# Kutina Civil Court STAKEHOLDER ENGAGEMENT PLAN

Croatia: JUSTICE FOR BUSINESS PROJECT
October 2023

## 1. Objectives of the Stakeholder Engagement Plan (SEP)

- 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 court's infrastructure and expanding the use of electronic services in the justice
  sector 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 Project and its activities.
- Identify the most effective methods, timing and structures through which to share project information, and to ensure regular, accessible, transparent and appropriate consultation.
- Develop a stakeholders engagement process that provides stakeholders with an opportunity to influence project planning, design and implementation by generating structured channels for ongoing feedback from all project beneficiaries and partners (judicial staff, court users, court users that are persons with disabilities, 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 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 Justice to Business project: The Justice for Business Project (J4B) aims to contribute to the establishment of a judicial system that will meet the highest European standards in terms of independence, impartiality, expertise, and efficiency, thereby justifying the confidence of citizens and contributing to the progress of society.

#### Merits

The Project hast two components:

vision of a modern and efficient judiciary system.

- Component 1 is a results-based component that supports implementation of interventions which are expected to reduce the administrative burden for businesses in their interaction with government.
  - Component 1 supports improvements in business regulatory services and market functioning in the construction sector. It comprises two subcomponents focused on: (a) removing regulatory barriers for market entry and operation, and (b) simplifying construction permitting and improving market functioning in the construction sector.
- Component 2 includes direct investment supporting the refurbishment and/or reconstruction of court facilities in four selected locations: County Court in Varaždin, Municipal Civil Court in Zagreb and Municipal Courts in Kutina and Vinkovci. The component includes the preparation of detailed design for the selected court facilities, civil work supervision, and technical building audits.

  The objective of the Component 2 is to refurbish and/or reconstruct selected courts facilities to meet international standards of service allowing for better court performance and user experience. Furthermore, the aim is to improve the working conditions of the judicial bodies (courts and state attorney) located in buildings that will be refurbished and/or reconstructed by making them more energy efficient and functional in line with the Ministry of Justice and Public Administration (MoJPA)
- The process how stakeholders will be engaged to inform design and adaptations throughout project life cycle (i.e., SEP processes)
  - Consultations with robust feedback mechanisms will be carried out consistently throughout project implementation, both for the results-based component as well as for the component on rehabilitation and renovation of selected court facilities.

For the component on rehabilitation and renovation of selected court 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 and staff of the judicial bodies in order to present the project, its objectives, activities, and related timeframe as well as the E&S framework, the Grievance redress mechanisms and to collect the level of satisfaction regarding grievance resolution. In addition, surveys conducted by professionals' services, will assess user satisfaction in the preparation phase (prior to the commencement of works) and during post-construction phase. Surveys will target management and staff of judicial bodies lawyers and bar association, citizens and businesses, victims and witnesses, neighbouring buildings inhabitants, general public - all of the above including persons with disabilities. The same groups are the target to be reached during "court open days" that will be organised in each of the 4 facilities undergoing rehabilitation and/or

upgrading. Surveys and open days are foreseen in the preparation phase and in post-construction phase per each location.

> Key areas where the project can be influenced by stakeholder engagement and related questions to spark feedback is the phase of developing designs for courts that will be refurbished and/or reconstructed (preparation of conceptual/main/detailed design for 4 selected court facilities)

## 4. Key Risks & Mitigation Measures

## **Key Risks**

- Court staff will not support project activities and will attempt to undermine its implementation
- Court staff work environment and service for users will be negatively affected by construction works (e.g. interruptions in water supply, electricity, heat, air conditioning, exposure to dust, noise, dislocation of work offices, etc..)
- Weak security organization of entrance into court during construction works
- Labour management and OHS procedures are not implemented properly
- Land issues are not resolved properly and on time
- 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
- Lack of knowledge and thus awareness of key stakeholders on WPs ESF and related requirements
- Lack of knowledge and awareness on guidelines to design justice and court facilities

## **Mitigation Measures**

- Prepare the ground well by designing a structured and proactive stakeholder engagement process and communicate all phases of the process and opportunities for participation & feedback
- Design accessible channels for information requests & grievances
- Conduct constructive and meaningful consultation process that will ensure stakeholders to provide feedback, and contribute to the design of courts
- Report back on how feedback has been incorporated & grievances resolved
- Present regularly project information and progress updates for different stakeholder groups using adequate stakeholder engagement and communication channels and tools
- Conduct Intensive and transparent communication with relevant stakeholder on land issue and explore project design alternatives
- Include ESF requirements in 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

Public consultations on the first version of the Environmental and Social Management Plan (ESMP) Checklist related to increasing the accessibility and efficiency of the Municipal Court in Kutina were held in the period from 17 January 2020 to 31 January 2020. Public consultations were announced on the Project dedicated section on MoJPA webpage. The publication of the ESMP Checklist was accompanied by an informative call for comments to public containing fax number, email and postal address to which comments and questions could be sent. A hard copy was available to the interested public at the Court's reception and the notice board in the same period. During the public consultations, no comments, proposals, or written opinions were noted.

