

RAKOVA BARA WINDFARM, SERBIA

Stakeholder Engagement Plan



Wind Power Plant Rakova Bara d.o.o.

October 2025

RAKOVA BARA WIND POWER PLANT, SERBIA
STAKEHOLDER ENGAGEMENT PLAN

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Rakova Bara Wind Power Plant, Serbia

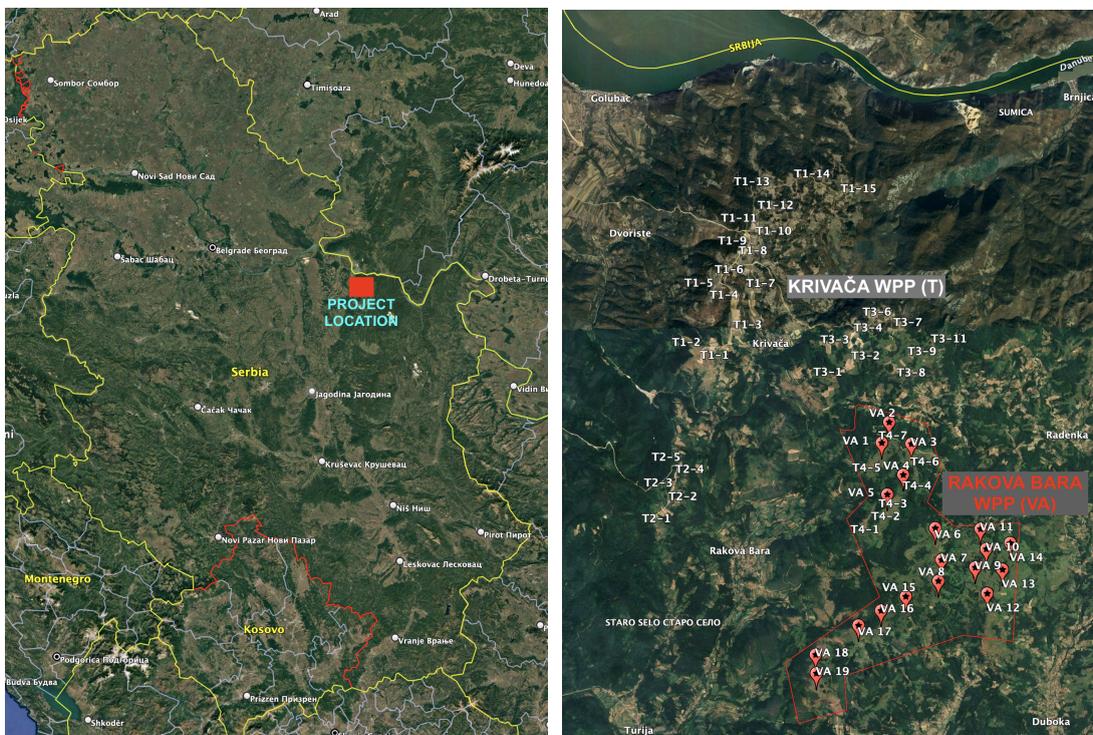
Stakeholder Engagement Plan

1 Introduction

The company VE Rakova Bara (“VERB” or “the Developer”) is developing a new wind farm project of up to 140 MW, in Kučevo municipality, in the eastern part of the Republic of Serbia (the Project). The name of the newly planned wind farm is Rakova Bara Wind Power Plant (“WPP”) and it is located adjacent to another, already operational wind farm Krivača WPP.

Rakova Bara WPP is technically and commercially a separate project, however, because of its location, and the team involved in developing it, from Ivicom Holding GmbH, as one of the owners of VERB, it may even be considered an extension of Krivača WPP. The experience of developing Krivača WPP has been a valuable one and is being drawn upon for lessons learned in the development of Rakova Bara WPP.

Figure 1 – Location of the existing Krivača WPP and the planned Rakova Bara WPP



As with Krivača WPP, financing for Rakova Bara WPP will, most likely, be sought from international financial institutions or major commercial banks, which require from the Developer to utilise international good practice standards in carrying out the environmental and social impact assessment process. This means that in addition to Serbian legislative requirements, the produced assessments and plans will comply with Equator Principles, as well as the International Finance Corporation (IFC) Performance Standards, as the benchmark standards acceptable to the majority of financiers.

