



Stakeholder Engagement Plan

KOSIT a.s. – K3 Waste-to-Energy Facility

October 2025

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1. Introduction

Founded in 2001 in Košice, KOSIT a.s. is a leading Slovak waste management company operating a diverse portfolio of services across Slovakia. Its core facility, the Košice Waste-to-Energy (WtE) Plant, processes up to 150,000 tonnes of municipal waste annually via two incineration lines, named 'K1' and 'K2'. These WtE lines convert non-recyclable waste into electricity and heat. KOSIT serves 257 municipalities and over 2,000 businesses.

The European Bank for Reconstruction and Development ("EBRD") is considering providing finance to KOSIT for a new 'waste-to-energy' facility in Košice. The new WtE facility, known as "K3", will be located on the same site as their existing K1 and K2 facilities.

This Stakeholder Engagement Plan aims to ensure that all stakeholders of the Project are informed and involved on the Project, ultimately leading to better project outcomes and reduced risks. It aims ensure all engagement activities are inclusive, proactively engaging with all stakeholders, including groups less likely to engage in the consultation process.

2. The Project

The K3 WtE facility is a strategic expansion of existing infrastructure in Košice, aimed at addressing Slovakia's over-reliance on landfilling and aligning with EU climate and waste directives. K3 will process up to 100,000 tonnes of municipal solid waste annually and will generate 50,000 MWh of electricity and 53,000 MWh of heat per year for Košice's district heating network. A model of the proposed site is presented in Figure 2-1 below:

Figure 2.1 – Layout of the new K3 Project



The new K3 facility will make use of some existing infrastructure at the current WtE site, but the Project will also include 2.9 km long 110 kV overhead transmission line (OHTL) and substation, allowing for electricity produced to be off taken to the local grid connection in Sebastovce. A new 7km hot water pipeline (HWP) will also connect the hot water generated by K3 to the district heating network of the city of Košice.

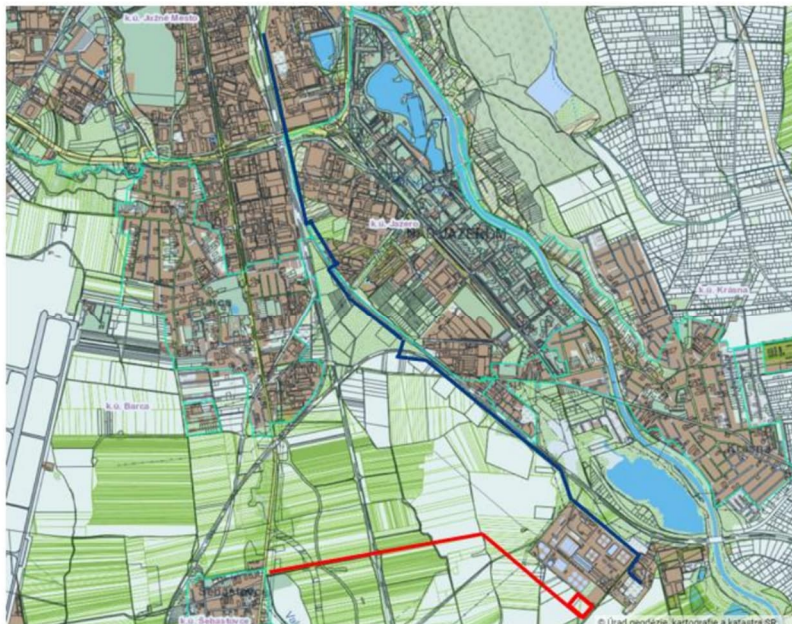
The HWP will be developed by KOSIT, while the OHTL and substation will be constructed by Východoslovenská distribučná a.s. (VSD). These elements will also be part-funded by the EBRD's proposed loan, and are essential for K3 to function effectively. No other KOSIT plans or operations will be financed by the loan.

The Project's timeline spans permitting (Q1 2024–Q4 2025), contractor selection and financial close (Q4 2025), and construction (Q3 2026–Q4 2029). Figures 2-2 and 2-3 below present the location of the Project sites in Košice:

Figure 2.2 – K1 & K2 Site Layout and New K3 Project



Figure 2.3 – Associated Facilities (OHTL & HWP) Layout



The K3 site is located within the premises of KOSIT's existing site to the south-east of the city of Košice, in the cadastre of the Košice-Barca District (also known as Košice IV District). The substation will be located to the south-west of the existing site on land currently used for agriculture, while the OHTL will traverse agricultural land to meet the existing line to the east of Šebastovce (red line). The HWP will travel north from the site (blue line), meeting the existing TEKO district heating plant.

The EBRD has classified the project as Category A under its 2019 Environmental and Social Policy (ESP), indicating that it may cause significant future environmental and social

impacts. As such, a formal Environmental and Social Impact Assessment (ESIA) process is required, with the level of assessment aligned to the project's nature, scale, and potential risks.

The K3 Project is progressing through its permitting and procurement phase. Following the completion of the Environmental Impact Assessment (EIA) which has been approved, the Project is now finalising permits, the zoning permit has been issued and the building permit will be obtained by the EPC contractor in Q4 2026. A Supplementary ESIA Report has been developed in order to add to the information presented in the EIA and comply with EBRD's E&S Policy (see Section 4 below).

3. Stakeholder Engagement Plan

The Stakeholder Engagement Plan (SEP) outlines KOSIT's strategy for inclusive, ongoing communication with all stakeholders, including vulnerable groups. It ensures early risk detection, transparent grievance handling, and continuous updates. Initially focused on early engagement, the SEP will evolve post-approval to guide construction and operational phases and be updated as the project and engagement activities progress throughout the Project lifecycle.

4. Applicable Legislation, Requirements and Standards

The purpose of this chapter is to outline Slovakia's national legislative requirements and the EBRD's social policy requirements relevant to stakeholder engagement and consultation.

National Requirements

The Slovakian national regulatory framework sets out a range of provisions and requirements related to stakeholder engagement.

Table 1.4.1 - Description of National legislation in relation to Stakeholder Engagement

National Legislation	Description
Constitution of the Slovak Republic	The Constitution guarantees the right to a healthy environment and public access to information. Public authorities in Slovakia must ensure access to information about their activities (Article 26), uphold participatory democracy (Article 2), and protect the right to a healthy environment (Article 44). These constitutional duties underpin stakeholder engagement and transparency in large-scale projects and environmental decision-making.
Act on Free Access to Information (No. 211/2000 Coll.)	This law regulates the public's right to access information held by public authorities. It mandates transparency and sets procedures for requesting and receiving documents of public interest.
Open Government Action Plan (2022–2024)	This plan promotes participatory policy-making, open data, and public involvement in legislative processes. It includes commitments to improve whistleblower protection and transparency in beneficial ownership.

National Legislation	Description
Rule of Law Report (2020)	The European Commission's report highlights Slovakia's efforts to strengthen judicial independence and stakeholder involvement. It recommends reforms to improve legislative transparency and civil society engagement.

Environmental Impact Assessment Act

Slovakia's EIA process, governed by Act No. 24/2006 Coll., ensures environmental considerations are integrated into project and policy decisions. It mandates early-stage evaluations, public consultations, and expert reviews through a structured process involving screening, scoping, notification, and monitoring. Public participation is central, with access to documentation via the Slov-Lex portal or regional offices. Oversight is provided by the Ministry of Environment and regional authorities. The Act aligns with EU directives and promotes transparency, sustainability, and digital accessibility. A description of the EIA process and stakeholder engagement activities throughout are provided in Table 1.4.2 .

