disturbances | - Efforts will be made during design and | - Grievances and level of satisfaction regarding | Web sites of implementing agencies, courts, cadastre office Information notices on | | |
| | due to new infrastructure | linked to the reconstruction works and other negative impacts i.e. dust, noise) | construction phase to limit the impact of construction work (dust, noise, traffic disturbances) | grievance resolution or non-resolution (Project GRM, subproject GRM) | construction sites - bulletin boards of judicial and municipal buildings | | |
| | | | - Project and Sub-project level GRM established to submit complaints, feedback, queries, suggestions | | | | |

| Stakeholder Ana | alysis for construction p | hase | | | |
|---------------------------|--|--|---|---|---|
| Stakeholders | Benefits | Risks | Key Messages | Areas where Feedback is Sought | Methods for Engagement |
| Prisoners | - Improvement of judiciary services | - Negative impact of construction works (dust, noise) | - Efforts will be made during design and construction phase to limit the impact of construction work (dust, noise) - Project and Sub-project level GRM established to submit complaints, feedback, queries, | - Grievances and level of satisfaction regarding grievance resolution or non-resolution (Project GRM, subproject GRM) | - Information materials through Prison staff |
| Persons with disabilities | - New infrastructure designed to minimize barriers for persons with disabilities | - Problems related to accessibility of the building and services during relocation | suggestions - Efforts will be made to assure accessibility of building and services during | - Grievances and level of satisfaction regarding grievance resolution or non-resolution | Web sites of implementing agencies, courts, cadastre office Information notices on construction sites (adapted to persons with disabilities) |

| Stakeholder Ana | Stakeholder Analysis for construction phase | | | | | | |
|-----------------------|--|--|--|---|---|--|--|
| Stakeholders | Benefits | Risks | Key Messages | Areas where Feedback is Sought | Methods for Engagement | | |
| | | | relocation (providing logistical support) - Project and Sub-project level GRM established to submit complaints, feedback, queries, suggestions | (Project GRM, subproject GRM) | - bulletin boards of judicial and municipal buildings (adapted to persons with disabilities) | | |
| Victims and witnesses | Court buildings designed to minimize contact with offender, improve safety and privacy Current building less crowded and more opportunities minimize contact with | - Dissatisfaction due to the potential impacts that may be caused by relocation (less spaces for safety and privacy) | - Efforts will be made to assure accessibility of building and services during relocation (providing logistical support) - Project and Sub-project | - Grievances and level of satisfaction regarding grievance resolution or non-resolution (Project GRM, subproject GRM) | Web sites of implementing agencies, courts, cadastre office Information notices on construction sites bulletin boards of judicial and municipal buildings | | |

| Stakeholders | Benefits | Risks | Key Messages | Areas where Feedback is Sought | Methods for Engagement |
|--------------|---|--|---|---|--|
| Local | offender, improve safety and privacy - Improvement in access and efficiency of the infrastructure reflects in better service delivery for citizens - Enhanced of attractiveness of the neighbourhood due to new infrastructure | - Negative impact of construction work (traffic disturbances linked to the reconstruction works and other negative impacts i.e. dust, noise) - Complaints from citizens due to eventual relocation of services or disturbances during relocation | level GRM established to submit complaints, feedback, queries, suggestions - Improved judiciary service delivery and efficiency enhancing attractivenes s of the town - Project and Sub-project level GRM established to submit complaints, feedback, queries, | - Grievances and level of satisfaction regarding grievance resolution or non-resolution (Project GRM, subproject GRM) | Meetings and consultations with local authorities Preparing materials with main information on subprojects to support local authorities Providing materials for bulletin board of municipality (adapted for persons with disabilities) |
| | | processes | suggestions - Ensuring appropriate | | |

