

BOSNIA & HERZEGOVINA EPBIH SOLAR PORTFOLIO

Stakeholder Engagement Plan Gračanica Solar Power Project

EPBiH



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List of acronyms and abbreviations

Acronym/ Abbreviation	Meaning
BiH	Bosnia and Herzegovina
BHMAC	Bosnia and Herzegovina Mine Action Centre
EBRD	European Bank of Reconstruction and Development
EIA	Environmental Impact Assessment
ESIA	Environmental and Social Impact Assessment
ESAR	Environmental and Social Impact Assessment Report
E&S	Environmental and Social
ESAP	Environmental and Social Action Plan
ESP	Environmental and Social Policy
FBIH	The Federation of Bosnia and Herzegovina
LCO	Local Community Office
NGO	Non-governmental organization
PIP	Public Information Policy
PIU	Project Implementation Unit
PR	Performance Requirement
PV	Photovoltaic
PWYF	Publish What You Fund
PVPP	Photovoltaic power plant
SEP	Stakeholder Engagement Plan
CSOs	Civil Society Organisations
TOR	Term of Reference

1. INTRODUCTION

1.1 Objective and Scope of the Stakeholder Engagement Plan

The Stakeholder Engagement Plan (SEP) was developed to clearly communicate to all interested parties the stakeholder engagement program which is to be implemented throughout the entire Project cycle.

The objective of the SEP is to improve and facilitate Project-related decision-making and create opportunities for active involvement of all stakeholders in a timely manner, and to provide possibilities for all stakeholders to express their opinions and concerns that may influence Project decisions.

The purpose of the SEP is, therefore, to enhance stakeholder engagement throughout the Project's life cycle, particularly prior to and during the construction and operation of the solar photovoltaic ("PV") plants Gračanica 1 and Gračanica 2 and to carry out stakeholder engagement in line with national laws and international best practise such as the requirements of the European Bank of Reconstruction and Development (EBRD). The Federation of Bosnia and Herzegovina (FBiH) has signed and ratified the United Nations Economic Commission for Europe's Aarhus Convention, which relates to access to information, public participation in decision-making, and public access to justice in relation to the environment and is in line with EBRD's Performance Requirements (PRs). Therefore, the laws of FBiH are broadly aligned with EBRD's PRs.

This SEP will be updated on a regular basis to reflect Project progress and to ensure that the public is informed on potential future environmental and social impacts associated with the project (during the scoping stage) and the evaluated impacts during the development of the full Environmental and Social Impact Assessment (ESIA).

2. REGULATORY REQUIREMENTS FOR STAKEHOLDER

As part of EPBiH's ongoing commitment to good corporate governance and Project stakeholders this SEP is designed to meet international best practise such as the EBRD PRs and the laws of the FBiH. The FBiH has signed and ratified the United Nations Economic Commission for Europe's Aarhus Convention, which relates to access to information, public participation in decision-making, and public access to justice in relation to the environment and is in line with EBRD's PRs.

2.1 Local Legislation Requirements

As a public enterprise, EPBiH is required to establish communication with stakeholders in accordance with the Law on Free Access to Information in FBiH¹ and EPBiH's internal Decision on Free Access to Information possessed by EPBiH² – i.e., to provide access to information to all stakeholders, including every physical person or legal entity. In the framework of its capabilities, it is also obliged to undertake all necessary measures to provide assistance to natural persons or legal entities seeking to exercise their rights. As a public enterprise, EPBiH is required, in accordance with the Law on Public Companies in FBiH³, to operate on the principle of freedom of access to information and make publicly available on its website all information regarding its work, organisation and financial management. In addition, the Law on Environmental Protection of FBiH⁴ stipulates that every person and every organisation must have adequate access to information regarding the environment which is at the disposal of public authorities, including information on hazardous materials and activities in their communities, and be enabled to participate in the decision-making process. This Law also regulates the Environmental Impact Assessment (EIA) procedure and prescribes public hearings must be organised for projects that require an EIA. The EIA is made available to the public and a copy sent to relevant authorities and other interested parties, allowing 30 days for submitting comments, after which a public hearing is organised, and the public invited via printed (or electronic) media/radio/TV, at least 15 days in advance. The Environmental Permit is issued after the EIA is revised and all the relevant comments received from interested parties are taken into consideration.