Table 1.4.2 - Slovakian EIA Legislation Relevant to Stakeholder Engagement

Step	Brief Description	Stakeholders Involved
1	<u>Information on the Proposed Activity</u> KOSIT submitted information about the proposed Project and the EIA process begins.	Municipality concerned, authority concerned, applicant, authorising authority, competent authority, departmental authority and the public
2	<u>Scope of Evaluation and Timeline</u> The scope of the evaluation was devoted exclusively to the assessment of the impacts of the proposed Project. It defines which expected impacts need to be assessed in more detail.	Municipality concerned, authority concerned, applicant, competent authority and departmental authority
3	<u>Evaluation Report and Comments</u> The evaluation report is made available for the general public and describes the environmental impacts of the proposed Project.	Municipality concerned, authority concerned, applicant, authorising authority, competent authority, departmental authority and the public
4	<u>Public Hearing of the Evaluation Report</u> A public hearing gives residents in the area affected by the proposed activity or its change the opportunity to express their opinion. This occurred in Košice on 21 July 2022.	Municipality concerned, authority concerned, applicant, authorising authority, competent authority, departmental authority and the public
5	<u>Expert Opinion</u> The expert opinion is used by the competent authority to prepare a final opinion.	Applicant, qualified person, competent authority
6	<u>Final Opinion</u>	Municipality concerned, the applicant, the competent authority, the state authority for nature and landscape protection, the

Step	Brief Description	Stakeholders Involved
	The final opinion authorises the applicant to file a proposal for the initiation of a permit procedure for the proposed Project.	departmental authority, the permitting authority and the public
7	<u>Post-Project Analysis</u> Obligations that follow the completion of the impact assessment process.	Authorising authority, entity implementing the proposed activity or its modification.

EBRD Requirements

All projects financed by the EBRD must comply with its Environmental and Social Policy (ESP), which includes ten Performance Requirements (PRs) covering key sustainability areas. Of particular relevance is PR10, which governs information disclosure and stakeholder engagement. The EBRD also provides an Independent Project Accountability Mechanism (IPAM) as a last-resort tool for resolving concerns raised by affected communities or civil society, and for assessing the Bank's compliance with its policies. This Project has been assessed against PRs 1, 2, 3, 4, 5, 6, 8, and 10, with PR7 (Indigenous Peoples) and PR9 (Financial Intermediaries) deemed not applicable. The pertinent objectives and requirements of PR10 are presented in

Table 1.4.3.

Table 1.4.3 - The EBRD's PR10 Requirements

Objective	Key Requirements
Stakeholder Identification	Identify Project affected stakeholders, including disadvantaged or vulnerable groups who are affected or likely affected by the Project; or may have an interest in the Project. Develop and implement a Stakeholder Engagement Plan and Grievance Mechanism.
Information Disclosure	Provide stakeholders with access to timely, relevant, understandable, accessible information in a culturally appropriate manner. Including access to: <ul style="list-style-type: none"> • The purpose, nature, scale and duration of the Project; • Any risks, potential impacts and mitigation measures; • Proposed stakeholder engagement process; • Time and venue of public consultation meetings; and • A Grievance Mechanism. Where applicable, differentiated measures will be implemented to allow the effective participation of those identified as disadvantaged or vulnerable groups.
Meaningful Consultation	Consultation will be in line with the degree of potential Project impacts and will: <ul style="list-style-type: none"> • Begin early and continue throughout the Project lifecycle; • Be based on prior disclosure and dissemination of information; • Be free of manipulation, interference, coercion or intimidation; • Enable meaningful participation; and • Be documented.

Objective	Key Requirements
Ongoing Engagement and External Reporting	Provide stakeholders, on an ongoing basis, with appropriate information on the Project regarding risks, impacts and grievances raised. Communicate any updates to stakeholders on the Project, including disclosure of updated Environmental and Social Management Plan (ESMP) if adverse impacts, risks, concerns are identified or raised. Report to the community with frequency that is proportionate to the concerns of affected communities but not less than annually.
Grievance Mechanism	Establish a Grievance Mechanism to receive and facilitate resolution of stakeholders' concerns and grievances about the Project. The Grievance Mechanism should: <ul style="list-style-type: none"> • Resolve concerns promptly and effectively; • Use a transparent, culturally appropriate and readily accessible consultative process; and • Allow for anonymous complaints to be raised and addressed.

5. Existing Stakeholder Engagement

Engagement Policies

The KOSIT Integrated Management System (IMS) is aligned with ISO 9001 (Quality Management), ISO 14001 (Environmental Management), and ISO 45001 (Occupational Health and Safety). The IMS aims to prioritise human health and environmental protection, and balance operational activity with sustainability and includes two core principles relating to Stakeholder Engagement. These are:

- Employee Engagement: Clear communication of IMS goals and continuous training to raise awareness and improve working conditions.
- Stakeholder Relations: Building trust and transparency with stakeholders through ethical conduct and open communication.

Further, KOSIT's Code of Conduct includes a clause on public relations and social media which states a commitment to engage with stakeholders in a timely, professional manner.

EIA Engagement

As presented in Table 1.4.3, the EIA process consists of seven steps, each of which involves several stakeholders. KOSIT followed this process, engaging with the following stakeholders:

- Municipality concerned: City of Košice, Košice - Barca District, City District Košice - Krásna, Nad Jazerom district, Municipal District of Šebastovce, Village Kokšov - Bakša, Village Valaliky.
- Authority concerned: Košice District Office, Department of Environmental Protection; District Headquarters HaZZ in Košice; Regional Public Health Office based in Košice; Transport Authority, Civil Aviation Division.
- Authorising authority: Slovak Environmental Inspectorate, IŽP Košice, and Košice - Barca Municipal District - within the jurisdiction of the building authority competent for issuing the zoning decision (competent workplace Local Office of Košice - Juh municipal district).

- Competent authority: the Ministry of the Environment of the Slovak Republic; Regional Environmental Office; and District Environmental Office.
- Departmental authority: Ministry of the Environment of the Slovak Republic, and Ministry of Economy of the Slovak Republic.
- Members of the public.

The primary step where stakeholders presented their thoughts and concerns was during the public hearing in July 2022, held in the Košice City Hall building. The meeting included: a presentation on the proposed K3 project, including the current status and technical details; a presentation on the EIA by a representative of EKOS PLUS, including measures to prevent or mitigate environmental impacts and the timeline for the EIA process.

The final opinion of the EIA document presents the questions that were posed by meeting attendees. Four members of the public asked questions and the following was clarified during this Q&A: due to the Project BAT limits and new equipment being purchased, K3 will have much stricter limits than those that will apply to K1 and K2; and that KOSIT do not import waste from abroad.

Additional Previous Engagement

As well as through the EIA process, additional engagement has been undertaken as part of EBRD's due diligence process. This included meetings with:

- Mayor's Office of the City of Košice
- City of Košice Environmental Department
- City of Košice Department of Regional Development, Planning, and Environment
- District Office – Department of Environmental Care
- Regional Office – Slovak Environmental Inspectorate (SIŽP)
- Mayor of Kokšov-Bakša
- Mayor of Valaliky
- Multiple focus groups and interview with KOSIT employees.