| Stakeholder Ana | Stakeholder Analysis for construction phase | | | | | | |
|--------------------------|--|--|--|---|--|--|--|
| Stakeholders | Benefits | Risks | Key Messages | Areas where Feedback is Sought | Methods for Engagement | | |
| Local and national media | - To inform general public about project activities and relocation of services | - Correct and clear information on project activities not available | communicati on with public informing them on the relocation - To provide correct and clear information on project activities if requested - To provide clear and timely information on relocation of services | - Quality of material and Information provided | MoJPADT Press Service Preparing materials with main information on subprojects to provide correct and clear information | | |
| MoJPADT and SGA, PIU | - Responsible for all stakeholder engagement activities | - External risks influencing timely implementation of project activities | - To continuously monitor and report on project activities | - Reports on project activities | Regular meetings Information through e-mail and phone Reporting preparation of materials with main information on sub-projects to provide | | |

| Stakeholder Analysis for construction phase | | | | | | |
|---|---|--|--|---|---|--|
| Stakeholders | Benefits | Risks | Key Messages | Areas where Feedback is Sought | Methods for Engagement | |
| Contractors | - Gaining experience on how to execute construction that support improvement of the efficiency and the quality of the public service and that take into consideration WB environmental and social standards | - Low engagement or resistance from contractor staff in learning and adapting operation to WBs procedures related to E&S | - Organization of regular meetings for coordination among internal stakeholders (this include: MoJPADT and SGA, PIU, Supervising engineer, OHS specialist, construction project manager, designer) | - Grievances and level of satisfaction regarding grievance resolution or non-resolution (Project GRM, subproject GRM, Worker GRM) | correct and clear information - Preparation of relocation plan (MoJPADT) - Regular meetings among internal stakeholders - E-mail and phone communication | |
| Supervision engineer | Gaining experience on supervision of construction | Low quality of design documentation and/or of | - Organization of regular meetings for coordination | - Grievances and level of satisfaction regarding | Regular meetings among internal stakeholders E-mail and phone communication | |

| Stakeholder Ana | Stakeholder Analysis for construction phase | | | | | | |
|---|---|---|---|---|--|--|--|
| Stakeholders | Benefits | Risks | Key Messages | Areas where Feedback is Sought | Methods for Engagement | | |
| | that support improvement of the efficiency and the quality of the public service and that take into consideration environmental and social principles | contractors executing works - | among internal stakeholders | grievance resolution or non-resolution (Project GRM, subproject GRM, Worker GRM) | | | |
| Construction project manager (where relevant) | - Gaining knowledge and experience on how to manage construction facilities that support improvement of the efficiency and the quality of the public service and that take into consideration environmental | - Low quality of design documentation and/or of contractors executing works | - Organization of regular meetings for coordination among internal stakeholders | - Grievances and level of satisfaction regarding grievance resolution or non-resolution (Project GRM, subproject GRM, Worker GRM) | Regular meetings among internal stakeholders E-mail and phone communication | | |

| Stakeholder Anal | Stakeholder Analysis for construction phase | | | | | | | |
|----------------------------|---|---------------------------------------|------------------------------|-----------------------------------|---|--|--|--|
| Stakeholders | Benefits | Risks | Key Messages | Areas where Feedback is Sought | Methods for Engagement | | | |
| | and social principles | | | | | | | |
| Occupational health and | - WB ESF as additional | - Low attention of contractors to the | - Sub-project level GRM | - Grievances and level of | Regular meetingsE-mail and phone | | | |
| safety (OHS) specialist | support to the occupational | occupational health and safety | established to submit | satisfaction regarding | communication | | | |
| | health and safety specialist | during execution of works | complaints, feedback, | grievance resolution or | | | | |
| | | | queries, suggestions | non-resolution (Project GRM, | | | | |
| | | | or | subproject | | | | |
| | | | compliments during design | GRM, Worker GRM) | | | | |
| | | | and | - Findings after | | | | |
| | | | construction phase | supervision / inspection | | | | |

STAKEHOLDER ENGAGEMENT PLAN

Post-construction phase

Timeframe: 2028

Objective of Post-construction phase:

- 1. Collect productive and meaningful feedback from key stakeholders on the satisfaction of completed construction and the level of improvement of services
- 2. Collect productive and meaningful feedback from key stakeholders on the sub-projects implementation (i.e. the way sub-project design and construction phase were implemented)
- 3. Collect productive and meaningful feedback from key stakeholders on the level of satisfaction on grievance resolution during construction phase

Activities of Post-construction phase

- 1. Mobilize/implement post construction phase communications activities
- 2. Conducting stakeholder engagement
- 3. Collect, systematize, analyse and prepare responses on feedback received

Inputs for Post-construction phase:

- 1. Program of outreach for the sub-project level
- 2. Communication tools: Summary on sub-project, PPTs, press releases

Outputs/Outcomes of Post-construction phase:

- 1. Summary of feedback received during stakeholder engagement.
- 2. Identification of Recommendations/Revisions to incorporate into sub-project design in future project

| Stakeholder Ana | Stakeholder Analysis for Post-construction phase | | | | | | |
|---|---|--|--|---|--|--|--|
| Stakeholders | Benefits | Risks | Key Messages | Areas where Feedback is Sought | Methods for Engagement | | |
| Management staff of the judicial bodies | Manage a higher quality/modern facility or less crowded facility Satisfied staff due to the enhanced working environment Improvement in access and efficiency of the infrastructure reflects in better service delivery | Resistance from court employees due to potential lack of satisfaction of works conducted Lack of satisfaction of not relocating to new premises (of staff of judicial bodies staying in current building) | - Improved facilities, better working conditions, and more efficient workflows | - Grievances and level of satisfaction regarding grievance resolution or non-resolution (Project GRM, subproject GRM) | - Meetings - phone, and e-mail communication | | |
| Staff of the judicial bodies and cadastre | Enhanced working environment Improvement in access and efficiency of the infrastructure reflects in better service delivery | Resistance from court employees due to potential lack of satisfaction of works conducted Lack of satisfaction of not relocating to new premises (of staff | - Project and Sub-project level GRM established to submit complaints, feedback, queries, suggestions | - Grievances and level of satisfaction regarding grievance resolution or non-resolution (Project GRM, subproject GRM) | - Meetings | | |

| Stakeholder Ana | Stakeholder Analysis for Post-construction phase | | | | | | |
|-----------------|--|--|-----------------|--------------------|-------------------------|--|--|
| Stakeholders | Benefits | Risks | Key Messages | Areas where | Methods for Engagement | | |
| | | | , | Feedback is Sought | | | |
| | | of judicial bodies | | | | | |
| | | staying in current | | | | | |
| | | building) | | | | | |
| Judicial police | - Enhanced | Resistance from | - Improved | - Grievances and | - Meetings | | |
| staff | working | court employees | security and | level of | | | |
| | environment | due to potential | safety | satisfaction | | | |
| | including | lack of satisfaction | conditions | regarding | | | |
| | through | of works | | grievance | | | |
| | improvement of | conducted) | | resolution or | | | |
| | safety and | - Lack of | | non-resolution | | | |
| | security | satisfaction of not | | (Project GRM, | | | |
| | measures | relocating to new | | subproject | | | |
| | | premises (of staff | | GRM) | | | |
| | | staying in current | | | | | |
| | | building) | | | | | |
| Lawyers and | - Improvement in | - General public not | - Improved | - Grievances and | - Mail or phone | | |
| bar association | access and | aware of | facilities, and | level of | communication as answer | | |
| | efficiency of the | relocation of | more | satisfaction | to eventual grievances | | |
| | infrastructure | services | efficient | regarding | | | |
| | reflects in better | Lack of satisfaction | services | grievance | | | |
| | service delivery | of works | workflows | resolution or | | | |
| | and more | conducted | - Ensuring | non-resolution | | | |
| | efficient | | appropriate | (Project GRM, | | | |
| | workflows | | communicati | subproject | | | |
| | | | on with | GRM) | | | |
| | | | public | | | | |
| | | | informing | | | | |

