



**PUBLIC ENTERPRISE ELECTRIC POWER INDUSTRY OF SERBIA**

**The Annual Report on Cooperation with  
Stakeholders for 2020**

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## Introduction

Public Enterprise "Electric Power Industry of Serbia", Belgrade (hereinafter: PE EPS) has identified activities and responsibilities for understanding the needs and expectations of stakeholders which are relevant to fulfilling the mission of EPS Group in terms of environmental protection and social issues. The engagement of EPS Group stakeholders is planned and implemented in accordance with legal and regulatory requirements, mission, vision and business principles, as well as the conditions of international financial institutions on the use of approved funds in accordance with the principles of corporate social responsibility.

The annual report presents the activities which PE EPS and its branches had with the stakeholders during 2020, in accordance with the adopted Stakeholder Engagement Plan at the corporate level of PE EPS and stakeholder engagement plants. Each PE EPS activity is legally grounded, and so is the cooperation with stakeholders.

The most important legislation in this field includes the following:

- Constitution of the Republic of Serbia (Official Gazette of RS, number 98/06) provides a broad framework for public participation and access to information, while also allowing the public to submit requests, petitions and proposals. Article 74 of the Constitution of the Republic of Serbia referring to the healthy environment, states that everyone shall have the right to healthy environment and the right to timely and full information about the state of environment, and shall be accountable for its protection;
- The Law on Public Enterprises (Official Gazette of RS, number 15/16 and 88/19) prescribes that relevant information on financial and management operation in PE EPS needs to be available to the public at the website of the company, including organizational structure, annual and three-year business plans with all amendments, quarterly business operation reports, information on management members and their contact information, as well as other information of public interest;
- Energy Law (Official Gazette of RS, number, 145/14, 95/18 – state law), regulates the goals of energy policy and the manners for its achievement, basic elements (manners and conditions) of performing energy activities and regulates the transparency of the operation of all subjects in this field, especially the Energy Agency of the Republic of Serbia, as the sole regulatory body for energy sector;
- The Law on Free Access to Information of Public Importance (Official Gazette of the RS, number 120/04, 54/07, 104/09 and 36/10) regulates the citizens' rights in achieving their rights to free access to information of public importance available to the public authority, defines the principles for and exceptions in achieving their rights, as well as the procedures of the access to that information and its protection;
- The Law on the Protector of Citizens (Official Gazette of RS, number 79/05 and 54/07);
- Law on Personal Data Protection (Official Gazette of RS, number 87/18).

The procedure of obtaining information and the procedure of organizing public discussions are, in accordance with the legislation of the Republic of Serbia, organized via drafting and adopting of the spatial and urban plans for the cities, municipalities, settlements, as well as drafting of the environmental impact assessment study.

Regulations covering those issues are as follows:

- Planning and Construction Law (Official Gazette of RS, number 72/09, 81/09 – corr. 64/10 – CC Decision, 24/11, 121/12, 42/13 – CC Decision, 50/13 – CC Decision, 98/13 – CC Decision, 132/14, 145/14, 83/18, 31/19; 37/19 – state law and 9/20);

- Law on confirmation of Convention on Access to Information, Public Participation in Decision-making and Access to Justice in Environmental Matters (Official Gazette of RS, no. 38/09). Basic principles of the convention are supported by other laws and by-laws in Serbia, including the Law on Environmental Protection (Official Gazette of RS, No. 135/04, 36/09, 36/09 – state law, 72/09 – state law, 43/11 – CC Decision, 14/16, 76/18, 95/18 – state law and 95/18 – state law), the Law on Environmental Impact Assessment (Official Gazette of RS, No.135/04 and 36/09), the Law on Strategic Environmental Impact Assessment (Official Gazette of RS, No. 135/04 and 88/10), as well as the Rulebook on Public Insight, Presentation and Public Discussion about the Environmental Impact Assessment Study (Official Gazette of RS, No. 69/05).

The purpose of the report is to present an analysis of cooperation and engagement of stakeholders in the entire business territory of PE EPS, in order to improve future cooperation with individuals, local communities, organizations and institutions which may be affected by PE EPS activities and are interested in or may influence these activities.

The obligation to prepare the annual report on cooperation with stakeholders, arises from the Stakeholder Engagement Plan at the corporate level in accordance with the Loan Agreement for PE EPS restructuring, under which PE EPS was obliged to adopt the Stakeholder Engagement Plan at the corporate level (hereinafter referred to as: SEP).

In accordance with the EBRD's request as of the beginning of 2019, PE EPS is obliged to prepare annual report on engaging and cooperation with stakeholders. During the cooperation with the EBRD, consultants were hired through several types of work-shops, in order to improve cooperation with stakeholders, as well as their professional assistance in drafting and methodology of the report.

The preparation of the annual report is also set as an obligation under the internal Instructions on cooperation with stakeholders through submissions.

The subject report includes the period from 1<sup>st</sup> January 2020 to 31<sup>st</sup> December 2020.

The report was prepared within the Department of Legal Affairs in PE EPS HQ.

