

Construction works with the arrangement and  
equipping of the interior of the main railway station  
Beograd Centar (Prokop)

## **FOCUSED SOCIAL IMPACT ASSESSMENT**

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Updated from July 2025

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# 1 Introduction

The Government of Serbia (GoS) is implementing institutional, physical, and operational measures aiming to modernize the country's railway sector, with financial support from the World Bank (WB). This support is being provided in an integrated manner through the Serbia Railway Sector Modernization Project (SRS) as part of the Multiphase Programmatic Approach, implemented in three phases over a ten-year period.

Sectoral changes are planned to: (1) strengthen the management of the sector, giving companies clear and achievable contractual arrangements; (2) infrastructure improvements; (3) encouraging railway companies to increase their corporate efficiency and achieve their commercial goals; (4) improving the reliability and safety of railway services through the use of modern technology, modern safety systems, energy efficiency measures and consideration of resilience; and (5) increasing rail modal participation by working on last-kilometer connectivity, urban integration, multimodal logistics centers and the concept of integrated territorial development.

Within Phase 1 of the SRS project, one of the subcomponents focuses on finalizing interior construction works in the Main Railway Station in Belgrade (Prokop Station). This subcomponent is entitled 'Reliable and safe railway infrastructure, construction works for the finalization and equipping of the interior of the main railway station Beograd Centar (Prokop)' (the subcomponent).

An Environmental Impact Assessment (EIA) required under Serbian national legislation has been prepared for the construction of the *entire railway station building* with access roads in 2016, and it was approved by the Serbian Ministry of Environmental Protection, who also stated in 2023 that the works included in the SRS project do not need a new study. The EIA assesses environmental impacts associated with the works which are planned under the SRS Project subcomponent, but it is also much wider in scope, as it covers the construction of the whole railway station and access roads.

For the purpose of informing project financiers about social impacts associated with the planned interior construction works, the World Bank has requested from the project implementation unit (PIU) to present a Focused Social Impact Assessment (Focused SIA) for this subcomponent. The Focused SIA has been developed in accordance with the World Bank's Environmental and Social Framework (ESF).



*Figure 1: Main Entrance of the Prokop Railway Station*

## 2 Project Description and Location

The construction of Beograd Centar (Prokop) station started in the late 1970s. During the 1990s, various railway infrastructure facilities were built, and from that period the station has been in operation. The new station building was opened in October 2023. At this moment, the station building is fully operational.

The main entrance of the Prokop station is located on Zorana Žunkovića street, and it overlooks the Knez Aleksandar Karadjordjević boulevard. There is a city bus stop with four bus lines, a parking lot, and a taxi station outside of the building. Next to the station, on the left and right side of the main entrance, there are currently two construction sites, which will become the future commercial center “Hyde Park City”. The commercial center is not a part of the Prokop station, and it is being built by a private company. The station is currently being used for intercity passenger transport by Srbijavoz, and also for city passenger transport by BG voz.

The station building has a distributive passenger zone, as well as rooms for traffic services, passenger transport services, supervision, control, management and maintenance of facilities, medical facilities, a pharmacy, social service, and a police station. Cafés, shops, restaurants, bank, exchange office, ticket office and rent a car office, in the passenger zone, are all operational.

The station building also includes rooms for facilities and devices such as the command room, signal and security devices, power plants and installations, telecommunications facilities, and installations, as well as other equipment and devices, i.e. rooms for auxiliary activities (cleaning and security of facilities).

At the time of preparing this Focused SIA, the technical documentation for the SRSB Project subcomponent is in the final stage of preparation. All planned works will comprise the following:

- completion of internal installations (electrical, plumbing) and furnishing below the station ground floor,
- finishing works on one platform below the station ground floor,
- placement of two rails on existing and fully equipped railway tracks below the station ground floor,
- completion of the building's back façade, and
- construction of a small square at the back entrance of the station, with green areas.

It is important to highlight that all hard construction works in this part of the building have been fully completed.

The Prokop station is located in the wider center of Belgrade, in Savski Venac municipality. In the proximity of the station there is a Special hospital for rehabilitation and Orthopedic Prosthetics “Rudo”, Maleško brdo and Stjepan Filipović settlements, and a restaurant “Stari Mlin”. The main entrance to the station is in Zorana Žunkovića street, and across the street is the settlement Stjepan Filipović. Behind the station, where the back entrance will be, is Prokupačka street, with Maleško brdo settlement.

A graphic presentation of the subproject location and planned components under the SRSB project, is provided in Figures 2, 3 and 4 below.





*Figure 4: Below the Prokop station ground floor - platform on which finishing works will be carried out and railway tracks where new rails will be placed as part of the SRSM subcomponent project*

#### Upgrading of the previously constructed elements

As part of regular technical inspections and routine asset management activities, the internal technical commission of the SRI identified minor surface-level imperfections on a limited number of structural elements of the station building during 2025.

In accordance with good engineering practice and preventive maintenance principles, two columns were rehabilitated in August 2025. These works were undertaken to maintain a high level of safety and to ensure the long-term durability and service life of the structure.

In addition, as a precautionary and improvement-oriented measure, the installation of 14 steel columns serving as additional structural support, to be placed between the concrete foundations and the platform girders, was initiated in areas located outside the SRSM project boundaries. This intervention is intended to further enhance structural robustness and public confidence in the facility. There is no documented evidence indicating that the Belgrade Center railway station has any structural issues that would affect its overall stability or safe use.

Although these activities are taking place within the wider station area, they are implemented independently of the SRSM project. The SRSM project does not involve works on primary load-bearing structural elements, it is limited to interior and exterior upgrades of existing buildings and previously constructed elements within the Belgrade Center station.

The installation of the additional steel columns is not a consequence of the SRSM project, nor does it represent a prerequisite for its implementation. These works are being carried out separately and are expected to be completed prior to the commencement of the planned physical works under the SRSM project, ensuring that the two activities remain clearly separated and that there are no cumulative impacts on safety, the environment, or station operations.

### 3 Study Area

The study area of this Focused SIA covers the area likely to be affected by project activities primarily during construction, but also during operation and decommissioning.

The direct area of influence encompasses the Project site, i.e. the part of the Prokop railway station where works will be carried out. This includes the area below the station ground floor, the back façade of the building and the small square located outside of the back entrance.

