

## Public Grievance Leaflet

JSC Power Plants of North Macedonia (AD ESM) is planning to build the Wind Park Bogdanci -Phase II with an expected capacity of 13.2 MW in the Municipality of Bogdanci in the Republic of North Macedonia. This project is part of the Development and Investment Plan of ESM and will be an extension of the existing Wind Park Bogdanci, which has an installed capacity of 36.8MW. The WP Bogdanci is the first implemented project in the country for wind energy production.

This project will support the national efforts to increase the share of renewable energy sources in total electricity production, reduce the negative impact of energy production over the environment and people's wellbeing, and ensure sustainable development of communities.

JSC Power Plants of North Macedonia (AD ESM) is determined to ensure that the Wind Park Bogdanci-Phase II will not result in adverse impacts for those living near the Project sites or for other potentially affected stakeholders. However, should there be any issues, we would like to hear about any concerns or complaints that you may have in relation to Project activities.

### What kind of grievance can I submit?

Anyone can submit 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 irritations during construction works or operation;
- 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;
- Practices that endanger the health, safety and security of employees working on the Project;
- Inadequate implementation of the Project's Stakeholder Engagement Plan by the Company.

### How can I submit a grievance?

Anyone can submit a grievance to the Company (contact information given below) or the Contractor without any costs incurred to the complainant, in the following ways:

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

#### **Contact information:**

Goce Dzambazovski

JSC Power Plants of North Macedonia

Address: Str. 11. October 9, 1000 Skopje, Tel: + 389 2 3149 121, E-mail: goce.dzambazovski@elem.com.mk

Grievances may also be submitted anonymously. In addition, if you would like your grievance to remain confidential, the Company will ensure that your name and contact details are not disclosed without your consent and only the Company team directly working on the investigation of your complaint 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.

## Flowchart for Processing Grievances

### How will ESM deal with my grievance?

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

