

## Appendix 3: Public Grievance Leaflet

### Public Grievance Leaflet

In order to support the Government of North Macedonia's energy decarbonization targets by contributing an estimated carbon reduction and increasing the electricity production by renewable sources, AD ESM – Skopje (ESM) plans to establish two Photovoltaic Power Plants (PVPPs) in the region of Bitola, in the municipality of Novaci, with an installed capacity of 60 MW (Bitola 2) and 100 MW (Bitola 3).

#### 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:

AD Elektrani of North Macedonia (ESM) – Skopje  
Project Implementation Unit (PIU)  
Address: Str. 11. October 9, 1000 Skopje

Contact person: Mr. Vladimir Popovski

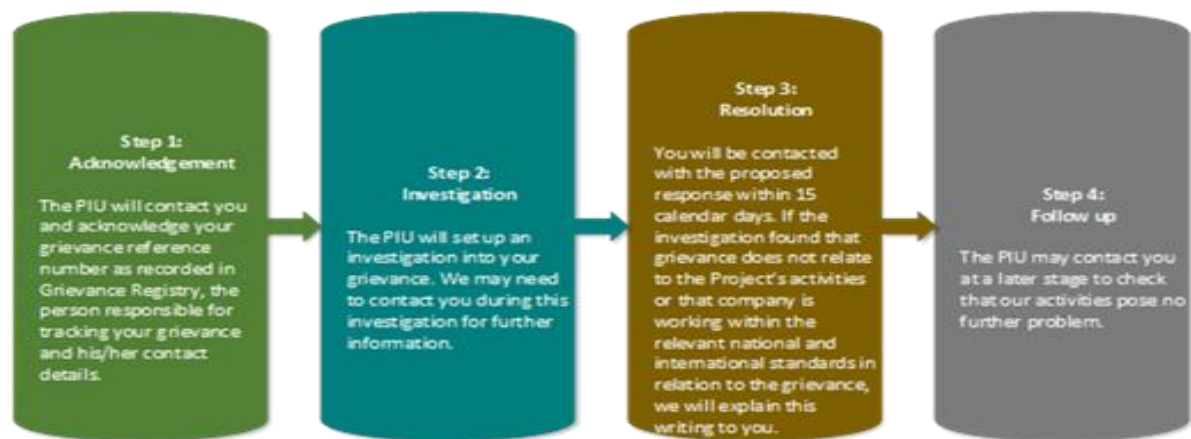
Tel: + 389 2 3149246/ E-mail: [vladimir.popovski@elem.com.mk](mailto:vladimir.popovski@elem.com.mk)

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:



## Appendix 4: Grievance Log Template

Grievances				Grievance resolution		
ID.	Name Surname / Contact details of person that reported grievance	Date received	Details of complaint/comment	Responsibility	Actions taken	Date resolved