2.2 EBRD Policies

EBRD is committed to promoting environmentally sound and sustainable development in accordance with its Environmental and Social (E&S) Policy (2019) and the subsequent PRs. EBRD sets out its stakeholder engagement requirements in the following documents:

- E&S Policy (2019)
- Public Information Policy (2019), and
- PR 10 Information Disclosure and Stakeholder Engagement (2019).

2.2.1 EBRD's Environmental and Social Policy (2019)

EPBiH has committed to follow the provisions of EBRD's E&S Policy (2019), i.e., Performance Requirement 10: Information Disclosure and Stakeholder Engagement, which have been taken into account in the preparation of this SEP as an example of International best practice. This document covers information disclosure, consultation and grievance redress, as explained in more detail below.

EBRD has set out a comprehensive set of specific PRs that projects are expected to meet. EBRD's PR 10: Information Disclosure and Stakeholder Engagement – recognises the importance of an open and transparent engagement among the developer, its workers, the local communities directly affected by the Project and, where appropriate, other stakeholders. Such engagement is also a way of improving the E&S sustainability of projects and can lead to improved financial, social and environmental outcomes, together with enhanced community benefits. Stakeholder engagement is central to building strong, constructive and responsive relationships which are essential for the successful management

¹ Official Gazette of FBiH, No. 32/01

² Adopted in 2011, and amended in 2012

³ Official Gazette of BiH, No. 81/08

⁴ Official Gazette of FBiH, No. 33/03 and 38/09

of a project's environmental and social impacts and issues. To be effective, stakeholder engagement should be initiated at an early stage of the project cycle.

The Project has been categorized B as per the EBRD Environmental and Social Policy (2019) according to ToR (e.i., the Project potential adverse future environmental and social impacts that are typically site specific and readily identified and addressed through mitigation measures). The SEP has been prepared to facilitate further ongoing dialogue with stakeholders throughout Project's life cycle.

EPBiH will use the SEP as a tool to identify and incorporate the views of affected persons into decision-making processes, especially in areas that directly affect them such as impact mitigation measures and sharing the development benefits.

2.2.2 EBRD's Public Information Policy (2019)

The EBRD's Public Information Policy (PIP), prescribes an extensive process of consultation involving both internal and external stakeholders: EBRD clients and shareholders, Civil Society Organisations (CSOs), other international financial institutions and international organisations with an interest in transparency and disclosure practices (such as the Publish What You Fund (PWYF) campaign, the United Nations Economic Commission for Europe Aarhus Convention Secretariat and the United Nations Office of the High Commissioner for Human Rights). This SEP has been prepared in accordance to PIP (2019).

3. STAKEHOLDER ENGAGEMENT PROGRAM

3.1 Previous Stakeholder Engagement Activities

The specific stakeholder engagement activities that have taken place up to date include:

- Consent from Coal Mine Gračanica d.o.o. – Gornji Vakuf-Uskoplje, protocol no.: 01-13-093/2022, dating from 09 February 2022
- Consent and expert opinion from the Cantonal Institute for Urban Planning, Spatial Planning and Protection of Cultural and Historical Heritage, Central Bosnia Canton, FBiH, protocol no.: 22-19-46/22-1, dating from 21 January 2022
- Consent from the telecommunication operator 'HT ERONET', protocol no.: P-02-01-115/22-1, dating from 26.01.2022
- Consent from the telecommunication operator 'BH Telecom', protocol no.: 001/2022, dating from 07 January 2022
- Notice from the Ministry of Internal Affairs Travnik on the jurisdiction of the fire protection inspector, protocol no.: 03/2-44-2-1625/21, dating from 30 December 2021; and
- Notice from the Inspectorate for monitoring the work of agencies and internal services for the protection of people and property and fire protection, Federal Ministry of internal Affairs, protocol no.: 05-40-1-42/22, dating from 14/01.2022.

Further stakeholder engagement activities have activities are presented in the respective ESAR APPENDIX C.

3.2 Responsibility for SEP Implementation

The Project stakeholders are presented in the table below, as well as details on how EPBiH will engage with them according to the media that they are likely to use and be most comfortable with.