VERB has engaged several teams of consultants to carry out the necessary environmental and social assessments. One team is focusing specifically on environmental standards, while the other is preparing a social impact assessment (SIA) and is assisting the Developer in stakeholder engagement planning, including the development of this document, the Stakeholder Engagement Plan (SEP).

This preliminary SEP describes which Project stakeholders have been identified to date, how they have been engaged with and consulted on environmental and social issues in relation to the Project, and describes the grievance mechanism for stakeholders to interact with the Developer, by submitting suggestions, voicing their concerns or asking questions, and receiving a response. Stakeholder

engagement and grievance management draw heavily on all the experiences gained during the development of the Krivača WPP.

The SEP will be continually updated to reflect changes in the development and implementation of the Project. This version will be updated with assistance from the social team, when the EIA study and SIA have been completed, to present how the Developer plans to publish these documents and consult stakeholders in relation to identified impacts and management strategies. At present, it is expected that this will occur by the end of 2025.

2 Aim of Engagement and Objectives of the SEP

The Project aims to foster and maintain positive, constructive relationships with all stakeholders to ensure that environmental and social impacts and risks are effectively managed. The Stakeholder Engagement Plan (SEP) serves as the guiding framework for achieving this objective.

The key objectives of the SEP are to:

- Provide a concise overview of the Project to support the identification of relevant stakeholders;
- Serve as a non-technical communication tool for effective stakeholder engagement;
- Identify stakeholders who may be affected by or have influence over the Project, with particular attention to vulnerable groups and communities;
- Outline the main concerns and interests stakeholders may have in relation to the Project;
- Establish a foundation for open and constructive dialogue through timely information-sharing and opportunities for feedback;
- Define planned engagement activities to keep stakeholders informed throughout all phases of the Project, including construction and operation;
- Describe the Grievance Mechanism, which will remain active throughout the Project lifecycle to ensure proper documentation and resolution of all grievances received.

3 Non Technical Project Description

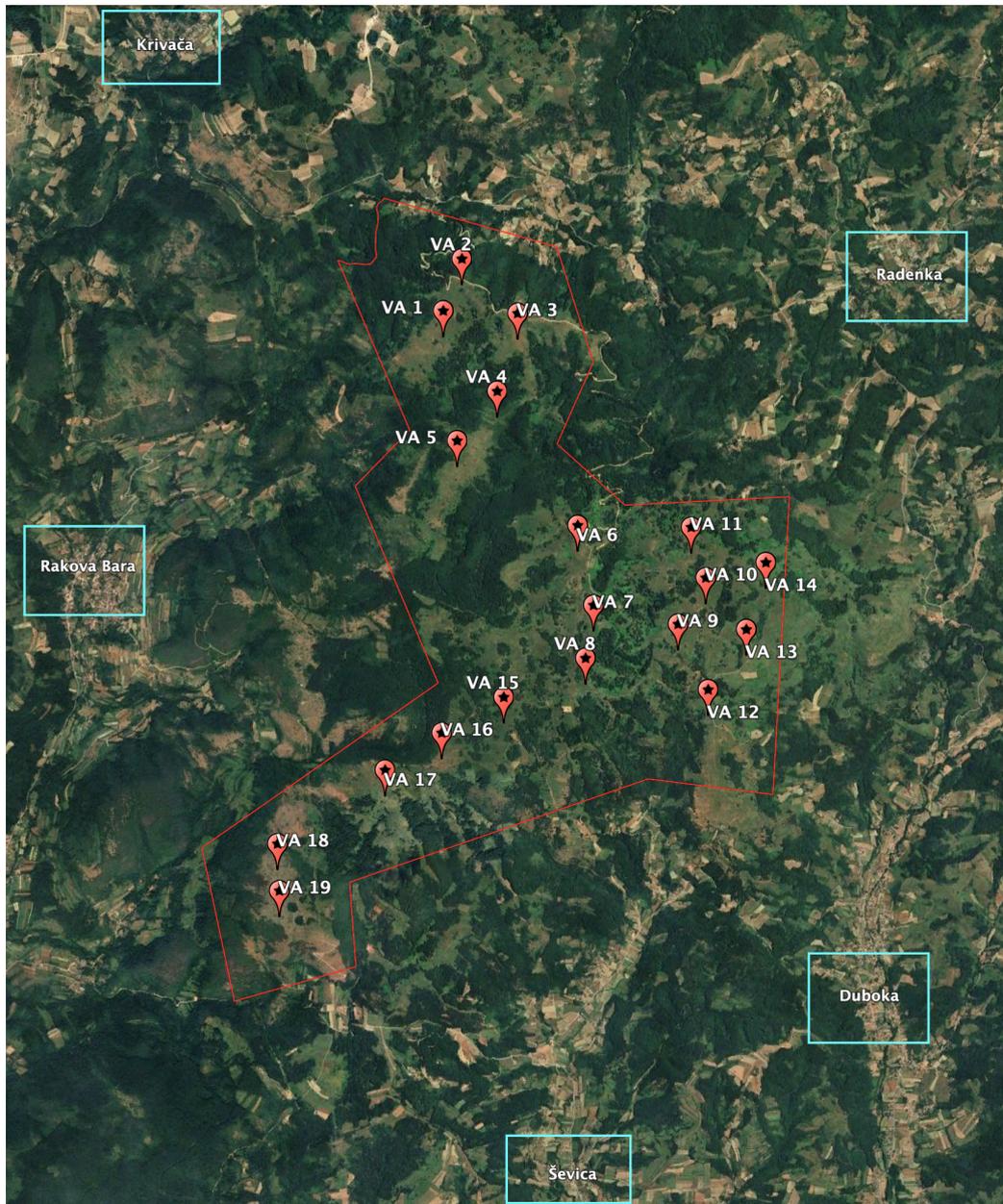
The proposed Rakova Bara WPP will comprise 19 wind turbine generators (WTGs), approx. 20 km of upgraded access tracks and a number of facilities needed to connect the WTGs between themselves and to the national electricity grid (the Project). These facilities include a network of 35kV underground cables and a 35/400 kV substation which will also include a battery energy storage facility as well as a 400kV connection and distribution facility (Kučevo) and a 400kV OHL which will connect the Kučevo connection and distribution facility to the national electricity grid. The investor for the latter two components is the national transmission company – EMS, while both are being financed by the Developer and two more companies developing renewable energy projects nearby.