The contract for the preparation of design and other technical documentation for increasing the accessibility and efficiency of the Municipal Court in Kutina and for project supervision during the execution of works was signed in February 2022. The design and the technical documentation were developed within 12 months and the budling permit obtained in March 2023.

During the implementation of the contract for the preparation of design meetings with management staff of the judicial bodies (court presidents) were organized to present and discuss sub-projects design and solicit feedback, clarify doubts and identify user's needs but few feedback was registered.

During March 2023 the project is in its final steps of the design phase (as the building permit has been obtained) so further stakeholder engagement activities for the phase are simplified and include presentation of the final technical documentation to court users (management staff of judicial bodies and judicial police staff), presentation of future steps prior to the procurement of works and of project grievance redress mechanism.

Further stakeholder engagement activities include publication of the sub-project Stakeholder Engagement Plan (Kutina SEP) and of the Environmental and Social Management Plan (ESMP) Checklist on the project dedicated page of the MoJPA web site accompanied by an informative call for comments to public containing email to which comments and questions could be sent. Furthermore, the documents will be presented to management staff of judicial bodies and judicial police during dedicated meetings and, through them, to the rest of the staff by email communication. The staff will be asked to engage and express their views and comments while the MoJPA will provide information whether and how their feedback has been considered.

Table 5.1. Preconstruction phase / design phase

#### STAKEHOLDER ENGAGEMENT PLAN

## Pre-construction phase/design phase

Timeframe: 2023

## **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 (meetings, surveys, open days etc)
- 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. Comms Tools: Summary on sub-project, PPTs on sub-project design, surveys
- 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 Comms 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 prepara	tion	phase				
Stakeholders		Benefits		Risks	V	ey Messages		Areas where		Methods for Engagement
Stakenoluers		belletits		NISKS	N	ey iviessages	Fee	edback is Sought		Wethous for Engagement
Management	-	Manage a	-	Resistance from	-	Efforts will	-	Risks	-	Meetings with management
staff of the		higher		court employees		be made	-	Benefits		staff of the judicial bodies
judicial bodies		quality/modern		due to potential		during design	-	Technical		(court presidents), to
(court		court		impact of		and		documentation		present and discuss sub-
presidents)	-	Satisfied judicial		construction work		construction		/ design		projects design
		staff due to the		on their working		phase to	-	Interest/Conce	-	Preparation of materials
		enhanced		conditions (noise,		avoid		rns and		with main information on
		working		dust, interruptions		relocation		conditions to		sub-projects to support
		environment		in heating,		and limit the		participate in		court presidents in
	-	Improvement in		possible re-		impact of		sub-project		implementation of the sub-
		judicial access		location, etc)		construction		implementatio		project within their court
		and efficiency of	-	Additional		work on		n	-	phone, and e-mail
		the court's		workload as a		work	-	Grievances and		communication
		infrastructure		focal point for		environment		level of	-	Surveys
		reflects in better		communication		(dust, noise		satisfaction	-	Open days
		service delivery		sub-project		etc.)		regarding		
				activities with	-	Improved		grievance		
				judicial staff, PIU		judiciary		resolution or		
				and Ministry		service		non-resolution		
						delivery and	-	Subproject SEP		
						efficiency	-	ESMP checklist		
lookatal aakaa		Fulanced		Diagraphic and a second		AACII la a		Tankainal		NA stisses and seventhetisses
Judicial police staff	-	Enhanced	-	Dissatisfaction with the final	-	Will be informed on	-	Technical	-	Meetings and consultations
Staff		working						documentation		to present and discuss sub-
		environment		design (when		design of		/ design		project design and solicit
		including		meeting all the		refurbishmen	-	Grievances and		initial feedback, clarify
		through		needs is not		t and/or		level of		doubts

improvement of	feasible)	reconstructio	satisfaction	-	Presentation of detailed
safety and	- Dissatisfaction	n	regarding		design
security	due to the	- Sub-project	grievance	-	Surveys
measures	potential impacts	level GRM	resolution or	-	Open days
	that may be	established	non-resolution		
	caused by	to submit	- Subproject SEP		
	construction	complaints,	- ESMP checklist		
	works (i.e. cold /	feedback,			
	hot weather,	queries,			
	complications in	suggestions			
	providing security)	or			
		compliments			
		during design			
		and			
		construction			
		phase			
		- Measures			
		undertaken			
		to toward			
		grievance			
		resolution			
		and			
		complaint			
		feedback			

