

**Report on Environmental and Social Compliance of
the Management and Operations Systems of the
Implementing agencies (CR, CM and RZM) within
the project "Modernization and Restructuring of
the Road Sector" (MARS)**



December, 2018.

CROATIAN MOTORWAYS Ltd. - ACTION PLAN

MEASURE	ACTIVITIES	COMPETENCE
1. OBJECTIVE: Ensure the continuity of inclusion of environmental and nature issues during project cycles		
1.1. Ensuring continuity of activities related to the protection of environment and nature	1.1.1. Establish an internal structure based on the Action Plan for Restructuring Administrative and Technical Affairs in the current Investment Sector and EU Funds and in the Maintenance Sector with clear tasks and environmental issues without new employment.	The Board of Croatian motorways
	1.1.2. Established by internal structure, consolidate activities and establish functionalities between design and maintenance phases in environmental protection management.	The Board of Croatian motorways
	1.1.3. In the established internal structure, define the qualitative criteria for motorway engineers who are monitoring environmental and nature status and ensure the quality of doing Environmental protection and nature by specializing employees with continuous education as well as the continuity of appellations in the same jobs	The Board of Croatian motorways
	1.1.4. The above internal structure at the design stage should include: <ul style="list-style-type: none"> – solving the environmental problem to obtain a usage permit and transferring the infrastructure to the maintenance sector – coordinating activities on writing proposals for environmental and nature protection projects from EU funds and the National Environmental Fund 	The Board of Croatian motorways
	1.1.5. These internal structure during the maintenance phase should include: <ul style="list-style-type: none"> – defining the environmental problem solving from the scope of delivery from the design part – combining and analyzing the data collected through environmental monitoring activities and developing proposals for improving the monitoring system. 	The Board of Croatian motorways
1.2. Ensure the expertise and quality of conducting environmental and nature monitoring by external contractors	1.2.1. The environmental service should always define qualitative criteria for external contractors / contractors who contract environmental and nature monitoring (eg experience in similar jobs) through the public procurement procedure.	The Board of Croatian motorways
2. OBJECTIVE: Ensure financing to improve the functioning of environmental protection and nature		

MEASURE	ACTIVITIES	COMPETENCE
2.1. Develop projects co-financed by EU and Croatian funds for improving the functioning of environmental protection and nature	2.1.1. Make proposals for projects that may be funded from EU funds and other sources, develop and make them eligible for funding, independently or in co-operation with external experts in the field of environment and nature.	The Board of Croatian motorways
	2.1.2. Active co-operation with potential stakeholders and collaborators in developing project proposals.	The Board of Croatian motorways
3. OBJECTIVE: Monitor and measure key environmental indicators for the sake of easier visualization of weak points and defining suggestions for improvement.		
3.1. Continue monitoring all key environmental indicators related to the management and maintenance of motorways	3.1.1. Continue mandatory implementation of environmental protection measures and monitoring programme in accordance with the EIA Decisions issued by competent bodies; consolidating data for the purpose of improving implementation.	The Board of Croatian motorways
	3.1.2. Do monitoring environmental impacts through water, electricity and fuel consumption of vehicles, and introduce improvement measures based on the analyzed data.	The Board of Croatian motorways
	3.1.3. Monitor the environmental impact through the types and numbers of exceedances of permitted concentration limits - air, water, soil, non-conformities associated with handling and storage of hazardous substances, releasing hazardous substances, controlling the drainage system and making data measurements.	The Board of Croatian motorways
	3.1.4. Monitor environmental impacts through the quantities and types of waste, non-conformities associated with handling and storage of waste, ecological accidents and take improvement measures based on the analysis of collected data.	The Board of Croatian motorways
	3.1.5. Monitoring environmental impacts based on the findings and reports of environmental protection inspections, and consolidating database of all data mentioned under this measure for the purpose of effecting improvements.	The Board of Croatian motorways
4. OBJECTIVE: Ensuring the favorable motorway passage for animals and reducing the mortality of animals on the motorway		
4.1. Improve the treatment system in the appearance of animalc on motorway	4.1.1. Develop a Single Protocol on the ways of Communication and the Treatment of Animals, which will unify the existing Protocol on the ways of Communication in case of animal disposal (where is involved only communication) and with an improved system of tracking data add	The Board of Croatian motorways