Rakova Bara WPP is planned in a hilly location, comprising predominantly privately owned agricultural land of a lower quality (pastures and meadows) and some forest land. The location is surrounded by several small villages, of which Rakova Bara village and Duboka village are the closest, as well as parts (individual houses) of Radenka, Ševica and Turija village. All of these villages territorially belong to Kučevo municipality. State Road no. 256 (Maleševo – Rakova Bara - Turija) runs along the western boundary of the site.

Land in the Project area is largely unused, as it is poorly accessible with the current road system and therefore there are hardly any arable plots or even houses in the vicinity of future WTGs. One of the WTGs is approx. 200 m away from an inhabited farm while all others are much further away. Similarly, only one of the WTGs is located within a land plot which is being farmed (a fruit orchard), whose owner has signed a land acquisition agreement with VERB. In fact, all land needed for the WTGs has already been acquired through voluntary agreements, while the upgrading of roads (and laying of 35kV underground cables below them) will require expropriation of land in favour of the municipality, but financed by VERB, as the Developer. Land needed for the construction of the OHL will also need to be acquired formally by EMS, however also financed by the Developer. The details of land acquisition for all components of the Project are not final yet at the time of developing this SEP.

Based on previous experience, the components of the WTGs are likely to be brought to Serbia via the Danube River to the port of Golubac, from where they will be transported along the State Road 163, to the State Road 256 and then via smaller roads, already used for Krivača WPP, to the construction site.

Figure 2 - Proposed Rakova Bara WPP Site Layout



Environmental and social impacts associated with the Project, will be assessed in detail in the national EIA and in the SIA. Following that, appropriate mitigation measures will be included in the Project Environmental and Social Management System and the associated Management Plans.

4 Regulatory Requirements

National Requirements

Key legislation of the Republic of Serbia related to stakeholder engagement and relevant to the Project includes:

- The Constitution of Serbia, which establishes a broad framework for public participation and access to information. It guarantees the public's right to be fully and promptly informed about matters of public importance, submit requests, petitions, and proposals.