#### STAKEHOLDER ENGAGEMENT PLAN

## **Construction phase**

Timeframe: 2023/2024

## **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 GRM

## **Activities for Construction phase:**

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

## **Inputs for Construction phase:**

- 1. Comms Tools: PPTs, leaflets, Information notices on construction sites, bulletin boards of judicial buildings Survey
- 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

Stakeholder Ana	lysis for construction	ohase			
Stakeholders	Benefits	Risks	Key Messages	Areas where Feedback is Sought	Methods for Engagement
Management staff of the judicial bodies (court presidents)	<ul> <li>Manage a higher quality/modern court</li> <li>Satisfied judicial staff due to the enhanced working environment</li> <li>Improvement in judicial access and efficiency of the court's infrastructure reflects in better service delivery</li> </ul>	- Resistance from court employees due to potential impact of construction work on their working conditions (noise, dust, interruptions in heating, possible relocation, etc) - Additional workload as a focal point for communication sub-project activities with judicial staff, PIU and Ministry	- Efforts will be made during design and construction phase to avoid relocation and limit the impact of construction work on work environment (dust, noise etc.) - Improved judiciary service delivery and efficiency	<ul> <li>Risks</li> <li>Benefits</li> <li>Technical documentation / design</li> <li>Critical Info Needs</li> <li>Interest/Conce rns and conditions to participate in sub-project implementatio n</li> <li>Grievances and level of satisfaction regarding grievance resolution or non-resolution</li> </ul>	<ul> <li>Meetings with management staff of the judicial bodies (court presidents)</li> <li>Preparation of materials with main information on sub-projects to support court presidents in implementation of the sub-project within their court (i.e. construction plan)</li> <li>phone, and e-mail communication</li> </ul>
Judicial staff (judges, court advisors, clerks, other	<ul><li>Enhanced</li><li>working</li><li>environment</li><li>Improvement in</li></ul>	- Dissatisfaction due to the potential impacts that may be	- Efforts will be made during design and	<ul><li>Technical documentation</li><li>/ design</li><li>Needs</li></ul>	<ul> <li>Meetings and consultations         with court staff</li> <li>Presentation of prepared         materials construction</li> </ul>

court staff)	judicial access	caused by	со	nstruction	-	Grievances and	region plan
	and efficiency of	construction	ph	nase to		level of	
	the court's	works (excessive	av	oid		satisfaction	
	infrastructure	noise, reduced	rel	location		regarding	
	will enable	access to the	an	nd limit the		grievance	
	better service	elevator,	im	pact of		resolution or	
	delivery and	interruptions in	со	nstruction		non-resolution	
	more satisfied	the supply of	wo	ork on			
	court users	water, electricity,	wo	ork			
-	Opportunity to	noise, etc.)	en	vironment			
	influence and	- Possible	(dı	ust, noise			
	contribute to	temporary	eto	c.)			
	court design	relocation of the	- Su	ıb-project			
	improvement	workplace (e.g., to	lev	vel GRM			
		another building,	est	tablished			
		another office,	to	submit			
		mobile unit)	со	mplaints,			
		<ul> <li>Dissatisfaction</li> </ul>	fee	edback,			
		from the court	qu	ieries,			
		users due to	su	ggestions			
		construction	or				
		works	со	mpliments			
		disturbances is	du	ıring design			
		transferred to	an	ıd			
		court staff		nstruction			
			ph	nase			
				easures			
			un	ndertaken			
			to	toward			
			gri	ievance			

					resolution				
					and				
					complaint				
					feedback				
Judicial police	- Enhanced	-	Dissatisfaction	-	Improved	-	Technical	-	Meetings and consultations
staff	working		due to the		security and		documentation		with court staff
	environmer	t	potential impacts		safety		/ design	-	Presentation of
	including		that may be		conditions	-	Needs		conceptual/main/detailed
	through		caused by		after	-	Grievances and		design
	improveme	nt of	construction		implementati		level of	-	
	safety and		works (i.e. cold /		on of work		satisfaction		
	security		hot weather,				regarding		
	measures		complications in				grievance		
			providing security)				resolution or		
		-					non-resolution		
Lawyers and	- greater	-	Potential impacts	-	Efforts will	-	Grievances and	-	Web site (MoJPA, Court)
bar association	efficiency o	the	that may be		be made		level of	-	Information notices on
	courts and		caused by		during design		satisfaction		construction sites
	modernized		construction		and		regarding	-	bulletin boards of judicial
	facilities wh	ich	works (loss in		construction		grievance		buildings
	provide gre	ater	efficiency,		phase to		resolution or		
	comfort and	i	relocation of court		avoid losses		non-resolution		
	better		and excessive		in efficiency				
	accessibility		noise, reduced		of court,				
			access to the		relocation				
			elevator, traffic		and to limit				
			disturbances)		the impact of				
					construction				
					work on				
					work				