| Stakeholder Ana | Stakeholder Analysis for Post-construction phase | | | | | | |
|-------------------|--|----------------------|-----------------|--------------------|-------------------------|--|--|
| Stakeholders | Benefits | Risks | Key Messages | Areas where | Methods for Engagement | | |
| - Councilor Color | 201101110 | 151.5 | ney messages | Feedback is Sought | | | |
| | | | them on the | | | | |
| | | | relocation | | | | |
| Citizens and | - Improvement in | - General public not | - Improved | - Grievances and | - Mail or phone | | |
| businesses, | access and | aware of | facilities, and | level of | communication as answer | | |
| general public | efficiency of the | relocation of | more | satisfaction | to eventual grievances | | |
| | infrastructure | services | efficient | regarding | | | |
| | reflects in better | - Lack of | services | grievance | | | |
| | service delivery | satisfaction of | workflows | resolution or | | | |
| | and more | works conducted | - Ensuring | non-resolution | | | |
| | efficient | | appropriate | (Project GRM, | | | |
| | workflows | | communicati | subproject | | | |
| | | | on with | GRM) | | | |
| | | | public | | | | |
| | | | informing | | | | |
| | | | them on the | | | | |
| | | | relocation | | | | |
| Persons with | - New | - Lack of | - Improved | - Grievances and | Mail or phone | | |
| disabilities | infrastructure | satisfaction of | efficiency | level of | communication as answer | | |
| | designed to | works conducted | and | satisfaction | to eventual grievances | | |
| | minimize | (refurbishment | modernized | regarding | | | |
| | barriers for | and/or | facilities | grievance | | | |
| | persons with | renovation) and / | which | resolution or | | | |
| | disabilities | or on | provide | non-resolution | | | |
| | | improvement of | greater | (Project GRM, | | | |
| | | services | comfort and | subproject | | | |
| | | | better | GRM) | | | |
| | | | accessibility | | | | |

| Stakeholder Ana | Stakeholder Analysis for Post-construction phase | | | | | | |
|-----------------|--|---------------------------------------|---------------|--------------------|------------------------------|--|--|
| Stakeholders | Benefits | Risks | Key Messages | Areas where | Methods for Engagement | | |
| | | 110.10 | | Feedback is Sought | | | |
| Victims and | - New | - Lack of | - Improved | - Grievances and | Mail or phone | | |
| witnesses | infrastructure | satisfaction of | efficiency | level of | communication as answer | | |
| | designed to | works conducted | and | satisfaction | to eventual grievances | | |
| | minimize | (refurbishment | modernized | regarding | | | |
| | contact with | and/or | facilities | grievance | | | |
| | offender, | renovation) and / | which | resolution or | | | |
| | improve safety | or on | provide | non-resolution | | | |
| | and privacy | improvement of | greater | (Project GRM, | | | |
| | Current building | services | comfort and | subproject | | | |
| | less crowded | | better | GRM) | | | |
| | and more | | accessibility | | | | |
| | opportunities | | | | | | |
| | minimize | | | | | | |
| | contact with | | | | | | |
| | offender, | | | | | | |
| | improve safety | | | | | | |
| | and privacy | | | | | | |
| Local and | - To inform | Correct and clear | - To provide | - Quality of | - MoJPADT and SGA Press | | |
| national media | general public | information on | correct and | material and | Service | | |
| | about project | project activities | clear | Information | - Preparing materials with | | |
| | activities and | not available | information | provided | main information on sub- | | |
| | relocation | | on project | | projects to provide correct | | |
| | | | activities if | | and clear information | | |
| | | | requested | | | | |
| MoJPADT and | - Responsible for | - External risks | - To | - Reports on | - Regular meetings | | |
| SGA, PIU | all stakeholder | influencing timely | continuously | project | - Information through e-mail | | |
| | | | monitor and | activities | and phone | | |

| takeholder Analysis for Post-construction phase | | | | | | |
|---|--------------------------|--------------------------------------|------------------------------------|-----------------------------------|--|--|
| Stakeholders | Benefits | Risks | Key Messages | Areas where Feedback is Sought | Methods for Engagement | |
| | engagement activities | implementation of project activities | report on project activities | | Reporting preparation of materials with main information on sub-projects to provide correct and clear information | |

6. Grievance Redress Mechanism

A Grievance Redress Mechanism (GRM) is a process for receiving, evaluating, and addressing project-related complaints, feedback, questions and suggestions from citizens and affected communities at the level of the project.