- The Law on Free Access to Information of Public Importance, which mandates public sector representatives to provide information and respond to inquiries concerning their activities, including planning documents, permits, and audits.
- The Law on the Protector of Citizens, which creates an independent authority responsible for safeguarding human and minority rights and freedoms and overseeing the work of administrative bodies.

Dissemination of information and organization of public hearings in Serbia are governed by the processes involved in developing and approving spatial and urban plans for projects, as well as through environmental impact assessments.

The relevant laws include:

- The Law on Planning and Construction, which governs the creation and approval of planning documents such as Detailed Regulation Plans. These plans are subject to public disclosure and consultation, including publishing drafts, organizing public hearings, and allowing interested parties and organizations to submit questions and comments and receive responses.
- Serbian environmental protection laws, including the Law on Environment and the Law on Environmental Impact Assessment, which align with EU directives on public access to environmental information, participation in decision-making, and access to justice. Public disclosure of information on the EIA process is required at all stages-screening (determining the need for an EIA), scoping (defining the scope and content of the EIA), and decision-making (approving or rejecting the Project). The EIA report must be publicly available and is subject to a mandatory public hearing organized by the competent authority-in this case, the Ministry for Environmental Protection of the Republic of Serbia.

IFC Requirements

In addition to the national legal requirements outlined above, the Project will adhere to internationally recognized best practices. This encompasses stakeholder engagement standards related to information disclosure, consultations, and grievance management, as outlined in the IFC Performance Standards on Environmental and Social Sustainability (2012).

According to these standards, stakeholder engagement is an ongoing process that involves the following activities:

- Identifying project stakeholders and developing a Stakeholder Engagement Plan to outline engagement activities and events.
- Ensuring timely public disclosure of relevant project information to facilitate meaningful consultation with stakeholders.
- Conducting genuine consultations with potentially affected parties and communities on issues that directly impact them.
- Establishing a procedure or policy-such as a Grievance Mechanism-through which individuals can submit comments or complaints about the project and receive responses.

This Stakeholder Engagement Plan (SEP) builds upon the engagement activities mandated by Serbian national legislation and incorporates additional initiatives that the Developer will undertake to ensure full compliance with IFC standards.

5 Summary of Previous Stakeholder Engagement Activities

As mentioned in earlier sections of this document, a part of the VERB team has been operating in the wider Project area for more than a decade, starting with the development of the Krivača WPP. Numerous consultation events and grievance management have been implemented in relation to the construction and operation phases of this Project and some of these were carried out in the villages which will also be impacted by the development of Rakova Bara WPP. The local population has the experience of Krivača WPP and is already informed about the planned 'extension' of the windpark, i.e. the Rakova Bara WPP.

VERB has already established a working Project website at the following address: <https://verakovabara.rs>. The website provides an overview of the Project and has a separate page dedicated to the main documents which are being developed as the Project progresses, where this SEP will also be uploaded. The website also describes the established grievance mechanism and contains a grievance form which may be used to contact VERB with any questions, comments and grievances and receive a response.

In July 2025, the Developer together with the social consultants carried out a number of stakeholder meetings, with the aim of understanding their views regarding impacts, both positive and negative, which already occurred in relation to the development and construction of the Krivača WPP and their expectations regarding the Rakova Bara WPP. The meetings which were held, are presented in Table 1 below.