environment (dust, noise, traffic disturbances, reduced access to elevator etc.) - Improved efficiency of the courts and modernized facilities which provide greater comfort and businesses, gefficiency of the general public courts and modernized facilities which provide greater comfort and better accessibility    Citizens and   -   greater   -   Concerns   -   Efforts will   -   Grievances and be made   level of   -   Information notices on construction sites   -   Information notices on construction grievance   -   Information notices on construction sites   -   Information notices on construction grievance   -   Information notices on construction   -   Information   -   Information notices on construction   -   Information notices on construction   -   Information notices on construction   -   Information   -   Informati		1	I			
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modernized disturbances and regarding facilities which provide greater comfort and better accessibility (i.e. noise, dust, temporary court and facilities which provide greater facilities which provide greater accessibility disturbances and construction grievance phase to phase to avoid losses in efficiency of court, relocation and provide greater and construction grievance resolution or non-resolution non-resolution avoid losses in efficiency of court, relocation and construction grievance published to the buildings buildings	businesses,	efficiency of the	regarding	be made	level of	- Information notices on
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provide greater reconstruction phase to resolution or comfort and works and other better negative impacts accessibility (i.e. noise, dust, temporary court relocation		modernized	disturbances	and	regarding	- bulletin boards of judicial
comfort and works and other avoid losses non-resolution better negative impacts accessibility (i.e. noise, dust, temporary court relocation		facilities which	linked to the	construction	grievance	buildings
better negative impacts in efficiency accessibility (i.e. noise, dust, temporary court relocation		provide greater	reconstruction	phase to	resolution or	
accessibility (i.e. noise, dust, temporary court relocation		comfort and	works and other	avoid losses	non-resolution	
temporary court relocation		better	negative impacts	in efficiency		
temporary court relocation		accessibility	(i.e. noise, dust,	of court,		
inefficiencies due and to limit			temporary court	relocation		
			inefficiencies due	and to limit		

			_		
		to construction	the impact of		
		work)	construction		
			work on		
			work		
			environment		
			(dust, noise,		
			traffic		
			disturbances,		
			reduced		
			access to		
			elevator etc.		
Neighbouring	- Enhanced of	- Concerns as	- Efforts will	- Grievances and	<ul> <li>Web site (MoJPA, Court)</li> </ul>
buildings	attractiveness of	potential affected	be made	level of	<ul> <li>Information notices on</li> </ul>
inhabitants	the	by construction	during design	satisfaction	construction sites
	neighbourhood	work (traffic	and	regarding	<ul> <li>bulletin boards of judicial</li> </ul>
	due to building	disturbances	construction	grievance	buildings
	refurbishment /	linked to the	phase to	resolution or	
	reconstructions	reconstruction	avoid losses	non-resolution	
		works and other	in efficiency		
		negative impacts	of court,		
		i.e. dust, noise,	relocation		
		temporary court	and to limit		
		efficiency)	the impact of		
			construction		
			work on		
			work		
			environment		
			(dust, noise,		
			traffic		
			disturbances,		

Persons with disabilities	- Court buildings designed to minimize barriers for persons with disabilities	- Dissatisfaction due to the potential impacts that may be caused by construction works that might worsen the accessibility of the building to persons with disabilities (i.e. reduced access to the elevator)	reduced access to elevator etc.)  - Sub-project level GRM established to submit complaints, feedback, queries, suggestions or compliments during design and construction phase -	- Grievances and level of satisfaction regarding grievance resolution or non-resolution -	<ul> <li>Meetings</li> <li>Web site (MoJPA, Court)</li> <li>Information notices on construction sites</li> <li>bulletin boards of judicial buildings</li> </ul>
Victims and witnesses	- Court buildings designed to minimize contact with offender, improve safety and privacy	- Dissatisfaction due to the potential impacts that may be caused by construction works (less spaces for safety and privacy)	- Sub-project level GRM established to submit complaints, feedback, queries, suggestions or compliments	- Grievances and level of satisfaction regarding grievance resolution or non-resolution	<ul> <li>Meetings</li> <li>Web site (MoJPA, Court)</li> <li>Information notices on construction sites</li> <li>bulletin boards of judicial buildings</li> </ul>