The area of influence also extends to include the rest of the Prokop station building, as well as parts of the Maleško Brdo neighborhood along Prokupačka street (used to access the Project site), which is closest to and facing the back entrance of the railway station. The wider area of influence includes Savski Venac municipality on whose territory the Prokop station and Maleško Brdo settlement are located.

A map showing the location of the Prokop station, its surroundings and parts of the planned construction works is provided in Figure 2 above.

## 4 Legislative and Policy Requirements

### 4.1 Applicable International Standards

#### 4.1.1 World Bank environmental and social standards (ESS)

The SRSM Project is being developed in line with the World Bank’s Environmental and Social Framework (ESF) and 10 Environmental and Social Standards (ESSs), which establish requirements for Borrowers to identify, assess, and control environmental and social risks and impacts of Bank supported projects. Standards relevant for assessing social impacts associated with this subcomponent are presented in Table 1: below.

*Table 1: Summary of WB ESS*

Standard	Summary
ESS1: Assessment and Management of Environmental and Social Risks and Impacts	Assessment and management of environmental and social risks and impacts or ESS1 sets out the Borrower’s responsibilities for assessing, managing, and monitoring environmental and social risks and impacts

Standard	Summary
	<p>associated with each stage of a project supported by the Bank through Investment Project Financing, in order to achieve environmental and social outcomes consistent with the Environmental and Social Standards (ESSs).</p> <p>The Proponent will conduct environmental and social assessment of projects proposed for Bank financing to help ensure that projects are environmentally and socially sound and sustainable. The environmental and social assessment will be proportionate to the risks and impacts of the project. It will inform the design of the project and be used to identify mitigation measures and actions and to improve decision making.</p>
<p>ESS2: Labor and Working Conditions</p>	<p>Labor and working conditions or ESS2 recognize the importance of employment creation and income generation in the pursuit of poverty reduction and inclusive economic growth. The Proponent can promote sound worker-management relationships and enhance the development benefits of a project by treating workers in the project fairly and providing safe and healthy working conditions.</p> <p>ESS2 applies to project workers including full-time, part-time, temporary, seasonal, and migrant workers. The main objectives of ESS2 are the following: to promote safety and health at work; to promote the fair treatment, non-discrimination, and equal opportunity of project workers; to protect project workers, including vulnerable workers such as women, persons with disabilities, children (of working age, in accordance with this ESS) and migrant workers, contracted workers, community workers and primary supply workers, as appropriate, etc.</p>
<p>ESS4: Community Health and Safety</p>	<p>The main objectives of ESS4 are the following: to anticipate and avoid adverse impacts on the health and safety of project affected communities during the project life cycle from both routine and non routine circumstances; to promote quality and safety, and considerations relating to climate change, in the design and construction of infrastructure; to avoid or minimize community exposure to project-related traffic and road safety risks, diseases and hazardous materials, etc.</p> <p>ESS4 addresses the health, safety, and security risks and impacts on project-affected communities and the corresponding responsibility of Borrowers to avoid or minimize such risks and impacts, with particular attention to people who, because of their circumstances, may be vulnerable.</p>
<p>ESS5: Land Acquisition, Restrictions on Land Use and Involuntary Resettlement</p>	<p>Objectives of ESS5 are to avoid involuntary resettlement or, when unavoidable, minimize involuntary resettlement by exploring project design alternatives; to avoid forced eviction; to mitigate unavoidable adverse social and economic impacts from land acquisition or restrictions on land use by: (a) providing timely compensation for loss of assets at replacement cost and (b) assisting displaced persons in their efforts to improve, or at least restore, their livelihoods and living standards, in real terms, to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher; to improve living conditions of poor or vulnerable persons who are physically displaced, through provision of adequate housing, access to services and facilities, and security of tenure; to conceive and execute resettlement activities as sustainable development programs, providing sufficient investment resources to enable displaced persons</p>

Standard	Summary
	<p>to benefit directly from the project, as the nature of the project may warrant; to ensure that resettlement activities are planned and implemented with appropriate disclosure of information, meaningful consultation, and the informed participation of those affected.</p> <p><b>The SRSM subcomponent which is the subject of this Focused SIA does not require the acquisition of any land and will not cause any physical and/or economic displacement, which is why ESS5 is NOT APPLICABLE.</b></p>
ESS10: Stakeholder Engagement and Information Disclosure	<p>Stakeholder engagement is an inclusive process conducted throughout the project life cycle. Where properly designed and implemented, it supports the development of strong, constructive, and responsive relationships that are important for successful management of a project's environmental and social risks. Stakeholder engagement is most effective when initiated at an early stage of the project development process and is an integral part of early project decisions and the assessment, management and monitoring of the project's environmental and social risks and impacts.</p>

## 4.2 Applicable National Legislative Requirements

Serbia has been a candidate country for the EU membership since 2012. The national environmental legislation has been harmonized with the EU requirements since 2004, and to a large extent the EU environmental requirements have been transposed to Serbian legislation. Other relevant national legislation is also in the process of being harmonized with EU requirements.

### 4.2.1 Information Disclosure

Serbian legislation guarantees to its citizens the right to information, i.e. that everyone shall have the right to be informed accurately, fully, and timely about issues of public importance. These provisions are included in the Constitution of the Republic of Serbia<sup>1</sup>, as well as in the Law on Free Access to Information of Public Importance<sup>2</sup>.

The Law on Planning and Construction of the Republic of Serbia regulates the development and adoption of spatial and urban plans in Serbia, which are all subject to a public disclosure and consultation process. This is described in more detail in the Regulation on the Content, the Method and the Procedure for Developing Planning Documents<sup>3</sup>.

Serbian laws and bylaws in the area of environmental protection, including the main Environmental Protection Law, require the public to be informed about and involved in all matters concerning the environment. Public disclosure and consultation procedures are organized in connection to the development of project environmental impact assessments (EIAs) as per the Rules for Disclosure of Information, Presentations and Public Consultations Regarding EIAs<sup>4</sup>.