MEASURE	ACTIVITIES	COMPETENCE
	<p>the method of disposal as well as define the treatments with live or injured animals on a motorway, for each of the following categories: strictly protected species (in accordance with the Nature Protection Act and the Ordinance on strictly protected species), hunting game (in accordance with the Hunting Act) and domestic animals.</p> <p>Also provide assistance to experts in identifying animal species that are more difficult to distinguish (as required) and all of the above mentioned can be achieved in accordance with applicable legislation, through cooperation with the Ministry of Agriculture (Veterinary Directorate) and other competent institutions.</p>	
	<p>4.1.2. Periodically educate maintenance staff on compliance with the procedures prescribed by the aforementioned Protocol. This applies also to the employees of the Implementing agency as well as to the staff of the Contractor with whom these jobs will be contracted through maintenance contracts or in any other way.</p>	<p>The Board of Croatian motorways</p>
	<p>4.1.3. Define areas with higher incidence of medium and large mammals within the fence</p>	<p>The Board of Croatian motorways</p>
	<p>4.1.4. Develop a Wildlife Safeguard Program (in accordance with the Hunting Act) and include the Croatian Hunting Association</p>	<p>The Board of Croatian motorways</p>
<p>4.2. Enhance the quality of passage for animals on green bridges</p>	<p>4.2.1. Carry out continuous monitoring of wildlife transitions across all green bridges, especially on A1 motorway and on the basis of data analysis take improvement measures.</p>	<p>The Board of Croatian motorways</p>
	<p>4.2.2. Revise the definition of favorable status on green bridges</p> <p>Carry out recommended measures from existing monitoring of motorway bandwidth for animals.</p>	<p>The Board of Croatian motorways</p>
<p>5. OBJECTIVE: Ensure the protection of water (water bodies) in the motorway area</p>		
<p>5.1. Continue monitoring separator and biodiesel effectiveness</p>	<p>5.1.1. In order to improve, periodically analyze the results of the separator and biodiesel monitoring effectiveness.</p>	<p>The Board of Croatian motorways</p>

MEASURE	ACTIVITIES	COMPETENCE
	5.1.2. Optimize separator depletion monitoring dynamics (precipitate thickness) and customize dynamics of cleansing	The Board of Croatian motorways
	5.1.3. In the annual environmental report, in addition to the current state, include an analysis and action plan for reducing the reported negative effects in the previous / current year.	The Board of Croatian motorways
6. OBJECTIVE: Raise the level of implementation of basic, special and recognized rules of occupational health and safety (OHS)		
6.1. To hold workshops on themes: Basic, Special and Recognized Safety and Security Rules at Work	6.1.1. Create a Workshop Plan (Theoretical Training) for Individual Parts (Locations) of the Implementing agency.	The Board of Croatian motorways
7. OBJECTIVE: Raise level of supervision in carrying out various work in order to increase occupational health and safety (OHS)		
7.1. Carry out internal control over the occupational health and safety rules at work	7.1.1. Create a Supervision Implementation Plan for individual parts (locations) of the Implementing agency.	The Board of Croatian motorways
8. OBJECTIVE: Raise Quality Management Level of Implementing agency to Increase or Improve occupational health and safety (OHS)		
8.1. Organize workshops on the topic of integrated management system and occupational safety	8.1.1. Develop workshop plan for individual organizational units (locations).	The Board of Croatian motorways
9. OBJECTIVE: Raised levels of interdisciplinary human resource expertise for land acquisition and involuntary resettlement		
9.1. Training of Employees	9.1.1. Continuously invest in interdisciplinary training of employees by providing examples of best practice of land acquisition and involuntary resettlement.	The Board of Croatian motorways
9.2. Involvement of experts in sociology	9.2.1. When planning new routes, that is in the course of developing spatial planning studies, apart from experts in the field of environmental protection, involve other experts, even experts in sociology, for the purpose of considering sociodemographic and socioeconomic	The Board of Croatian motorways