## Methodology for the Preparation of the Report

- The data used for the Report were collected from PE EPS HQ and PE EPS Branches, who were obliged to submit their reports within the previously determined and approved format up to and including 31<sup>st</sup> December 2020.
- The data collected in the report were the result of annual activities of the persons in charge of implementing the activities and improving cooperation with stakeholders.
- In accordance with the internal acts in the PE EPS's branches and HQ and other organizational units, certain persons were appointed for planning the activities of cooperation, organizing and monitoring their implementation, coordinating with other organizational units with so as to act more efficiently, and, based on the overall work, they submitted their reports on plans implementation and the manner of cooperation with stakeholder on annual basis.
- During the preparation of this annual report, all information from individual reports of the Head office and branches was analyzed. However, for reasons of expediency, this annual report presents only key (aggregate) and relevant data, in which anonymization of personal data was performed in accordance with the Law on Personal Data Protection (Official Gazette of RS number 87/18).

# 1 Main Activities of PE EPS with Stakeholders

## 1.1 Projects of National Importance

In Kostolac TPPs – OCMs Branch, PE EPS is implementing the project of the construction of 66-megawatt power plant, which would use wind energy for electricity generation. While planning the spatial disposition for twenty wind turbines, all principles of preventive environmental protection and its elements were followed, in order to prevent or minimize its possible adverse effects. The project shall be implemented at the devastated landscape previously used for mining activities. Those are Drmno outdoor dump site, Mlava-Mogila outdoor dump site, northern part of Petka outdoor dump site and closed Klenovnik open cast mine.

Project realization shall contribute to the improvement of industrial activity of Kostolac municipality, since it shall enable not only the engagement of domestic companies during the construction period, but also the development and improvement of local infrastructure.

### 1.1.1 Disclosure

Disclosure regarding the subject project was performed in several manners, namely by:

- Drafting and Amending the Spatial plan and the Environmental Effects Strategic Assessment Report;
- Decree establishing the Spatial Plan for the Special Purpose Area of the Kostolac Mining Basin (Official Gazette of Rs, number 1/13 and 20/18), available in e-form via the Central Register of Planning Documents, under jurisdiction of the authority supervising the activities of state survey and cadaster;
- Stakeholder Engagement Plan for the “Project of the Construction of 66 MW Wind Farm at Kostolac Basin”. The first version of the Plan was drafted in November 2017, and has been updated twice since then;
- Environmental Impact Assessment Study in accordance with the legislation of the Republic of Serbia;
- Environmental Impact Assessment Study in accordance with the legislation of the Republic of Serbia in English, sent to Romania in accordance with ESPOO Convention;
- The presentation prepared for the International Energy Fair in the previous period.

PE EPS considers the subject project as the key event for stakeholders, not undermining other projects reflecting its activities. The said project shall in many ways help present this annual report so as to describe and understand PE EPS’s proceeding regarding other activities.

## 1.2 Stakeholders Consultations and Informing

### 1.2.1 Receipt and Processing of Submissions

One form of stakeholders’ communication is conducted through submissions. Stakeholders may submit an objection, praise, comment or question regarding the activities and projects of PE EPS, which have or may have an impact on the environment and social issues. The Instructions on Cooperation with Stakeholders through Submissions clearly defines a submission.

The receipt and processing of submissions at the level of PE EPS is done at several locations, according to the territorial affiliation of the business. The receipt and processing of submissions is performed in the same way in each organizational part, according to the adopted PE EPS Instructions on Cooperation with Stakeholders through Submissions.

The receipt of submissions can be performed in several ways and it is carried out both in writing and orally. On the website [www.eps.rs](http://www.eps.rs) there is an e-mail: [spp@eps.rs](mailto:spp@eps.rs), as well as the form for stakeholders' submissions, which can be downloaded and sent to PE EPS by regular mail or electronically to the addresses that have been made public.

Each organizational unit of PE EPS has publicly available information on the addresses where documents can be submitted. Respecting the needs of all stakeholders, PE EPS has made it possible for submissions to be made orally, which will be recorded in writing by PE EPS officials, thus allowing submissions to be submitted by persons who are prevented for any reason to submit a submission in writing or by e-mail.

A submission may be given in a free form or on the form for submissions, which is available for download on the website as well as in the records office of PE EPS. Also, appreciating the needs of the stakeholders, PE EPS additionally introduced and installed boxes for receiving submissions at several locations.



Figure 1. The box for the submissions



Figure 2. The box for the receiving submissions located at the PE EPS record office

PE EPS reviews all received submissions. For anonymous submissions, PE EPS has limited possibilities to provide adequate notification to the submitter about the outcome, nevertheless, such submissions are also reviewed and acted upon.

By acting in this way with regards to anonymous submissions, JP EPS creates an opportunity for a communication with a wider circle of people, and does not exclude them from activities, but, on the contrary, acts upon their submissions, protecting their decision to remain anonymous.

The processing of submissions is performed by persons designated for the implementation of activities with stakeholders, and they send notifications of the outcome within the deadlines prescribed by the PE EPS Instructions on Cooperation with Stakeholders through Submissions.

