



STAKEHOLDER ENGAGEMENT PLAN
PPP MOTORWAY PROJECT D4R7 BRATISLAVA

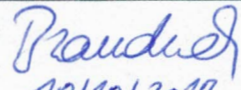
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STAKEHOLDER ENGAGEMENT PLAN

PPP MOTORWAY PROJECT, D4R7 BRATISLAVA

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Revision History


Version	Date	Status and Purpose	Changes Overview
1.0	8/07/2016	Approved	First version
2.0	13/09/2016	Approved	Updates: name of the plan, cover, headers, contact details, description of positions according to organisation chart. Minor changes: typos and formatting.
3.0	15/12/2016	Approved	Updates: removed Regulatory Authorities table from contact details and complete content review. Minor changes: formatting.
4.0	16/06/2017	For Approval	Updates: amended Chapter 6 Grievance mechanism for employees of EPC Contractor and subcontractors, Appendix 1,2

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1. INTRODUCTION

The Ministry of Transport, Construction and Regional Development of the Slovak Republic as the Public Authority (hereinafter referred to as the “PA”), the Concessionaire Zero Bypass Ltd (hereinafter referred to as the “Concessionaire”) and the EPC Contractor D4R7 Construction s.r.o. as the main SubContractor (hereinafter “EPC Contractor”) are intending to design and build the new D4 ring highway around Bratislava, which connects Jarovce with the northernmost part of Rača and a new R7 expressway which connects Prievoz in the city with Holicie in the Southeast. (hereinafter referred to as the “Project”). The Project is to be procured under a 30 year Public Private Partnership (PPP) Concession agreement.


This document is referred to as the Project’s “Social Management and Stakeholder Engagement Plan. The purpose of the plan is to define and describe the local requirements for consultation and disclosure, identify key stakeholder groups, provide a strategy and time table for sharing information and consulting with each of these groups by the Concessionaire and the EPC Contractor, describe resources and responsibilities for implementation of the plan and detail the reporting/documentation of the consultation and disclosure activities.

This plan is designed to ensure that all stakeholders with an interest in the Project are identified, and are meaningfully consulted with during the development and life of the Project. It outlines previous consultation activities and future plans to engage with stakeholders. This plan therefore describes the:

- National and international requirements for public consultation and disclosure that the Project will conform to;
- Project stakeholders that have been identified;
- Strategy, format and timetable for consultation and information disclosure;
- Resources and management structure for developing and implementing the SOMSEP;
- Public grievance mechanism, and;
- Means of reporting on consultation and disclosure activities.

Timely and meaningful consultation throughout the life of the Project is also an EBRD policy requirement (see Section 2.2).

The plan will be updated on an annual basis.

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1.1 Project description

D4 Highway

Jarovce – Ivanka sever Section of the D4 highway

The Section starts at the elevated "Jarovce" crossing which connects with the D2 highway and continues by a bridge over the Danube to the elevated "Ketelec" crossing where the R7 expressway connects to the D4 highway. The Section ends at the elevated "Ivanka sever" crossing where it connects to the D1 motorway. The II/572 integrated relocations in the Galváni Street extension in this section and the Most pri Bratislave D4 section are included in this Section.

Ivanka sever – Rača Section of the D4 highway

This Section starts at the intersection of the existing D1 highway with the elevated "Ivanka – sever" crossing. The Section ends at the elevated "Rača" crossing, where it connects to the II/502 road and where in the future it will proceed by the northern part of the D4 highway bypass and the D4 "Karpaty" tunnel as part of the Rača – Záhorská Bystrica section of the D4 highway.

R7 Expressway

Bratislava Prievoz – Ketelec Section of the R7 expressway

The Prievoz – Ketelec Section starts with the existing elevated "Prievoz" crossing on the route of the D1 Highway. It then crosses the "Malý Dunaj" near the SLOVNAFT, a.s. complex. The Section ends at the elevated "Ketelec" crossing.


Ketelec – Dunajská Lužná Section of the R7 expressway

The R7 Ketelec – Dunajská Lužná Section starts at the planned elevated "Ketelec" crossing (R7 with the D4 highway). The R7 expressway Section ends at the elevated "Dunajská Lužná" crossing (R7 with the I/63 road) between Dunajská Lužná and Šamorín, where it connects to the planned "Dunajská Lužná – Holice" Section of the R7 expressway.

sdf

Dunajská Lužná – Holice Section of the R7 expressway

The R7 Dunajská Lužná – Holice Section starts between the municipality of Dunajská Lužná and the town of Šamorín at the elevated "Dunajská Lužná" crossing. The entire Section runs along the left side of the I/63 road and ends at the elevated "Holicе".