6. Stakeholder Identification

The purpose of stakeholder identification is to identify and prioritise Project stakeholders for consultation. Stakeholder identification is an ongoing process, therefore stakeholders will continue to be identified during different stages of the Project.

As a result of the stakeholder mapping, Project stakeholders are categorised into two main groups:

- Primary Stakeholders – the individuals and groups who are affected directly by the Project (such as through the temporary use of land); and
- Secondary Stakeholders – those parties which have influence on but are not necessarily directly impacted by the Project (such as through community disturbance).

The key stakeholders identified are presented in Table 1.5.2. The potential impact and influence of those stakeholders and proposed method of engagement are also presented.

Table 1.5.2 - Key Identified Stakeholders and Methods of Engagement

No	Type	Stakeholder Category	Name	Impact / Influence	Method of Engagement
1	Company management and employees	Primary	<ul style="list-style-type: none"> ▪ The Company (KOSIT) ▪ Current employees and workers ▪ Maximum construction workforce of 337 individuals; and ▪ Operational workforce of 25 individuals 	This group will directly impact / influence the Project through decisions making at each stage of the Project and providing sign-off on key documents.	KOSIT will communicate monthly through face to face meetings with their employees.
2	National Government Authorities	Primary	<ul style="list-style-type: none"> ▪ Environmental Impact Department ▪ Transport Authority ▪ Civil Aviation Division 	This group has direct influence / impact on the Project through decision-making and regulatory and permit controls.	<p>KOSIT will be required to submit official letters and emails to the relevant authorities as required.</p> <p>Project information will be shared with the Environmental Impact Assessment Department and coordinated and uploaded by them to a portal for other statutory stakeholders to view.</p> <p>The Company will facilitate face to face meetings with the relevant authorities to discuss regulations, permitting and Project relations.</p>
3	Statutory Authorities and Self-governing Region	Primary	<ul style="list-style-type: none"> ▪ District Office Košice, Department of Environmental Protection; ▪ District Directorate of the Fire and Rescue Service (HaZZ) in Košice; ▪ Regional Public Health Authority based in Košice ▪ Košice Self-Governing Region (Košický samosprávny kraj). 	This group has direct influence / impact on the Project through inputting on decision-making and representing communities.	KOSIT will regularly communicate by email and face to face meetings with authority representatives on the implementation of SEP, and the monitoring of the Project effects on the local communities.
4	Potential Lenders	Primary	<ul style="list-style-type: none"> ▪ European Bank for Reconstruction and Development (EBRD) 	Potential lenders will directly impact / influence the Project through decisions making at each stage of the Project.	KOSIT will consult with the potential lender through virtual meetings, emails and occasional face to face meetings.
5	Electricity Off-Taker	Primary	<ul style="list-style-type: none"> ▪ Slovenský plynárenský priemysel, a.s. (SPP)Východoslovenská distribučná, a.s. (VSD) 	The electricity and heat off-takers have direct influence on the commissioning of the Project and are necessary for its implementation and connection design.	KOSIT will hold monthly virtual coordination meetings with SPP and TEKO and provide updates on key milestones when necessary to ensure alignment on project preparation for commissioning and operation. During commissioning, KOSIT will be in dialogue with SPP and TEKO to coordinate critical tasks such as load balancing and dispatch protocols.
6	Heat Off-Taker		<ul style="list-style-type: none"> ▪ MH Teplárenský holding, a.s. (MHTH) ▪ Košice Division - TEKO, a.s. (Primary off-taker of heat produced by KOSIT) 	The heat and heat off-takers have direct influence on the commissioning of the Project and are necessary for its implementation and connection design	KOSIT will also make themselves available for meetings as requested by SPP MHTH / TEKO and will respond promptly to their email queries and communication.
7	K3 EPC Contractor	Primary	Not yet selected	The Contractor will be responsible for construction of the K3 Project.	Regular communication through the day-to-day construction of the Project components.
8	OHTL Contractor	Primary	<ul style="list-style-type: none"> ▪ Východoslovenská distribučná, a.s. (VSD) - regional electricity distribution system operator through which KOSIT's electricity is delivered to end-users. 	VSD will be responsible for construction of the OHTL and substation.	The Contractors will immediately flag any interactions with community members or other stakeholders, including any grievances made, to KOSIT.

No	Type	Stakeholder Category	Name	Impact / Influence	Method of Engagement
9	HWP Contractor	Primary	Not yet selected	The Contractor will be responsible for construction of the hot water pipeline.	
10	Project subcontractors	Primary	Not yet selected	The Sub-contractor will be appointed by the Contractors and will be undertake specialist tasks to construct the Project.	Regular communication through the day-to-day construction of the Project components. The Contractors will immediately flag any interactions with community members or other stakeholders, including any grievances made, to KOSIT.
11	Project Workers	Primary	<ul style="list-style-type: none"> ▪ Construction workforce – estimated at over 320 workers; and ▪ Operational workforce – estimated at 25 workers 	Project workers are appointed by Contractors or Sub-contractors and will construct the Project.	Regular communication through the day-to-day construction of the Project components and the implementation of the Project Labour Management Plan.
12	Local Communities	Primary	<p>Communities immediately adjacent to the Project area, including:</p> <ul style="list-style-type: none"> ▪ City District Košice – Barca; ▪ City District Košice – Krásna; ▪ City District Nad Jazerom; ▪ City District Šebastovce; ▪ Village of Valaliky; ▪ Village of Kokšov – Bakša; ▪ Landowners in the surrounding area; ▪ Land Users (e.g. tenant farmers); and ▪ Vulnerable Groups. 	Local individuals and communities will be able to influence the Project both directly and indirectly through providing their views and comments about the Project as part of the consultation processes.	<p>KOSIT will hold two face to face public meetings between October and November 2025. Continued engagement with local communities will be delivered virtually via video conferencing and updates on KOSIT's website during construction and operation of the Project.</p> <p>The Grievance Mechanism including Environmental, Health, Safety and Social Manager's (EHSS) contact details will be publicised online via the Company website and through Information Centres.</p> <p>Local communities will be informed about the risks arising from construction activities, as well as risks and benefits associated with the operation of the Project. Local communities will also be briefed about measures that have been put in place to mitigate any hazards. Updates on Project progress throughout all stages (pre-construction, construction and operation) of the Project in addition to ensuring that national and international requirements set for public information and disclosure will be communicated through continued engagement activities.</p> <p>KOSIT will post quarterly updates on the Project's progress throughout the construction period (and at significant milestones such as commissioning) on a dedicated page on their website. KOSIT will also offer a newsletter for stakeholders to sign up to and will provide these updates via email to subscribers.</p>
13	Local Businesses	Primary	<ul style="list-style-type: none"> ▪ Wastewater Treatment Plant - Operated by Východoslovenská vodárenská spoločnosť, a.s. (the East Slovak Water Company), this is the primary wastewater treatment plant (WWTP) of Košice, known as "ČOV" ▪ Plant Nursery - Záhrada Bernátovce – Aornamental nursery operated by The Košice City Green Management Department ▪ TOPlast – A company converting recycled plastics in to "TOPeco" plastic 	Local business representatives will be able to influence the Project both directly and indirectly through providing their views and comments about the Project as part of the consultation processes.	KOSIT will consult with affected businesses through face to face meetings, telephone call, or via written invitation to submit questions on an as-needed basis. This will include providing information on Project procurement opportunities.