These persons have access to the electronic records of submissions, and immediately upon receipt, the analysis and processing of the submission is initiated. If during the processing and analysis of the recorded submission it is concluded that a certain submission is urgent or that there has been an increased number of submissions at a certain location regarding a certain activity, the top management is notified as soon as possible for timely action.

Employees' submissions are processed as part of the special procedures of PE EPS.

Within the EPS Supply Branch, whose main activity is the supply of electricity to customers on guaranteed, commercial, and last resort supply, in accordance with the Energy Law and other applicable regulations, third party submissions relating to complaints/reclamations on electricity bills etc. are recorded separately as they do not represent submissions of stakeholders related to social and environmental issues. Based on the above, the submissions of the organizational parts responsible for customer care will not be presented through this annual report.

PE EPS HQ is responsible for requests for free access to information of public importance submitted to PE EPS in accordance with the Law on Free Access to Information of Public Importance, and accordingly, 130 requests for free access to information of public importance were submitted in 2020. Also, through this legal regulation, it is possible for stakeholders to access information related to all activities of PE EPS.

## 1.3 PE EPS' Public Relations Sector – Stakeholders Communication

### 1.3.1 Responsibilities

PE EPS' Public Relations Sector is responsible for improving and developing forms of modern communication and informing for the purpose of timely informing the stakeholders regarding topics of importance for PE EPS, raising public awareness about the company, improving its reputation and better stakeholder communication.

The Sector is also responsible for managing internal communications and implies building good relations within the company. It includes a process of harmonization with corporate values, strengthening the corporate culture and improving the level of identification of employees with the company, building trust and partnership, especially in the environment of structural changes that PE EPS has faced and is facing. The role of the Sector is to responsibly spread information in the company, through different levels and functions, as well as to assist other services in their communication, and finally to play a role of the monitoring entity by establishing a feedback mechanism.

External communication target group:

- Media



- Customers<sup>1</sup>
- Government institutions
- Local community
- Partners
- Competition
- Non-governmental sector

External communication tools and channels:

- Press releases;
- Publishing PR articles in print and electronic media;
- Press conferences;
- Arranging interviews and television reports;
- Conventions;
- Communication via the official e-mail of the Sector – pr@eps.rs;
- The official website of the company www.eps.rs.

Internal communication channels and tools:

- Monthly magazine “EPS Energija“;
- Branches’ monthly issues;
- E-info;
- Internal portal.

### 1.3.2 Activities Related to Target Groups – Customers

With the opening of the electricity market on January 1<sup>st</sup>, 2015, PE EPS lost its privileged supplier status. In accordance with the newly established goal - market competition, the Sector conducts a biannual survey "Customers satisfaction with EPS services", and the survey was conducted in 2020.

Survey goals:

- Knowledge of the activity and satisfaction with the services provided by PE EPS;
- Awareness of power outages due to works/network failures;
- PE EPS's response to the users' complaints;
- Electricity bills payment habits and satisfaction with the attitude of the counter attendants;
- Knowledge about the electricity consumption in a household;
- Determining the regularity of electricity bills payment of and motivators that would improve the regularity in settling the bills;
- Determining the factors that influence the choice of electricity supplier;
- Visit numbers and evaluation of PE EPS' website.

The Public Relations Sector informed the relevant organizational structures in the company about the results of the survey and provided guidelines and logistic support for the improvement of work segments based on the results of customer satisfaction and their wishes and needs.

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<sup>1</sup> The customer relations is not the exclusive and primary responsibility of the Public Relations Sector, but the responsibility of the EPS Supply Branch, i.e. the responsibility under the Executive Director for Electricity Supply. The Public Relations Sector communicates with customers indirectly, through information provision and communication via media using the tools listed below. However, due to the organization of work and specific responsibilities, the Public Relations Sector conducts customer satisfaction surveys and, based on the results, provides guidelines for customer relations improvement.

Based on the results of the survey, the Public Relations Sector recognized the necessity of new communication goals towards customers, and implemented them in its operations as important communication pillars:

- Promoting energy efficiency for categories of households and small customers;
- Education on opening the electricity market for all categories of customers.

### 1.3.3 Energy Efficiency

Raising energy efficiency represents one of the strategic goals of the Republic of Serbia, and thus of PE EPS, since it is necessary to establish a balance between the electricity demand and the production capacities of the company.

The Sector continuously implements the following activities:

- PR articles on energy efficiency in print and electronic media;
- Arranging thematic articles and TV reports;
- Updating the segment on the company's website related to energy efficiency;

### 1.3.4 Other Significant Topics

One of the main tasks of the Public Relations Sector is timely and transparent informing of the media, i.e. customers through the media, on topics of importance to them and the company:

- Business results;
- Service information;
- Plans and investments;
- Corporate Social Responsibility;
- Investment implementation;
- Business environment etc.

Communication via the official e-mail of the Sector – pr@eps.rs.