<sup>1</sup> Official Gazette of the RS No. 98/2006, and 115/2021

<sup>2</sup> Official Gazette of the RS No. 120/2004, 54/2007, 104/2009, 36/2010, 105/2021

<sup>3</sup> Official Gazette of the RS No. 32/2019

<sup>4</sup> Official Gazette of the RS No. 69/2005

The main required steps in the disclosure and consultation process for the above mentioned plans and projects are:

- Informing the public through the media about details of disclosure of the draft plan/document (i.e. where the electronic version and hard copy are available for review, the dates and time when the hard copy can be reviewed, the dates when the developer of the draft is available to answer questions) and inviting citizens/organizations to submit comments and/or attend a public meeting/session during the disclosure period. Citizens can request that their comments are responded to in writing;
- Organizing a public meeting/session to ask further questions and present/elaborate the submitted comments (usually in the municipal building or other appropriate local venue) during the disclosure period;
- Processing comments received from all stakeholders and revising the draft plan/document to reflect them, as well as preparing a report to justify why certain comments were not adopted; in case of significant changes of the plan / document, the revised draft may once again be publicly disclosed for another round of comments;
- Submission of the revised draft plan/document and report to relevant authorities which judge whether the comments have been meaningfully considered and addressed.
- Adopting the final plan / document by the relevant authorities and disclosing it.

For all spatial and urban planning documents there is also a requirement to organize an early public disclosure process, before the development of the draft plan, to obtain initial comments and suggestions which should be considered in the development of the draft.

#### 4.2.2 Labor and Working Conditions

Serbia was a member state of the International Labor Organization (ILO) between 1919 and 1992 and restarted its membership in 2000. The country has ratified 77 ILO International Labor Standards (Conventions) of which 62 are in force, including the eight fundamental Conventions.

Labor and human resource management in Serbia is primarily addressed through the Labor Law of the Republic of Serbia<sup>5</sup>. Compliance with labor laws is monitored by the Labor Inspectorate of the Ministry of Labor and Social Policy of the Republic of Serbia.

Other applicable laws include:

- Law on Amicable Resolution of Labor Disputes<sup>6</sup>
- Law on Strikes<sup>7</sup>
- Law on Mobbing<sup>8</sup>
- Anti-Discrimination Law<sup>9</sup>
- Pension and Disability Insurance Law<sup>10</sup>

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<sup>5</sup> Official Gazette of the RS No. 24/2005, 61/2005, 54/2009, 32/2013, 75/2014, 13/2017, 113/2017 and 95/2018

<sup>6</sup> Official Gazette of the RS No. 125/2004, 104/2009, 50/2018

<sup>7</sup> Official Gazette of the FRY No. 29/1996, 101/2005, 103/2012

<sup>8</sup> Official Gazette of the RS No. 36/2010

<sup>9</sup> Official Gazette of the RS No. 22/2009, 52/2021

<sup>10</sup> Official Gazette of the RS No. 34/2003, 64/2004, 84/2004, 85/2005, 101/2005, 63/2006, 05/2009, 107/2009, 101/2010, 93/2012, 62/2013, 108/2013, 75/2014, 142/2014, 73/2018, 46/2019, 86/2019

- Law on Gender Equality<sup>11</sup>

There are several items of Serbian legislation that either fulfil or ensure part compliance with the labor and working conditions described in ESS2, these are summarized in Table 2.

*Table 2: Summary of Serbian labor legislation and compliance with WB ESS2*

<b>Topic</b>	<b>Provisions of Serbian legislation</b>	<b>Compliance with WB ESS2</b>
Human Resource Policies and Working Relationships	Labor and working conditions are regulated in line with international conventions, by the Labor Law, which states that the rights, obligations, and responsibilities of workers are governed by collective agreements and labor regulations (employment contracts) (Article 1). Labor regulations and employment contracts must be aligned with the law, and they can only provide more rights and improved working conditions compared to those stipulated by the law (Articles 4 and 8). Employers are obliged to present workers with their rights, obligations and responsibilities in writing and contracts must be signed by both parties (Articles 16, 27, 30, 32).	Legislation, as applicable to the Project, is compliant.
Working conditions and Terms of Employment	Workers have the right to adequate wages (including paid overtime, expenses), health and safety at work, health protection, protection of personal integrity, dignity, and other benefits in case of illness, reduction of the ability to work or old age, financial aid during temporary unemployment and other forms of protection (Article 12).  The law sets out in detail employee rights in relation to hours of work, wages, overtime, compensation, and benefits	Compliant.
Workers Organizations	Employees have the right to form and join Labor Unions and freely express their views in relation to labor and working condition issues (Articles 13, 206 - 220).	Compliant.
Non-Discrimination and Equal Opportunity	Discrimination is explicitly prohibited by law, both in relation to employees and those looking for employment (Articles 18 - 20) and the person who feels discriminated against can turn to the court (Article 23). Special protection of vulnerable groups, to give them equal opportunities, is allowed (Article 22). Harassment in any form is also strictly prohibited by law (Article 21).  Women employees have the right to special protection during pregnancy and childbirth. Employees have the right to special protection for childcare. Employees below the age of 18 and those who have disabilities have the right to special protection (Articles 12, 89 – 102).	Compliant.

<sup>11</sup> Official Gazette of the RS No. 52/2021

Topic	Provisions of Serbian legislation	Compliance with WB ESS2
	<p>Employers are not allowed to request data from employees on their marital status or family planning (Article 26).</p> <p>Employees are entitled to equal pay for the same work or work of equal value with an employer (Article 104).</p> <p>The above provisions are further defined and strengthened in the Law on Gender Equality.</p>	
Grievance Mechanism	<p>The law allows for establishing a mechanism for amicable resolution of disputes between employees and the employer (Article 194).</p> <p>Employees (or their authorized representatives) can turn to the courts for any breach of their labor and working conditions (Article 195).</p>	<p>No requirement to establish an internal grievance mechanism for workers (including to receive anonymous complaints or complaints from contractor/supplier workers), as per ESS2.</p> <p>Included in mitigation measures, to ensure compliance.</p>
Child and Forced Labor	<p>Employment of minors (over 15) is allowed by law, under certain conditions – approval of parents, guardians and if the work does not jeopardies the minor’s health and safety, moral or education (Articles 24, 25, 84 - 88).</p> <p>The law sets out in detail workers’ rights in relation to working hours, leave, daily work break, termination of employment, etc. The law applies to foreign citizens working on the territory of the Republic of Serbia (Article 2).</p>	Compliant.
Workers Engaged by Third Parties / Supply Chain	<p>All employers, including contractors and suppliers are expected to comply with national legislation in the area of labor and working conditions. There is no requirement under the law to manage and monitor contractor/supplier performance in the area of labor and working conditions. Monitoring is carried out by the State Labor Inspectorate.</p>	<p>No requirement to manage or monitor contractor / supplier performance in fulfilling the requirements of Serbian labor legislation.</p> <p>Included in mitigation measures, to ensure compliance.</p>