No.	Stakeholders	Date and participants	Topics Discussed
1.	<p>Rakova Bara Village Council</p> <p>Owners of affected land and Rakova Bara village residents</p> <p>Hunting Association Jelen Vis</p>	<p>21.07.2025.</p> <p>11 individuals of whom 1 woman, member of Village Council</p>	<p>The villagers are generally satisfied with the Project and they see the access roads as the main benefit for local people. The roads are being used for hiking and riding quads and bicycles, which is a growing tourist attraction in the area, particularly as the views from some of the locations near the WTGs are breathtaking. The roads are also a huge benefit for owners of land in the whole area, who are now able to access land with vehicles and in all kinds of weather, which was previously not possible. As a result, some of the agricultural land in the lower altitudes which was previously unused is now being farmed. Forest land is also much more accessible, allowing owners to harvest some of the wood and transport it to nearby asphalt roads. Finally, some of the owners have begun constructing small huts and cabins, used as weekend housing or even for rent. All of this has had a further effect on the market value of the land, which has increased as the land is more sought after for the previously mentioned purposes.</p> <p>The owners of land which is being rented (both for Krivača and for Rakova Bara) are also satisfied with the land acquisition process and the financial compensation they are / will be receiving. None of the present owners had much use of their land before the Project, but they all have other land available, which is now even more valuable because of the access roads. Those awaiting expropriation for the Rakova Bara roads are interested in the price they will receive in this process, however, they also feel that their main benefit will be the access roads. The areas of land that will be affected by the roads are almost insignificant, while their remaining land will gain value. None expressed concern about the loss of the use of the affected land, because it is presently either unused or used to a small degree.</p> <p>The hunters shared their experience regarding Krivača WPP and in their view, there are no long lasting effects on animals in these locations. Clearly, during construction, some disturbances do occur, however, once the WTGs are operational, everything returns to normal. The hunting areas in these parts of Serbia are so vast, that the WPP area does not represent a significant one which would impact their activities.</p> <p>Some of the residents pointed out that they could hear the wind turbines in certain kinds of weather, however no one can attest to serious and continuous disturbances which would impact everyday lives of people.</p> <p>Rakova Bara is a small village, with some 350 residents, a lot of whom are elderly. The tradition in this part of Serbia is for people to move abroad for work and then return to live in their village of origin when they retire. At present, the village has a problem with the main road which is being used to access the intensely visited monastery Tumane, as the traffic through the village has significantly increased and consequently, there are more traffic related accidents. The village has appealed to the municipality to put in speed bumps however there has been no response yet. In addition, the village has a run down cultural centre which requires a lot of investment, which the residents want to revive. The villagers are ready to contribute and even carry out some of the works by themselves, however they need materials especially for fixing up the roof. It may be possible for the Project to support this initiative as part of its corporate social responsibility programme.</p>

No.	Stakeholders	Date and participants	Topics Discussed
2.	Owners of affected land and Duboka village residents	21.07.2025. 3 men	<p>The access roads are the most valuable contribution of the Project, because in addition to the benefits listed by people from Rakova Bara, firefighters will be able to use these roads to reach these locations faster, in case of fires. Some of the locations are completely inaccessible for fighting fires at present, while fires are known to happen there, and basically local people depend on their own skills to put the fires out when they occur. This will be a significant benefit for Duboka village and it would be good if some local initiatives can be supported for improving every day lives of local residents.</p> <p>One of the land owners is using his land rented for a future WTG for a hazelnut orchard, however he was happy to rent to the Developer, as he has a lot of other land available for his own use, while the price offered as compensation was satisfactory. His house is located below the affected land and he owns a lot of parcels in that general location, so the planned access roads will be of benefit for him. Besides his house, he has also recently constructed a cabin for rent nearby and he has a fish pond where he breeds some fish. The owner is retired however all of these activities along with agriculture are mainly a source of recreation and a source of high quality food for the household.</p> <p>The other owners are not using their land at present as it is inaccessible, however with the access roads they will be able to harvest some wood from these locations.</p>
3.	Beekeepers Association of Homolje - Pek	21.07.2025. 1 man	<p>The President of the Association which counts approx. 80 members said that he is aware of the Project but sees no reason for concern in terms of impacts on bees. He said that a few years ago, the owners of another windfarm alerted all beekeepers before starting the operation of the WTGs, saying that they do not know if there are any impacts and asking them to watch for any signs on their bees. After a while, the beekeepers reached a unanimous conclusion that they had not identified any changes on their bees which were flying in the area of operational WTGs. Therefore, the President of the Association does not believe there will be any issues regarding the Rakova Bara WPP. In fact, he believes that the access roads will help some of the beekeepers to reach previously inaccessible, yet valuable, locations. This pertains to those who have more than 30 beehives and who move them from location to location, while those with less beehives most often keep them stationary.</p>
4.	Srbia Forests (Forest Estate Severni Kučaj)	22.07.2025. 1 man	<p>The access roads which will be built as part of the Project are the key benefit for everyone involved and especially the fact that firefighters can reach some of the currently inaccessible locations and therefore prevent / save more forest areas. The Krivača WPP has shown this to be true. The opening up of opportunities for hiking, etc. Is also an important benefit for all the local communities and the municipality and region as a whole. If judging by the experience from Krivača WPP, there are no major negative impacts associated either with the construction or the operation of the WPPs.</p>
5.	Municipality Kučevo	22.07.2025. 1 man, 2 women	<p>The municipality is extremely satisfied with the Project and the communication with the Developer. Kučevo is a small and under developed municipality and any investment, especially a green energy one is welcomed, as it is not seen as invasive or having any negative impacts. The municipality has plans for other windfarms on its territory.</p> <p>The municipal budget is benefitting from the property tax being paid for the five WTGs belonging to Krivača WPP, located on its territory (between 1.5 and 2% of the municipal budget). This is why the municipality is looking forward to another 19 WTGs which are planned as part of the Rakova Bara WPP. At present, the most significant employers in the municipality are Coca Cola and the mines located in the region. Any new employment and procurement opportunities will be welcomed by the local population.</p> <p>The company Ivicom has supported an important local cultural event, Homoljski motivi which has been organised for the last 50, 60 years and has agreed to finance the construction of a fence around the local football stadium. The municipality appreciates these investments.</p>