Stakeholders	Specific Issues or Interests	Communication Details	Proposed Media
Internal Stakeholders			
<p>Employees and workers of EPBiH and the Employees' Union:</p> <ul style="list-style-type: none"> • EPBiH representatives • Employees' Union; and • Coal Mine Gračanica employees and workers. 	<p>Stakeholders of high significance for the Project's success who are directly or indirectly engaged in Project planning and implementation.</p>	<p>Providing timely information about the planned Project activities.</p>	<ul style="list-style-type: none"> • EPBiH's internal bulletin board • Trainings as necessary <p>In line with EBRD's Covid-19 Stakeholder Engagement (PR10) Briefing Note 2020, the following media are recommended:</p> <ul style="list-style-type: none"> ○ E-mail ○ SMS ○ Letters ○ Virtual meetings ○ Video messages; and ○ Webinars.
<p>Contractors or subcontractors for construction, monitoring and supervision of works and respective employees.</p>	<p>Stakeholders of high significance for the Project's success who are directly or indirectly engaged in Project planning and implementation.</p>	<p>Provision of Project's code of conduct and work safety and health regulations; and E&S protection requirements.</p>	<ul style="list-style-type: none"> • Information through tender procedure and contracts • Communication via supervising engineers • Toolbox talks at construction sites on relevant occupational health and safety topics • Monthly reports on progress of works to be submitted by contractors during construction works • Trainings as necessary <p>In line with EBRD's Covid-19 Stakeholder Engagement (PR10) Briefing Note 2020, the following media are recommended:</p> <ul style="list-style-type: none"> ○ E-mail ○ SMS ○ Letters ○ Virtual meetings ○ Video messages; and ○ Webinars.

Stakeholders	Specific Issues or Interests	Communication Details	Proposed Media
External Stakeholders			
Local residents and businesses in the vicinity of the Project area.	During construction works, communities located in the vicinity of the planned construction works may experience restricted access and disturbances related to increased traffic, noise due to machinery operation, increased dust, potential disruptions to water and electricity supply, security measures etc.	Providing timely information on risks and disturbances associated with the pre-construction, construction, and dismantle period and the solar farm operation.	<p>The extent, timing and duration of planned construction works, and any expected disruptions and inconveniences will be publicly disclosed through the websites of the EPBiH and Bugojno Municipality, public bulletin boards in the premises of the EPBiH and the Municipality, as well as the bulletin boards of Gračanica Local Community Office (LCO):</p> <ul style="list-style-type: none"> • Posting the Project Poster in affected LCO and updating when necessary • E-mail notices sent to Heads of LCO • Newspaper adverts • Local Radio adverts; and • Public consultation meetings, and LCO meetings as necessary. <p>In line with EBRD's Covid-19 Stakeholder Engagement (PR10) Briefing Note 2020, the following media are recommended:</p> <ul style="list-style-type: none"> ○ Disclosure focusing on online methods, radio/TV/newspaper announcement ○ Targeted leaflet drops house-to-house in village with contact details and mechanisms for returning feedback ○ Follow-up calls if contact details are available
Affected vulnerable groups.	<p>People who by virtue of gender identity, sexual orientation, religion, ethnicity, indigenous status, age, disability, economic disadvantage or social status may be more adversely affected by Project impacts than others and who may be limited in their ability to claim or take advantage of project benefits, such as:</p> <ul style="list-style-type: none"> • Persons and children inhabiting the vicinity of the construction site or passing the construction sites on a daily basis • People with special needs; and • Elderly people. <p>During field visits, minorities or vulnerable groups by virtue of gender identity, sexual orientation, religion, ethnicity, and disability were not identified.</p>	Proactively providing information and assistance in interpreting and understanding the provided information and documentation if needed.	<ul style="list-style-type: none"> • Access to information for vulnerable groups will be facilitated by the PIU in cooperation with the Municipal Department for Social Affairs, as appropriate for each person/family according to their specific needs and/or situation • Posting the Project Poster in affected Local Communities and updating when necessary; and • Public consultation meetings, and individual meetings as necessary. <p>In line with EBRD's Covid-19 Stakeholder Engagement (PR10) Briefing Note 2020, the following media are recommended:</p> <ul style="list-style-type: none"> ○ Leaflet distribution; and ○ Telephone calls.