No	Type	Stakeholder Category	Name	Impact / Influence	Method of Engagement
			to manufacture different plastic products for sale.		
14	Project Affected Persons (PAPs)	Primary	Local settlements impacted by the construction, such as increased traffic and noise. Any individual who refuses a willing buyer-seller easement agreement in the future, or any previous land user that has been impacted by the land acquisition.	Temporarily impacted by the Project due to increased traffic in the local area, construction noise and dust. Impacted due to the land acquisition undertaken.	KOSIT will carry out two public meetings prior to construction, then ongoing engagement with PAPs and vulnerable groups through direct face to face (where possible) or virtual meetings on an as-needed basis. This will be to minimise any unlikely adverse impacts and enhance the wellbeing of these groups. KOSIT will undertake negotiations with landowners to confirm that no historic or future economic displacement is caused by the Project.
15	Vulnerable Group – Oaza Homeless Shelter	Primary	Oaza Homeless Shelter	A shelter providing support for long-term disadvantaged people who “find themselves on the periphery of society without help and are at risk of poverty and especially social exclusion”. The aim of this facility is to provide temporary housing and reduce the number of people in material and social need through the provision of social services and professional assistance. The facility is managed by a local pastor and house approximately 250 people per year. They may be temporarily disturbed due to construction activities e.g. traffic, noise and dust.	Face-to-face meeting prior to construction to present the Project and the E&S and H&S mitigation measures to be undertaken. KOSIT will also present the grievance mechanism and allow the Oaza Shelter an opportunity to present any further required mitigation measures. KOSIT will then contact the Shelter on an as-needed basis, if there are changes to the Project e.g. construction delays, change in designs, changes in mitigation measures etc.
16	Vulnerable PAPs	Primary	Potential farmers and / or Roma community members impacted by the construction of the OHTL, substation or HWP line through liaison with entities such as VSD, a.s.	People in local communities (listed in line 12) with health conditions, the elderly, and the disabled – individuals with physical disabilities, mental disabilities and chronic illness may be more vulnerable to negative health impacts during construction and operation (e.g. dust, noise, diseases spread by incoming workers).	Face-to-face meeting prior to construction to present the Project and the Grievance Mechanism to ensure their understanding. KOSIT will explain the E&S and H&S mitigation measures already in place for the Project and will consider any additional measures suggested by the Vulnerable PAPs or deemed appropriate from the dialogue. KOSIT will then contact the Vulnerable PAPs on an as-needed basis, if there are changes to the Project e.g. construction delays, change in designs, changes in mitigation measures etc.
17	Universities and Educational Organisations	Secondary	<ul style="list-style-type: none"> ▪ Universities and Higher Education Institutions ▪ Technical University of Košice (TUKE) ▪ Pavol Jozef Šafárik University in Košice ▪ University of Veterinary Medicine and Pharmacy in Košice ▪ University of Security Management in Košice ▪ Local schools – such as Slobodná škola and Jozefa Urbana Elementary School 	Educational institutions will influence the project through participation in consultation activities and collaboration to maximise employment opportunities for graduates at the Project.	If needed, KOSIT will liaise with schools and universities on potential graduate and alumnus employment opportunities, work experience and capacity building, where suitable.
18	National non-Governmental Organisations (NGOs)		<ul style="list-style-type: none"> ▪ Priatel'ia Zeme (Friends of the Earth, Slovakia); and 	NGOs could influence the Project both directly and indirectly through consultation with local	KOSIT will respond to requests from NGOs, in accordance with existing Company procedures and legal requirements and will hold a virtual

No	Type	Stakeholder Category	Name	Impact / Influence	Method of Engagement
			<ul style="list-style-type: none"> Združenie domových samospráv (Association of Residential Self-Governments, aka JUDr). 	<p>communities and the facilitation of environmental and social campaigns.</p> <p>This has occurred with FOTE during the national EIA, where eight of their comments were incorporated into the revised EIA documentation.</p>	<p>meeting during disclosure to provide another opportunity for comments and questions from NGOs.</p> <p>KOSIT will provide clear responses to the Friends of the Earth comments on the Final EIA Opinion.</p>
19	International non-Governmental Organisations (NGOs)	Secondary	<ul style="list-style-type: none"> Global Alliance for Incinerator Alternatives (GAIA); Zero Waste Europe; and ClientEarth. 	<p>NGOs could influence the Project both directly and indirectly through consultation with local communities and the facilitation of environmental and social campaigns.</p>	<p>KOSIT will respond to requests from NGOs, in accordance with existing Company procedures, legal requirements and request for information.</p>
20	Sector Associations	Secondary	<ul style="list-style-type: none"> Waste-to-Energy Association (WTEA); and Confederation of European Waste-to-Energy Plants (CEWEP). 	<p>The WTEA and the CEWEP will provide support to KOSIT in policy, technical and environmental alignment with applicable Slovakian and EU legislation and standards. They will also provide best practice support.</p>	<p>KOSIT to engage with these associations on an as-needed basis to share ideas in best practise and discuss new technologies and management techniques.</p>
21	Media	Secondary	<ul style="list-style-type: none"> Radio, newspapers (e.g. Slovakian national newspaper - Hospodárske Noviny, Pravda, SME and Local Paper in Košice such as Korzár Local news channel such as Aktuality.sk – Košice Section, Ground News – Košice Region, TELEVÍZIA KOŠICE. Company website Company Facebook page 	<p>The media could influence the Project both directly and indirectly through broadcasts / publications / posts about the Project.</p>	<p>KOSIT's EHSS Manager will issue regular press releases to disclose Project information. They will also post regular updates on The Company website.</p>

7. Potential Impacts

Beneficial environmental and social effects may be inclusive of but not limited to:

- Direct and indirect employment opportunities (for both men and women), resulting in benefits for the local economy. Overall, it is estimated that the combined construction phase for the Project will engage a maximum workforce of 337 individuals. The operation of the Project will lead to the additional employment of 25 individuals;
- Avoidance of long-term landfill risks and reduction in methane emissions from decomposing matter in landfills. Further, landfills pose long-term risks such as leachate contamination of groundwater and land use conflicts. Incineration mitigates these by reducing the volume of waste;
- The facility will generate approximately 50,000 MWh of electricity and 53,000 MWh of heat annually, contributing to both the national grid and the Košice district heating network. This will promote energy security and provide resilience in the heating network;
- Reduction in municipal solid waste volume of 100,000 tonnes.;
- The incinerator will be equipped with advanced flue gas cleaning systems that minimise air pollutants and will comply with EU and international standards to ensure emissions are within safe limits.

Adverse environmental and social effects may be inclusive of but not limited to:

- Construction phase:
 - General community health and safety risks from construction (likely to be minimal as all construction will take place within the existing WtE site);
 - Health and safety risks to construction workers (e.g. falling objects) if occupational health and safety (OHS) procedures are not implemented and adhered to correctly;
 - Increased traffic;
 - Permanent and temporary land acquisition; and
 - Community nuisance and disturbance (including potential impact on women's safety) resulting from construction workers moving in and out of the Project area (to be mitigated through implementation of a worker influx management plan and the mandatory Code of Conduct training).
- Operational phase:
 - The EIA states the chimney will have an expected height of 68 m and heights are provided for the other emission point sources to allow for effective dispersion to meet the air quality standards that have been verified by dispersion modelling using the MODIM model. The report concludes that the proposed stack heights will be sufficient for dispersion of pollutants. Regular monitoring will be undertaken by KOSIT to ensure that Air Quality standards are not breached by the Project. Air quality impacts would only occur if the recommendations of the EIA and BAT are not implemented.
 - Leaks and spills of hazardous materials during incineration operations can pollute soil, surface water, and groundwater. These impacts are unlikely to arise due to the safety measures included in the Project designs and implementation of an

emergency preparedness and response plan which sets out measures for immediate readdress and impact isolation in the event of a chemical or hazardous material spill. All workers will be trained in how to implement this plan on Site.