Table 1- Stakeholder Meetings

In terms of statutory stakeholder engagement, the preliminary Zoning Plan (i.e. the Plan of Detailed Regulation or PDR) and the accompanying Strategic Environmental Assessment (SEA) were disclosed and a preliminary public consultation process took place towards the end of 2021. This process included the disclosure of these documents in electronic copy and hard copy for a period of 15 days and the option for all interested individuals and/or entities to provide questions and comments. Everything was announced in a local newspaper and a newspaper with national coverage, as well as through the municipal website. No comments or questions were received.

The same process was followed for the full PDR and SEA, except the disclosure period was 30 days (mid 2024) and a public hearing was held during that period where all interested stakeholders could present their views and comments in addition to being able to submit them in writing. Several comments were received one of which from a local citizen's association and another from an individual, who is the president of the local citizen's association and at the same time an owner of land which is partly located within the safety zone of 230m of one of the WTGs, in which construction of new structures is not allowed.

The citizen's association requested the expansion of the protection zone of an existing Dubočka cave (located approx. 1,200 m from WTG 14) and its connection by a foot path with another cave (Ševićka cave) located within the Project area. The developer of the PDR responded that the Institute for Nature Protection of Serbia provided its conditions and did not mention the expansion of the protection zone of the Dubočka cave and that hiking, bicycle riding, riding of quads and similar tourist activities are allowed through the WPP area. The president of this association, as the owner of land located within the WTG protection zone stated that he planned the construction of a viewpoint on his land as well as structures for summer leisure activities. The developer of the PDR explained that structures for which a construction permit is not needed are allowed in this protection zone (prefabricated structures), i.e. structures for temporary stay and resting of hikers, bikers, etc. The land is currently agricultural land and for it to be converted into construction land (to be able to obtain a construction permit), even without the WPP, it would be necessary for the municipality to prepare a new PDR and designate the area as an area for temporary (weekend) residence. The remaining few comments were received from public organisations regarding some technical corrections in the document.

Apart from the process of adoption of the PDR, VERB has been actively engaging with local stakeholders, more specifically owners of affected land, in the process of signing land acquisition contracts (voluntary land transactions) for the construction of wind turbines.

6 Stakeholder Identification and Analysis

Project stakeholders can be broadly defined as individuals, organisations and communities affected by a project and those who are not affected by a project but have an interest in it and/or could influence it.

Based on analyses of currently available Project information, as well as experience gained from the Kirivača WPP, several key external stakeholder groups have been defined in Table 2 below. The list will be further refined during the preparation of the Rakova Bara WPP SIA. The table also provides a list of key topics that the identified stakeholder groups are interested in, as well as how they will be engaged with in relation to those topics, during the SIA development phase and beyond, as the Project moves into the construction and operation phase.