Stakeholders	Specific Issues or Interests	Communication Details	Proposed Media
Municipality and LCO: <ul style="list-style-type: none"> • Municipality of Bugojno; and • LCO Gračanica. • Cemetery custodians 	Representing the interests of the Local Communities.	Providing timely information on planned works and operation, consultations regarding the prepared plans and documentation.	<ul style="list-style-type: none"> • Official correspondence • Public consultation meetings, and LCO consultation meetings as necessary • Posting the Project Poster in affected LCO • Newspaper adverts; and • Local Radio adverts. In line with EBRD's Covid-19 Stakeholder Engagement (PR10) Briefing Note 2020, the following media are recommended: <ul style="list-style-type: none"> ○ Disclosure focusing on online methods, radio/TV/newspaper announcement.
Government authorities, relevant cantonal and federal ministries and public institutions, including: <ul style="list-style-type: none"> • Ministry of Agriculture, Water--Management and Forestry • Ministry of Physical Planning; • Ministry of Energy, Mining and Industry • Ministry of Transport and Communications 	Issuing permits and opinions in accordance with local legislation.	Consultations with relevant government authorities concerning the Project activities (, water and urban planning permits, etc.).	<ul style="list-style-type: none"> • Regular contacts through internal communication channels; and • Public consultation meetings. In line with EBRD's Covid-19 Stakeholder Engagement (PR10) Briefing Note 2020, the following media are recommended: <ul style="list-style-type: none"> ○ E-mail ○ SMS ○ Letters ○ Virtual meetings ○ Video messages; and ○ Webinars.
Users of the water body/ beneficiaries of space: <ul style="list-style-type: none"> • Lovačko društvo Bugojno; and 	Use of natural resources according to planning documents in the fields of fishing, hunting and forestry.	Providing timely information, communication and consultations.	<ul style="list-style-type: none"> • Disclosure through the websites of EPBiH and Bugojno Municipality, and local media; and • Public consultation meetings, and individual consultation meetings as necessary. In line with EBRD's Covid-19 Stakeholder Engagement (PR10) Briefing Note 2020, the following media are recommended: <ul style="list-style-type: none"> ○ Disclosure focusing on online methods, radio/TV/newspaper announcement ○ Targeted leaflet drops in NGO Premises with contact details and mechanisms for returning feedback; and ○ Follow-up calls if contact details are available.

Stakeholders	Specific Issues or Interests	Communication Details	Proposed Media
<p>Interested local NGOs:</p> <ul style="list-style-type: none"> • Ekološko udruženje "Ami" • Ekološki pokret "Breza" Bugojno • Bugojno Youth Center • Regional Ecological Centre, Bugojno • Prijatelji prirode Eko element; and • EKO BiH Mreža. 	<p>Note: Any organisation interested in the Project can send their contact details to the PIU to be included in the Table of Interested Organisations in this SEP and notified directly about Project events.</p>	<p>Providing timely information, communication and consultations.</p>	<ul style="list-style-type: none"> • Disclosure through the websites of EPBiH and Bugojno Municipality, and local media • Public consultation meetings, and individual consultation meetings as necessary; and • Posting the Project Poster in Gračanica LCO. <p>In line with EBRD's Covid-19 Stakeholder Engagement (PR10) Briefing Note 2020, the following media are recommended:</p> <ul style="list-style-type: none"> ○ Disclosure focusing on online methods, radio/TV/newspaper announcement ○ Targeted leaflet drops house-to-house in village with contact details and mechanisms for returning feedback; and ○ Follow-up calls if contact details are available.

3.3 Planned Information and Communication Arrangements

The EPBiH will promptly inform all stakeholders about Project activities and contacts for further information inquiries, as well as the availability of publicly available documents. EPBiH intends to disclose the following documentation and information regarding the Project:

- This Stakeholder Engagement Plan
- Non-technical Summary (NTS) of the Project
- Information on community health and safety risks and impacts, including any expected electricity or water supply shortages, construction works, road access restrictions and updates regarding the implementation progress of the Project, including E&S performance issues
- Summaries of monitoring reports and summaries of annual environmental and social reports; and
- Grievance Form and Information Request Form, as showed in Appendix 1 and 2, respectively.