MEASURE	ACTIVITIES	COMPETENCE
	needs of the inhabitants settling the area included in the location of the intended road project and for the purpose of establishing effective communication with local communities.	
10. OBJECTIVE: Raise the efficiency of the organization for land acquisition and involuntary resettlement		
10.1. Investing in information system	10.1.1. Improve real estate recording system (purchased, expropriated, unsolved, etc.) with a possibility of adding interactive interface and completely digitizing data.	The Board of Croatian motorways
10.2. Transparent investments in land acquisition real estate	10.2.1. Publish on website once a year all consolidated annual financial statements on the financial resources spent on settling property-related legal matters in the land acquisition procedures.	The Board of Croatian motorways
11. OBJECTIVE: Reduce organizational exposure to court proceedings		
11.1. Develop the Ordinance on Land Acquisition (Internal Regulation)	11.1.1. The Ordinance shall stipulate provisions that would further prescribe the treatment of employees in land acquisition procedures with proactive activity aim.	The Board of Croatian motorways
11.2. Legalization of facilities	11.2.1. Intensify conducting activities related to real estate legalization of constructed facilities and overall road infrastructure.	The Board of Croatian motorways
12. OBJECTIVE: Improve the company's public image		
12.1. Public participation and access to information	12.1.1. Proactive stance on involving the public in the process of obtaining project location permits and increasing the number of peacefully resolved property-related legal matters.	The Board of Croatian motorways
	12.1.2. Regular training concerning ways of communicating with and informing the public.	The Board of Croatian motorways

CROATIAN ROADS Ltd. - ACTION PLAN

MEASURE	ACTIVITIES	COMPETENCE
1. OBJECTIVE: Strengthening department interdependence in individual project lifecycles		
1.1. Forming a unique organizational unit responsible for the environmental protection issues throughout the entire project cycle	1.1.1. Forming an organizational unit for the protection of environment and nature according to the Action Plan for Restructuring.	The Board of Croatian roads
	1.1.2. Consolidating activities and providing functionality between phases of design and maintenance in the field of environmental protection; presenting proposals for improvements based on the analysis of data collected through environmental monitoring.	Sector for Development and Strategic Planning
1.2. Ensuring continuity of activities related to the protection of environment and nature (Capacity building by ensuring that the same employees perform regular environmental protection activities over a longer period of time)	1.2.1. Provide ongoing employee training in the field of environmental protection.	Sector for Development and Strategic Planning +Sector of EU projects and programs
1.3. Ensure expert and quality implementation of environmental monitoring	1.3.1. The environmental protection service should define qualitative criteria for external partners or employees responsible for environmental monitoring (e.g. previous experience in similar activities).	Sector for Development and Strategic Planning +Sector of EU projects and programs
	1.3.2. Including quality criteria for selecting experts or legal persons in the public procurement documentation for environmental monitoring services (e.g. previous experience in similar activities).	Sector for Development and Strategic Planning +Sector of EU projects and programs
	1.3.3. In all phases of the project lifecycle, provide internal supervision of Croatian Roads with regard to the implementation of measures aimed at protecting environment and nature and environmental monitoring managed by a developer under corresponding contractual obligations.	Sector for Development and Strategic Planning +Sector of EU projects and programs
2. OBJECTIVE: Introducing ISO systems		