The official e-mail of the Public Relations Sector is an important channel of communication to customers as well, since they often use this e-mail address to try to solve their problem or get the necessary information.

The Sector mediates in finding solutions for customers by communicating with relevant branches and sectors and by monitoring customer feedback, while giving recommendations for efficient and customized communication with them which is of mutual interest for both customers and companies.

### 1.3.5 Internal Communication

Channels and tools of internal communication

Monthly magazine “EPS Energija“

- Developed and standardized in terms of the structure of the company and the quality of journalistic content in line with international standards;
- The Sector coordinates communication with all parts of the system in order to always place current, transparent and interesting topics that are important for employees;
- “EPS Energija“ also reaches the external public, since it is available in the online edition at [www.eps.rs](http://www.eps.rs).

Branches' monthly issues

- Recognizing the special needs and specifics of all individual branches, the Public Relations Sector has published and edited monthly magazines for individual branches thus enabling their employees to have additional and more detailed information about their branch and environment, which contributes to respecting differences in large systems.

### 1.3.6 E-info

- The e-mail channel "E-info" is focused on the most important news regarding production results, business successes and plans of the company and in general - the most important news, which are needed to reach employees as soon as possible, usually on the same day. This meets one of the most important postulates of internal communication - timely informing of employees.

### 1.3.7 Internal Portal

- Notices and official documents placement.

## 1.4 Cooperation of PE EPS with Stakeholders Through Corporate Social Responsibility and Donations

In addition to regular activities, PE EPS is extremely active within its corporate social responsibility. Activities are done in many different ways: through trainings, presentations, donations, competition organizations, festivals, conferences, camps, and in several different areas such as: education, sports, health and social issues, culture and art, etc. Supported activities and beneficiaries of donations in 2020 are:

- Center for Youth Integration in Belgrade, which includes drop-in centre for children and youth without permanent residence;
- Center for Palliative Care and Palliative Medicine association BelHospice;
- Assistance to schools - large number of schools in Serbia were supplied with furniture and new equipment, and the help for reconstruction of school facilities was provided;
- UNICEF - project "Godine uzleta" was provided with support, and this project included preschool children and its goal was to improve the conditions of preschool education;
- The Teslianum Almanac - support in order to introduce the works of the scientist Nikola Tesla to the wider reading public, in a creative way;
- Support to education of the Roma children - under the organization of the association "The Roma Children Humanitarian Center - the Roma of Vlačka", PE EPS has been donating funds for the organization of extra classes, procurement of the school stationery, regular meals and transportation to school, in order to encourage children to continue their education;
- The National Association of Parents with Children with Cancer (НУРДОР) - support to the improvement of quality in treatment of children with cancer;
- Counseling against Family Violence - support to safe houses activities, where the aid to women and children who are victims of violence is provided;
- Organization SOS Children's Villages Serbia – support to the Children's village Kraljevo which provides family accommodation of children without parental care;
- Youth Sports Games - support to the largest sports manifestation for children and youth in this region, whose goal is the promotion of healthy lifestyle, but primarily connecting primary and secondary school students of the region.

PE EPS provides support for the organization of conferences, scientific meetings and ceremonies for significant jubilees. Some of the events supported in 2020 is CIGRE Serbia symposium of the International Council on Large Electric Systems.

PE EPS provided support for the Belgrade Dance Festival, which brings to Belgrade the latest world trends in the field of choreography and production of contemporary art dance and enables professional development for domestic dancers and choreographers. In the cultural and artistic areas, EPS also provides support for: Center for the preservation of tradition and culture of the "Thermal Power Plant Nikola Tesla", municipality of Lazarevac for the organization of 'The Serbian Wine Festival' and Serbian Literary Society.

Donations of PE EPS helped reconstruct and build numerous religious facilities and churches, and various jubilees and events were also marked. Some of the recipients of the abovementioned donations are the monastery "Sveti velikomučenik Georgije" in Kostolac village, church "Sveta Petka" in Urovci, monastery Prohor Pčinjski at the Diocese of Vranje, as well as Diocese of Raska and Prizren to aid soup kitchens on the territory of Kosovo and Metohija.

PE EPS supported joint project of the University of Belgrade and the Municipality of Ivanjica that lasted several years - "University in the Nature".

Due to the COVID-19 pandemic, help was needed for numerous medical institutions regarding the purchase of equipment and consumables, and PE EPS provided part of the funds for digitalization of X-ray machines in the Obrenovac Health Center through donations, as well as help to the Shelter for Adults and the Elderly in Belgrade - as a form of support to provide the necessary disinfection tunnel.

Other humanitarian activities include support to the Association of veterans and war invalids of Palilula, Multiple Sclerosis Association in Obrenovac and humanitarian aid to the Municipality of Ivanjica, sent after the great flood that hit it.

## 2 PE EPS Management

Besides the clerk's office in its registered head office at 13 Balkanska street, the management of PE EPS also operates in other locations which have clerk's offices as well, where stakeholder submissions are managed in the same manner.

