



## UPDATING MASTER PLAN



# STAKEHOLDER ENGAGEMENT PLAN

**August 2009**

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## **1. Introduction – Summary of project**

Sarajevo International Airport intends to expand passenger terminal, apron and taxiway system. Activities to be performed at SIA

After examining Sarajevo International Airport's present situation, after defining the role of the airport within the European context, after estimating the future traffic levels and after a preliminary dimensioning of the main airport sub-systems, "critical aspects" of the system have been identified as well as short and long-term upgrading needs, referring to 1998/99 airport Master Plan.

The works will mainly point at:

- bringing the system up to the standards and increasing operational safety;
- consolidating the international role of the airport; and
- increasing operational capacity and the level of the services offered to the Users, according to the progressive development of airport traffic.

Consolidating SIA's international role involves the need to plan a progressive development of the new activities, which themselves require adequate structures.

This Stakeholder Engagement Plan highlights the way Sarajevo International Airport (SIA) plans to communicate with people who may be affected by or interested in their operations. It also includes a grievance mechanism for people to raise any concerns to their attention.

## **2. Regulatory Requirements**

According to local (Federation of Bosnia and Herzegovina) legislation, planned extension project doesn't require environmental impact assessment. Also, EIA is neither required by European legislation.

A public notification is only required in the process of obtaining environmental permit and it will be done in accordance with existing praxis (publishing Activity Plan on the website of Federal Ministry for Environment and Tourism([www.fmoit.gov.ba](http://www.fmoit.gov.ba))).

## **3. Summary of Previous Stakeholder Engagement Activities**

SIA has signed an agreement with the municipality of Ilidza (local community) that regulates preparation of a spatial plan and other development plans.

There is a problem of illegal and unlawful construction in this area, but some of those houses had been legitimated in preparation of the prior spatial plan.

Nevertheless, SIA is eager to keep good and friendly communication with local community and in line with it SIA prepared a Stakeholder communication Strategy, and had introduced Procedure for external communication.

## **4. Identification of Stakeholders and Communication**

In addition to regulatory authorities, SIA has identified both internal stakeholders, such as shareholders and workers, as well as external stakeholders, such as community authorities, and other partners and institutions that may be interested in their activities. For each stakeholder, proposed communication has been listed, as well as specific media that will be used to notify stakeholders of information, such as opportunities for public consultation or significant changes.



Stakeholders	Population	Communication	Proposed Media
<b>Internal Stakeholders</b>			
<b>Workers</b>	408	Issuing annual Bulletin on SIA environmental achievements and planned goals. Make Bulletin available to employees through the intranet Grievance mechanism	Intranet
<b>External Stakeholders</b>			
<b>Customers</b> – Interested in quality of SIA services	N/A	Annual Bulletin published on SIA website. Grievance mechanism	Internet
<b>Community authorities</b> – Interested in implementation of environmental legislation and other regulations aimed to protected community health	N/A	Organizing regular meetings and signing agreements on cooperation on different development projects. Make key documents available to citizens on the SIA web site: <a href="http://www.sarajevo-airport.ba">www.sarajevo-airport.ba</a> .	Internet
<b>Financial Institutions (banks, insurance companies)</b> – Interested in risk reduction or avoidance in case of environmental incidents	N/A	Annual Bulletin published on SIA website. Annual Reports submitted to the financial institutions	Internet
<b>Media</b> – Interested in timely and quality information	N/A	Organizing press conferences when new activities are to be implemented.	Press conferences, meetings

## 5. Disclosure of Information

Impacts of the expansion programme are limited and mainly within the fence line. However, an update on the schedule of works will be provided to the mayor's office Ilidza approximately 2 weeks prior to commencement of works. SIA will publish annual report on its environmental and social policy and performance. Also, major information on progress in obtaining environmental permit will be accessible through the SIA web site. Once environmental permit is issued, SIA will regularly update its web site on compliance with monitoring requirements. In addition, SIA will inform public on its cooperation with local and wider community.



## **6. Public Grievance Mechanism**

Any comments or concerns can be brought to the attention of the SIA verbally or in writing (by post or e-mail) or by filling in a grievance form (see example at the end). All grievances will be put in a register and assigned a number, and acknowledged within 7 days. A response will be provided within 60 days. A separate grievance mechanism is available for workers.



## Public Grievance Form

<b>Reference No:</b>	
<b>Full Name</b>	
<b>Contact Information</b>  Please mark how you wish to be contacted (mail, telephone, e-mail).	<b>By Post: Please provide mailing address:</b> _____ _____  <b>By Telephone:</b> _____  <b>By E-mail</b> _____
<b>Description of Incident or Grievance:</b> What happened? Where did it happen? Who did it happen to? What is the result of the problem?	
<b>Date of Incident/Grievance</b>	
	<b>One time incident/grievance (date _____)</b> <b>Happened more than once (how many times? ____)</b> <b>On-going (currently experiencing problem)</b>
<b>What would you like to see happen to resolve the problem?</b>	

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Please return this form to:** [name], [title, such as Health and Safety Manager], [company name],

Address \_\_\_\_\_: Tel.: \_\_\_\_\_

or E-mail: \_\_\_\_\_@\_\_\_\_\_.com .



**Flowchart for Processing Grievances**