- Improper disposal of incinerator bottom ash (IBA) may lead to long-term environmental degradation if not managed under strict EU standards. Bottom ash / slag is currently cooled in a water bath, deposited on a conveyor system with magnetic separation used to extract metal parts. The bottom ash / slag is sent to landfill and reuse in the local cement manufacturing industry. There will be a new building for ash and slag management. Below ground level there will be a concrete base for slag storage and a station for trucks to access the area and technological equipment for ash and slag management. No emissions to water from the Project with regards to flue gas cleaning or bottom ash treatment activities have been recorded so far during KOSIT's operations of K1 and K2 using this approach and so it is reasonable to assess that this is unlikely to occur.

8. Stakeholder Engagement Programme

Table 1.5.3 below presents the full stakeholder engagement programme for the Project. This includes the engagement activities to be undertaken during an additional 60-day disclosure phase, as well as throughout the construction, operation and decommissioning phases:

Table 1.5.3 - Stakeholder Engagement Programme

No.	Activity	Stakeholders	Information Materials	Timeframe / Frequency	Responsibility	Location
Disclosure Phase						
1	<p>Set up a Project disclosure website, hosted on the Company website, with the following:</p> <ul style="list-style-type: none"> ▪ Disclosure documents; ▪ A mini video / webinar describing the Project, recorded in Slovakian; ▪ A feedback form to submit questions (including an option for anonymity); ▪ The EHSS Manager contact details; ▪ Information on the grievance mechanism; and ▪ Responses to frequently asked questions (to be updated throughout disclosure). <p>This website will be advertised as follows:</p> <ul style="list-style-type: none"> ▪ Notices provided to the mayors offices of the City of Košice and local villages (Barca, Valaliky and Kokšov – Bakša); ▪ Company social media channels; ▪ Local newspaper adverts. 	All	<ul style="list-style-type: none"> ▪ Project Leaflets ▪ EIA and Supplementary ESIA (including ESMP) ▪ NTS ▪ ESAP ▪ SEP (this document) 	Immediately as documentation becomes available Q4 2025	KOSIT EHSS Manager	https://www.kosit.sk/
2	<p>Place hard copies of Project documentation as follows:</p> <ul style="list-style-type: none"> ▪ KOSIT office in Košice city; ▪ KOSIT office on the K1/K2 site; and ▪ Mayors offices of the City of Košice and local villages (Barca, Valaliky and Kokšov – Bakša) 	All	<ul style="list-style-type: none"> ▪ Project Leaflets ▪ EIA and Supplementary ESIA (including ESMP) ▪ NTS ▪ ESAP ▪ SEP (this document) 	Immediately as documentation becomes available Q4 2025	KOSIT EHSS Manager	<ul style="list-style-type: none"> ▪ KOSIT office in Košice city; ▪ KOSIT office on the K1/K2 site; and ▪ Mayors offices of the City of Košice and local villages (Barca, Valaliky and Kokšov – Bakša)
3	<p>Hold two public consultation meetings, publicised on the KOSIT website and Facebook page and with posters in public locations in surrounding towns.</p> <p>These meetings will give attendees an overview of the Project including:</p> <ul style="list-style-type: none"> ▪ Its physical components; ▪ Project objectives, need and benefits; ▪ Construction and operational timescales; ▪ Overview of Environmental and Social Assessment undertaken, as well as presentation of accordance with Applicable Standards, Permits and Slovakian and accordance with EU Waste Management, Air Quality and Emission objectives; and ▪ Question and Answer session. <p>Ensure that these are accessible for vulnerable groups by providing a free transport service to and from the meeting for vulnerable people such as those who cannot drive or use public transport. Open meetings can be held in the village hall nearest to the plant at some point halfway through disclosure.</p>	<p>Local communities</p> <p>Local authorities</p> <p>Interested governmental departments</p> <p>Vulnerable Groups (all)</p>	<ul style="list-style-type: none"> ▪ Project Leaflets ▪ EIA and Supplementary ESIA (including the ESMP) ▪ NTS ▪ ESAP ▪ SEP (this document) 	Immediately as documentation becomes available Q4 2025	KOSIT EHSS Manager	<ul style="list-style-type: none"> ▪ Obecný úrad Kokšov-Bakša (Town halls Kokšov-Bakša) Address: Kokšov - Bakša 178, 044 13 Kokšov - Bakša, Slovakia ▪ Obecný úrad Valaliky (Municipal office Valaliky) Address: Poľná 165, 044 13 Valaliky, Slovakia

No.	Activity	Stakeholders	Information Materials	Timeframe / Frequency	Responsibility	Location
4	Hold one virtual meeting and one face-to-face meeting for local NGOs to provide opportunity for further comments or questions. This session will focus on the inclusion of BAT within the Project design and response to any outstanding comments or views.	Local / National NGOs	<ul style="list-style-type: none"> ▪ Project Leaflets ▪ EIA and Supplementary ESIA (including the ESMP) ▪ NTS ▪ ESAP ▪ SEP (this document) ▪ Responses to comments on the appeal against the Final EIA 	Immediately as documentation becomes available Q4 2025	KOSIT EHSS Manager	<ul style="list-style-type: none"> ▪ Virtual meeting ▪ Face-to-face meeting
5	Respond to queries from any interested international NGOs and WtE sector associations, providing requested information (if feasible) and provide opportunity for further comments or questions. Undertake a virtual meeting, if required, focusing on the inclusion of BAT within the Project design and any requested topics.	International NGOs and Sector Associations	<ul style="list-style-type: none"> ▪ Project Leaflets ▪ EIA and Supplementary ESIA (including the ESMP) ▪ NTS ▪ ESAP ▪ SEP (this document) 	If requested	KOSIT EHSS Manager	<ul style="list-style-type: none"> ▪ Email responses ▪ Virtual meeting, if required / requested
6	Undertake face-to-face meetings with the current and historic land owners of the land used for the HWP, OHTL and substation to ensure no economic displacement has occurred. Although unlikely, conduct follow-up meetings with any land owners and users who were previously economically impacted by the land acquisition process, and with those do not willingly sign easement agreements in order to inform the development of an LRP.	Project-Affected Persons	Project designs	Prior to the start of construction	KOSIT EHSS Manager	<ul style="list-style-type: none"> ▪ Via telephone, or in person if requested
Prior to, and During Construction						
7	Make the grievance mechanism available to the public, both online and as hard copies placed at KOSIT offices and the aforementioned community information centres.	All	Grievance Mechanism	Prior to Construction Q3 2026	KOSIT EHSS Manager	<ul style="list-style-type: none"> ▪ KOSIT website - https://www.kosit.sk/ ▪ Local mayors office notice boards and websites ▪ Local community centre and public library notice boards
8	Consult with District Office Košice, Regional Public Health Authority based in Košice, Košice Self-Governing Region (Košický samosprávny kraj), Environmental Impact Assessment Department, Transport Authority and Civil Aviation Division Department of Environmental Protection on obtaining any further permits, if/when required.	<ul style="list-style-type: none"> ▪ District Office Košice, Department of Environmental Protection ▪ Regional Public Health Authority based in Košice ▪ Košice Self-Governing Region 	<ul style="list-style-type: none"> ▪ Local EIA ▪ EIA and Supplementary ESIA (including the ESMP) 	Prior to construction	KOSIT EHSS Manager	<ul style="list-style-type: none"> ▪ Consultation through emails / formal letter/application forms.