The largest number of submissions in the reporting period, which was directly sent to the Management of PE EPS referred to employment applications, as well as applications for financial assistance. In cases when submissions represent an application for employment, PE EPS entered them in its own database of candidates and informed the stakeholder; thus, they are not shown in the Table 1.

Table 1. The review of stakeholder submissions at the HQ of PE EPS

Submission date	Submitter	Reclamation/Complaint subject	Decision (to be entered after solving procedure for a reclamation and/or complaint is completed)
10-Jan-20	Natural person	Request for help regarding the meters in the street building Generala Horvatovića 5, Belgrade.	Submitter was referred to "EPS Distribucija" LLC Belgrade.
13-Jan-20	Natural person via the General Secretariat of the President of the Republic	Submission of an employee in PE OCM "Kosovo" Obilic.	The General Secretariat of the President of the Republic has been informed that the submitter has been employed since 1975 and that her employment has not been terminated.
20-Jan-20	Law office	Request for resolving the issue of pensionable service with increased duration for PE EPS employee.	Submitter has been informed that PE EPS will not make a special statement on the request, given that court proceedings have already been initiated before the Basic Court in city of Požarevac.
28-Jan-20	Natural person Via the Office of the Prime Minister of the Republic of Serbia	Submitter seeks help in resolving the existential issue that is endangered by the construction of the Ostružnica Bridge.	Submitter was informed by e-mail that PE EPS was not able to consider the letter, as there was no relevant information on the basis of which the apartment could be identified. Office of the Prime Minister of the Republic of Serbia was informed about everything.
03-Feb-2020	Natural person	Urgency for approved scholarship payment with a warning before the lawsuit.	Submitter was informed that he or she does no longer fulfill the right to the payment of approved scholarship.
05-Feb-20	Natural person	Request regarding the supply of electricity in the municipality of Obrenovac, Baljevac village.	Request was forwarded to "EPS Distribucija" LLC Belgrade.
06-Feb-20	Natural person	Request regarding poles that were erected decades ago	Request was forwarded to "EPS Distribucija" LLC Belgrade.
07-Feb-20	Natural person	Request regarding the meter and person responsible for the damage to the meter, when it is on the street.	Request was forwarded to "EPS Distribucija" LLC Belgrade.
08-Feb-20	Natural person	Complaint regarding the work of the branch office in Tutin.	Submitter was given an answer in accordance with the data from the records.
10-Feb-20	Natural person	Objection to the warning before the electricity delivery suspension	Submitter was informed that same claims remain, as given in previous answers.
13-Feb-20	Natural person	Request for expense reimbursements regarding arrival and departure from work due to moving from Kostolac to Požarevac.	Submitters were informed that since they are employees of "PRIM" doo Kostolac, the rights to costs reimbursement are exercised exclusively by their employer.
19-Feb-20	Natural person	Request for submission of the Rulebook on	Submitter was informed that the Rulebook on systematization of work positions in PE EPS was published on the EPS Portal.

Submission date	Submitter	Reclamation/Complaint subject	Decision (to be entered after solving procedure for a reclamation and/or complaint is completed)
		systematization of work positions in PE EPS.	
19-Feb-20	Natural person	Request related to the metering point at Zdravka Jovanovića Street no. 29, Belgrade.	Submitter was informed that the period of incorrect measurement was ascertained.
24-Feb-20	Natural person	Notification of unauthorized use of electricity.	Submitter was informed that his/her message was forwarded to "EPS Distribucija" LLC Belgrade.
28-Feb-20	Natural person	Request regarding info whether execution procedure is initiated for a small amount of debt (RSD 1000).	Submitter was informed about the procedure for initiating execution procedure.
02-Mar-20	Natural person	Request regarding clarification of new fees in electricity billing for 2020.	Submitter has been informed by letter.
04-Mar-20	Lawyer	Request to calculate the length of pensionable service of an employee.	Request was forwarded to "EPS Distribucija" LLC Belgrade, and the Submitter was informed that the request was forwarded to "EPS Distribucija" LLC Belgrade, as an employer.
12-Mar-20	Natural person	Request to specify in whose ownership the meter is.	Submitter was informed that he/she can get answers from "EPS Distribucija" LLC Belgrade.
12-Mar-20	Natural person	Request for information regarding job vacancy on the territory of Novi Pazar.	Submitter was informed that there is currently no vacancy announcement.
13-Mar-20	Natural person	Request for information whether a job vacancy will be announced for the admission of new workers on the territory of Novi Pazar in the field of safety and health at work.	Submitter was informed that at this time there are no active job vacancies in the territory of Novi Pazar.
17-Mar-20	Natural person	Request regarding the construction of a solar power plant on the roof of the building.	Submitter was informed that he/she can get answers from Ministry of Mining and Energy.
25-Mar-20	Natural person	Request for assistance regarding the housing problem, which was sent through the General Secretariat of the President of the Republic.	The submitter was informed that the distribution of apartments is conducted in accordance with legal regulations in which all eligible employees participate. Response is also sent to the Secretary General of the President of the Republic.
31-Mar-20	Natural person	Request with the question of how the absence of the mother to care for a child younger than 12 is resolved due to COVID-19, if husband is working in shifts.	Information was sent to the submitter.
06-Apr-20	Natural person	Request regarding Article 6 of the Rulebook on incentives for investment in physical assets of agricultural holdings for field electrification.	Submitter was referred to "EPS Distribucija" LLC Belgrade.
09-Apr-20	Commissioner for Protection of Equality	Recommendation for considering the possibilities for electricity supply to disadvantaged consumers.	Commissioner for the Protection of Equality was informed that at this moment there are no conditions for the implementation of the recommendation.
21-Apr-20	Natural person	Application for employment, submitted through the General Secretariat of the President of the Republic.	Secretary General of the President of the Republic was informed that the Submitter had established a temporary employment relationship with PRO TENT LLC Belgrade.