MEASURE	ACTIVITIES	COMPETENCE
2.1. Certify the environmental management system of Croatian Roads according to ISO 14001 or EMS standards.	2.1.1. Introducing some of the standardized environmental management systems.	Sector for Development and Strategic Planning +Sector of EU projects and programs
3. OBJECTIVE: For the purpose of identifying weaknesses and drafting proposals for improvement, define, monitor and measure key environmental indicators		
3.1. Continue monitoring all key environmental indicators related to the management and maintenance of roads	3.1.1. Mandatory implementation of environmental protection measures and monitoring programme in accordance with the EIA Decisions issued by competent bodies; consolidating data for the purpose of improving implementation.	Sector for maintenance and traffic+ Sector for Development and Strategic Planning
	3.1.2. Continue monitoring environmental impacts through water, electricity and fuel consumption of vehicles, and introduce improvement measures based on the analyzed data.	Sector for legal business
	3.1.3. With the aid of a new Waste Management Ordinance, monitoring environmental impacts based on the amount and type of waste, non-compliance associated with the use and storage of waste and accidents affecting the environment; introducing improvement measures based on the analysis of collected data.	Sector for Development and Strategic Planning
	3.1.4. Monitoring environmental impacts based on the findings and reports of environmental protection inspections, and consolidating database of all data mentioned under this measure for the purpose of effecting improvements.	Sector for Development and Strategic Planning
4. OBJECTIVE: Ensure protection of water bodies in the area of roads		
4.1. Setting up a water monitoring system	4.1.1. In cooperation with Croatian Waters, provide monitoring of the status of water bodies that are likely to be adversely affected by the roads, and introduce improvement measures based on analyzed data.	Sector for Development and Strategic Planning
5. OBJECTIVE: During the performance of various activities, improve the level of supervision for the purpose of enhancing operational health and safety (OHS)		

MEASURE	ACTIVITIES	COMPETENCE
5.1. Organize workshops on the topic of supervision in the Occupational Health and Safety Service	5.1.1. Develop workshop plan for individual organizational units (locations).	Service for operational health and safety
6. OBJECTIVE: Ensuring more straightforward and employee-friendly risk assessment		
6.1. Risk Assessment renewal	6.1.1. Develop associated Plan and put together team responsible for conducting Risk Assessment.	Service for operational health and safety+ authorized persons
7. OBJECTIVE: Complying with legislation on internal environmental acts concerning occupational health and safety		
7.1. Renewal of Occupational Health and Safety Ordinance and Fire Protection Ordinance	7.1.1. Develop Drafting (Renewal) Plan for internal acts for the purpose of ensuring compliance with legislation.	Service for operational health and safety+ Sector for legal business
8. OBJECTIVE: Introducing integrated quality management system at the Company level for the purpose of providing interdependence with occupational health and safety		
8.1. Organize workshops on the topic of integrated management system and occupational safety	8.1.1. Develop workshop plan for individual organizational units (locations).	Service for operational health and safety+ The Board of Croatian roads
9. OBJECTIVE: Provide funding resources for improving the environmental protection system		
9.1. Increase the number of projects financed under EU or Croatian funds for the purpose of improving the environmental protection system	9.1.1. In cooperation with experts, develop new project proposals to be financed under EU funds or from other sources.	Sector of EU projects and programs
	9.1.2. Within the new organizational unit responsible for the environmental protection issues, develop new project proposals to be financed under EU programmes supporting the protection of environment and nature as well as under the Environmental Protection and Energy Efficiency Fund of the Republic of Croatia.	Sector of EU projects and programs

MEASURE	ACTIVITIES	COMPETENCE
	9.1.3. Collaborate actively in the development of project proposals with all potential stakeholders.	Sector of EU projects and programs
10. OBJECTIVE: Increase the level of interdisciplinary knowledge of employees responsible for land acquisition and involuntary resettlement		
10.1. Training of Employees	10.1.1. Continuously invest in interdisciplinary training of employees by providing examples of best practice of land acquisition and involuntary resettlement.	Sector for construction and reconstruction
10.2. Involvement of experts in sociology	10.2.1. When planning new routes, that is in the course of developing spatial planning studies and/or feasibility studies, apart from experts in the field of environmental protection, involve other experts, even experts in sociology, for the purpose of considering sociodemographic and socioeconomic needs of the inhabitants settling the area included in the location of the intended road project and for the purpose of establishing effective communication with local communities.	Sector for construction and reconstruction
11. OBJECTIVE: Increase the level of Company efficiency in the procedures of land acquisition and involuntary resettlement		
11.1. Investing in information system	11.1.1. Improve real estate recording system (purchased, expropriated, unsolved, etc.) with a possibility of adding interactive interface and completely digitizing data.	Sector for construction and reconstruction
11.2. Transparent investments in real estate	11.2.1. Publish on website all consolidated annual financial statements on the financial resources spent on settling property-related legal matters in the land acquisition procedures.	Sector for construction and reconstruction
12. OBJECTIVE: Reduce the number of legal proceedings in which the Company is involved		
12.1. Revise the Internal Organization Rulebook, including the Catalogue of workplaces	12.1.1. Within the scope of revising the Rulebook, after restructuring, consider/include provisions that may further facilitate the acquisition procedure and ensure that the employees approach these issues proactively.	The Board of Croatian roads