Local	- Greater	- 1. Complaints	during design and construction phase - Improved	- Grievances and	- Meetings and consultations
authorities	efficiency of the courts and modernized facilities  - Enhanced of attractiveness potentially contributing to positive economic and/or demographic trends.	from nearby community due the construction works impacts and interruptions (e.g. increased traffic, noise, dust, etc)	judiciary service delivery and efficiency enhancing attractivenes s of the region - Sub-project level GRM established to submit complaints, feedback, queries, suggestions or compliments during design and construction phase - Measures undertaken	level of satisfaction regarding grievance resolution or non-resolution	with local authorities  - Preparing materials with main information on subprojects to support local authorities in implementation of the subproject within their community

Ministry of Culture and Media	- Preservation of court facilities that are under a form of protection as cultural heritage	- Noncompliance with measures for correct preservation of court facilities that are under protection as cultural heritage	to toward grievance resolution and complaint feedback - Execution of construction work in line with measures prescribed by relevant conservation department	- Findings after supervision / inspection of the conservator	- Meetings and consultations with relevant conservation departments
Local and national media	To inform general public about project activities	Correct and clear information on project activities not available	- To provide correct and clear information on project activities if requested	- Quality of material and Information provided	<ul> <li>MoJPA Press Service</li> <li>Preparing materials with main information on sub- projects to provide correct and clear information</li> </ul>
MoJPA – project implementatio n unit	- Independent Sector for Strategic Development and projects responsible for all stakeholder	- External risks influencing timely implementation of project activities	- To continuously monitor and report on project activities	- Reports on project activities	<ul> <li>Regular meetings</li> <li>Information through e-mail and phone</li> <li>Reporting</li> <li>preparation of materials with main information on sub-projects to provide</li> </ul>

	engagement activities and ultimately the improvement of court infrastructure, equipment, and operations				correct and clear information
Contractors	- gaining experience on how to execute construction that support improvement of the efficiency and the quality of the public service delivered by the justice system and that take into consideration environmental and social principles	- low engagement or resistance from the staff of judicial bodies due to potential impact of construction work on their working conditions and due to additional workload	- PIU staff supporting communicati on and feedback from management and staff of judicial bodies - Organization of regular meetings for coordination among internal stakeholders	- Grievances and level of satisfaction regarding grievance resolution or non-resolution	<ul> <li>Regular meetings among internal stakeholders</li> <li>E-mail and phone communication</li> </ul>
Supervision engineer	- gaining experience on supervision of construction	- Low quality of design documentation and/or of	- PIU staff supporting communicati on and	- Grievances and level of satisfaction regarding	<ul> <li>Regular meetings among internal stakeholders</li> <li>E-mail and phone communication</li> </ul>

	that support improvement of the efficiency and the quality of the public service delivered by the justice system and that take into consideration environmental and social principles	contractors executing works  - low engagement or resistance from the staff of judicial bodies due to potential impact of construction work on their working conditions and due to additional workload	feedback from management and staff of judicial bodies - Organization of regular meetings for coordination among internal stakeholders	grievance resolution or non-resolution	
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 delivered by the justice system and that take	<ul> <li>Low quality of design documentation and/or of contractors executing works</li> <li>low engagement or resistance from the staff of judicial bodies due to potential impact of construction work on their working conditions and</li> </ul>	- PIU staff supporting communicati on and feedback from management and staff of judicial bodies - Organization of regular meetings for coordination among	- Grievances and level of satisfaction regarding grievance resolution or non-resolution	<ul> <li>Regular meetings among internal stakeholders</li> <li>E-mail and phone communication</li> </ul>

Occupational -	into consideration environmental and social principles WB EES	due to additional workload  - Low attention of	internal stakeholders  - Sub-project	- Grievances and	- Regular meetings
health and safety (OHS) specialist	framework as additional support to the occupational health and safety specialist	contractors to the occupational health and safety during execution of works	level GRM established to submit complaints, feedback, queries, suggestions or compliments during design and construction phase	level of satisfaction regarding grievance resolution or non-resolution - Findings after supervision / inspection	- E-mail and phone communication

#### STAKEHOLDER ENGAGEMENT PLAN

#### **Post-construction phase**

Timeframe: 2024

## **Objective of Post-construction phase:**

- 1. Collect productive and meaningful feedback from key stakeholders on the satisfaction of completed refurbishment and/or reconstruction and the level of improvement of judicial 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 (surveys, open days)
- 3. Collect, systematize, analyse and prepare responses on feedback received