The mechanism focuses not only on receiving and recording complaints but also on resolving them. While feedback should be handled at the level closest to the complaint, all complaints should be registered and will follow the required procedures.

Key definitions of grievance and complaint are as follows:

- Complaint: an expression of dissatisfaction that is related to an impact caused by a project activity, which has affected an individual or group. Adversely, the interests of an individual or group and the individual or group want a proponent or operator (or contractor) to address and resolve it (e. g. problems related to dust deposition, noise or vibration). A complaint is normally of a less serious nature than a grievance;
- Grievance: a claim raised by an individual or group whose livelihood, health and safety, cultural norms and heritage are considered to have been adversely affected by a project activity which, if not addressed effectively, may pose a risk to operations (through stakeholder actions such as access road blockages) and the livelihood, well-being or quality of life of the claimant(s). The grievance mechanism described in this section includes both complaints and grievances.

GRM mechanisms will be presented during regular meetings held with Management staff of the judicial bodies during design and during surveys and open days that will be held during preparation and post-construction phases. GRM related obligations are included in procurement / bidding procedures for acquiring services of technical design, supervising engineer, construction project management, occupational health and safety (OHS) specialist and every other relevant service as well as during construction (contractor and subcontractor obligations).

The point of contact regarding grievance management at the level of the project is the PIU Social Specialist:

Marija Herceg Selandari

Marija.HercegSelandari.ext@mpu.hr

The point of contact for submitting initial grievance at the level of the subproject is the contracted supervising engineer that has the obligation to register, report, and track grievances in the location specific grievance log. The PIU Social Specialist, PIU members, if relevant, MoJPADT staff, will determine whether the complaints warrant further consideration as a relevant grievance. If the matter has standing, grievance information will be registered, reported, and tracked in the project grievance log by the PIU Social Specialist.

In addition to Project GRM contractors and sub-contractors will ensure that a grievance mechanism is provided for all workers to raise workplace concerns. They will ensure that all such workers are informed of the grievance mechanism at the time of recruitment, and that the grievance mechanism is easily accessible to all workers.

| | CROSS CUTTING: Project Level Grievance Redress Mechanism (GRM) | | | | | | |
|---------------------------|--|--|---------|---------------|-----------------------|--|--|
| Types of potential grieva | ances: Process to | Process to Record, Process, Resolve, and Report: | | Responsible | Tools: | | |
| | | | | Party: | - Meetings | | |
| - Dissatisfaction on the | e choice of Once a | grievance is received, the PIU | Social | MoJPADT, SGA, | - phone, and e-mail | | |
| the facilities | Specialist | , PIU members and, if relevant, Mo | JPADT | PIU | communication | | |
| - Dissatisfaction on the | e timeline of and SGA | staff, will determine whethe | r the | | - materials with main | | |
| the implementation | of project complain | ts warrant further consideration | as a | | information on sub- | | |
| activities (they are no | ot relevant | grievance. If the matter has sta | inding, | | projects to provide | | |
| implemented in time | ely manner) grievance | information will be registered, rep | orted, | | correct and clear | | |
| - Dissatisfaction with t | the final and track | ed in a grievance log by the PIU | Social | | information | | |
| design in terms of inc | cluding ESF Specialist | . The information recorded ir | n the | | | | |
| requirements and re | levant Grievance | e log include: name of complaina | ant (if | | | | |
| guidelines for judicia | I treated a | s non-confidential), location and a | ddress | | | | |
| infrastructure | of Compla | ainant (if available), grievance descr | iption, | | | | |
| | level of i | mpact, person responsible for mai | naging | | | | |
| | the griev | ance, findings of grievance investig | gation, | | | | |
| | description | n of measures undertaken to sett | tle the | | | | |
| | grievance | , feedback from Complainant on le | evel of | | | | |
| | satisfaction | on regarding grievance resolution o | r non- | | | | |
| | resolution | n, date of acknowledgement of recei | ipt and | | | | |
| | of settlen | nent response, status. | | | | | |
| | All grieva | nces will be acknowledged within 7 | 7 days; | | | | |
| | and resp | onded to no later than 30 days. | If the | | | | |
| | grievance | is deemed as non-relevant (not oc | curred | | | | |
| | as a resu | lt of project related activities), th | ne PIU | | | | |