Submission date	Submitter	Reclamation/Complaint subject	Decision (to be entered after solving procedure for a reclamation and/or complaint is completed)
21-Apr-20	Lawyer	Request for assistance regarding the employment status of a natural person submitted via the General Secretariat of the President of the Republic.	General Secretariat of the President of the Republic has been informed of the employment status.
21-Apr-20	Retired Employees Association of the ED "Jugostok" Nis	Request for help in finding business premises for the work of the association, submitted via the General Secretariat of the President of the Republic.	Submitter was informed that the requested premises are not owned by PE EPS. Response is also submitted to the Secretary General of the President of the Republic.
21-Apr-20	Natural person	Request for information on electrification of the plot in the Municipality of Lazarevac, CM Stepojevac.	Submitter was referred to "EPS Distribucija" LLC Belgrade.
09-May-20	Natural person	Request for removal of an old pole.	Submitter was referred to "EPS Distribucija" LLC Belgrade.
12-May-20	Natural person	Submission regarding unauthorized installation of three distribution lines.	Submitter was referred to "EPS Distribucija" LLC Belgrade.
13-May-20	Natural person	Request for submission of information regarding the price of lamp installation on a pole located in front of the house.	Submitter was referred to a public company established by a local self-government unit.
15-May-20	Serbian Center for Ecology	Submission pointing out irregularities in the work of PE EPS regarding the relocation of the settlement of Vreoci, sent via e-mail to the Cabinet of the President of the Republic.	Response submitted to the Head of the Cabinet of the President of the Republic that the relocation of the settlement of Vreoci is carried out according to the Program Basis for the relocation of the settlement of Vreoci to which the Government of the RS has given consent. Response is submitted to the General Secretariat of the President of the Republic.
18-May-20	Natural person	Request for determining the correctness of metering devices, Zvezdara, Doljenska 14.	Submitter was referred to "EPS Distribucija" LLC Belgrade.
22-May-20	Natural person	New request regarding incorrect metering devices, Dolenjska 14 street, Zvezdara.	Submitter was referred to "EPS Distribucija" LLC Belgrade.
30-May-20	Joint action "Krov nad glavom" (Roof over your head)	A request for helping family living without electricity.	Submitter was informed that there is no legal basis for reconnecting electricity.
03-Jun-20	Natural person	Request for information on the intervention of Elektrovojdovina workers at their home address.	Submitter was referred to "EPS Distribucija" LLC Belgrade.
10-Jun-20	Natural person	Request to submit information on who has allowed the construction of a catering facility next to the power substation on cadastral plots 15/19 and 15/20 CM Atenica.	Submitter was referred to "EPS Distribucija" LLC Belgrade.
12-Jun-20	Retired Employees Association of the ED "Jugostok" Niš	New request for help in finding business premises for the work of the association.	Submitter was informed again that the requested premises are not owned by PE EPS.
18-Jun-20	Natural person	Request for purchase of an apartment.	The request was rejected due to the fact that the submitter was not employed by PE EPS.
22-Jun-20	Natural person	Request for renting cadastral plot at CM Cuštica.	Submitter was referred to "EPS Distribucija" LLC Belgrade.
10-Jul-2020	Natural person	Request to solve the problem of electricity theft,	Submitter was referred to "EPS Distribucija" LLC Belgrade.

Submission date	Submitter	Reclamation/Complaint subject	Decision (to be entered after solving procedure for a reclamation and/or complaint is completed)
		at the following address: Generala Horvatića 5.	
14-Jul-20	Law office	Request for submission of documentation regarding employment status of the employee.	Response is submitted to law office.
15-Jul-20	Natural person	Request for extension of electricity suspension.	The request was forwarded to the competent service for action to be taken.
22-Jul-20	Natural person	Request for information on electrification of the plot, municipality of Knjaževac, CM Čuštica.	Submitter was referred to "EPS Distribucija" LLC Belgrade.
22-Jul-20	Natural person	Proposal for reaching an agreement on monetary compensation.	Submitter was referred to "EPS Distribucija" LLC Belgrade.
07-Aug-20	Natural person	Request to determine the existence of a transmission line on a cadastral plot.	Response was sent that it is under jurisdiction of "EPS Distribucija" LLC Belgrade.
18-Aug-20	Natural person	Proposal for reaching an agreement on monetary compensation.	Submitter was referred to "EPS Distribucija" LLC Belgrade.
16-Sep-20	Natural person	Urgency regarding the proceedings in the case of the Distribution System Operator "EPS Distribucija" LLC Belgrade.	Submitter was referred to "EPS Distribucija" LLC Belgrade.
05-Oct-20	City of Belgrade	Request for response to the complaint regarding the connection of the residential building to the electricity network	Submitter was informed to contact Distribution System Operator "EPS Distribucija" LLC Belgrade.
13-Oct-20	Natural person	Request for information on the allocation of shares.	Submitter has been informed of the shares.