Stakeholders	Key Topics of Interest	Information Delivery and Consultations
<p>People residing and / or working in Rakova Bara and Duboka villages, as well as individual households closest to Project locations from Radenka, Turija and Ševica villages</p> <p>Representatives of the Rakova Bara and Duboka Community Councils</p>	<p>Expected construction related impacts such as noise, dust, access impacts, risks of accidents, etc. traffic related impacts, visual impacts, etc. in the local communities and proposed mitigation measures</p> <p>Expected operational impacts in the local communities and proposed mitigation measures</p> <p>Expected Project benefits, including local employment and procurement opportunities and enhanced access to land located in</p>	<p>Information delivered through:</p> <ul style="list-style-type: none"> the Project website the Kučevo municipality website: https://www.kucevo.rs Community notice boards The media – local newspaper 'Reč naroda' and daily paper 'Danas'

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Stakeholders	Key Topics of Interest	Information Delivery and Consultations
	<p>currently inaccessible locations, which will open up the area for recreational activities such as hiking, biking, driving of quads, etc. particularly contributing to the touristic appeal of the region</p> <p>Contact details for questions and grievances</p>	<p>Disclosure of relevant documents in hard copy at the premises of the municipality Kučevo</p> <p>Public hearing during the EIA disclosure period</p> <p>Grievance mechanism</p>
<p>Interested NGOs or other organisations, including in particular the Citizen's Association Dubočke staze.</p> <p>Hunting organisations active in the Project area, including in particular the Hunting Association Jelen Vis.</p>	<p>As above</p> <p>Special topics of interest for organisations depending on their mandate, such as impacts on biodiversity for environmental protection organisations, and proposed mitigation methods</p>	<p>Same as above.</p> <p>In addition, individual meetings to discuss specific issues of importance and/or interest</p> <p>Support for small local projects and initiatives</p>
<p>Owners and users of land affected by the Project in any way (land acquired for any of the Project components, through a voluntary or involuntary procedure, and any land disturbed during construction causing damages to other assets such as forest trees).</p>	<p>Land acquisition process, i.e. voluntary and involuntary (through expropriation), including expected timelines (when land will be acquired and needed for construction)</p> <p>Valuation of assets, compensation rates, documentation which needs to be prepared by the owners (property deeds, inheritance deeds, etc.)</p> <p>Entitlements of any users of land in case of damages to assets owned by them</p> <p>Impacts associated with the establishment of the WTG protection zone of 230 m in the PDR.</p> <p>Contact details for questions and grievances</p>	<p>Individual meetings to conclude contracts and/or submit requests for compensation for any damages.</p> <p>Grievance mechanism</p>
<p>Municipality Kučevo</p>	<p>Expected construction and operation impacts and proposed mitigation measures</p> <p>Ongoing information regarding the Project timeline and progress</p> <p>Responsibilities of the municipality and assistance in implementing environmental and social mitigation measures</p> <p>Project benefits, including particularly income tax for the local budget, employment and procurement opportunities, local development support measures, expected environmental and social impacts and proposed mitigation measures.</p> <p>Exchange of information on grievances submitted either to the municipality or the Project Developer.</p>	<p>Official correspondence and meetings when necessary</p> <p>Planning documents within the national legislative process</p> <p>Support for small local projects and initiatives</p>
<p>Relevant national and provincial level authorities, including but not limited to:</p> <ul style="list-style-type: none"> • Ministry of Mining and Energy • Ministry of Construction, Transport and Infrastructure • Ministry of Environmental Protection • Institute for Nature Conservation • Institute for the Protection of Cultural 	<p>Project related information relevant for the organisation in question, specific requests in line with national legislation, permitting documentation, etc.</p>	<p>Permitting procedures.</p> <p>Official correspondence and meetings, progress reports.</p>

Stakeholders	Key Topics of Interest	Information Delivery and Consultations
Monuments in Pančevo • Roads of Serbia • Telekom Serbia • Serbia Gas • Directorate for Civil Aviation, etc.		

Table 2 - External Project Stakeholders

7 Planned Disclosure of Information and Consultations

After the informative stakeholder meetings already held, as presented in Section 5 of this SEP, the results of which are being incorporated in the draft SIA, VERB plans to disclose an environmental and social non technical summary of the main findings on its website, in Serbian and English. Stakeholders will be able to review this document, along with the updated SEP and submit comments, questions, and suggestions, through the already available grievance mechanism. At the time of drafting this SEP, the expected timing for this is the end of 2025. VERB will also share the disclosure details with the municipality, so that they may also be published on the municipal website.