## Inputs for Post-construction phase:

- 1. Program of outreach for the sub-project level (i.e. open days program)
- 2. Comms Tools: Summary on sub-project, PPTs, surveys, 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	lysis for Post-construct	tion phase			
Stakeholders	Benefits	Risks	Key Messages	Areas where	Methods for Engagement
Management staff of the judicial bodies (court presidents)	<ul> <li>Manage a         higher         quality/modern         court</li> <li>Satisfied judicial         staff due to the         enhanced         working         environment</li> <li>Improvement in         judicial access         and efficiency of         the court's         infrastructure         reflects in better         service delivery</li> </ul>	- Resistance from court employees due to potential lack of satisfaction of works conducted (refurbishment and/or renovation)	- Improved judiciary service delivery and efficiency	Feedback is Sought  - Grievances and level of satisfaction regarding grievance resolution or non-resolution	<ul> <li>Meetings with management staff of the judicial bodies</li> <li>phone, and e-mail communication</li> <li>surveys</li> </ul>
Judicial staff (judges, court advisors, clerks, other court staff)	<ul> <li>Enhanced         working         environment</li> <li>Improvement in         judicial access         and efficiency of         the court's         infrastructure         will enable</li> </ul>	- Resistance from court employees due to potential lack of satisfaction of works conducted (refurbishment and/or renovation)	<ul> <li>Sub-project level GRM established to submit complaints, feedback, queries, suggestions or</li> </ul>	<ul> <li>Grievances and level of satisfaction regarding grievance resolution or non-resolution</li> </ul>	<ul> <li>Meetings and consultations with court staff,</li> <li>Surveys</li> <li>open days</li> </ul>

			1	1				
	better service		со	mpliments				
	delivery and		dι	iring design				
	more satisfied	1	an	ıd				
	court users		со	nstruction				
	<ul> <li>Opportunity t</li> </ul>	0	ph	nase				
	influence and		- M	easures				
	contribute to		ur	ndertaken				
	court design		to	toward				
	improvement		gr	ievance				
			re	solution				
			an	ıd				
			со	mplaint				
			fe	edback				
Judicial police	<ul><li>Enhanced</li></ul>	<ul> <li>Resistance from</li> </ul>	– Im	proved	_	Grievances and	_	Meetings and consultations
staff	working	court employees	se	curity and		level of		with court staff,
	environment	due to potential	sa	fety		satisfaction	_	Surveys
	including	lack of satisfaction	со	nditions		regarding	_	open days
	through	of works	af	ter		grievance		
	improvement	of conducted	im	plementati		resolution or		
	safety and	(refurbishment	or	of work		non-resolution		
	security	and/or						
	measures	renovation)						
Lawyers and	– greater	Lack of	– Im	proved	_	Grievances and	_	Survey
bar association	efficiency of t	he satisfaction of	ef	ficiency of		level of	_	Open days
	courts and	works conducted	th	e courts		satisfaction		
	modernized	(refurbishment	an	ıd		regarding		
	facilities whic	h and/or	m	odernized		grievance		
	provide greate	er renovation) and /	fa	cilities		resolution or		
	comfort and	or on	wl	nich		non-resolution		
	better	improvement of	pr	ovide				

	accessibility –	services	greater comfort and better
			accessibility
Citizens and businesses, general public	<ul> <li>greater         efficiency of the         courts and         modernized         facilities which         provide greater         comfort and         better         accessibility</li> </ul>	- Lack of satisfaction of works conducted (refurbishment and/or renovation) and / or on improvement of services	<ul> <li>Improved efficiency of the courts and modernized facilities resolution provide greater comfort and better accessibility</li> <li>Improved efficiency of level of satisfaction regarding grievance regarding grievance resolution or non-resolution provide greater accessibility</li> <li>Improved efficiency of level of satisfaction popen days</li> <li>Open days</li> <li>Open days</li> </ul>
Persons with disabilities	- Court buildings designed to minimize barriers for persons with disabilities	- Lack of satisfaction of works conducted (refurbishment and/or renovation) and / or on improvement of services	- Improved efficiency of level of satisfaction and regarding modernized facilities resolution provide greater comfort and better accessibility
Victims and witnesses	- Court buildings designed to	- Lack of satisfaction of	- Improved - Grievances and - Survey efficiency of level of - Open days

	minimize	works conducted	the courts	satisfaction	
	contact with	(refurbishment	and	regarding	
	offender,	and/or	modernized	grievance	
	improve safety	renovation) and /	facilities	resolution or	
	and privacy	or on	which	non-resolution	
		improvement of	provide		
		services	greater		
			comfort and		
			better		
			accessibility		
Local and	- To inform	- Correct and clear	- To provide	- Quality of	- MoJPA Press Service
national media	general public	information on	correct and	material and	- Preparing materials with
	about project	project activities	clear	Information	main information on sub-
	activities	not available	information	provided	projects to provide correct
			on project		and clear information
			activities if		
			requested		