No.	Activity	Stakeholders	Information Materials	Timeframe / Frequency	Responsibility	Location
		(Košícký samosprávny kraj). <ul style="list-style-type: none"> Environmental Impact Department Transport Authority Civil Aviation Division 				
9	Consult and collaborate with local emergency services, when required, in order to ascertain the correct permits and develop the site Emergency Preparedness and Response Plan.	Local Emergency Services	<ul style="list-style-type: none"> Emergency Preparedness and Response Plan Site sites and H&S information 	Prior to construction (and prior to operations for operational permit)	KOSIT EHSS Manager Project Designer Contractor	<ul style="list-style-type: none"> Local Emergency Services (fire stations and police stations)
10	If requested (on top of the two public meetings above), conduct a face-to-face meeting prior to construction to present the Project and the Grievance Mechanism to ensure their understanding. KOSIT will explain the E&S and H&S mitigation measures already in place for the Project and will consider any additional measures suggested by the Vulnerable PAPs or deemed appropriate from the dialogue. KOSIT will then contact the Vulnerable PAPs on an as-needed basis, if there are changes to the Project e.g. construction delays, change in designs, changes in mitigation measures etc.	Vulnerable PAPs	<ul style="list-style-type: none"> Project Leaflets EIA and Supplementary ESIA (including the ESMP) NTS ESAP SEP (this document) 	Prior to Construction Q3 2026 And as needed during construction	KOSIT EHSS Manager	<ul style="list-style-type: none"> Convenient location, as requested by the Vulnerable PAPs.
11	Face-to-face meeting prior to construction to present the Project and the E&S and H&S mitigation measures to be undertaken. KOSIT will also present the grievance mechanism and allow the Oaza Shelter an opportunity to present any further required mitigation measures. KOSIT will then contact the Shelter on an as-needed basis, if there are changes to the Project e.g. construction delays, change in designs, changes in mitigation measures etc.	Oaza Homeless Shelter - Vulnerable Group	<ul style="list-style-type: none"> Project Leaflets EIA and Supplementary ESIA (including the ESMP) NTS ESAP SEP (this document) 	Prior to construction and as needed during construction	KOSIT EHSS Manager	<ul style="list-style-type: none"> Oaza Homeless Shelter
12	Post employment advertisements on KOSIT and Contractor website and on community centre and library notice boards. The Contractor will ensure that opportunities for local businesses and local workers are provided (e.g. subcontractors, catering and accommodation). Details about employment opportunities and how the Contractor will enhance local jobs will be provided in a local employment plan. The Contractor will liaise with businesses within local areas to proactively identify employment opportunities for local communities.	Local Communities Local businesses	<ul style="list-style-type: none"> Employment Adverts Local recruitment strategy within the Project Labour Management Plan. 	Prior to and during construction if additional need for labour and services emerge.	KOSIT EHSS Manager Contractor	<ul style="list-style-type: none"> KOSIT website - https://www.kosit.sk/ Contractor website Local mayors office notice boards and websites Local community centre and public library notice boards
Immediately Prior to Operation and During Operation						
13	Undertake two further public meetings. Disclose information to local communities and members of the public on the operational Emergency Preparedness and Response Plan. Attain their feedback before finalising the document.	Local Communities	<ul style="list-style-type: none"> EPRP Leaflets Advertisements 	Prior to Start of Operations	KOSIT EHSS Manager	<ul style="list-style-type: none"> Obecný úrad Kokšov-Bakša (Town halls Kokšov-Bakša)

No.	Activity	Stakeholders	Information Materials	Timeframe / Frequency	Responsibility	Location
	Share the benefits realised from the project so far and planned for the Project.					<ul style="list-style-type: none"> ▪ Address: Kokšov - Bakša 178, 044 13 Kokšov - Bakša, Slovakia ▪ Obecný úrad Valaliky (Municipal office Valaliky) ▪ Address: Poľná 165, 044 13 Valaliky, Slovakia ▪ Radio / newspaper ▪ KOSIT website - https://www.kosit.sk/ ▪ KOSIT Facebook page
14	Disclose Project-specific grievance mechanism online and as hard copies at the local council office. Ensure the online grievance submission system has an option for sensitive and anonymised grievance case submissions.	Local Communities	Grievance mechanism	Prior to Start of Operations	KOSIT	<ul style="list-style-type: none"> ▪ Local mayors office notice boards and websites ▪ Local community centre and public library notice boards ▪ KOSIT website - https://www.kosit.sk/
Decommissioning Phase						
15	<p>Provide information to Project Workers in a timely fashion, with as much notice as possible regarding their planned employment status, particularly in relation to retrenchment at the end of the Construction phase. Managers to update workers on this in a timely manner when plans are formed.</p> <p>Provide a platform for supporting workers into alternative work by directing them to job adverts/websites.</p> <p>Ensure workers are aware of their employment rights in accordance with national Slovakian Labour Laws and any support mechanisms available to them.</p>	Project Workers	Decommissioning Plan Retrenchment Plan (if required)	Prior to decommissioning of the Project	KOSIT	On-site
16	Hold at least two community meetings at the nearby villages to inform stakeholders about the plans, decommissioning timeline, any remediation needed and potential risks to workers' and community health and safety.	<ul style="list-style-type: none"> ▪ Local authorities ▪ Local communities 	Decommissioning Plan	Prior to decommissioning of the Project	KOSIT	<ul style="list-style-type: none"> ▪ Obecný úrad Kokšov-Bakša (Town halls Kokšov-Bakša) ▪ Address: Kokšov - Bakša 178, 044 13 Kokšov - Bakša, Slovakia ▪ Obecný úrad Valaliky (Municipal office Valaliky) ▪ Address: Poľná 165, 044 13 Valaliky, Slovakia

9. Grievance Mechanism

Overview

The Company recognises that effective grievance management is essential to stakeholder engagement and risk mitigation. A grievance mechanism enables affected communities to raise concerns about the Project directly with the Company, helping to build trust and identify recurring or escalating issues early.

The Company will apply its existing Grievance Management procedure to address concerns, particularly from affected stakeholders and communities. Complainants retain the right to pursue legal remedies under Slovakian law.

The Grievance Mechanism Process

A description of the Project grievance mechanism is presented below:

Step 1: Disclosure of information and forms

- The grievance form (as presented in Appendix B) will be disclosed at the locations identified below. The grievance disclosure leaflet will inform the local communities on how and where to lodge a grievance in accordance with step 2 below:
 - Local villages - Šebastovce, Kokšov - Bakša, Valaliky.
 - KOSIT Košice office
 - Project site entrance
- The grievance mechanism will be presented to the local communities and other stakeholder groups through the Supplementary ESIA disclosure engagement activities and the ongoing stakeholder engagement planned for the construction and operation phases of the Project.

