Zagreb Municipal Civil Court STAKEHOLDER ENGAGEMENT PLAN

Croatia: JUSTICE FOR BUSINESS PROJECT
October 2022

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:

- 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 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.

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) vision of a modern and efficient judiciary system.

> 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 except for Zagreb where they will be implemented during preparation of phase II (and implementation/construction of Phase I) and in post-construction.

➤ 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

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

- Lack of knowledge and awareness on guidelines to design justice and court facilities
- specialist, inform them on ESF and requirements during the phase, monitor implementation
- Include relevant guidelines on design in ToR and contract obligation

5. Summary of previous stakeholder engagement activities

The building of the "Palace of Justice" in Zagreb is in a wider city area and it is a protected cultural heritage monument. Given the poor condition of the building, a complete renovation is planned to be implemented in two phases. The first phase envisages works on changing the facade system, heating, and cooling system and that will increase the energy efficiency of the building. Also, in the first phase (in implementation), it is planned to carry out adaptation works of the seventh floor. In the second phase of the renovation, all remaining areas of the building would be adapted.

The technical documentation for the design of the first phase was completed and developed before the start of the Justice for Business Project (J4B) and without a structured stakeholder engagement process. But prior to the contracting of works within the project the following stakeholder engagement activities were implemented:

- Presentation of project (technical documentation) to court users (primarily management staff of judicial body) through meetings, phone and e-mail communications
- Presentation of the project to local authorities and the ministry of culture in order to assure all relevant permits for the commencement of construction works.

Furthermore, prior to the start of the contracting of works the Environmental and Social Management Plan (ESMP) Checklist for Phase I Renovation and adaptation of the Municipal Court in Zagreb was disclosed and published in English and Croatian for 14 days on the Project's site accompanied by an informative call for comments to public containing fax number, email and postal address to which comments and questions can be sent. During the consultation period there were no comments received on the published version of the ESMP Checklist. Public consultations on the ESMP Checklist for the Phase 1 were held in the period from 17 January 2020 to 31 January 2021. Other than on the MoJPA website, the ESMP Checklist was also accessible at the premises of MoJPA at the following address: Ulica grada Vukovara 49, 10000 Zagreb, in a paper (analogue) format. The comments could have been submitted by electronic or regular post to: e-mail: strateski.razvoj@pravosudje.hr address: Ulica grada Vukovara 49, 10000 Zagreb or by fax to: +385 (1) 3714 541. During the public consultations, no comments, proposals or written opinions were noted. The Minutes of the consultations held were produced after 31 January 2020, when the public consultations period had expired.

Currently the construction works foreseen within the Phase I are underway and the related stakeholder engagement activities are being implemented in line with what is foreseen in table 5.1.

6. Action plan

Table 6.1. Zagreb Municipal Civil Court - Construction Phase I

STAKEHOLDER ENGAGEMENT PLAN

Construction phase - Phase I

Timeframe: December 2021 / August 2023

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 Analysis for construction phase							
Stakeholders	Benefits	Risks	Key Messages	Areas where Feedback is Sought	Methods for Engagement		