| | Social Specialist will record the reason and inform | | |
|--------------------------------------|---|------------------|-----------------------|
| | the complainant with explanation. | | |
| Sub-pr | oject (construction site) Level Grievance Redress Med | chanism (GRM) | |
| Types of potential grievances: | Process to Record, Process, Resolve, and Report: | Responsible | Tools: |
| | | Party: | - Meetings |
| - Resistance due to potential impact | Once a grievance is received, the PIU Social | MoJPADT, SGA, | - phone, and e-mail |
| of construction work on court staff | Specialist, PIU members and, if relevant, MoJPADT | PIU, Contractor. | communication |
| working conditions (noise, dust, | staff, will determine whether the complaints | Supervising | - materials with main |
| interruptions in heating, possible | warrant further consideration as a relevant | engineer, | information on sub- |
| re-location, etc) in particular | grievance. If the matter has standing, grievance | Construction | projects to provide |
| during relocation after | information will be registered, reported, and | project manager; | correct and clear |
| construction | tracked in a grievance log by the PIU Social | OHS specialist | information |
| - Additional workload as a focal | Specialist. The information recorded in the | | - Survey |
| point for communication sub- | Grievance log include: name of complainant (if | | - Open day |
| project activities with staff, PIU | treated as non-confidential), location and address | | |
| and Ministry (for management | of Complainant (if available), grievance description, | | |
| staff) | level of impact, person responsible for managing | | |
| - Dissatisfaction with the final | the grievance, findings of grievance investigation, | | |
| design (when meeting all the | description of measures undertaken to settle the | | |
| needs is not feasible) | grievance, feedback from Complainant on level of | | |
| - Dissatisfaction from the users due | satisfaction regarding grievance resolution or non- | | |
| to relocation of services | resolution, date of acknowledgement of receipt and | | |
| - Concerns regarding temporary | of settlement response, status. | | |
| traffic disturbances linked to the | All grievances will be acknowledged within 7 days; | | |
| works and other negative impacts | and responded to no later than 30 days. | | |
| (dust, noise) | In line with the bidding procedures for acquiring | | |
| | services of technical design, supervising engineer, | | |
| | construction project management, occupational | | |
| | health and safety (OHS) specialist and every other | | |
| | relevant service as well as during construction | | |

| (contractor and subcontractor obligations) the | |
|--|--|
| concrete actions to be implemented in order to | |
| resolve the grievance will be undertaken by the | |
| Contractor and/or Supervising engineer, and/or | |
| Construction project manager and/or OHS specialist | |
| that will inform the MoJPADT and SGA / PIU. This is | |
| not the case if the grievance is deemed as non- | |
| relevant (not occurred because of project related | |
| activities). In this case the PIU Social Specialist will | |
| record the reason and inform the complainant with | |
| explanation. | |