## 5 Stakeholder Engagement

### 5.1 Disclosure and Consultation Activities

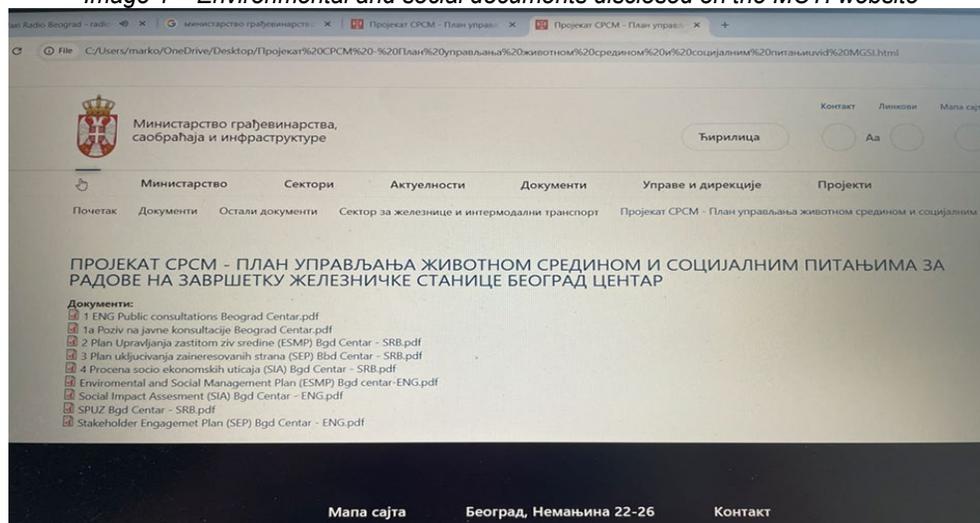
A public consultation process for the national environmental impact assessment was held in 2016. The participation of the interested public was ensured by notifying the public through the printed media (Večernje Novosti 29.09.2016) and through the website of the Ministry for Environmental Protection. During the public review period of 20 days, no comments were submitted in written form, and there were no demands for document inspection. A public hearing was held on October 24, 2016, in the municipality of Savski Venac. The discussion was attended by representatives of the municipal administration, the Study developer, investors, and the interested public. The Study received the approval of the Ministry of Environmental Protection on December 15, 2016.

A public disclosure and consultation process was also organized for the finalization and adoption of the Urban Project for the Prokop Station, in 2021. The Urban Project was publicly disclosed on the website of the Ministry of Construction, Transport and Infrastructure of the Republic of Serbia and was available in hard copy, in the period from 19 to 25 January 2021. During that time, all interested stakeholders could submit comments and/or questions regarding the project to the Ministry and the expert developer of the urban project. The works within the SRSM project were included in all the consultations stated above were

During the preparation of the technical documentation necessary for the completion of the works with the arrangement and equipping of the interior of the railway station Beograd Centar, documents on the impacts of the aforementioned project on the environment and social issues were prepared and approved by the International Finance Institutions, in order to ensure that the negative impacts of the Project are avoided, or if that is not possible, mitigated. The following have been prepared: a drat ESMP - Environmental and Social Management Plan, SEP - Stakeholder Engagement Plan, SIA - Socio-Economic Impact Assessment.

In accordance with the World Bank requirements, which are contained in the documents for Phase I of the Project (ESMF, ESCP, RPF, SEP and LMP for SRSM project), the integration of the ESMP into the tender documentation is mandatory. Given that the preparation of the tender document is in the final stage, it is necessary for the Contractor to include all mitigation measures in its Bid to ensure the implementation of the subproject in an environmentally and socially acceptable manner.

Image 1 – Environmental and social documents disclosed on the MCTI website



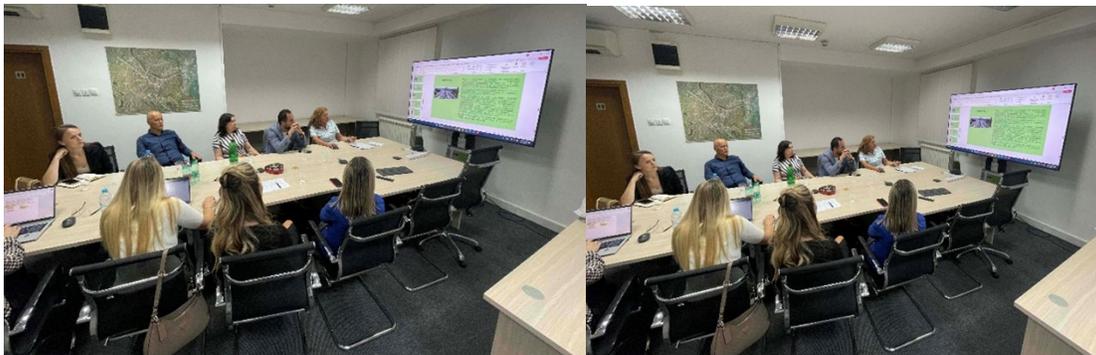
Based on all of the above, and in accordance with the World Bank's Environmental and Social Standard ESS 10, starting from 3.07.2025. by publishing on the website of the Ministry of Construction, Transport and Infrastructure, the following were made available for public inspection: ESMP, SEP, SIA. The call was also published on 11.07.2025. in the daily newspaper Politika, in Serbian and English. Through the Ministry, an invitation in the form of a letter was also sent to the managements of "Infrastruktura železnice Srbije" ad, "Srbijavoz" ad and "Srbija kargo" ad.

Image 2 – call for public consultations published in the newspaper Politika

The image shows three newspaper advertisements for public consultations. The left ad is in Serbian, the middle in English, and the right in Serbian. They all announce public consultations for the Belgrade Center Railway Station project, including details on dates, locations, and contact information.

On July 17th, 2025, starting at 12:00 (local time), in the premises of the Project Implementation Unit, Uzun Mirkova 3, Belgrade, a public presentation of the published documents was organized, followed by a public discussion. More than 13 people were present, and some did not sign the attendance list. The list is available in the PIU office but will not be published because of the Law on protection of personal data.

Image 3: Public consultations in the PIU office



As the attendees have previously reviewed the documents, and due to their extensiveness, during the presentation, a brief history of the project, the scope and goal of the project, possible impacts on the environment and the community, as well as measures that need to be taken in all phases of the project to minimize these impacts were presented. It is known that the Environmental Impact Assessment Study from 2016 was also available for public review, so the common content of the Study and the ESMP was particularly highlighted. It was particularly highlighted that the biggest difference is in the part of public involvement and the complaints mechanism. A general remark before the presentation itself referred to the timely communication and reporting of all project stakeholders. In this regard, in addition to the PIU team in monitoring activities, the role of the Project Engineer was highlighted.

