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PUC Belgrade metro and train

## HUMAN RIGHTS POLICY

April 2025

## FOREWARD

The Public Utility Company „Belgrade Metro and Train“ Belgrade herewith presents Human Rights Policy that outlines our dedication and responsibility in promoting and preserving human rights in all our undertakings and operations. Devotion to the human rights promotion is reflected in our leadership and guidance, commitment to workers, commitment to end-users, passengers and local communities, close involvement with the stakeholders, and protection of the environment, health and safety throughout all phases on our projects.

In addition to following Constitution and national laws in the respective areas of human rights, the Public Utility Company „Belgrade Metro and Train“ Belgrade diligently adheres to international standards and best practices in human rights promotion aiming to maintain high quality services and advance their reputation.

The Public Utility Company “Belgrade Metro and Train” Belgrade is serving not only as the city’s transportation service provider but as the example for spreading good practices and know- how in the safeguard of human rights, sustainability and environment for the future generations.



Acting director  
*Andreja Mladenović*  
Andreja Mladenović

## **1. Aim, purpose and scope**

The purpose of this Policy is to communicate that Public Utility Company „Belgrade Metro and Train“ Belgrade (hereinafter BMV) and its employees uphold the ethical and social values throughout our business decisions, activities, and partnerships. This Policy outlines the commitment of BMV to respecting human rights and values of integrity and human dignity. Throughout our business operations BMV is safeguarding international recognised laws and frameworks and national laws in the area of human rights.

## **2. What are human rights?**

Human rights are the basic rights and freedoms that belong to every person in the world. They are based on shared values like dignity, fairness, equality, respect, and independence. These values are defined and protected by national law.

In the Constitution of the Republic of Serbia, the highest legal act of the Republic of Serbia, Section II is dedicated to human and minority rights and freedoms (Art. 18-81), and divided into three parts, namely: I Basic Principles (Art. 18-22), II Human Rights and Freedoms (Art. 23-74), and III Rights of Persons Belonging to National Minorities (Art. 75-81).

The Constitution of the Republic of Serbia stipulates that human and minority rights guaranteed by the Constitution are directly applied, as well as that the Constitution guarantees, and as such, directly applies human and minority rights guaranteed by generally accepted international treaties and laws, and that domestic legislation can in no case affect the essence of the guaranteed rights, but that it can potentially prescribe the manner of exercising them.

The part of the Constitution dealing with the hierarchy of legal acts (Art. 194) states that ratified international treaties and generally accepted rules of international law are part of the legal order of the Republic of Serbia and that ratified international treaties must be in accordance with the Constitution, while laws and other general acts must be in accordance with ratified international treaties and generally accepted rules of international law.

The Constitution of the Republic of Serbia contains a long and comprehensive list of human rights and freedoms. It contains all the guarantees that exist in international human rights documents (dignity and free development of the person; right to life; inviolability of physical and psychological integrity; prohibition of slavery, position similar to slavery and forced labour; right to freedom and security; supplementary rights in case of deprivation of liberty without a court decision; right to a fair trial; inviolability of residence; protection of personal data; right to equal protection of rights and to a legal remedy, etc.).

The Constitution stipulates that the provisions on human and minority rights shall be interpreted in favour of promoting the values of a democratic society, in accordance with the applicable international standards of human and minority rights, as well as the practices of international institutions that supervise their implementation.

## **3. Commitment and Principles**

In line with the United Nations Guiding Principles on Business and Human Rights (UNGPs) we at BMV are committed to the United Nations Universal Declaration of Human Rights, the

International Labour Organisation's (ILO) core labour standards and the ILO's Declaration on the Fundamental Principles and Rights at Work.

BMV is committed to safeguarding human rights as stipulated in the fundamental internationally recognized human rights declarations, such as the International Bill of Human Rights (consisting of the Universal Declaration of Human Rights and the main instruments through which it has been codified: the International Covenant on Civil and Political Rights and the International Covenant on Economic, Social and Cultural Rights), coupled with the principles concerning fundamental rights in the eight ILO core conventions as set out in the Declaration on Fundamental Principles and Rights at Work, and in line with the OECD Guidelines for Multinational Enterprises.