## 6. Detailed timeline of stakeholder engagement activities

						20	023											2	024	1										2	02	5				
		Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4			Q1			Qź	2		Q3	,		Q4	
										1	1	1										1	1	1										1	1	1
Municipal Court Kutina	1	2	3	4	5	6	7	8	9	0	1	2	1	2	3	4	5	6	7	8	9	0	1	2	1	2	3	4	5	6	7	8	9	0	1	2
Implementation of the																																				
Contract for Design - Kutina																																				
Development of SEP –																																				
Kutina																																				
- Developing subproject																																				
stakeholders engagement																																				
process																																				
Consultation with																																				
stakeholders for feedback			Х																																	
Revision of ESMP Check list																																				
– Kutina																																				
- Stakeholder identification																																				
and consultation mitigation																																				
measures and monitoring																																				
plan																																				
Consultation on																																				
environmental and social																																				
screening, mitigation																																				
measures and monitoring																																				
plan			Х																																	

Implementation of SEP –													1	1	ĺ						
design phase Kutina																					
- Consult & inform																					
stakeholders on project																					
and sub-project and collect																					
meaningful & constructive																					
feedback.																					
- Gather information																					
relevant to adequately																					
inform sub-project design																					
(identification of needs,																					
potential risks and impacts,																					
suggestions for																					
improvement)																					
Meetings and consultation																					
with judicialy body staff																					
(primarly management																					
staff)			Х																		
Meetings and consultation																					
with other stakeholders																					
(i.e. lawyers, victims,																					
witnesses, local																					
authorities)			Х																		
Survey - preconstruction /																					
design phase			Х																		
Open Day - preconstruction																					
/ desing phase			Х		$\downarrow$				$\downarrow$	$\downarrow$	$\perp$	_									
Procurement of Works -																					
Kutina	$\perp \downarrow$																				
Evaluation of the Bids -				_																	

Kutina																Î			ĺ					
Works - Kutina														_	_									
Implementation of SEP –																								
construction phase Kutina																								
- Collect feedback on the																								
sub-projects																								
implementation of																								
construction phase																								
- Activate coordination																								
mechanisms to assure																								
functioning of GRM																								
Information notices on																								
construction site to																								
stakeholders			х																					
Presentations of																								
construction plans to																								
stakeholders			х																					
Regular meetings with																								
internal stakeholders																								
(constructor, supervising																								
engineer etc)			х	x >	( x	X	х	х	Х	Х	Х	Х	X											
Meetings with judicialy																								
body staff (primarly																								
management staff)			х	)	(	Х		Х		Χ		X												
Implementation of SEP –																								
post. con. phase Kutina																								
- Collect feedback on the																								
satisfaction of completed																								
works, level of																								
improvement of judicial																								

services, and grievance																
resolution during																
construction phase																
Meetings with judicialy																
body staff (primarly																
management staff)							х									
Survey - post construction								х								$\Box$
Open Day - post																
construction									x							

#### 7. 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, MoJPA 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.

#### CROSS CUTTING: Project Level Grievance Redress Mechanism (GRM) Types of potential Process to Record, Process, Resolve, Responsible Tools: grievances: and Report: Party: Meetings MoJPA, PIU phone, and e-Dissatisfaction on the Once a grievance is received, the PIU mail choice of the facilities Social Specialist, PIU members and, if communication Dissatisfaction on the relevant, MoJPA staff, will determine materials with timeline of the whether the complaints warrant main implementation of further consideration as a relevant information on project activites (they grievance. If the matter has standing, sub-projects to are not implemented in grievance information will provide correct timely manner) registered, reported, and tracked in a and clear Dissatisfaction with the grievance log by the PIU Social information final design of Specialist. The information recorded in refurbishment / the Grievance log include: name of reconstruction of complainant (if treated as nonselected facilities in confidential), location and address of Complainant (if available), grievance terms of including ESF description, level of impact, person requirements and relevant guidelines for responsible for managing the judicial infrastructure grievance, findings of grievance investigation, description of measures undertaken to settle the grievance, feedback from Complainant on level of satisfaction regarding grievance resolution or non-resolution, date of acknowledgement of receipt and of settlement response, status. All grievances will be acknowledged within 7 days; and responded to no later than 30 days. If the grievance is deemed as non-relevant (not occurred as a result of project related activities), the PIU Social Specialist will record the reason and inform the complainant with explanation. Sub-project (construction site) Level Grievance Redress Mechanism (GRM)

Process to Record, Process, Resolve,

and Report:

Responsible

Party:

Tools:

Meetings

Types of potential

grievances:

- Resistance due to
   potential impact of
   construction work on
   court staff working
   conditions (noise, dust,
   interruptions in heating,
   possible re-location, etc)
- Additional workload as a focal point for communication subproject activities with judicial staff, PIU and Ministry (for management staff)
- Dissatisfaction with the final design (when meeting all the needs is not feasible)
- Dissatisfaction from the court users due to construction works disturbances
- Concerns regarding temporary traffic disturbances linked to the reconstruction works and other negative impacts

Once a grievance is received, the PIU Social Specialist, PIU members and, if relevant, MoJPA staff, will determine whether the complaints warrant further consideration as a relevant grievance. If the matter has standing, grievance information will registered, reported, and tracked in a grievance log by the PIU Social Specialist. The information recorded in the Grievance log include: name of complainant (if treated as nonconfidential), location and address of Complainant (if available), grievance description, level of impact, person responsible managing for the grievance, findings of grievance investigation, description of measures undertaken to settle the grievance, feedback from Complainant on level of satisfaction regarding grievance resolution or non-resolution, date of acknowledgement of receipt and of settlement response, status.