The draft of the local EIA will also be disclosed and a public hearing will be organised by the relevant environmental authority in line with Serbian legislative requirements. The dates for these activities and events, as well as further details, i.e. venues of meetings, where documents will be available for review, how comments and questions may be submitted, etc. will be provided in due course, through the media and the municipal website.

8 Managing Stakeholder Engagement

VERB, as the Developer has appointed a dedicated team member to lead stakeholder engagement activities for the Project, who already has this experience from the development of the Krivača WPP. This individual is currently supported by the Consultant during the SIA development phase and will continue to perform this role independently thereafter.

This position, referred to as the Stakeholder Engagement Manager, is responsible for:

- Planning, implementing, and managing daily stakeholder engagement activities, including grievance handling (see Chapter 9);
- Maintaining detailed records of all stakeholder engagement activities;
- Organising, coordinating, and attending stakeholder meetings;
- Participating in public hearings and events related to the Project, including those not directly organised by the Developer (e.g. EIA public hearings);
- Preparing and disseminating information to stakeholders in accessible formats;
- Ensuring the Grievance Mechanism is operational and maintaining the grievance log;
- Monitoring engagement activities and preparing reports for internal management and financing institutions (e.g. Environmental, Health, Safety and Social Performance Reports);
- Updating this Stakeholder Engagement Plan (SEP) as required.

9 Grievance Mechanism

At this early stage of Project development, VERB has established a straightforward and effective system for receiving and managing questions, feedback, or grievances related to the Project. These include requests for information or notifications about issues or potential impacts that the Project Developer should consider during the planning process. The Grievance Mechanism is already presented on the Project website: <https://verakovabara.rs/mehanizam-prituzbi/>

As the Project progresses into the construction phase, more specific grievances may arise—particularly those related to construction activities. These will need to be addressed by the Project Developer and/or

the Contractor, both of whom will be responsible for implementing the Grievance Mechanism. Contact information for the Contractor will be included in the updated SEP and shared with local stakeholders prior to the start of construction.

A contact form for reaching the Project Developer is included in the Appendix of this SEP and is available on the Project website. Its use is optional. To receive a reply, individuals are asked to provide their contact details. Those who prefer to remain anonymous may do so; however, if a response is expected, sufficient information must be provided on how and where the reply should be delivered. It should be emphasized that the grievance mechanism does not limit or replace the right to pursue legal remedies through the administrative or judicial system of the Republic of Serbia.

Consistent with international best practice, the Project Developer is committed to reviewing and responding to all questions, comments, and grievances received. An acknowledgement of receipt will be issued within five working days, and a detailed response will follow within 20 working days.

The Stakeholder Engagement Manager will record all grievances and oversee their processing and resolution, with assistance from other team members or relevant stakeholders where necessary. The grievance log will function as both a monitoring tool and the basis for grievance management reporting in the Project Environmental, Health, Safety and Social Performance Reports.

Worker/employee grievances will be addressed through a separate, internal grievance mechanism and should not be submitted through the contact details provided in this SEP.

10 Contact Details for Questions and Grievances

Questions and / or grievances can be submitted to VE Rakova bara online (through the website), in person, by post or email through the following contact details:

VE Rakova bara

Jug Bogdana 2, 12320 Žagubica

e-mail: prituze@verakovabara.rs

APPENDIX A

Sample Grievance Form

Reference No (to be filled in by responsible person in VERB):	
Full Name	
Contact Information and Preferred method of communication Please mark how you wish to be contacted (mail, telephone, e-mail).	<ul style="list-style-type: none"> • By Post: Please provide postal address: • By Telephone: Please provide telephone number: • By E-mail: Please provide E-mail address:
Preferred language (please tick)	<ul style="list-style-type: none"> • Serbian • English • Other (please specify):
Description of Incident or Grievance: What happened? Where did it happen? Who did it happen to? What is the result of the problem? Source and duration of the problem?	
Date of Incident/Grievance	<ul style="list-style-type: none"> • One-time incident/grievance (date _____) • Happened more than once (how many times? _____) • On-going (currently experiencing problem)
What would you like to see happen to resolve the problem?	

Signature: _____

Date: _____

Please return this form to:

VE Rakova bara

Jug Bogdana 2, 12320 Žagubica

e-mail: prituzbe@verakovabara.rs