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1.2 Potential Impacts

The Project aims to minimise impacts on the environment and people through careful selection of the route in consultation with the public and completion of impact assessments compliant with Slovak regulations.

The roads will result in significant benefits to the local communities as well as national infrastructure, improving vehicle movement on the D4 highway and removing heavy vehicles with their health and safety issues from the local towns. The project will result in some damage to environmentally sensitive locations along the route and require the relocation of some residents and acquisition of businesses along the route.

2. REGULATORY CONTEXT

2.1 Slovak National Requirements for Public Consultation

According to Slovak national legislation, the Public can be involved to proposed project within the procedure of environmental impact assessment (EIA) and during building permit procedure.


2.2 International requirements for a Public Consultation and Disclosure Plan

In addition to the Slovak regulatory requirements described above in Section 2.1, the Project will also conform to the public consultation requirements of the EBRD. Specifically, the Project will conform to the Public Consultation and Disclosure requirements outlined in Annex 2 of the EBRD Environmental and Social Policy of 2014. This requires that the Project, which is classified as Category 'A' project by EBRD, should develop a Social Management and Stakeholder Engagement Plan which describes:

- The public who may be affected by the project;
- How meaningful communication will be ensured;
- What information will be disclosed in relevant languages and by what means; and
- Grievance mechanism and how people will be able to raise comments or complaints.

In particular, the EBRD requires that the EIA must be made publicly available for comment in a format which is accessible to the majority of people potentially affected by the Project.

In addition, the EBRD requires that the projects it supports conform to the spirit, purpose and goals of the United Nations Economic Commission for Europe (UNECE) Convention on Access to Information, Public Participation in Decision-Making and Access to Justice in Environmental Matters (the Aarhus Convention). The Aarhus Convention requires meaningful consultation prior to final decision being taken on a project that is subject to an EIA.

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3. IDENTIFICATION OF STAKEHOLDERS

3.1 Introduction

Project stakeholders are ‘people who have a role in the Project, or could be affected by the Project, or who are interested in the Project’¹. Project stakeholders can be grouped into **primary stakeholders** who are “...individuals, groups or local communities that may be affected by the Project, positively or negatively, and directly or indirectly”... especially... “those who are directly affected, including those who are disadvantaged or vulnerable” and **secondary stakeholders**, who are “...broader stakeholders who may be able to influence the outcome of the Project because of their knowledge about the affected communities or political influence over them..”²

In addition, ‘legitimate stakeholder representatives’ may be identified for some of the stakeholder groups. These are people or organisations who have broad based support amongst the stakeholder groups identified and can act as a two way channel of communication between the company and its stakeholders. Legitimate stakeholder representatives can include, for example ‘...elected officials, non-elected community leaders, leaders of informal or traditional community institutions, and elders within the affected community’³.

3.2 Project Stakeholders

The primary and secondary stakeholders that have been identified for the Project to date are listed below. During planned consultation activities, the Project will identify legitimate representatives of primary stakeholder groups who will be targeted with Project information and consulted on the preferences and opinions of their stakeholder group. For a specific list of stakeholders, please consult the EIA Final Statements, Building Permits and Zoning Permits.


Primary Stakeholders (external)

- SPV (Special Purpose Vehicle)
- Parents companies
- Potential Subcontractors/ supply chain
- Potential employees
- Land owners/users within the right of way (ROW) of the proposed highway and expressway;

¹ EBRD, 2014, Consultation and Disclosure Requirements: Guidance for Preparation of a Public Consultation and Disclosure Plan, EBRD Environment Department

² International Finance Corporation (IFC), 2007, Guidance Note 1 on Social and Environmental Assessment, para G15

³ IFC, 2007, Guidance Note 1 on Social and Environmental Assessment, para G15

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- Land owners/users in proximity to the ROW of the proposed highway and expressway;
- Residents of dwellings within the ROW of the proposed highway and expressway;
- Residents of dwellings in proximity to the ROW of the proposed highway and expressway;
- Business owners with premises within or in proximity to the ROW of the proposed highway and expressway.