All grievances will be acknowledged within 7 days; and responded to no later than 30 days.

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

- MoJPA, PIU, Contractor. Supervising engineer, Construction project manager; OHS specialist
- phone, and e-mail
   communication
   materials with main
   information on sub-projects to provide correct and clear
   information
- Survey
- Open day

OHS specialist that will inform the	
MoJPA / 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 Justice for Business Project (J4B) aims to contribute to the establishment of a judicial system that will meet the highest European standards in terms of independence, impartiality, expertise and efficiency, thereby justifying the confidence of citizens and contributing to the progress of society.

### The Project hast two components:

- Component 1 is a results-based component that supports implementation of interventions which
  are expected to reduce the administrative burden for businesses in their interaction with
  government.
- Component 2 includes direct investment supporting the refurbishment and/or reconstruction of court facilities in four selected locations: County Court in Varaždin, Municipal Civil Court in Zagreb and Municipal Court in Kutina and Vinkovci. The component includes the preparation of detailed technical documentation - design for the selected court facilities, civil work supervision, and technical building audits.

The Component 1 supports improvements in business regulatory services and market functioning in the construction sector. It comprises two subcomponents focused on: (a) removing regulatory barriers for market entry and operation, and (b) simplifying construction permitting and improving market functioning in the construction sector.

The objective of the Component 2 is to refurbish and/or reconstruct selected courts facilities to meet international standards of service allowing for better court performance and user experience. Furthermore, the aim is to improve the working conditions of the judicial bodies (courts and state attorney) located in buildings that will be refurbished and/or reconstructed by making them more energy efficient and functional in line with the Ministry of Justice and Public Administration (MoJPA) strategy of a modern and efficient judiciary system.

#### J4B Project Components

Component 1: Reducing	the administrative burden for businesses to interact with Government
Subcomponent 1.1.	Removing regulatory barriers for market entry and operation
Subcomponent 1.2.	Simplifying construction permitting and improving market functioning in
	the construction sector
Component 2: Improving	justice services for businesses
Subcomponent 2.1.	Expanding the use of electronic services in the justice sector
Subcomponent 2.2.	Improving efficiency of dispute resolution in municipal and commercial
Subcomponent 2.2.	courts (including second instance courts)
Subcomponent 2.3.	Rehabilitation and upgrading of selected court facilities
Subcomponent 2.4.	Strengthening Public Investment Management practices in the judiciary
Component 3. Project Mana	gement

#### Annex II - Municipal Court in Kutina description of the current state

At present, most of the buildings within the judicial network do not meet the requirements defined and set by the Technical Regulation on Rational Use of Energy and Thermal Protection in Buildings (OG 128/15, 70/18, 73/18, 86/18, 102/20). The Kutina Municipal Court building is one of the facilities in the judiciary that is characterized by high energy consumption. The goal of implementing measures and conducting works defined by the energy renovation project (ZOP eNu\_2018-006) is to realize energy efficiency gains of the court building by improving working conditions.

Recently, small scale but necessary works on increasing energy efficiency of the building and improving availability for the persons of reduced mobility have been done. The new design is currently in preparation and the aim is to increase the accessibility of the building to people with disability (elevator access to all floors of the court, entrance / exit to the court building via the access ramp, signage solutions for visually impaired etc.), increase the energy efficiency of the building, build a solar power plant on the roof to produce electricity, enable basic security measures with the system of technical protection of the building, made adjustments to the working spaces which will increase the efficiency of the work processes of the court and finally equip the building with new furniture.

The target group of the planned energy renewal and renovation works are 49 judicial officials and civil servants of the Municipal Court in Kutina – judges, state attorneys and deputies of state attorneys, civil servants and other employees in judicial bodies of the MoJPA. According to the existing Law on Areas and Seats of the Courts (OG 67/2018) and available data on the population of the Central Bureau of Statistics (Census 2021), the Municipal Court in Kutina covers 47.642 inhabitants. The number of cases received by the court by December 2021 by Municipal Court is 4.602. The number of staff of judicial police working on the location is 1.