After the presentation, which was supported by slides on the screen, the presenter invited the audience to ask questions and share their observations.

The representative of "Infrastruktura železnice Srbije" ad raised questions regarding the storage of hazardous waste, i.e. whether the location and number of containers have been clearly determined. As highlighted during the presentation, the Contractor is obliged to prepare and implement a series of Plans in accordance with the ESMP. One of them is the Waste Management Plan, which will be in accordance with this ESMP but also with the requirements of the competent institutions. The number of containers is determined by the types of waste (different types of waste are collected separately), and the location will depend on the organization of the construction site and transport routes. During the regular operation of the project, waste management will be the responsibility of "Infrastruktura železnice Srbije" ad, which also means selecting the optimal location for containers, in accordance with the ESMP and the Waste Management Plan of the „Serbian Railways Infrastructure“.

A resident and employee of the Municipality of Savski Venac, who was present, asked about possible changes to the suburban transport timetable and the amount of greenery at the location. As stated in the ESMP, no reduction in the number of departures is expected due to the work, and the necessary changes in the organization of transport will not affect the reliability of suburban rail transport. The greening project envisages the retention of significant specimens of woody vegetation, along with the planting of indigenous species in order to increase the share of green areas compared to the existing state.

The consultations began at 12:00 and ended at 13:00, local time. Public access to documentation regarding the environmental and social impacts of the aforementioned project lasted until July 25, 2025. As the interested public had the opportunity to submit comments and suggestions in writing by mail, the Report was prepared on 01.08.2025., in order to include any comments submitted by mail. However, no written public inquiries were recorded within the specified deadline.

### **Further public consultations**

Since July 2025, there were minor changes made to the E&S documents, and in accordance with the WB ESS, the PIU will redisclose the updated documents, further engaging the relevant stakeholders. The report will be attached in this annex after the process is complete.

## 5.2 Grievance Mechanism

Respecting already available legal procedures for the submission of grievances, the PIU is implementing additional measures to ensure that all questions, complaints, and suggestions in relation to the Project are managed in accordance with international best practice. The grievance mechanism for the SRSM project has been established and has been in function since early 2023. This grievance mechanism will be applied to all the subcomponents and activities within the SRSM project, including this subcomponent. A Local grievance desk will be set up at the Prokop train station and announced on the contractor's bulletin board at the construction site entrance. More information about the Project grievance mechanism is available on the Ministry's website.

Questions, comments, or grievances may be submitted by any individual or organization, using the following contact details in the PIU:

**PIU of the Ministry of Construction, Transport, and Infrastructure  
Serbia Railway Sector Modernization Project  
Attn: Central Grievance Manager: Ivan Radovanović, Social and Citizen Engagement Expert  
Uzun Mirkova 3  
11000 Belgrade, Serbia  
zalbe.srsm@mgsi.gov.rs**

All grievances are being recorded by the PIU in the grievance log and responded to within 30 working days. They are responded to in writing if contact details of the person who submitted the grievance are provided. Persons who submit a grievance have the right to request that their name be kept confidential. Grievances may also be submitted anonymously; however, this could limit PIU's options for investigating the issue and responding to it.

Using a grievance mechanism does not prevent individuals and organizations to seek judicial or administrative remedies in accordance with the laws and regulations of the Republic of Serbia.

## 6 Baseline Data and Relevant Project Elements

### 6.1 Introduction

The Prokop station is located in the city municipality Savski Venac, one of 17 municipalities territorially comprising the City of Belgrade, as the capital of the Republic of Serbia.

One neighborhood is located near the northern part of the Prokop station (back entrance) where construction works as part of this subcomponent will be carried out - Maleško brdo. On the same side, there is also a closed brewery (BiP), special hospital for rehabilitation and Orthopedic Prosthetics "[Rudo](#)", and a restaurant "Stari Mlin".

### 6.2 Territorial Organization and Local Self Governance

**The City of Belgrade** is a unique territorial unit and unit of local self-government within the Republic of Serbia. The bodies of government within the City of Belgrade are City Assembly, Mayor, City Council and

City Administration. Key responsibilities of the City of Belgrade include: adoption of development of programs and action plans, budgets, planning documents (in consultation with city municipalities whose territories are affected), organization and implementation of communal activities, management of housing, management of construction land, legalization and issuing of building permits for structures over a certain size and infrastructure, establishment of communal police, management of business space, management of environmental protection, management of local roads and streets, establishing institutions to address issues in the area of education, primary health care, child protection and social welfare, sports and tourism, organization of emergency response in situations of natural and other disasters, disclosure of information for citizens, management of agricultural land and water resources, etc. City of Belgrade activities are funded from taxes, fees, and other public revenues, including revenues assigned by the republic of Serbia. The city independently manages its finances, as decided by the Assembly and Mayor.

**A city municipality (*Savski Venac*)** is a part of the territory of the City of Belgrade where certain functions of local self-government are performed. They are not themselves units of local self-government and are established by the City. The bodies of government in a city municipality are the municipal assembly, president of the municipality (mayor) elected by the assembly, the municipal council and municipal administration. Key responsibilities of the city municipalities include: management of the local budget, establishment of local communities based on opinions of local residents, provision of opinions on urban plans for their territory and regional (city) urban plans, issuing decisions in the first degree for construction and reconstruction of structures up to 1,500 m<sup>2</sup>, legalization of structures up to 400 m<sup>2</sup> (over 400 m<sup>2</sup> is the jurisdiction of the City of Belgrade), implementation of evictions of illegal occupants of houses and other structures, management of small settlement roads, land access tracks and other uncategorized roads, facilitation of processes for the peaceful resolution of conflicts and disputes between citizens on a voluntary basis, as well as other shared responsibilities with the City of Belgrade for their own territories. The budgets of city municipalities in Belgrade are allocated by the City of Belgrade assembly, in line with the type and scope of their activities and responsibilities.