Primary stakeholders (internal)

- All D4R7 Construction departments – employees who should be engaged as well

Secondary Stakeholders

- Ministry of Transport, Construction and Regional Development.
- Ministry of Environment
- Regional Environmental Protection Authorities
- District Environmental Protection Authorities in:
- NGO's
- Other secondary stakeholders include utility/telecom companies, emergency services
- Construction professionals/ associations, chambers
- Municipalities

Section Jarovce – Ivanka Sever

Section Ivanka sever - Rača

Section Prievoz - Ketelec

Section Ketelec – Dunajská Lužná

Section Dunajská Lužná - Holice


- Media, etc.

4. PUBLIC DISCLOSURE AND CONSULTATION PLAN

4.1 Disclosure and Consultation Undertaken to Date

The Public consultation on the Project has been undertaken within the procedure of environmental impact assessment (EIA) and during building permit procedure.

- Step 1: Preliminary environmental study (PES)
- Step 2: Technical study and EIA report
- Step 3: Zoning & Building Permit Process

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4.2 Future Disclosure and Consultation

General feedback on the Project will be solicited through any of these channels:

- a suggestions and comments log books,
- a phone log,
- discussions with stakeholder representatives,
- and a comments space on the EPC Contractor's web site (see Section 4 and 6).

D4R7 Construction's objective is to communicate transparently and inform about the project updates on regular basis. The key channel to engage with all the stakeholders is the D4R7 web page scheduled to run before March 2017. The ambition of the web page is to provide interactive and user-friendly experience which provides visitors with quick and filtered-based information, per areas of construction, etc.

D4R7 Construction also aims to use online marketing channels to support engagement with general public, and to boost the web page traffic.

In the case of interest, specific stakeholders (e.g. municipalities) can create a place on their own pages for a promo corner of the D4R7 Construction, through which they may be linked to its web page.

On top of that, online direct marketing communication campaigns to target specific stakeholders (potential subcontractors, potential employees, etc.) with relevant information has been developed. Thanks to analytics which is provided within this direct communication tool (mailchimp), the effectiveness of communication can be measured, and do a further follow up when needed.

4.3 Consultation during Construction and Operations

Methods of Consultation

In general, the consultations for various groups of stakeholders will be provided by the following methods.

Primary stakeholders engagement - External

- Web page - to be used as the key communication channel
- Setting up default email addresses for engagement with potential subcontractors, employees, local residents
- Social media accounts, to support the web page traffic, promote our key activities and engage a broader audience (LinkedIn- as the key one, supported by Twitter, Facebook)
- D4R7 information corner to be set up at relevant municipalities web pages, to be linked to D4R7 Construction web page

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- Mailchimp direct mails communication, based on segmentation of relevant stakeholders / per activity
- Events
- Co-branding (creating a tool for sharing key information via communication channels of supporting organisations as chambers/ associations of construction professionals /web page, direct mails, etc.)
- Information panel for local residents / offices of local municipalities
- Press releases / articles in coordination with parent companies / communication teams Ferroviaľ Agroman & Porr AG and SPV
- Information leaflets

Primary stakeholders engagement - Internal and parent companies

- Engagement plan / primary stakeholders (internal and parent companies)
- Employees communication/ information sharing – to use ThinkProject! as a platform for online communication for information sharing, up- to- date news and general materials.
- Guidelines of communication matrix, including crisis plan / internal versus parent companies
- Events
- Brand identity / as a joint effort with internal stakeholders


Secondary stakeholders engagement

- D4R7 Construction web page - as the key communication channel
- D4R7 information corner to be set up at relevant municipalities web pages, to be linked to D4R7 Construction web page
- Targeted electronic newsletter / mailchimp – municipalities
- Events
- Social media accounts, to support the web page traffic and engage broader audience (LinkedIn- as the key one, supported by Twitter and Facebook)
- Information leaflets
- Information panel for local residents / offices of local municipalities
- Press releases / articles in coordination with parent companies / communication teams Ferroviaľ Agroman & Porr AG and SPV
- Setting up default email address for engagement with media

The Content of Consultation

During construction, the EPC Contractor (through the position of the Community Manager or authorized person) will fulfil inter alia these tasks:

- Inform affected communities about any construction activities that may affect them;

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- Inform affected communities on the progress of construction;
- Solicit feedback from community members on the effectiveness of any mitigation measures for construction nuisance, and;
- Implement a Grievance Procedure (see Section 6 below).