### 3 PE EPS Branches

#### 3.1 Kolubara MB Branch

Kolubara MB Branch is the largest branch within PE EPS system and a leader in coal production, and it is determined to base its business success and further development on the quality of products and services, environmental protection, health and safety at work, information security, efficient energy management and meeting the requirements of international standards.

Within Kolubara MB Branch, all organizational units actively monitor, review and analyze all external and internal issues relevant for their production, business activity and capacity to achieve set goals.

In 2020, in addition to successful production balance of coal and overburden, necessary for Serbian energy stability, which primarily represents the main goal and task both for PE EPS and Kolubara MB Branch, various types of activities were conducted in solving the issues of citizens and local self-government institutions that live or are located in Kolubara MB Branch affected area.

In 2020 the following activities were conducted:

Due to the progress of mining works at Open Cast Mine Field G within Kolubara MB Branch, a section of the state road IB Class no.22 (the Ibar Highway) was relocated in the length of 7.24km. All ancillary infrastructure was fully constructed and new part of the road was opened on 30<sup>th</sup> January 2020. Also, the works on the construction of the road Baroševac-Medoševac-Vreoci



(formerly-R201) were completed, and road infrastructure in the length of 5.1 km along the pedestrian paths was rebuilt for the residents of those villages.



*Figure 3. The arranging of the road infrastructure in MB Kolubara*

Within corporate social responsibility, in order to improve life quality of residents who live in the settlements nearby the mine, Kolubara MB Branch built the asphalt road and three pipelines - for drinking, technical and raw water.

Phase I of the regulation of the Peštan river in the length of 3,997m was completed, and thus a decade long problem of river flooding certain arable land was solved.



*Figure 4. The regulation of the Peštan river*

Within technical - technological processes for the production of overburden and coal at Open Cast Mine Field E, 25 drainage wells were built. Part of the water from those wells is distributed through the pipeline Medoševac for the supply of households in the villages within the mines' zones.

In addition to investment projects necessary for the operation of Kolubara MB Branch such as works execution for the extension of Drobilana and belt conveyor procurement, since the beginning of the year the works on the upgrade and reconstruction of the primary school in the settlement Crna Međa are in the final phase.



*Figure 5. Works on the upgrade and reconstruction of the primary school in the settlement Crna Međa*

Since the beginning of 2020, Kolubara MB Branch conducted a number of capital projects in the local self-governments at the territory of the municipalities of Lazarevac, Lajkovac and Ub:

1. Works on the expansion of the local cemetery in the local community of Zeoke have been completed – water pipelines from the connection point to the chapel, public lighting on the extended part of the cemetery, roads, rain sewerage, arrangement of cemetery plots, fences and greenery.
2. The works on the small sports fields at Crna Međa have been completed.
3. The legalization procedure of the settlement Rasadnik in Lazarevac for the locals involved in expropriation process is on-going for the purpose of obtaining the exploitation permit. The settlement is planned for the expropriation of Vreoci.
4. The works under the financing agreement for the construction of water supply network in the settlement Jabučje have been completed and the activities on the preparation of final report are on-going.
5. The implementation of the agreement on regulating mutual relations regarding the opening of Open Cast Mine Radljevo with the Municipality of Ub is continued (acquisition and arrangement of public construction plots and reconstruction or construction of public facilities / facilities in public ownership - streets, local roads, school, church, cultural center, kindergarten, health center, waterworks system, sewerage system (for stormwater and sanitary sewage), substations with appropriate cable supply, district heating system facilities and installations, street lighting and other utilities).

In addition to capital projects and by the support and cooperation with local companies, Kolubara MB Branch participated in the recovery of the municipal waste landfill in Lazarevac and Lajkovac in order to improve living conditions.

By the agreements that PE EPS has made with local self-governments, since the beginning of 2020, Kolubara MB Branch recovered 15-20km of local roads, cleaned drainage channels by the roads in the same length and removed a number of illegal landfills.