### 6.3 Population and Demographics<sup>12</sup>

The total population of Savski Venac municipality is estimated to be 36.699, out of which 16.954 men and 19.745 women (2022 census) out of the total population of the City of Belgrade, estimated to be 1.681.405 (2022 census). Official population data for the neighborhood nearest to the project site, Maleško brdo, is not available, however the EIA for Prokop Station estimates that the settlement comprises approx. 50 houses with no more than 250 residents. The average size household in Savski Venac comprises 2,1 members, less than the average urban household in the City of Belgrade (2,34).

The working age population (15 to 64), according to 2022 census in Savski Venac municipality, was estimated at 23.117. With over 23,13 percent of its population being over the age of 65, proportion of elderly people in Savski Venac is among the highest in the world. The City of Belgrade, and Savski Venac as a municipality, are no exception and the average age in both is close to 43, similar to the Republic level average. The aging index<sup>13</sup> in Savski Venac, according to the Statistical Office of the Republic of Serbia (SORS) for 2022, is 160,7 which is higher than the aging index at the level of the City of Belgrade (132,9). Within the municipality, According to SORS in 2022, life expectancy is 68.4 years for men and 76.3 years for women.

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<sup>12</sup> The source of all data is the Statistical Office of the RS

<sup>13</sup> The aging index represents the ratio of the number of older inhabitants (60 and older) and younger inhabitants (0-19 years of age).

Contrary to the rest of Serbia, struggling with significant outmigration of young people, the City of Belgrade’s population is growing, as it offers the best living conditions and economic opportunities in the country. According to SORS, the projected population of the City of Belgrade for the year 2041 is close to 2 million inhabitants, while for the municipality Savski Venac, the projected population is 36.498, close to what it is today, as the municipality has no significant capacity for expanding its residential areas.

Around 76% of inhabitants of Savski Venac municipality declared themselves as Serbs in the 2022 population census. A total of 3% of the population were categorized as others or did not declare any nationality. Less than 1,27% of the residents of Savski Venac declared themselves as Yugoslavians, while close to 0,75% or 277 people are Russians. Other less numerous groups include Macedonians, Montenegrins, Yugoslavs, etc. There are 138, or 0,38% of people who declared themselves as Roma.

#### 6.4 Economic Activity and Employment<sup>14</sup>

According to the Decree on Establishing a Uniform List of Regional Development and Local Self Government Units for 2014 of the Republic of Serbia<sup>15</sup>, Savski Venac is characterized as a highly developed municipality (belonging to category one of four, with one being the highest), whose level of development is above the republic average.

The number of registered companies in 2022 is 4.632, of which 522 are newly founded. The number of registered entrepreneurs is 2.815, of which 423 newly registered. The numbers of active companies and entrepreneurs, as well as their employees has been steadily increasing since 2013.

According to the 2022 census, a total of 17.225 persons residing in Savski Venac municipality were employed, of whom 50,5% were women.

The number of unemployed persons in 2022, registered with the National Employment Agency, is 905<sup>16</sup> which is roughly 3,9% of the working age population. Of the registered unemployed persons, 538 are women. Details on the educational level of unemployed persons is provided in Table 3.

*Table 3: Registered unemployment, according to educational level, in Savski Venac municipality*

2021	Unskilled	Semi-skilled and low skilled	Skilled	Secondary education	Highly skilled	Post-secondary two year education	Higher education	Total
Savski Venac	71	19	65	278	9	52	336	830

The average net salary in Savski Venac in 2023 was 140.472 RSD (approx. 1200 EUR), which is above the City of Belgrade average of 109.431 RSD (approx. 935 EUR) and significantly above the republic average of 86.007 RSD (735 EUR)<sup>17</sup>.

<sup>14</sup> The source of the majority of data in this section, unless otherwise indicated, is the Serbian Business Registers Agency

<sup>15</sup> Official Gazette of the RS 104/2014

<sup>16</sup> National Employment Agency of the RS

<sup>17</sup> The average middle exchange rate of the National Bank of Serbia: 1 EUR = 117 RSD.

## 6.5 Education

According to the 2022 census in Savski Venac municipality (Table 4), most residents over 15 have completed secondary education or higher (almost 90%) and more than 50% have completed college or university. The number of women who have completed higher education (college or university degree) is higher than the number of men who have the same educational status.

*Table 4: Education status of Savski Venac municipality residents according to the 2022 census*

Population group	No school, incomplete or unknown primary education	Primary education	Secondary education	College / University degree
Men	98	824	5106	7492
Women	148	1042	5812	9505

## 6.6 Healthcare and Emergency Services

All major Serbian hospitals and medical centers, public and private ones, are located in various parts of Belgrade City, as the capital of Serbia, including the large Emergency Department within the Clinical Centre of Serbia, located some 500 m from the Project site.

## 6.7 Housing and Infrastructure

One and two story houses are dominant in Maleško brdo. They are often surrounded by small courtyards and walls/fences around them. In some of the courtyards, there are additional buildings, such as garages or storage areas, and in some cases small businesses such as mechanics shops. In recent years, as the demand for housing in Belgrade is increasing, small apartment buildings (three, four stores) are also being built in these settlements.

Households living in these neighborhoods all have access to the public water supply and sewage system, as well as electricity. Solid waste disposal is organized in all local communities, and all have street lighting.

In Savski Venac municipality in 2022, there were a total of 113,019 km of modern roads. There are a couple of streets passing near the project site, with Prokupačka being the closest to the site. Prokupačka street is separating the back entrance of the station building from the closest houses in Maleško brdo. Zorana Žunkovića street goes along the main entrance of the station building and connects to the Kneza Aleksandra Karadjordjevića boulevard.

Traffic around the station building is not very heavy. The street with heaviest traffic near the site is Kneza Miloša, and the highway Belgrade – Niš. Prokupačka, the closest street to the construction site has little to no traffic, since the back entrance to the station is not open yet, and Maleško brdo is not densely populated.

To access the site, construction traffic will most likely use the Zorana Žunkovića street, while a part of the construction related traffic may also be present on Prokupačka street. The location of these roads can be seen in Figure 2.

## 6.8 Vulnerable groups

There is no national definition of a “vulnerable group” in Serbia, although the term is used in different laws to denote various categories and degrees of social and economic vulnerability. Most often vulnerable groups include the following categories: low income households and individuals, young people, children without parental care, single parents, families with many children, single headed households, persons over the age of 65, persons with disabilities, war veterans and/or members of their family, civilians who are disabled as a result of wars, refugees and internally displaced persons, members of the Roma population and other vulnerable groups. Such groups are often entitled to various forms of financial support, provision of social services and in-kind assistance, such as food, schooling supplies, and energy aid.