Information provided to Municipalities and other population groups concerned through a website which will be updated on a monthly basis and in real time where necessary. It will include information on:

- A description of the construction works in written and drawing form with an indication of projected start dates and end dates for each of the works;
- A drawing showing the works being carried out and indicating the areas affected by the works and including information on:
 - The type and duration of anticipated impacts in each area (e.g. in terms of noise, dust, interference with traffic and access to private properties);
 - Mitigation measures for each type of impact;
 - Closures;
 - Studies and documentation related to or affecting road users, residents of adjacent properties, or any other public or private stakeholder; and
 - Progress photos of the worksite.


From the above mentioned methods are not used by all, but only those that are most appropriate in real-time.

The public will also be able to use the grievance procedure (see Section 6) with suggestions or comments at any time using the contact details provided in Section 8 of this plan.

5. RESOURCES AND RESPONSIBILITIES

Stakeholder engagement activities will be co-ordinated by the Community Manager. He/ She will be responsible for the disclosure of Project information, public consultation activities and cooperation with the Concessionaire on the Public Grievance Procedure when the contractor is required to be involved. Agenda related to environmental issues will be provided in cooperation with the Environmental & Social Manager.

All major activities related to the public awareness and communication with all stakeholder groups including grievances will be coordinated and approved by the SPV.

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6. GRIEVANCE MECHANISM

6.1 Introduction

A Grievance Mechanism has been developed to manage or compensate any unexpected environmental and social impacts of the Project. This is described in the remainder of this section.

6.2 Public

The Public can lodge a grievance/request for information via:

- The D4R7 project website;
- By phone, through a dedicated line; and
- A Public Grievance Leaflet with accompanying grievance form (see Appendix A).

The leaflet will be posted on the website as:


- Online form to be filled
- A downloadable pdf version available for printing, that can be placed at
- Municipalities offices
- Local government offices, city/town halls, places where meetings might to be held)].

When any public grievances are received, these will be managed through a series of steps:

- Requests for information will be acknowledged and where possible, the information provided within five business days for a verbal request and ten business days for a written request.
- A complaint will be acknowledged within five business days.
- Investigations will be completed within twenty business days from the grievance being acknowledged. Once investigations have been completed, contact will be made with the person making the grievance to discuss and agree the resolution.
- After resolution has been agreed and implemented, the Concessionaire in cooperation with the EPC contractor will undertake follow-up monitoring to check that the problem does not recur (if appropriate).

Management and resolution of any grievances will be subject to EBRD monitoring of the Project.

Persons lodging grievances will have the opportunity of maintaining confidentiality, and the Concessionaire will ensure that the name and contact details of the person are not disclosed without their consent and only the team directly working on the investigation of the grievance will be aware of them. If it is not possible for the team to fully investigate the grievance without revealing the person's identity (for example if they are required to give evidence in court), the investigation team will discuss with the complainant how they wish to proceed. The procedure also allows for anonymous complaints to be lodged. In this case the grievance will still be investigated, but the Concessionaire will not be able to give feedback to the complainant.

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All grievances will be logged in a grievance log, which will include:

- The reference number;
- The date the grievance was lodged;
- Content of the grievance;
- Date the acknowledgment was sent;
- Date the investigation was completed;
- Findings of the investigation;
- Proposed resolution; and
- Statement of satisfaction of the person who lodged the grievance, or reason for non-resolution of the grievance.

6.3 Employees of EPC Contractor and Subcontractors

In order to have a grievance mechanism in place that will cover observing of fair working conditions or any kind of discrimination towards EPC Contractor´s employees or subcontractors working on the D4R7 project, the EPC contractor has implemented a special Grievances Mechanism, with a direct reporting to the EPC Contractor.

This mechanism implies to the entire supply of Subcontractors working on the D4R7 project. With closing the contract, Subcontractors acknowledge and shall inform all its employees and subcontractors, as well as shall ensure any of its subcontractors of any tier shall inform its employees, that any person pursuant to previous sentence performing works on the Project may, in case it is of the opinion its rights were violated mainly due to breach of any labour law provision, bullying at workplace, any form of discrimination or any other reason, is entitled to submit its grievance to the e-mail address hrcomplaints@d4r7.com.