Management staff of the staff of the judicial bodies (court presidents, chief of the state attorney office) Manage a higher court employees due to potential staff of the judicial bodies court employees due to potential impact of court impact of court on their working office) Management - Manage a higher court employees due to potential during design and court of documentation court impact of and court on their working construction work of the staff due to the enhanced conditions (noise, and limit the or staff due to the environment in heating, and limit the or staff due to the staff due to the staff due to the environment in heating, and limit the or size of the judicial staff of the judicial staff of the judicial bodies (court presidents) - Resistance from court employees during design and court presidents of the judicial staff of the judicial during design and court presidents of the judicial staff of the judicial staff of the judicial staff of the judicial staff of the judicial court presidents of the judicial staff of the judicial staff of the judicial staff of the judicial staff of the judicial court presidents of the judicial staff of the judicial staff of the judicial court presidents of materials with management and staff of the judicial staff of the judicial court presidents of materials with management and staff of the judicial s
judicial bodies (court court presidents, chief of the state attorney office)
(court court impact of presidents, chief of the state attorney office) construction work office) construction construction impact of construction work on their working office) construction construction work on their working conditions (noise, dust, interruptions environment in heating, and limit the court documentation - Preparation of materials with main information on sub-projects to support court presidents in implementation of the sub-project within their court
presidents, chief of the state attorney office) - Satisfied judicial staff due to the on their working office) - Satisfied judicial staff due to the staff due to the state attorney office) - Satisfied judicial construction work on their working on their working conditions (noise, dust, interruptions in heating, and limit the on their working construction phase to sub-projects to support court presidents in implementation of the sub-project within their court
chief of the staff due to the state attorney office) staff due to the enhanced working environment in heating, staff due to the state attorney of the state attorney office) staff due to the conditions (noise, dust, interruptions in heating, and limit the sub-projects to support court presidents in sub-projects to support court presidents in implementation of the sub-project within their court
state attorney enhanced conditions (noise, office) working environment in heating, and limit the state attorney enhanced conditions (noise, dust, interruptions in heating, and limit the sub-project within their court
office) working dust, interruptions relocation - Interest/Conce implementation of the sub- environment in heating, and limit the rns and project within their court
environment in heating, and limit the rns and project within their court
- Improvement in possible re- impact of conditions to (i.e. construction plan)
judicial access location, etc) construction participate in - phone, and e-mail
and efficiency of - Additional work on sub-project communication
the court's workload as a work implementatio
infrastructure focal point for environment n
reflects in better communication (dust, noise - Grievances and
service delivery sub-project etc.) level of
activities with - Improved satisfaction
judicial staff, PIU judiciary regarding
and Ministry service grievance
delivery and resolution or
efficiency non-resolution
Judicial staff - Enhanced - Dissatisfaction - Efforts will - Technical - Meetings and consultations
(judges, court working due to the be made documentation with court staff
advisors, environment potential impacts during design / design - Presentation of prepared
clerks, other - Improvement in that may be and - Needs materials construction
court staff, judicial access caused by construction - Grievances and region plan
personnel of and efficiency of construction phase to level of
the state the court's works (excessive avoid satisfaction
attorney office) infrastructure noise, reduced relocation regarding

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	will enable		access to the		and limit the	grievance	
	better service		elevator,		impact of	resolution or	
	delivery and		interruptions in		construction	non-resolution	
	more satisfied		the supply of		work on		
	court users		water, electricity,		work		
-	Opportunity to		noise, etc.)		environment		
	influence and	-	Possible		(dust, noise		
	contribute to		temporary		etc.)		
	court design		relocation of the	-	Sub-project		
	improvement		workplace (e.g., to		level GRM		
			another building,		established		
			another office,		to submit		
			mobile unit)		complaints,		
		-	Dissatisfaction		feedback,		
			from the court		queries,		
			users due to		suggestions		
			construction		or		
			works		compliments		
			disturbances is		during design		
			transferred to		and		
			court staff		construction		
					phase		
				_	Measures		
					undertaken		
					to toward		
					grievance		
					resolution		
					and		
					complaint		
					feedback		
		1		1		1	

Judicial police	- Enhanced	- Dissatisfaction	- Improved	-	Technical	_	Meetings and consultations
staff	working	due to the	security and		documentation		with court staff
	environment	potential impacts	safety		/ design	-	Presentation of
	including	that may be	conditions	-	Needs		conceptual/main/detailed
	through	caused by	after	-	Grievances and		design
	improvement 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 of 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 which	works (loss in	construction		grievance		buildings
	provide greater	efficiency,	phase to		resolution or		
	comfort and	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,				

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

			environment		
			(dust, noise,		
			traffic		
			disturbances,		
			•		
			reduced		
			access to		
			elevator etc.		
Neighbouring	- Enhanced of	- Concerns as	- Efforts will	- Grievances and	 Web site (MoJPA, Court)
buildings	attractiveness of	potential affected	be made	level of	 Information notices on
inhabitants	the	by construction	during design	satisfaction	construction sites
	neighbourhood	work (traffic	and	regarding	 bulletin boards of judicial
	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,		
			reduced		
			access to		
			elevator etc.)		

