

**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 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