To support deploying the information about the Grievances Procedure to individual workers employed by Subcontractors who supply services for EPC contractor, the Contractor informs about the Grievances Procedure during the workers induction training as well.

Complaints can be filled via hrcomplaints@d4r7.com. Mailbox will be accessed by EPC Contractor- the D4R7 HR department, and information sent there will be treated as confidential. Evaluation of the information will take place at least once a month.

Once the complaint is received to mailbox hrcomplaints@d4r7.com, the EPC Contractor will start the process as follows:

1. Registration of complaints

Received complaint will be given a Complaint Reference Number which will be used in further communication.

2. Investigation

The investigation will be undertaken in 20 working days from receiving a complaint. In case it is needed to contact a person who raised the issue to secure the effective investigation, the EPC Contractor might contact the person for further details to be reported. In specific occasions the investigation may take longer than stated, and the person will be informed about it in advance.

3. Resolution

Having completing the investigation, EPC Contractor, if the complainant wishes so, may contact him/her to inform him/her about the investigation findings, and a proposed solution - if the complaint is found relevant. If conclusion of the investigation states that the complaint does not relate to labour and working conditions including: terms of employment, child labour, forced labour, equal opportunities/non-discrimination, workers accommodation or workers organisations, the person will be delivered an official statement explaining the whole situation.

If the person agrees with a proposed solution, he/she will be asked to sign a statement of satisfaction, to confirm it.

If the complainant is not satisfied with the solution and its implementation, he/she can require further actions – to identify if there any other steps which can be taken to resolve the issue.

4. Follow up

To follow up the implementation of the solution and its impact on resolving the issue, the EPC Contractor may contact the complainant even after the official conclusion of the grievance.

Confidentiality


If the person wishes the grievance to remain confidential, EPC Contractor will ensure that the name and contact details are not disclosed without consent, and only a team directly involved in the grievance investigation will have an access to it. If it is not possible for the team to fully investigate the grievance without revealing the complainant's identity (for example if the person is required to give evidence in court) the investigation team will discuss with him/her to proceed further.

Anonymity

If you the person want to raise an issue anonymously, he/she can do so and the complaint will be taken very seriously, but the EPC Contractor will obviously not be able to respond to that person with outcomes.

7. REPORTING

Throughout the Project, the EPC Contractor will maintain communication channels with relevant stakeholders. In addition to the Grievance Procedure, the EPC Contractor will notify interested

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stakeholders⁴ of any significant Project events, for example, changes in the Project schedule or major activities such as the onset of construction activities. The EPC Contractor will provide Project updates on its web site and notify stakeholders via e-mail.

During construction and operations, the EPC Contractor will produce an annual environment and safety report, which will include a summary of the Project's performance on management of health, safety, environment and social issues. This will be posted on the EPC Contractor's website on an annual basis. Wherever possible, stakeholders will be informed about the report by email and provided with a link to the website.

8. CONTACT DETAILS FOR THE PUBLIC


Table 1 Contact Details of Key Personnel

Participant	Key Contact Name	Address	Phone & Email
Client/Public Authority	To be confirmed Ministerstvo dopravy, výstavby a regionálneho rozvoja.	Námestie slobody č. 6, 81005 Bratislava.	To be confirmed
Independent Engineer	Martin Brandner FCP	Diesterweggasse 3, 1140 Wien	Mobile: +43 1902921381 email: brandner@fcp.at
Principal Contractor (Concessionaire)	Jaime Lamela CEO	Odborarská 21, 83204 Bratislava.	Mobile: +421 940 638 335 email: jlamela@obchvatnula.com
Principal Contractor (Concessionaire)	Ibai Aurrecochea Quality & Environment Manager	Odborarská 21, 83204 Bratislava.	Mobile: +421 940638336 email:iaurrecochea@obchvatnula.com
Principal Subcontractor (EPC Contractor)	Juan José Bregel General Manager	Odborarská 21, 83204 Bratislava.	Mobile: +421 940638270 email: jjbregel@d4r7.com
Principal SubContractor (EPC Contractor)	Rosa Martínez Quality & Environment Manager	Odborarská 21, 83204 Bratislava.	Mobile: +421 940638280 email:rmartinez@d4r7.com

Regulatory Authorities and Utilities' owners

The contact details concerning regulatory authorities and utilities' owners can be found in Thinkproject! by the code D4R7-G000-CON-QA-PMT (PERMITS folder).