Annex – Project description and project components

The Government of Croatia has made steady progress in land and justice sector reforms, including with the support of the Integrated Land Administration Systems Project (ILAS) (P122219) and the Justice for Business Project (J4B) (P167247) funded by the World Bank. At its core ILAS aims to build functional land administrations systems to benefit systems by strengthening property rights, enhancing delivery of land administration services, increasing land data, and reducing costs of registration. The Project contributes to improving the delivery of justice services to citizens and businesses and simplification of business regulatory procedures. Despite progress in these sectors obstacles to development persist. With cadaster and land registry functions under separate entities the importance of functional integrations is of key importance for Croatia. The effectiveness of court case processing remains below EU standards set by European Commission for the Efficiency of Justice (CEPEJ) and e-services can be increased. Outdated and poorly maintained court, and cadaster and registry offices infrastructure do not adequately meet the needs of citizens and businesses, or service providers, with offices often scattered across locations. The activities of the Integrated Land Administration and Justice Services Project build upon the achievements of previously funded Word Bank projects aiming at the development objectives of increased digitization, institutional integration, and improved services for citizens. The proposed implementing agencies of the Project are the Ministry of Justice, Public Administration and Green Transition (MoJPADT) and the State Geodetic Administration (SGA).

The Project Development Objective is to improve functional integration of land administration and court institutions to enhance services for citizens. In ordered to reach the development objective the Project will include 6 components.

Component A. Integrated Digital Land Registry and Court Services will finance activities that will support the digitization and integration of land registry court data and services. It will continue the digitization of paper and land registry and court records, making them more resilient to disaster and more easily shareable through the Joint information system (JIS) and other online systems.

Component B: Integrated Digital Services of State Registers and Geospatial will support enhanced geospatial data. Data from about two-thirds of counties in Croatia are not yet included in the infrastructure cadaster. Mapping and recording the location of infrastructure supports land use planning.

Component C: Further Digital Integration of Land Register and Cadaster includes enhancements to the JIS and One Stop Shop (OSS), such as: (i) improving data quality and maintenance; (ii) recording of real property prices; (iii) simplifying online access to land records; (iv) upgrading of mobile apps (My Properties); (v) simplifying the process of recording construction rights; (vi) further digitization of cadaster processes; and (vii) extension of JIS access to lawyers.

Component D: Integrated Court, Land registry Offices (LRO) and Cadaster offices (CO) Infrastructure will provide construction of court, registry and cadaster infrastructure to international and EU standards to support improved service delivery and establishment of a new structure for addressing appeals of land disputes. This component would support construction of new infrastructure to support integrated cadaster, land registry and court services and establish a Land Court of Appeals. This component will support construction of new infrastructure in areas possibly to include Novska, Rijeka, Bjelovar and Velika Gorica. This component will also support provision of new ICT cabling to improve digital services in thirty COs.

Component E: Institutional capacity building, policy analysis, and Project Management will support Project Implementation Unit (PIU) operations and Monitoring and Evaluation (M&E) activities. It will also finance capacity building programs and the implementation of public awareness campaigns and customer satisfaction surveys. Capacity building programs to be financed via Component E will include topics such as (i) cadaster and land registry laws; (ii) individual reconciliation of cadaster and land registry data; (iii) land registry renewal; (iv) joint cadaster and land registry procedures; (v) use of MoJPADT and SGA e-services by public and professional users; and (vi) management training.

Annex II - Description of the current state

The project involves constructing a new public building to accommodate the Judicial bodies, specifically the Commercial Court, County State Attorney's Office, and Municipal State Attorney's Office. The primary objective is to alleviate overcrowding in the current judicial building (Palace of Justice) in Bjelovar, which presently houses all judicial bodies, including the Municipal, County, and Commercial Courts, as well as the Municipal and County State Attorney's Offices and the Prison. The new building will be constructed on the same plot as the existing judicial building in Bjelovar, adjacent to it, at Šetalište dr. Ivše Lebovića, 43000 Bjelovar, on cadastral plot no. 3143/1. The proposed structure will be a standalone building featuring a basement, raised ground floor, and three stories. It will house the Commercial Court, the Municipal State Attorney's Office, and the County State Attorney's Office.