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)	- 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	 Meetings Web site (MoJPA, Court) Information notices on construction sites bulletin boards of judicial buildings
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 during design and construction phase	- Grievances and level of satisfaction regarding grievance resolution or non-resolution	 Meetings Web site (MoJPA, Court) Information notices on construction sites bulletin boards of judicial buildings

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

			feedback		
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	- 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	 MoJPA Press Service Preparing materials with main information on sub- projects to provide correct and clear information
MoJPA – project implementatio n unit	- Independent Sector for Strategic Development and projects responsible for all stakeholder engagement activities and ultimately the improvement of court	- 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

Contractors	infrastructure equipment, a operations - gaining experience of how to execut construction that support improvement the efficience and the qual of the public service delivered by justice system and that take into consideratio environment and social	- 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 the workload	communicati on and feedback from management and staff of judicial bodies - Organization of regular meetings for coordination among internal	- Grievances and level of satisfaction regarding grievance resolution or non-resolution	 Regular meetings among internal stakeholders E-mail and phone communication
		ai	stakeholders		
Supervision engineer	- gaining experience of supervision of the public	documentation and/or of contractors t of executing works - low engagement		- Grievances and level of satisfaction regarding grievance resolution or non-resolution	 Regular meetings among internal stakeholders E-mail and phone communication

	service delivered by the justice system and that take into consideration environmental and social principles	bodies due to potential impact of construction work on their working conditions and due to additional workload	bodies - Organization of regular meetings for coordination among internal stakeholders		
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 into consideration environmental and social principles	 Low quality of design documentation and/or of 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 	- 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	 Regular meetings among internal stakeholders E-mail and phone communication

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

Table 6.2. - Zagreb Municipal Civil Court – Post construction phase I

STAKEHOLDER ENGAGEMENT PLAN

Post-construction phase

Timeframe: September 2023

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 Analysis for Post-construction phase									
Stakeholders	Benefits	Risks	Key Messages	Areas where Feedback is Sought	Methods for Engagement				

Management staff of the judicial bodies (court presidents, chief of the state attorney office)	_	Manage a higher quality/modern court Satisfied judicial staff due to the enhanced working environment Improvement in judicial access and efficiency of the court's infrastructure		Resistance from court employees due to potential lack of satisfaction of works conducted (refurbishment and/or renovation)	_	Improved judiciary service delivery and efficiency	_	Grievances and level of satisfaction regarding grievance resolution or non-resolution	_	Meetings with management staff of the judicial bodies phone, and e-mail communication surveys
		reflects in better service delivery								
Judicial staff (judges, court advisors, clerks, other court staff, personnel of the state attorney office)	_	Enhanced working environment Improvement in judicial access and efficiency of the court's infrastructure will enable better service delivery and more satisfied court users	_	Resistance from court employees due to potential lack of satisfaction of works conducted (refurbishment and/or renovation)	_	Sub-project level GRM established to submit complaints, feedback, queries, suggestions or compliments during design and construction	_	Grievances and level of satisfaction regarding grievance resolution or non-resolution		Meetings and consultations with court staff, Surveys open days

	_	Opportunity to				phase				
		influence and			_	Measures				
		contribute to				undertaken				
		court design				to toward				
		improvement				grievance				
						resolution				
						and				
						complaint				
						feedback				
Judicial police	_	Enhanced	_	Resistance from	_	Improved	_	Grievances and	_	Meetings and consultations
staff		working		court employees		security and		level of		with court staff,
		environment		due to potential		safety		satisfaction	_	Surveys
		including		lack of satisfaction		conditions		regarding	_	open days
		through		of works		after		grievance		
		improvement of		conducted		implementati		resolution or		
		safety and		(refurbishment		on of work		non-resolution		
		security		and/or						
		measures		renovation)						
Lawyers and	_	greater		Lack of	_	Improved	_	Grievances and	_	Survey
bar association		efficiency of the		satisfaction of		efficiency of		level of	_	Open days
		courts and		works conducted		the courts		satisfaction		
		modernized		(refurbishment		and		regarding		
		facilities which		and/or		modernized		grievance		
		provide greater		renovation) and /		facilities		resolution or		
		comfort and		or on		which		non-resolution		
		better		improvement of		provide				
		accessibility		services		greater				
	_					comfort and				
						better				
						accessibility				