In line with the UN Guiding principles we hereby commit that we shall endorse the responsibility to respect human rights and:

- (a) Avoid causing or contributing to adverse human rights impacts through our activities, and address such impacts when they occur;
- (b) Strive to prevent or mitigate adverse human rights impacts that are directly linked to our operations, products or services by our business relationships.

BMV recognizes the fundamental importance of a safe, clean, and healthy environment in upholding human rights. We acknowledge the interconnectedness of human rights and the environment, and commit to protect both substantive rights—such as the rights to life, health, and non-discrimination—and procedural rights, which include access to information, public participation, and access to justice. By promoting sustainable environmental governance and ensuring the right to a healthy environment, BMV is committed to enabling all individuals to fully exercise their human rights.

In addition, in its business conduct and operations BMV respects the human rights of individuals belonging to specific groups that require particular attention, where they may have adverse human rights impacts on them, such as socially vulnerable groups, women, national or ethnic, religious and linguistic minorities, children, persons with disabilities and migrant workers and their families.

We at BMV will:

- Commit to performing our business to the abovementioned standards of ethics in accordance with our values and the laws in our country,
- Be open and fair in dialogue with all our stakeholders and commit to communicating effectively with external parties, ensuring there are trusted and accessible consultation mechanisms available,
- Work to address key issues relevant to our sector, business activity and supply chains including: modern slavery and exploitative labour practices, child labour, all forms of discrimination, fair wages, working hours and conditions, health, and safety, right to freedom of association,
- Continue to develop our due diligence processes to provide more insight to help identify risks and ensure we understand the best approaches to preventing and mitigating risks to people,
- Not tolerate, nor condone abuse of human rights within any part of our business or supply chains, and we will take any allegations of abuse seriously. As part of this we

will work to ensure effective provision of remedy wherever human rights occur through company-based grievance mechanisms.

#### **4. Implementation**

##### **4.1 Leadership and guidance**

We recognise that our success is based on a corporate culture that embeds responsible business into everything we do, and our leaders are responsible for providing direction and clarity as well as role-modelling behaviour. We are working to integrate human rights considerations effectively into business decisions and this covers our own operations, as well as supplier and customer relationships. We are also considering human rights aspects in our internal risk governance processes, providing clear reporting lines to employees and suppliers.

##### **4.2 Commitments to workers**

Workers include employees, clients, independent contractors, business partners and their respective supply chains. BMV expects all business partners to strictly comply with core ILO conventions, and the following commitments to workers' rights:

- Eradication of child labor: promoting safe adolescence and childhood and ensuring compliance with the provisions of Convention 138 of the International Labour Organisation (ILO) on child labor, always and in all cases rejecting all forms of child labor and slavery.
- Eradication of all forms of forced labor, slavery and human trafficking: rejecting forced or coerced labor, slavery (including practices associated with modern slavery), servitude and human trafficking, and minimizing any risks in all operations and the supply chain.
- Decent work and living wage: supporting, encouraging and promoting decent work and a living wage that meets workers' and their families' basic needs, with remuneration in line with the duties performed and the number of hours worked, while respecting applicable minimum wage legislation, and ensuring that payments are made regularly, on time, and directly. ILO standards on working hours and social security, as well as applicable governance regarding working hours and overtime must be respected. Workers should be provided with accessible and clear rules on working hours, breaks and remuneration.

##### **4.3 Commitments to passengers and end-users**

Consumers and end-users are defined as any individual who receives BMV's services to meet their needs. BMV endeavours to conduct business in a professional and efficient manner, addressing the needs of consumers, clients and end users, focusing on excellence and quality of service, and applies the following principles and commitments:

- a) To provide quality, accessibility, and safety of services - services must be safe and accessible to everyone, including individuals with disabilities.
- b) To prepare accident and emergency response plans for the safety of users of our services and the community; such plans are available to employees and users of our services with adequate information and signage arrangements available.

- c) To provide accountable development of projects and services: the design, construction and operation of projects and services is founded on sustainable criteria, prioritizing social and environmental contributions, integrating the needs of users and society in general, taking into account diversity and inclusion criteria, and considering the Project's or services' life cycle as a whole, applying control and due diligence processes from design phase, through construction, implementation and operational phase.