Step 2: Submission of grievances

- Stakeholders wishing to lodge a grievance will be able to use the following methods:
 - Grievance forms submitted to grievance boxes or Project staff
 - Direct contact to the KOSIT EHSS Manager via telephone, email or in person
 - Through the KOSIT website (<https://www.kosit.sk/>) in the structure of an online form which includes an optional function of maintaining anonymity for the complainant.
- All individuals who submit their comments or grievances have the right to request that their name be kept confidential.

Step 3: Recording grievances

- All grievances (whether submitted through a grievance form, e-mail, telephone, or in person etc.) will be recorded on a Grievance Logsheet by the KOSIT EHSS Manager (see Appendix D).
- This mechanism is available for any Project related stakeholder group to raise a grievance throughout the construction and operation phase. This includes but not limited to national / regional governmental entities, local communities, Non-

Governmental Organizations (NGOs), media, research and academic institutions. This mechanism addresses grievances related to the following:

- Any grievance related to Project activities to include but not limited to: (i) damage to public / private assets; (ii) degradation / deterioration of local infrastructure (e.g., roads); (iii) traffic accidents, excessive speed of project's vehicles; (iv) degradation of the environment and disturbance of wildlife; (v) disturbance to land uses, (vi) other similar issues.
- Any grievance against involved person/entity in the project to include but not limited to the Company, Contractor, subcontractors, and suppliers. This could include but not limited to: (i) negative behaviour of operational workforce towards local communities; (ii) conduct of security providers; (iii) inappropriate behaviour of workers in terms of managing employment and procurement opportunities, (iv) other similar issues.
- However, the following grievances will not be addressed in the case they are submitted. In these cases, the applicant will be informed that the grievance will not be addressed along with a justification:
 - Grievances that are not related to the Project or its activities;
 - Grievances against an entity / person / worker that is/was not involved in the Project in any way directly or indirectly;
 - A complaint that is currently being reviewed by the judiciary system and/or for which a final and definitive court ruling has been issued;
 - Worker grievances (a separate worker grievance mechanism is included within the existing grievance mechanism, which is also available to the Contractors' workers)
 - If complaints relate to KOSIT sister companies who may be working on the Project in an associated capacity, complaints will be shared with them directly.
- It is possible that for some grievances, women might feel uncomfortable discussing a grievance with a person of the opposite sex, therefore KOSIT will appoint a female colleague to work with the EHSS Manager to manage sensitive grievances submitted to females, including GBVH cases. This colleague will be appropriately trained by undertaking the UNHCR GBV Toolkit – Learning and Training modules.

Step 4: Official acknowledgment and further information

- The grievance procedure starts with formal acknowledgment in accordance with the preferred method of communication specified by the complainant within 3 working days of submission.
- If the grievance is not well understood or if additional information is required, clarification will be sought from the complainant during this step. The objective is to ensure that the complaint is clearly defined and fully understood without any ambiguity. Throughout this step, the EHSS Manager will communicate with the complainant based on the preferred method of communication as specified by the complaint in the grievance form. The EHSS Manager will discuss with the complainant the exact information that is not well understood and/or specify the additional information that is still required throughout the communication process.
- The EHSS Manager will require that the complainant send such information formally through an agreed method (e.g., email, telephone etc.). If the complainant requires

that this information is added/written by the EHSS Manager, the EHSS Manager will update this information into the grievance form and send to the complainant through an agreed method (e.g., email, fax or similar) for the complainant to sign and send back. All additions will be explained verbally to the complainant in this case as well.

- The EHSS Manager will complete this examination and investigation process within 7 working days from the date of submission of the complaint.

Step 5: Grievance investigation

- In coordination with the relevant personnel, the EHSS Manager will analyse the root cause of the grievance, investigate if the grievance is correct or not, and identify the required actions to be implemented to deal with the issue and identify the timeline for their completion (if applicable). This will include any personnel from KOSIT, Contractor, subcontractors, or supplier staff as applicable and depending on the nature of the complaint that will be promptly contacted to seek their cooperation in investigating and resolving the grievance. For other more complex grievances, third parties could be involved in the investigation as applicable. Specific examples on this includes the following:
 - Grievances that entail safety concerns such as personal threats. Such grievances might require the involvement of local Police
 - Grievance against which a permit / clearance has already been obtained from a governmental entity.
 - Grievances that entail damage to property which have been verified might require an assessment of the damaged asset with the support of an external specialist in agreement with the complainant.

Step 6: Grievance resolution and feedback

- The EHSS Manager will prepare a grievance resolution form (see Appendix C) which includes the nature of the grievance, date of its submission, actions implemented to resolve the grievance and date of implementation, or proposed actions to be implemented to resolve the grievance along with the timeline for their completion. The grievance resolution form will be submitted within twenty (20) days of receiving the grievance.
- The outcomes of the grievance resolution form will be communicated to the complainant by the EHSS Manager in accordance with the preferred method of communication specified.
- The actions in specific should be registered and included within the Grievance Logsheet (see Appendix D). The EHSS Manager will contact the complainant once such actions are completed in accordance with the preferred method of communication specified.
- Upon resolving the grievance, a grievance closeout form will be prepared to be signed off by the EHSS Manager and the complainant that will detail the solution that was implemented to resolve the grievance.

Step 7 (if required): Grievance Committee

- In the case the complainant does not accept the proposed resolution, the EHSS Manager will raise the issue to KOSIT Grievance Committee will meet for discussion and adoption of new resolutions for the grievance. The Grievance Committee will comprise of the EHSS Manager, Head of Public Relations (PR) Team, Chief

Executive Officer (CEO) and the K3 Site Manager. If required, local village Mayors can be included to the Committee.

- The Grievance Committee will meet and propose a new resolution within 15 days of the refusal of the original resolution.
- In the case the complainant does not accept the new resolution proposes, the complainant will be asked to access judiciary means to resolve his/her grievance. The EHSS Manager will ensure that all grievances are properly managed and documented within the Grievance Logsheet.

Step 8: Maintenance of logsheet

- The EHSS Manager will ensure that the grievance forms, grievance logsheet, grievance resolution form, and grievance closeout form are updated and maintained in the KOSIT Košice office at all times.

The grievance mechanism will be implemented promptly, at no cost, and without any retribution to the individual raising the concern. It is designed to operate independently of judicial processes, ensuring that access to legal remedies remains unaffected. Stakeholders are permitted to submit complaints anonymously, safeguarding their identity throughout the process.

Contact Information

Name:

E-mail: oznamypsc@KOSIT.sk, KOSIT@KOSIT.sk

Telephone number: +421 910 820 639

Postal address: Rastislavova 98, 043 46 Košice

A female focal point for dealing with sensitive or gender based grievances is yet to be appointed by KOSIT. Their details will be added below when finalised.

Name: Anna Laurincova

Email: anna.laurincova@kosit.sk

Telephone:

Postal address:

The above contact details will be disclosed on the Company's website and information posters relating to the Grievance Mechanism.

Contractor's input into the Grievance Mechanism

Any complaints submitted to Contractors will be forwarded immediately to the KOSIT EHSS Manager. The Contractor will appoint a Site Manager who will be responsible for implementing this role in the grievance mechanism and will report directly to the KOSIT's EHSS Manager.

The Site Manager must immediately forward any grievance received to the KOSIT EHSS Manager for logging and investigation. Additionally, the Site Manager will be responsible for executing any grievance resolution measures involving the Contractor's personnel, which may include actions such as behaviour change initiatives, training sessions, or disciplinary procedures.