MEASURE	ACTIVITIES	COMPETENCE
12.2. Legalization of facilities	12.2.1. Continue conducting activities related to real estate registration/legalization of constructed facilities and overall road infrastructure.	Sector for legal business
13. OBJECTIVE: Improve the corporate image of Croatian Roads		
13.1. Public participation and access to information	13.1.1. Maintain a proactive stance on involving the public in the process of obtaining project location permits, on avoiding expropriation procedures due to negative publicity, and increasing the number of peacefully resolved property-related legal matters.	Sector for construction and reconstruction
	13.1.2. Regular training concerning ways of communicating with and informing the public.	Sector for construction and reconstruction

RIJEKA – ZAGREB MOTORWAY p.l.c. - ACTION PLAN

MEASURE	ACTIVITIES	COMPETENCE
1. OBJECTIVE: Ensure the continuity of inclusion of environmental and nature issues during project cycles		
1.1. Ensure the expertise and quality of environmental and nature monitoring	1.1.1. The environmental service should always define qualitative criteria for external co-workers and motorway workers who carry out monitoring of the environment and nature (eg experience in similar jobs).	Procurement service
	1.1.2. In tenders for procurement of environmental and nature monitoring services, always include qualitative criteria for a specialist or a legal entity that will ensure quality (eg experience in similar jobs).	
	1.1.3. In the bidding process for works, the request for affirmation of independent bodies confirming the compliance of the economic operator with certain systems or environmental management standards (in accordance with the Public Procurement Act).	
2. OBJECTIVE: Ensure financing to improve the functioning of environmental protection and nature		
2.1. Increase the share of projects co-financed by the EU and Croatian funds to improve the functioning of environmental protection and nature	2.1.1. In co-operation with experts, make new proposals for projects that can be funded from EU funds and other sources, to develop and make them eligible for funding.	Technical sector, Preparation service
	2.1.2. Active co-operation with potential stakeholders and collaborators in developing project proposals.	
3. OBJECTIVE: Monitor and measure key environmental indicators for the sake of easier visualization of weak points and defining suggestions for improvement.		
3.1. Define all key environmental indicators related to road maintenance and management (in the section that is beyond the scope of cooperation with the HAC)	3.1.1. Continue mandatory implementation of environmental protection measures and monitoring programme in accordance with the EIA Decisions issued by competent bodies; consolidating data for the purpose of improving implementation.	Technical sector, Main engineer for Environmental Geotechnics
	3.1.2. Monitor environmental impacts through water, electricity and fuel consumption of vehicles, and introduce improvement measures based on the analyzed data.	
	3.1.3. Monitor the environmental impact through the types and numbers of exceedances of permitted concentration limits - air, water, soil, non-conformities associated with handling	