⁴ Interested stakeholders include those identified during the consultation process and other stakeholders

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Appendix 1: Public Grievance Leaflet

D4 highway and R7 expressway - Public Grievance Leaflet

The Concessionaire and the EPC Contractor are striving to ensure that the construction and operation of the D4 highway and R7 expressway Project will not cause any problems for those living near to its proposed route. However, the Concessionaire would like to hear about any concerns or grievances that you have in relation to the Project's activities.

What kind of grievance can I lodge?

Anyone can lodge a grievance if they feel that activities Concessionaire or EPC Contractor are negatively affecting them, their community or their local environment. Example of grievances could include, for example:

- Negative impacts to local residents (such as excessive dust, noise, odour or blocking of roads and access routes)
- Environmental damage resulting from Project activities
- Practices that endanger the health and safety of employees or residents
- Failure to meet the labour rights of employees working on the Project

How can I submit a grievance?

Anyone can submit a grievance to the Concessionaire in the following ways:

- By phone
- By e-mail
- Via the website
- By completing the attached grievance form and posting it to or dropping it at the locations specified on the form


How will the Concessionaire deal with my grievance?

The Concessionaire will go through the following steps to deal with your grievance:

Step 1: Acknowledgement: The Concessionaire will contact you to acknowledge and where possible resolve within the following timescales:

- Five business days for a verbal request for information and ten business days for a written request for information.
- Immediately for a verbal complaint and within five business days for a written complaint.

This acknowledgment will include your grievance reference number, and the expected date for completing the investigation into your grievance (where appropriate).

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Step 2: Investigation: The Concessionaire, in coordination with the EPC Contractor, will then set up an investigation into your grievance. The investigation team may need to contact you during this investigation and it will aim to complete the investigation within a further twenty working days.

Step 3 Resolution: Once having investigated the grievance, the Concessionaire will contact you with their findings and the proposed response. If the investigations find that the grievance does not relate to the Project's activities, or if the EPC Contractor is working within the relevant Slovak and International Standards in relation to the grievance (e.g. for grievances related to environmental impacts of the Project) they will explain this in writing to you. Otherwise the Concessionaire will propose a response to address the grievance. If you consider the response (and its implementation) to be satisfactory the Concessionaire will ask you to sign a statement of satisfaction if you are happy to do so. If you are not satisfied with the response, the Concessionaire will have further discussions with you to see if there are other steps which can be taken to resolve the grievance.

Step 4 Follow up: The investigation team may contact you at a later stage to check that the construction activities pose no further problems.

Confidentiality: If you wish your grievance to remain confidential, the Concessionaire will ensure that your name and contact details are not disclosed without your consent and only the team directly working on the investigation of your grievance will be aware of them. If it is not possible for the team to fully investigate the grievance without revealing your identity (for example if you are required to give evidence in court) the investigation team will discuss with you how you wish to proceed.

Anonymity: If you wish to lodge a grievance anonymously, you can do so using the attached form below without filling in the name and contact details. In this case the grievance will still be investigated, but it may be more difficult for the Concessionaire to conduct the investigation and it they not be able to give you feedback on the investigations.



STAKEHOLDER ENGAGEMENT PLAN
PPP MOTORWAY PROJECT D4R7 BRATISLAVA

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Appendix 2: Public Grievance Form

	Reference number (to be filled in by us):	
<input type="text"/>		
<h2>ISSUE REPORT</h2>		
Contact details		
Name & Surname:	<hr/>	
Address:	<hr/>	
Phone:	<hr/>	
E-mail:	<hr/>	
How do you wish to be contacted? Please mark preferred option.		
By post <input type="checkbox"/>	By phone <input type="checkbox"/>	By e-mail <input type="checkbox"/>
Name and the Identification number (according the ID card):	<hr/>	
Details of your complaint		
Please fill in details of your complaint. Try to describe specific issues you are experiencing. (when/ how often, etc.) to find out if your complaint is relevant to the project.		
<hr/>		
What is your proposed solution?		
<hr/>		
By submitting this form, I express consent for the processing of my personal data and information provided within the investigation process of my complaint.		
Signature:	Date:	
<hr/>		
The completed form can be sent either by email or by post to the following address: Postal address: Zero Bypass Ltd., Odborárska 21, 83102 Bratislava, E-mail: complaints@obchvatnula.com		