10. Monitoring, Reporting And Responsibilities

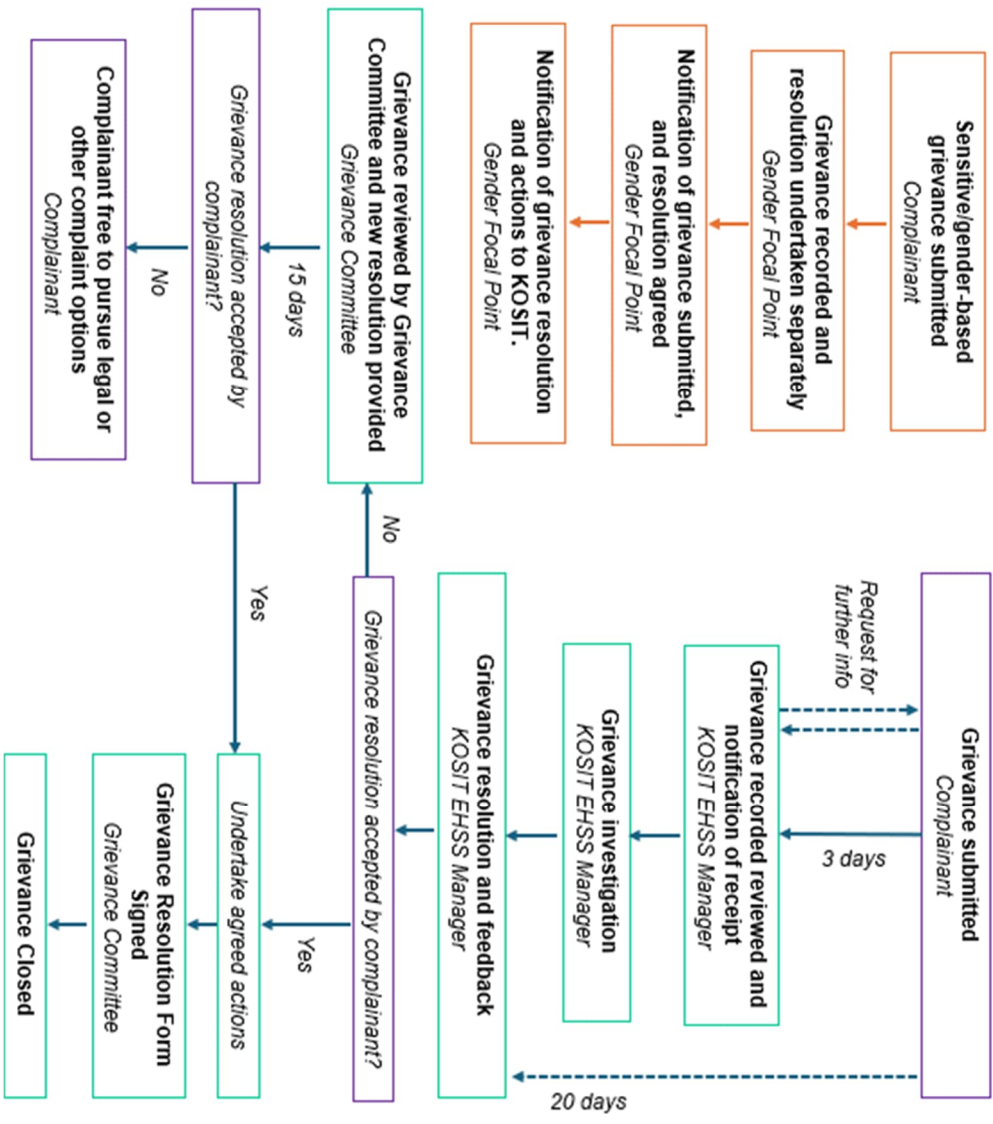
The KOSIT EHSS Manager is responsible for effective stakeholder engagement and grievance management throughout the project lifecycle. He/she is responsible for implementing this Stakeholder Engagement Plan, as well as overseeing the implementation of the grievance mechanism. This person reports to KOSIT senior management weekly on the progress of the SEP and status of grievances submitted.

The EHSS Manager also prepares semi-annual reports that document engagement activities, communication methods, grievance trends, unresolved issues, and action plans. These reports are essential for tracking performance against the SEP.

The EHSS Manager will also be supported by a female focal point who will manage sensitive grievance submitted (see Section 9).

A Grievance Committee will also meet when/if grievance resolutions are not accepted by complainants. The Grievance Committee will also meet if grievances are less clear, more problematic, repetitive issues are arising, or if group complaints require a more detailed review prior to action.

Appendix A – Project Grievance Mechanism Procedure



Key
 Green – KOSIT actions
 Purple – Complainant actions
 Orange – Other party actions

Appendix B – Public Grievance Form

Complaint Register No:		Date:	
Location of Complaint Received:		Co-ordinates of Area subject to Complaint:	
COMPLAINANT INFORMATION			
Full Name			
<i>Note: you can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent</i>	<input type="checkbox"/> I wish to raise my grievance anonymously <input type="checkbox"/> I request not to disclose my identity without my consent		
Contact Information Please mark how you wish to be contacted (mail, telephone, email).	<input type="checkbox"/> By Post: Please provide mailing address: _____ _____ _____ <input type="checkbox"/> By Telephone: _____ <input type="checkbox"/> By Email: _____		
Language Please mark your preferred language for communication	<input type="checkbox"/> Slovak <input type="checkbox"/> Other		
DESCRIPTION OF CONCERN, INCIDENT OR GRIEVANCE			
Description of Incident or Grievance:	What happened? Where did it happen? Who did it happen to? What is the result of the problem?		
Date of Incident/Grievance:	<input type="checkbox"/> One-time incident/grievance (date _____) <input type="checkbox"/> Happened more than once (how many times? _____) <input type="checkbox"/> On-going (currently experiencing problem)		
SOLUTION REQUESTED BY COMPLAINANT			
What would you like to see happen to resolve the problem?			
Registrar Name:		Complainant Name:	
Registrar Signature:		Complainant Signature:	
Date:		Date:	

Appendix C – Grievance Resolution Form

How was the grievance received?	<input type="checkbox"/> Grievance Box (specify which box/location) <input type="checkbox"/> Direct contact with CLOs <input type="checkbox"/> Other		
Reference No:			
Description of Concern, Incident or Grievance: <i>What is the grievance/ What happened? Where did it happen? Who did it happen to? What is the result of the problem?</i>			
Date of Grievance			
Has the Grievance been Resolved?	<input type="checkbox"/> Yes <input type="checkbox"/> No; <i><u>If not provide a justification below</u></i>		
<u>Fill Out Either Section 1 OR Section 2 below</u>			
Section 1			
Summary of Actions Undertaken to Resolve Grievance			
Date of Implementation			
Responsible Party			
Section 2			
Summary of Proposed Actions to be Implemented to Resolve Grievance			
Timeline for Implementation			
Registrar Name:		Complainant Name:	
Registrar Signature:		Complainant Signature:	
Date:		Date:	

Appendix D – Grievance Log Sheet

Ref No.	How Was Grievance Submitted?	Date of Submission of Grievance	Name / Contact Information	Description of Grievance	Category of Grievance	Actions Taken to Resolve the Grievance	Date of Resolution	Date of Communication of Solution	Has Grievance Been Resolved (Y/N)? <i>(if not explain why)</i>	Days to Resolve Grievance

#