Citizens and	– greater		Lack of	_	Improved	_	Grievances and	_	Survey
businesses,	efficiency of	the	satisfaction of		efficiency of		level of	_	Open days
general public	courts and		works conducted		the courts		satisfaction		open days
general parane	modernized		(refurbishment		and		regarding		
	facilities wh		and/or		modernized		grievance		
	provide grea		renovation) and /		facilities		resolution or		
	comfort and		,		which		non-resolution		
			or on		-		non-resolution		
	better		improvement of		provide				
	accessibility		services		greater				
					comfort and				
					better				
					accessibility				
Persons with	- Court buildi	ngs -	Lack of	-	Improved	-	Grievances and	-	Survey
disabilities	designed to		satisfaction of		efficiency of		level of	-	Open days
	minimize		works conducted		the courts		satisfaction		
	barriers for		(refurbishment		and		regarding		
	persons wit	h	and/or		modernized		grievance		
	disabilities		renovation) and /		facilities		resolution or		
			or on		which		non-resolution		
			improvement of		provide				
			services		greater				
					comfort and				
					better				
					accessibility				
Victims and	- Court buildi	ngs -	Lack of	-	Improved	_	Grievances and	-	Survey
witnesses	designed to		satisfaction of		efficiency of		level of	_	Open days
	minimize		works conducted		the courts		satisfaction		
	contact with	1	(refurbishment		and		regarding		
	offender,		and/or		modernized		grievance		
	improve saf	etv	renovation) and /		facilities		resolution or		
		/				l		l	

	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		

Table 6.3. Zagreb Municipal Civil Court Design for Phase II

STAKEHOLDER ENGAGEMENT PLAN

Pre-construction phase/design preparation phase - Phase II

Timeframe: 2023/2024

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. Preparation of comms Tools (PPTs of sub-projects design, press releases, information on Ministry's web-site, etc)
- 4. 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	Stakeholder Analysis for Pre-construction phase/design preparation phase									
Stakeholders	Benefits	Risks	Key Messages	Areas where	Methods for Engagement					

							Fe	edback is Sought		
Management	-	Manage a	-	Resistance from	-	Will be	-	Risks	-	Meetings with management
staff of the		higher		court employees		actively	-	Benefits		staff of the judicial bodies
judicial bodies		quality/modern		due to potential		Involved in	-	Technical		(court presidents), to
(court		court		impact of		design of		documentation		present and discuss sub-
presidents,	-	Satisfied judicial		construction work		refurbishmen		/ design		projects design and solicit
chief of the		staff due to the		on their working		t and/or	-	Critical Info		initial feedback, clarify
state attorney		enhanced		conditions (noise,		reconstructio		Needs		doubt
office)		working		dust,		n	-	Interest/Conce	-	Preparation of materials
		environment		interruptions in	-	Efforts will be		rns and		with main information on
	-	Improvement in		heating, possible		made during		conditions to		sub-projects to support
		judicial access		re-location, etc)		design and		participate in		court presidents in
		and efficiency of	-	Additional		construction		sub-project		implementation of the sub-
		the court's		workload as a		phase to		implementatio		project within their court
		infrastructure		focal point for		avoid		n	-	phone, and e-mail
		reflects in better		communication		relocation	-	Grievances and		communication
		service delivery		sub-project		and limit the		level of	-	surveys
				activities with		impact of		satisfaction		
				judicial staff, PIU		construction		regarding		
				and Ministry		work on work		grievance		
						environment		resolution or		
						(dust, noise		non-resolution		
						etc.)				
					-	Improved				
						judiciary				
						service				
						delivery and				
						efficiency				
Judicial staff	-	Opportunity to	-	Dissatisfaction	-	Will be	1.	Technical	_	Meetings and consultations
(judges, court		influence and		with the final		informed on		documentation		with court staff, to present