MEASURE	ACTIVITIES	COMPETENCE
	<p>and storage of hazardous substances, releasing hazardous substances, controlling the drainage system and making data measurements based on data analysis</p> <p>3.1.4. Monitor environmental impacts through the quantities and types of waste, non-conformities associated with handling and storage of waste, ecological accidents and take improvement measures based on the analysis of collected data.</p> <p>Plan measures in accordance with data and trends. Regularly carry out planned maintenance work on a controlled drainage system, including disposal of waste from the separator along the motorway.</p> <p>Identify the causes of occasionally elevated concentrations of contamination at the discharge of precipitation water from the separator and eliminate the same.</p> <p>3.1.5. Monitoring environmental impacts based on the findings and reports of environmental protection inspections, and consolidating database of all data mentioned under this measure for the purpose of effecting improvements.</p>	
<p>4. OBJECTIVE: Ensuring the favorable motorway passage for animals and reducing the mortality of animals on the motorway</p>		
<p>4.1. Improve the treatment system in the appearance of animals on motorway</p>	<p>4.1.1. Develop a Single Protocol on the ways of Communication and the Treatment of Animals, which will unify the existing Protocol on the ways of Communication in case of animal disposal (where is involved only communication) and with an improved system of tracking data add the method of disposal as well as define the treatments with live or injured animals on a motorway, for each of the following categories: strictly protected species (in accordance with the Nature Protection Act and the Ordinance on strictly protected species), hunting game (in accordance with the Hunting Act) and domestic animals.</p> <p>Also provide assistance to experts in identifying animal species that are more difficult to distinguish (as required) and all of the above mentioned can be achieved in accordance with applicable legislation, through cooperation with the Ministry of Agriculture (Veterinary Directorate) and other competent institutions..</p> <p>4.1.2. Periodically educate maintenance staff on compliance with the procedures prescribed by the aforementioned Protocol. This applies also to the employees of the Implementing</p>	<p>Technical sector, Main engineer for Environmental Geotechnics</p> <p>* see note 1)</p>

MEASURE	ACTIVITIES	COMPETENCE
	agency as well as to the staff of the Contractor with whom these jobs will be contracted through maintenance contracts or in any other way.	
	1.1.3. Provide assistance to experts in identifying animal types that are more difficult to distinguish if such professional support is not defined by the above-mentioned Protocol.	Technical sector, Main engineer for Environmental Geotechnics
	4.1.4. Define areas with higher incidence of medium and large mammals within the fence	
	4.1.5. Provide the work of the intervention team for the animals on the motorway for each of the following categories: strictly protected species in accordance with the Nature Protection Act and the Ordinance on strictly protected species), hunting game (in accordance with the Hunting Act) and domestic animals.	
	4.1.6. Ensure the implementation of the Wildlife Protection Program (for non-living areas).	* see note 1)
	4.1.7. Carry out a GIS database with detected and injured animals inside the enclosed motorway area.	Technical sector
4.2. Ensure passage for animals on the green bridge Dedin	4.2.1. Conduct continuous monitoring of wildlife transitions across the Green Dedin Bridge and other relevant passages / transitions. Based on the results, make further improvement measures.	
	4.2.2. Revise the definition of a favorable state on the green bridge Dedin	
	4.2.3. Monitor the functionality of the Green Dedin Bridge (Establish Monitoring and Maintaining a Favorable Condition on the Green Dedin Bridge).	
4.3. Include ARZ services in drafting local spatial planning and management plans (Natura 2000 and protected areas)	4.3.1. Involve ARZ Environmental Services Personnel in the development of spatial plans of wider areas through the motorways.	
	4.3.2. Involve ARZ Environmental Services Personnel in drafting Natura 2000 management plans on protected areas along the motorway.	