#### **4.4 Commitments to Local Communities**

BMV embraces the commitment to protect local communities and the environment, contributing to preserving resources and habitats in all its operations and respecting communities' rights to live in a clean and healthy environment with decent quality of life. Local communities are defined as individuals and groups within likely to be affected by the BMV's activities. Respect for their rights includes:

- Right to a clean and healthy environment: pollution prevention measures must be in place, especially for the protection and sustainable use of air, soil and water in the areas where the business operates, avoiding impact on the health of the community or reducing living standards. This will ensure the conservation of natural resources and habitats while respecting the communities' right to live in a clean and healthy environment with a decent standard of living.
- Business must also be conducted with fiscal and financial integrity, in an open and transparent manner, protecting the public budget and the interests of users, consumers and society.
- Avoidance or minimization of the risks and impacts to community health, safety, and security that may arise from BMV's projects and related-activities, with particular attention to vulnerable groups,
- Prevention of adverse impacts on the health and safety of the affected community during the BMV's project lifecycle, and to ensure that the safeguarding of personnel and property is carried out in accordance with relevant human rights principles and in a manner that avoids or minimizes risks to the affected communities.

#### **5. Implementation and monitoring of the Policy**

To ensure that the commitments adopted in this Policy are applied, BMV is committed to the following procedures:

- BMV continuously implements measures and processes based on criteria of proportionality and probability to identify, prevent, and mitigate actual and potential adverse human rights impacts throughout the business and operation activities, delivering, where appropriate, effective redress in cooperation with affected stakeholders. These procedures and their results are regularly monitored and audited to ensure their correct functioning and results, engaging interest groups by encouraging their participation in the continuous review and adaptation of the procedures.
- To ensure compliance with these commitments across the supply chain, business partners will be given contractual requirements to ensure that these procedures are established and deployed.



BMV is committed to assigning human rights responsibilities for cross-cutting integration in all its operations and supply chain, as well as promoting due diligence by providing human rights training plans for employees and workers throughout the project lifecycle.

This Policy will be clearly communicated and disseminated internally and externally to all stakeholders, in particular employees, business partners, Contractors and sub-contractors, and made publicly available on BMV's website.

We at BMV take responsibility to track the effectiveness of our responses to any impacts on individuals from groups or populations that may be at heightened risk of vulnerability or marginalization.

BMV will maintain regular and transparent communication with stakeholders on this Project, and will provide adequate feedback and resolve any issues that may affect human rights of individuals and groups.

The Project level Grievance Redress Mechanism shall be established and be available to all citizens and groups. The Project level Grievance Redress Mechanism shall enable open communication and effective system for addressing citizens' concerns and complaints in timely and considerate manner.

The Workers' Grievance Redress Mechanism shall be established and available to all employees and workers involved in the construction works either as Contractor or sub- contractors, and other service providers during the Belgrade Metro Project lifecycle, and any other Projects that BMV undertakes.

The Grievance redress mechanisms shall comply with the United Nations Guiding Principles on Business and Human Rights (UNGPs) and be:

- (a) Legitimate: enabling trust from the stakeholder groups for whose use they are intended, and being accountable for the fair conduct of grievance processes;
- (b) Accessible: being known to all stakeholder groups for whose use they are intended, and providing adequate assistance for those who may face particular barriers to access;
- (c) Predictable: providing a clear and known procedure with an indicative time frame for each stage, and clarity on the types of process and outcome available and means of monitoring implementation;
- (d) Equitable: seeking to ensure that aggrieved parties have reasonable access to sources of information, advice and expertise necessary to engage in a grievance process on fair, informed and respectful terms;
- (e) Transparent: keeping parties to a grievance informed about its progress, and providing sufficient information about the mechanism's performance to build confidence in its effectiveness and meet any public interest at stake;
- (f) Rights-compatible: ensuring that outcomes and remedies accord with internationally recognized human rights;
- (g) A source of continuous learning: drawing on relevant measures to identify lessons for improving the mechanism and preventing future grievances and harms.