advisors,	cont	ribute to		design (when		design of		/ design		and discuss sub-project
clerks, other	cour	t design		meeting all the		refurbishmen	2.	Needs		design and solicit initial
court staff,		ovement		needs is not		t and/or	3.	Grievances and		feedback, clarify doubts
personnel of	- Enha	inced		feasible)		reconstructio		level of	_	Presentation of
the state	work	king	_	Dissatisfaction		n		satisfaction		conceptual/main/detailed
attorney office)		ronment		due to the	_	Sub-project		regarding		design
,,		ovement in		potential impacts		level GRM		grievance	_	Surveys
	•	cial access		that may be		established		resolution or		open days
	-	efficiency of		caused by		to submit		non-resolution		open days
		court's		construction		complaints,				
		structure		works		feedback,				
		enable				queries,				
		er service				suggestions				
		ery and				or				
		e satisfied				compliments				
		t users				during design				
	cour	t users				and				
						construction				
						phase				
						Measures				
					-					
						undertaken				
						to toward				
						grievance				
						resolution				
						and				
						complaint				
						feedback				
Judicial police		inced	-	Dissatisfaction	-	Will be	-	Technical	-	Meetings and consultations
staff	work	J		with the final		informed on		documentation		to present and discuss sub-
	envii	ronment		design (when		design of		/ design		project design and solicit

	including	meeting all the	refurbishmen	- Needs	initial feedback, clarify
	through	needs is not	t and/or	- Grievances and	doubts
	improvement of	feasible)	reconstructio	level of	- Presentation of
	safety and	- Dissatisfaction	n	satisfaction	conceptual/main/detailed
	security	due to the	- Sub-project	regarding	design
	measures	potential impacts	level GRM	grievance	- Surveys
		that may be	established	resolution or	- Open days
		caused by	to submit	non-resolution	
		construction	complaints,		
		works (i.e. cold /	feedback,		
		hot weather,	queries,		
		complications in	suggestions		
		providing	or		
		security)	compliments		
			during design		
			and		
			construction		
			phase		
			- Measures		
			undertaken		
			to toward		
			grievance		
			resolution		
			and		
			complaint		
			feedback		
Persons with	- Court buildings	- Dissatisfaction	- Sub-project	- Grievances and	- Meetings
disabilities	designed to	with the final	level GRM	level of	- Surveys
	minimize	design (when	established	satisfaction	- Open days
	barriers for	meeting all the	to submit	regarding	- Web site (MoJPA, Court)

		1			
	persons with	needs is not	complaints,	grievance	
	disabilities	feasible)	feedback,	resolution or	
			queries,	non-resolution	
			suggestions	-	
			or		
			compliments		
			during design		
			and		
			construction		
			phase		
Victims and	- Court buildings	- Dissatisfaction	- Sub-project	- Grievances and	- Meetings
witnesses	designed to	with the final	level GRM	level of	- Surveys
	minimize	design (when	established	satisfaction	- Open days
	contact with	meeting all the	to submit	regarding	- Web site (MoJPA, Court)
	offender,	needs is not	complaints,	grievance	
	improve safety	feasible)	feedback,	resolution or	
	and privacy		queries,	non-resolution	
			suggestions	-	
			or		
			compliments		
			during design		
			and		
			construction		
			phase		
Local	- Greater	- Complaints from	- Improved	- Grievances and	- Meetings and consultations
authorities	efficiency of the	project	judiciary	level of	with local authorities, to
	courts and	stakeholder on	service	satisfaction	present and discuss sub-
	modernized	project design and	delivery and	regarding	project design and solicit
	facilities	of nearby	efficiency	grievance	initial feedback, clarify
	- Enhanced of	community due	enhancing	resolution or	doubts
		,			

	attractiveness	the construction	attractivenes	non-resolution	- Presentation of
	potentially	works impacts	s of the	-	conceptual/main/detailed
	contributing to	and interruptions	region		design
	positive	(e.g. increased	- Sub-project		- Preparing materials with
	economic	traffic, noise,	level GRM		main information on sub-
	and/or	dust, etc)	established		projects to support local
	demographic	-	to submit		authorities in
	trends.		complaints,		implementation of the sub-
			feedback,		project within their
			queries,		community
			suggestions		
			or		
			compliments		
			during design		
			and		
			construction		
			phase		
			- Measures		
			undertaken		
			to toward		
			grievance		
			resolution		
			and		
			complaint		
			feedback		
Ministry of	- Preservation of	- Noncompliance	- Technical	- Findings after	- Meetings and consultations
Culture and	court facilities	with measures for	designs of	supervision /	with relevant conservation
Media	that are under a	correct	court	inspection of	departments
	form of	preservation of	facilities that	the	- Presentation of
	protection as	court facilities	are under	conservator	conceptual/main/detailed