The share of beneficiaries of social welfare<sup>18</sup> in the total population of Savski Venac municipality is 4,8%, which is less than the share of beneficiaries at the level of the City of Belgrade (6,9%). This includes persons or households who benefit from various forms of financial assistance, but also beneficiaries of residential institutions (for children without parental care, for people with disabilities or elderly people), foster or family care, various day care centers, etc.

In terms of data on cases of domestic violence towards women, in 2021, a total of 94 cases were registered on the territory of Savski Venac municipality, accounting for around 1,6% of cases registered in the City of Belgrade as a whole. The number of registered cases of domestic violence towards children in Savski Venac municipality, in 2021 was 103, which is close to 2,25% of cases registered in the City of Belgrade.

## 6.9 Civil Society

According to the latest publicly available information, in 2023, a total of 1.346 civil society organizations, active in various fields, were registered in Savski Venac. In 2023, 55 organizations were newly registered and 19 were removed from the registry<sup>19</sup>. The majority of the organizations are active in the promotion of environmental protection, humanitarian work, cultural activities, sports, etc.

## 6.10 Land Use and Land Acquisition

### 6.10.1 Land Use

The total area of Savski Venac municipality is 14km<sup>2</sup>. According to the SORS, in 2023 in Savski Venac municipality, no land was used for any agricultural activities. A total of 0,72 ha is covered in evergreen forests, and 68,38 ha are under overgrown forest areas.

### 6.10.2 Project Land Acquisition

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<sup>18</sup> The source of data in this section is the Republic Institute for Social Protection

<sup>19</sup> Serbian Business Registers Agency

As presented earlier in the document, all project activities are being implemented in or around the Prokop railway station and this is land which already belongs to the Republic of Serbia. There will be no additional land acquisition for this subcomponent.

## 6.11 Labor and Working Conditions and Requirements

There is currently no information about the approximate number of workers needed for all construction activities under this subcomponent.

Construction will be done in phases, and not all workers will be employed all the time. The number of workers and the frequency at which they will be employed, as well as the duration of their engagement could not be estimated at the time of developing this document and will depend on the contractors' organization of work.

## 7 Impact Assessment

### 7.1 Impact Assessment Criteria and Significance

The sensitivity and magnitude criteria used in this socio-economic assessment are presented in Table 5 and Table 6.

*Table 5: Criteria for determining the sensitivity for social impacts*

<b>Sensitivity of receptors</b>	<b>Definition</b>
High	An already vulnerable social receptor with very little capacity and means to absorb proposed changes or with very little access to alternative similar sites or services.
Medium	An already vulnerable social receptor with limited capacity and means to absorb proposed changes or with little access to alternative similar sites or services.
Low	A non-vulnerable social receptor with some capacity and means to absorb proposed changes and with some access to alternative similar sites or services.
Negligible	A non- vulnerable social receptor with plentiful capacity and means to absorb proposed changes and with good access to alternative similar sites or services.

*Table 6: Criteria for determining the magnitude for social impacts*

<b>Magnitude (positive or negative)</b>	<b>Definition (considers likelihood, duration, number of people affected, spatial extent and local benefit sharing)</b>
High	A highly likely impact that would have implications beyond the project life affecting the wellbeing of many people across a broad cross-section of the population and affecting various elements of the local communities', or workers', resilience.

Magnitude (positive or negative)	Definition (considers likelihood, duration, number of people affected, spatial extent and local benefit sharing)
Moderate	A likely impact that continues over a number of years throughout the project life and affects the wellbeing of specific groups of people and affecting specific elements of the local communities', or workers', resilience.
Low	A potential impact that occurs periodically or over the short term throughout the life of the project affecting the wellbeing of a small number of people and with little effect on the local communities', or workers', resilience.
Negligible	A potential impact that is very short lived so that the socio-economic baseline remains largely consistent and there is no detectable effect on the wellbeing of people or the local communities' or workers', resilience.

Impacts have been identified and significance has been attributed considering the interaction between the magnitude criteria and sensitivity criteria as presented in the impact evaluation matrix Table 7.

*Table 7: Defining the Significance of Impacts*

Sensitivity/vulnerability				
		Low	Medium	High
Magnitude of Impact	Negligible	Negligible	Negligible	Negligible
	Low	Negligible	Minor	Moderate
	Moderate	Minor	Moderate	Major
	High	Moderate	Major	Major

The impact scale is defined as follows:

- negligible significance is one where a resource/receptor will essentially not be affected in any way by an activity;
- minor significance is one where a resource/receptor will experience a noticeable effect, but the impact magnitude is sufficiently small and/or the resource/receptor is of low sensitivity/vulnerability/ importance;
- moderate significance has an impact magnitude that is within applicable standards, but falls somewhere in the range from a threshold below which the impact is minor, up to a level that might be just short of breaching a legal limit;
- major significance is one where an accepted limit or standard may be exceeded, or large magnitude impacts occur to highly valued/sensitive resource/receptors.

## 7.2 Impacts During Construction

Socio economic impacts associated with the construction have been grouped and presented under the following headings:

- Impacts to land use;
- Employment and procurement opportunities;
- Impacts on livelihoods;
- Impacts on infrastructure
- Impacts on community health, safety, and security

Impacts on community, health safety and security have been assessed and presented from a social perspective, while impacts associated with water quality and availability, life and fire safety, traffic safety, air quality, as well as occupational health and safety issues are discussed in the environmental assessment documents.

### 7.2.1 Impacts on Land Use

No land is being acquired for any of the planned construction activities and no new structures are being erected as part of this subcomponent. The only new land use, which will be positive, is the construction of a small square by the back entrance of the station and creation of a new green area. **Therefore, the significance of impacts on land use, is negligible.**

### 7.2.2 Employment and Procurement Opportunities

As a result of the nature of works, including their short term duration (during construction) and when compared to other infrastructure projects, **the significance of new employment opportunities created as part of this subcomponent, is also assessed as negligible.** The impact will be significant only for those who are employed and their households, however this will be a very small portion of the total population.

**Some indirect employment opportunities** will be created in connection to the subcomponent's supply chain (goods and services), however, due to the scale of works, **the significance of this positive impact is also assessed as negligible.** Further to that, having in mind that there are services available in the Prokop station itself (shops, restaurant, cafe) it is unlikely that local communities will benefit from any increased spending of employees in the project area.