MEASURE	ACTIVITIES	COMPETENCE
	4.3.3. Define (map) animal transitions and the needed area for their long-term functionality and to form and maintain a GIS database.	
5. OBJECTIVE: Ensure the protection of water (water bodies) in the motorway area		
5.1. Improve separator efficiency (if co-operation It isn't contracted with the HAC)	5.1.1. In co-operation with Croatian Waters, organize monitoring of the status of water bodies on which the motorway may have a negative effect or effect and on the basis of data analysis to take improvement measures.	Technical sector
5.2. Improve separator efficiency (if co-operation It isn't contracted with the HAC)	5.2.1. Determine reasons for occasional high concentration of pollution on separator wastewater discharges **	Technical sector ** see note 2)
	5.2.2. Optimize separator depletion monitoring dynamics (precipitate thickness) and customize dynamics of cleaning	Technical sector, Professional Coordinator for tracking contract of maintenance and tolls
	5.2.3. In the annual environmental report, besides the current situation, include an analysis and action plan for reducing the reported negative effects in the previous / current year	
5.3. Build a controlled drainage system on the Kikovica - Orehovica A6 motorway	5.3.1. Create projects and run controlled drainage system at Kikovica - Orehovica motorway A6 **	Technical sector *** see note 3)
6. OBJECTIVE: To comply with the statutory obligation to designate a safety officer		
6.1. Allow occupational safety authorities	6.1.1. Develop a Training Plan for Occupational Safety Authorities	Technical sector, Senior Associate for Occupational Safety and Fire Protection
7. OBJECTIVE: Raise the level of implementation of basic, special and recognized rules of occupational health and safety (OHS)		
	7.1.1. Create a Workshop Plan for Individual Parts (Locations) of the Implementing agency.	Technical sector,

MEASURE	ACTIVITIES	COMPETENCE
7.1. To hold workshops on: Supervision in the Safety and Security at Work (OHS)		Senior Associate for Occupational Safety and Fire Protection
8. OBJECTIVE: Make Risk Assessment Clearer and More Useful for Workers		
8.1. Renew the Risk Assessment	8.1.1. Establish a Risk Assessment Team and Create a Plan. Make the Risk Assessment clearer and more useful for workers in a way that gives a clear picture of the workplace risks that workers are doing and to clearly point the workers to the measures they need to undertake when carrying out works.	Technical sector, Senior Associate for Occupational Safety and Fire Protection
9. OBJECTIVE: Raise Quality Management Level of Implementing agency to Increase or Improve occupational health and safety (OHS)		
9.1. To hold workshops on: Integrated Management and Safety and Security at Work	9.1.1. Create a Workshop Plan for Individual Parts (Locations) of the Implementing agency.	Technical sector
10. OBJECTIVE: Raised levels of interdisciplinary human resource expertise for land acquisition and involuntary resettlement		
10.1. Training of Employees	10.1.1. Continuously invest in interdisciplinary training of employees by providing examples of best practice of land acquisition and involuntary resettlement.	Professional, legal and insurance services
10.2. Involvement of experts in sociology	10.1.2. When planning new routes, that is in the course of developing spatial planning studies, apart from experts in the field of environmental protection, involve other experts, even experts in sociology, for the purpose of considering sociodemographic and socioeconomic needs of the inhabitants settling the area included in the location of the intended road project and for the purpose of establishing effective communication with local communities.	Technical sector
11. OBJECTIVE: Raise the efficiency of the organization for land acquisition and involuntary resettlement		
11.1. Investing in information system	11.1.1. Improve real estate recording system (purchased, expropriated, unsolved, etc.) with a possibility of adding interactive interface and completely digitizing data.	Professional, legal and insurance services
11.2. Transparent investments in land acquisition real estate	11.2.1. Publish on website all consolidated annual financial statements on the financial resources spent on settling property-related legal matters in the land acquisition procedures.	Technical sector, Main engineer for

MEASURE	ACTIVITIES	COMPETENCE
		Environmental Geotechnics
12. OBJECTIVE: Reduce organizational exposure to court / administrative proceedings		
12.1. Develop the Ordinance on Land Acquisition	12.1.1. The Ordinance shall stipulate provisions that would further prescribe the treatment of employees in land acquisition procedures with proactive activity aim.	Professional, legal and insurance services
12.2. Legalization of facilities	12.2.1. Intensify conducting activities related to real estate registration / legalization of constructed facilities and overall road infrastructure.	Professional, legal and insurance services
13. OBJECTIVE: Improve the company's public image		
13.1. Public participation and access to information	13.1.1. Maintain a proactive stance on involving the public in the process of obtaining project location permits, on avoiding expropriation procedures due to negative publicity, and increasing the number of peacefully resolved property-related legal matters.	Technical sector
	13.1.2. Regular training concerning ways of communicating with and informing the public.	Whole Implementing agency