The above documents will be available in local languages (and in English where available) immediately upon the commencement of the Project and at least 30 days prior to the start of construction works (a period during which remarks, suggestions and propositions of the public are to be collected). The documents can be obtained from the website of the Company and as printed copies from the Company premises at the following addresses:

Public Company "Elektroprivreda BiH" Sarajevo
Address: Vilsonovo Šetalište 15, 71 000 Sarajevo, Bosnia and Herzegovina

Planned meetings

The Company, namely its Project Implementation Unit (PIU), will schedule and hold meetings in Bugojno City and Gračanica Local Communities. At least 2-3 meetings will be organized during Project preparation but prior to initiation of construction works). The meetings will be aimed at providing information and engaging individuals, households and businesses affected by the construction activities into the consultation process. Participants will be able to present their opinions and remarks with regard to the Project, as well as suggest possible solutions of the issues raised. All issues raised during the meetings (whether resolved or not) will be recorded. In addition, the public will have two weeks after the date of the meetings to provide written comments to the planned activities. The PIU will have one month after the deadline for public proposals and comments to assess and clarify the relevance issues raised from the consultation process. All justified comments and proposals will be considered and appropriately addressed. The PIU will publish a summary report of all relevant issues raised, including explanations for inclusion or exclusion of proposals. The timetable and the venue designated for consultative meetings will be precisely defined by the PIU after the Project's start date is determined. All stakeholders will be informed about the exact date, time and venue where consultative meetings will be held, at least seven (7) days in advance, through disclosure through the websites and bulletin boards of the Company, as well as local media (newspapers, Company's Facebook page, online news portals) as necessary.

4. GRIEVANCE MECHANISM

EPBiH will establish a Grievance Registry and will inform all stakeholders of the grievance mechanism by communicating the availability of this registry, its function, the contact persons and the procedures for submitting a complaint in the affected areas.

The Project Grievance Form (Appendix 1) and the Public Grievance Leaflet (Appendix 2) will be disclosed on EPBiH's website. Any comments or concerns can be brought to the attention of the PIU verbally (personally or by telephone) or in writing by filling in the Project Grievance Form (by personal delivery, post, fax or email to the address/number given below), without any costs incurred to the complainant. Grievances may also be submitted anonymously or without the use of the form if preferred. All grievances will be recorded in the Grievance Registry and assigned a number and acknowledged within seven (7) calendar days, the flowchart for processing grievances is presented in Appendix 4. The Registry will have all necessary elements to disaggregate the grievance by gender of the person logging it as well as by type of grievance. Each grievance will be recorded in the registry with the following information:

- description of grievance
- date of receipt of grievance and when acknowledgement returned to the complainant
- description of actions taken (investigation, corrective measures, preventive measures); and
- date of resolution and closure / provision of feedback to the complainant.

If the grievance/complaint is vague and not clear enough, the PIU will assist and provide counsel in formulating/redrafting the submission, in order for the grievance/complaint to become clear, for purposes of an informed decision by the PIU, in the best interests of persons affected by the Project. The PIU will make all reasonable efforts to address the complaint upon the acknowledgement of grievance. If the PIU is not able to address the issues raised by immediate corrective action, a long-term corrective action will be identified. The complainant will be informed about the proposed corrective action and follow-up of corrective action within 25 calendar days upon the acknowledgement of grievance. Preventive actions will be identified and implemented with the aim of preventing recurrence of the same issue in the future; these will also be communicated to the complainant. If the PIU is not able to address the particular issue raised through the grievance mechanism or if action is not required, it will provide a detailed explanation/ justification on why the issue was not addressed. The response will also contain an explanation on how the person/ organisation that raised the complaint can proceed with the grievance in case the outcome is not satisfactory. If the complainant is not satisfied with the implemented corrective and preventive action and/or a justification on why the corrective action is not required, the complaint will be directed to the second instance Grievance Commission to be established ad hoc.

The Grievance Commission will consist of:

- One (1) representative of EPBiH, other than the person directly involved in resolving the grievance described in the previous steps)
- One (1) representative of the Bugojno Municipality; and
- One (1) representative of the Gračanica LCO.

The Commission will re-evaluate the previous corrective and preventive action and/or the justification on why an action is not required, and reconsider alternatives to address the complaint in a satisfactory manner. The complainant will be informed about the proposed alternative actions and of the implementation of actions within 25 calendar days upon the acknowledgement of grievance by the Grievance Commission. At all times, complainants may seek other legal remedies in accordance with the legal framework of FBiH, including formal judicial appeal. A separate grievance mechanism is available for workers.