	cultural heritage	that are under	protection as		design
		protection as	cultural		- Preparing materials with
		cultural heritage	heritage will		main information on sub-
			be developed		projects to support local
			in line with		authorities in
			measures		implementation of the sub-
			prescribed by		project within their
			relevan t		community
			conservation		
			departments		
Designer	- gaining	- low engagement	- PIU staff	- Phases of sub-	- Regular meetings
	knowledge and	or resistance from	supporting	projects design	- E-mail and phone
	experience on	the staff of	engagement		communication
	how to design	judicial bodies	and feedback		
	facilities that	due to potential	from		
	support	impact of	management		
	improvement of	construction work	and staff of		
	the efficiency	on their working	judicial		
	and the quality	conditions and	bodies		
	of the public	due to additional			
	service	workload			
	delivered by the				
	justice system				
	and that take				
	into				
	consideration				
	environmental				
	and social				
	principles				
Occupational	- WB EES	- Low attention of	- Sub-project	- Grievances and	- Regular meetings

health and	framework as	contractors to the	level GRM	level of	- E-mail and phone
safety (OHS)	additional	occupational	established	satisfaction	communication
specialist	support to the	health and safety	to submit	regarding	
	occupational	during execution	complaints,	grievance	
	health and	of works	feedback,	resolution or	
	safety specialist		queries,	non-resolution	
			suggestions	- Findings after	
			or	supervision /	
			compliments	inspection	
			during design		
			and		
			construction		
			phase		

7. Detailed timeline of stakeholder engagement activities

						2	023	3										2	024	ļ										2	02	5				
		Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4			Q1			Q	2		Q	3		Q4	
Municipal Civil Court										1	1	1										1	1	1										1	1	1
Zagreb	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
Works - Zagreb Phase I																																				
Development of SEP –																																				
Zagreb (Phase I and Phase																																				
II)																																				
- Defining subproject																																				
stakeholders engagement																																				
process																																				
Consultation with																																				
stakeholders for feedback			Х																																	
Revision of ESMP Check list																																				
– Zagreb Phase I																																				
-Stakeholder identification																																				
and consultation on																																				
environmental and social																																				
screening, mitigation																																				
measures and monitoring																																				
plan																																				
Consultation on																																				
environmental and social																																				
screening, mitigation																																				
measures and monitoring																																				
plan			Х																																	

Implementation of SEP –																ĺ		1	1	İ	İ		
construction Zagreb Phase I																							
- Collect feedback on the																							
sub-projects																							
implementation of																							
construction phase																							
- Activate coordination																							
mechanisms to assure																							
functioning of GRM																							
Presentations of																							
construction plans to																							
stakeholders	Х	х	Х	х	х	х	х																
Regular meetings with																							
internal stakeholders																							
(constructor, supervising																							
engineer etc)	X	Х	Х	х	Х	Х	Х																
Meetings with judicialy																							
body staff (primarly																							
management staff)	Х		Х		Х		Х																
Implementation of SEP –																							
Zagreb – postconstruction																							
Phase I																							
- Collect feedback on the																							
satisfaction of completed																							
works, level of																							
improvement of judicial																							
services, and grievance																							
resolution during																							
construction phase																							

