

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.