Contact information for enquiries and grievances:
Attention: Mrs Lejla Telalagić, Project Implementation Unit
Public Company "Elektroprivreda BiH" Sarajevo
Address: Vilsonovo Šetalište 15, 71 000 Sarajevo, Bosnia and Herzegovina

Tel.: +387 33 751 737 Fax: +387 33 751 033
E-mail: l.telalagic@elektroprivreda.ba

5. MONITORING AND REPORTING

The results of the stakeholder engagement process will be included in monitoring reports to be prepared by the PIU. The first report will be produced three (3) months after the beginning of the Project and will continue on a quarterly basis. The reports will be made public on the website of the Company, with the following information:

- Place and time of any consultative meetings carried out (including other types of engagement activities) with information on the participants, as well as issues and concerns raised during such meetings and information on how the issues were taken into consideration by the PIU, including the implemented corrective measures meant to address the grievances; and the
- Number and types of grievances raised in the reporting period, with indication of opened, resolved and closed grievances.

In addition, the PIU will submit Annual Environmental and Social Reports to EBRD summarising E&S impacts, health and safety performance, disclosure and consultation performance and implementation of the external grievance mechanism. Summaries of these reports will be published on the website of the Company. The PIU will be responsible for monitoring all Project related stakeholder engagement activities, ensuring the fulfilment and updating of this SEP, and reporting to EBRD.

APPENDIX 1: PROJECT GRIEVANCE FORM

Reference Number:	
Full name (optional): I wish to raise my grievance anonymously. I request not to disclose my identity without my consent.	
Contact information Please mark how you wish to be contacted (mail, telephone, e-mail).	By Post: Please provide mailing address: _____ By telephone: _____ By E-mail: _____
Preferred language of communication	Bosnian / Serbian / Croatian English (if possible)
Description of Incident for Grievance	What happened? Where did it happen? Who did it happen to? What is the result of the problem?
Date of Incident /Grievance	
	One-time incident/grievance (date _____) Happened more than once (how many times? _____) On-going (currently experiencing problem)
What would you like to see happen?	

Signature: _____
Date: _____

Please return this form to:
Attention: Mrs. Lejla Telalgic, Project Implementation Unit
Public Company «Elektroprivreda BiH» Sarajevo
Address: Vilsonovo Šetalište 15, 71 000 Sarajevo, Bosnia and Herzegovina
Tel.: +387 33 751 737
Fax: +387 33 751 033
E-mail: l.telalgic@epbih.ba

APPENDIX 2: SUGGESTED TEXT FOR PUBLIC GRIEVANCE LEAFLET

JP Elektroprivreda Bosne i Hercegovine d.d. Sarajevo ("EPBiH") is striving to ensure that the construction and operation of the Photovoltaic power plants (PVPP) for Gračanica 1 and Gračanica 2 Project will not result in adverse impacts for those living near the Project site or for other potentially affected stakeholders.

However, should there be any issues, we would like to hear about any concerns or grievances that you may have in relation to Project activities.

What kind of grievance can I lodge?

Anyone can lodge a grievance if they feel that Project activities are negatively affecting them, their community or their local environment. Examples of grievances could include, but are not limited to:

- Increased noise, access issues or other nuisances during construction works;
- Concerns regarding community health and safety, such as increased heavy traffic on local roads, local road damage or inadequate management of waste during construction works;
- Concerns about the environment;
- Negative impacts on downstream water quality;
- Practices that endanger the health, safety and security of employees working on the Project;
- Inadequate implementation of the Project's Stakeholder Engagement Plan by EPBiH.

How can I submit a grievance? Anyone can submit a grievance to EPBiH (contact information given below) without any costs incurred to the complainant, in the following ways:

- a. verbally (in person or by telephone)
- b. in writing by filling in the attached Project Grievance Form or in other form if preferred, and sending it to EPBiH (by personal delivery, post, fax or e-mail)

Contact information:

Attention: Mrs. Lejla Telalagic, Project Implementation Unit Public
Company "Elektroprivreda BiH" Sarajevo
Address: Vilsonovo Šetalište 15, 71 000 Sarajevo, Bosnia and Herzegovina
Tel.: +387 33 751 737 Fax: +387 33 751 033
E-mail: l.telalagic@epbih.ba

Grievances may also be submitted anonymously. In addition, if you would like your grievance to remain confidential, EPBiH will ensure that your name and contact details are not disclosed without your consent and only the EPBiH 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 or the contents of your grievance, you will be informed.

APPENDIX 3: FLOWCHART FOR PROCESSING GRIEVANCES

How will EPBiH deal with my grievance?

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