Meetings with judicialy								1	1	1					ĺ	1		1		
body staff (primarly																				
management staff)						х														
Survey - Zagreb Phase I																				
post construction				Х																
Open Day - Zagreb Phase I																				
post construction					х															
Define ToR for Designer -																				
Zagreb Phase II																				
Procurement for Design -																				
Zagreb Phase II																				
Evaluation / contracting																				
Design - Zagreb Phase II																				
Implementation of the																				
Contract for Design -																				
Zagreb Phase II																				
Implementation of SEP –																				
Zagreb design Phase II																				
- 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															1								
with judicialy body staff																							
(primarly management																							
staff)	х			х			х			х													
Meetings and consultation																							
with other stakeholders																							
(i.e. lawyers, victims,																							
witnesses, local																							
authorities)					Х						х												
Regular contacts /																							
meetings with designers				Х	Х	х	Х	х	Х	Х	х	Х											
Survey - Zagreb Phase II																							
design											Х												
Open Day - Zagreb Phase II																							
design												Х											
Revision of SEP and ESMP																							
Check list - Zagreb precon.																							
Phase II																							
- Defining subproject																							
stakeholders engagement																							
process																							
- Stakeholder identification																							
and consultation on																							
environmental and social																							
screening, mitigation																							
measures and monitoring																							
plan																							
Consultation on																							
environmental and social																							
screening, mitigation											х												
screening, mitigation											х												

measures, monitoring plan, feedback on SEP																						
Procurement of Works -																						
Zagreb Phase II																						
Evaluation of the Bids -																						
Zagreb Phase II																						
Works - Zagreb Phase II																						
Implementation of SEP –																						
Zagreb construction phase																						
II																						
- 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	Х	х	х	х	Х	Х	Х	х	X			
Meetings with judicialy		T																				
body staff (primarly										х		х	х		х		х		Х			

management staff)																	Ī	
Implementation of SEP –																		
Zagreb – postconstruction																		
Phase II																		
- 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)														x				
Survey - Zagreb Phase II																		
post construction														х				
Open Day - Zagreb Phase II																		
post construction															х			

8. 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 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 during construction phase 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 Mecha	nism (GRM)	
Types of	f potential grievances:	Process to Record, Process, Resolve, and Report:	Responsible	Tools:
- Dissa choi - Dissa time impl activ impl man - Dissa final refu reco	atisfaction on the ce of the facilities atisfaction on the eline of the lementation of project vites (they are not lemented in timely	·		Tools: - Meetings - phone, and e-mail communication - materials with main information on subprojects to provide correct and clear information
and	uding ESF requirements relevant guidelines for cial infrastructure	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 Med	hanism (GRM)	
Types of potential grievances:	Process to Record, Process, Resolve, and Report:	Responsible	Tools:
- Resistance due to potential	Once a grievance is received, the PIU Social Specialist, PIU	Party:	Meetings
impact of construction	members and, if relevant, MoJPA staff, will determine	MoJPA, PIU,	 phone, and e-mail
work on court staff working	whether the complaints warrant further consideration as a	Contractor.	communication
conditions (noise, dust,	relevant grievance. If the matter has standing, grievance	Supervising	 materials with main
interruptions in heating,	information will be registered, reported, and tracked in a	engineer,	information on sub-
possible re-location, etc)	grievance log by the PIU Social Specialist. The information	Consturciton	projects to provide
- Additional workload as a	recorded in the Grievance log include: name of	project manager;	correct and clear
focal point for	complainant (if treated as non-confidential), location and	OHS specialist	information
communication sub-project	address of Complainant (if available), grievance description,		– Survey
activities with judicial staff,	level of impact, person responsible for managing the		Open day
PIU and Ministry (for	grievance, findings of grievance investigation, description		
management staff)	of measures undertaken to settle the grievance, feedback		
- Dissatisfaction with the	from Complainant on level of satisfaction regarding		
final design (when meeting	grievance resolution or non-resolution, date of		
all the needs is not feasible)	acknowledgement of receipt and of settlement response,		
- Dissatisfaction from the	status.		
court users due to			
construction works	All grievances will be acknowledged within 7 days; and		
disturbances	responded to no later than 30 days.		
- Concerns regarding	In line with the bidding procedures for acquiring services of		
temporary traffic	technical design, supervising engineer, construction project		
disturbances linked to the	management, occupational health and safety (OHS)		
reconstruction works and	specialist and every other relevant service as well as during		
other negative impacts	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 MoJPA / PIU. This	
is not the case if If the grievance is deemed as non-relevant	
(not occurred as a result 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 syste 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.

Project Components

Component 1: Reducing t	he 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
Subcomponent 2.4.	judiciary