All construction contractors and suppliers engaged for this subcomponent will have to abide by the Serbian Law on Labor and other relevant legislation, which is mostly in agreement with WB ESS2 labor related requirements. Any additional measures that must be undertaken are described in the mitigation section. The contractor has the obligation to prepare an occupational health and safety plan, which is approved by the Project engineer. Obligation of each subcontractor, if any, to have its own Plan.

### 7.2.3 Impacts on Infrastructure

To access the subcomponent construction site, construction related traffic will most often use the Zorana Žunkovića street (main entrance), while the use of a part of Prokupačka street is possible, but will be more of an exception.

Due to the importance of this street for a part of the local population which resides and/or works in this area, the sensitivity of receptors is assessed as medium. The magnitude is assessed as low as it will affect a very small number of people and only periodically. **This impact, on local road infrastructure, is therefore assessed as minor adverse and requires some mitigation.**

Utility infrastructure (water, electricity, sewerage) will be secured locally on the Project site and therefore the Project is not expected to impact any community infrastructure during construction.

#### 7.2.4 Impacts on Livelihoods

As demonstrated in previous sections, there is no potential for economic displacement to be caused by this subcomponent, because no land will be acquired. **Positive livelihood impacts resulting from employment and procurement opportunities are also negligible** as they will affect a very small percentage of the population.

As presented in the previous section, impacts of construction related transport and increased traffic are rated as minor adverse. If not fully managed and mitigated, this could have some effect on livelihoods (businesses suffering losses as a result of access difficulties to their facilities, road users traveling to their place of business, etc.). The sensitivity of receptors is considered low because they do have alternatives and no particular vulnerability has been identified. Magnitude is also considered low, as it is expected that this impact, if and when it occurs, will be only sporadic. **The impacts on livelihoods resulting from transport and traffic are therefore assessed as negligible.**

#### 7.2.5 Community Health, Safety and Security

The small number of workers present on the project site is considered to be negligible and is not expected to create any major issues in the interaction of workers with local residents, particularly if appropriate measures for interaction are undertaken, through the implementation of a grievance mechanism.

Impacts associated with noise and vibration, as well as other construction related nuisances, have been assessed in the Prokop Station EIA, which concludes that the local population residing near the Prokop railway station will not suffer any health related or other social impacts.

#### 7.2.6 Proposed Mitigation / Control Measures

##### ***Employment and Procurement Opportunities***

To enhance employment and procurement opportunities, as well as increase the potential for other indirect benefits, the construction contractor should:

- Cooperate with the National Employment Agency branch in Savski Venac municipality to identify registered unemployed individuals, particularly from nearby neighborhoods, who may be interested in project related employment opportunities;
- Announce employment opportunities locally and encourage women to apply;
- Implement transparent and fair recruitment procedures;
- Ensure that all non-employee workers are engaged in line with both national legislation and applicable international (ILO) standards and recommendations;
- Provide a grievance mechanism for workers;

- Procure goods and services locally whenever possible.

### ***Infrastructure***

As presented in the previous section, impacts of transport and traffic is assessed as the most significant impact that requires some mitigation. A transport and traffic management plan must be developed and implemented, and it must consider and include the following:

- Consideration of ways to avoid impacts by creating temporary access roads to bypass locations being used by other road users;
- Informing all potentially affected people on the foreseen impacts and mitigation measures that will be implemented and not only through the media, but in direct communication with locally affected receptors;
- Implementing a grievance mechanism, including designating a Community Liaison Person, so that any affected people can use it to raise a concern and request compensation for damages;
- Ensuring that any damages to road surfaces are promptly fixed, to prevent accidents or vehicle damages.

### ***Livelihoods***

To prevent any losses or impacts on livelihoods, the construction contractor and all subcontractors are obliged to implement certain measures:

- Carry out all activities only on land designated for construction and especially when using vehicles, to avoid any damages to privately owned property (e.g. residents' cars parked on Prokupačka street or fences);
- Develop and implement a traffic management plan, as presented above;
- Implement a grievance mechanism, including designating a Community Liaison Person, so that any affected people can use it to raise a concern and request compensation for damages;
- Promptly compensate all damages to private property, at full replacement cost.

### ***Community Health, Safety and Security***

To ensure that the interaction between workers and local residents is managed appropriately, and that there are no tensions between the project and local communities, the contractor will designate a Community Liaison Person to manage a community grievance mechanism, so that any affected people or other stakeholders can use it to raise a concern and receive a response and / or resolution. The contractor has the obligation to prepare an occupational health and safety (OHS) plan, which is approved by the Project engineer.

#### **7.2.7 Monitoring Program**

Complaints and grievances submitted through the Project grievance mechanism, both to the PIU and the construction contractor, should be regularly monitored. Feedback received from various Project stakeholders will alert PIU of any problems or issues that need to be dealt with, whether on an individual or community level.

Grievance management itself needs to be monitored to ensure that all received complaints are addressed as foreseen by the grievance mechanism. All of this also pertains to workers' grievances. To ensure compliance with WB requirements, the PIU will monitor contractor / supplier performance in fulfilling the requirements of Serbian labor legislation as well as the quality and management of workers' accommodation and provision of basic services.

The execution of compensation payments for any caused damages, must be monitored to ensure that it is being paid in a timely manner, so as to prevent any loss of livelihoods.

The implementation of the Traffic and Transport Management Plan is one of the key points for regular monitoring, to ensure that impacts are reduced to a minimum, and if they are causing further impacts on livelihoods, to ensure that any such impacts are promptly addressed.

Employment and procurement records should be maintained, to demonstrate the steps taken to foster local hiring and procurement and that international best practice was followed.

### 7.3 Impacts During Operation and Decommissioning

Impacts associated with the operation of the Prokop railway station, which is wider than the scope of the SRSM subcomponent, and which may be relevant from a social perspective, are those that pertain to noise and vibration impacts on the population residing or working closest to the station. These impacts are all addressed in the Prokop Station EIA and are not presented in this document.

## 8 Conclusion

At this stage of assessment and based on the data obtained so far, it is believed that the construction activities planned as part of the SRSM subcomponent will have negligible impacts (both positive and negative) on land use, livelihoods and community health, safety, and security. The subcomponent will also create negligible employment and procurement opportunities.

The only impact assessed as minor adverse is the one associated with increased transport and traffic, particularly in the vicinity of the project site. With appropriate mitigation, through the development and implementation of a carefully designed Traffic Management Plan, this impact, and any potential further impacts on livelihoods, can be successfully mitigated.