Furthermore, a number of activities in the field of environmental protection has been conducted within MB Kolubara Branch affected zone, such as:

1. Self-monitoring of air quality is performed by automatic analyzers PM<sub>10</sub>, PM<sub>2.5</sub>, NO/ NO<sub>2</sub>/ NO<sub>x</sub>, SO<sub>2</sub>, CO and O<sub>3</sub> which are located in the mobile laboratory. Measurements are performed at 6 measuring points in the vicinity of open cast mines during the measuring period of 30 days, twice a year (winter and summer part of the year). External laboratories perform interlaboratory measurements as needed.
2. Water monitoring (waste, mining, surface water) is performed at 47 measuring points. During 2020, due to the pandemic, this activity was organized at the Center for Coal and Wastewater Testing at the organizational unit "Prerada".
3. Monitoring of noise in the environment has been done with our own capacities since 2012. The process of accreditation of the laboratory for noise and air quality measurement within Environmental Protection Division at the Organizational Unit "Open Cast Mines" is in progress.
4. Public procurement for the services of land sampling and land quality testing has been announced.
5. Public procurement procedure and the installation of five plants for sanitary wastewater treatment from mining settlements Ceroviti potok, fire station in Mali Crljeni, car garage/Old Administration in Mali Crljeni, Volujak, car garage "Tamnava-East Field" have been initiated, based on the projects prepared by the organizational unit "Projekat".
6. Public procurement procedure has been initiated for placing the green protection area around fire station in Mali Crljeni, in order to obtain better air quality at this location.
7. Activation of online measurement of the quality of exhaust gases and particulate matters at the Heating Plant.

Due to the progress of mining works and their impact on the life of the residents in the local communities, during 2020 the competent bodies adopted over two hundred decisions on expropriation and the compensation shall be paid for the land surface of around 120ha.

Within corporate social responsibility, Kolubara MB Branch initiated the procedure of real estate expropriation in the part of the settlement Zeoke, based on the Agreement on the implementation of the program for the relocation of the settlement Zeoke concluded between Kolubara MB Branch, Lazarevac Municipality and Local Community Zeoke, due to environmental endangerment caused by an indirect impact of the progress of mining works on the expansion of the Open Cast Mine Field E.

Since the beginning of 2020, Kolubara MB Branch provided donations in the form of material to socially vulnerable population, church, certain cultural manifestations and sports clubs.

Since the beginning of the year, Kolubara MB Branch assisted in 25 firefighting interventions outside Kolubara MB Branch.

During the COVID 19 pandemic, Kolubara MB Branch showed a high degree of responsibility in terms of health care and thus, in addition to the recommended measures of the Crisis HQ of the Republic of Serbia, introduced additional measures such as work from home, daily disinfection of business premises and vehicles used for employees' transport, etc.

Stakeholders' submissions are given in the Table 2.

*Table 2. The review of stakeholder submissions in the Kolubara MB Branch*

Submission date	Submitter	Reclamation/Complaint subject	Decision (to be entered after solving procedure for a reclamation and/or complaint is completed)
11.02.2020.	Natural person	Real estate expropriation in the settlement Vreoci.	Replied to the stakeholder.
24.02.2020.	Natural person	Proposal to change the project of the settlement Rasadnik. Insight into the Detailed Regulation Plan for the settlement Rasadnik ("Official Gazette of the City of Belgrade"), no. 29/06.	Replied to the stakeholder.
02.04.2020.	Natural person	Hosing problem in the building "Stara Toplana" in Vreoci.	Replied to the stakeholder.
15.05.2020.	"Serbian Ecology Center"	Problem of relocating church complex in the settlement Vreoci, sent over the General Secretariat of the President of the Republic.	Replied to the stakeholder.
01.06.2020.	Natural persons	Application for renewal i.e. rehabilitation of the local road Baroševac-Strmovo, Lazarevac Municipality, sent through the City Administration of of Belgrade.	Replied to the stakeholder.
08.06.2020.	Natural person	Application for household expropriation.	Replied to the stakeholder.
20.07.2020.	Natural person represented by the attorney at law	Application for solving the ownership status.	Replied to the stakeholder.
04.08.2020.	Natural person	Request for the execution of court decision.	Replied to the stakeholder.
15.09.2020.	Natural person represented by the attorney at law	Housing problem.	Replied to the stakeholder.
29.09.2020.	Natural person	Application for realization of expropriation procedure, sent over the General Secretariat of the President of the Republic	Replied to the stakeholder

### 3.2 Đerdap HPP Branch

Hydro power plant Đerdap, Kladovo, the branch within PE EPS, is determined to base its business success and further development on the quality of products and services, environmental protection, health and safety at work, information security, efficient energy management and meeting the requirements of international standards.

The organizational parts of Đerdap HPP Branch promptly monitor, identify, review and analyze external and internal issues relevant to their business, activities and ability to achieve the planned goals.

In the first half of 2020, a state of emergency was in force to combat and prevent the spread of infectious disease COVID-19. All production capacities of Đerdap HPP Branch operated in accordance with the recommendation of the Government of the Republic of Serbia. In that period, all production capacities of Đerdap HPP Branch operated in accordance with the inflow, water level in the reservoirs and the needs of customers.

During the period from 1<sup>st</sup> January until 31<sup>st</sup> December 2020, the following cooperations with stakeholders were recorded at Đerdap HPP Branch:

- The Republic Water Directorate within the Ministry of Agriculture, Forestry and Water Management, as the competent authority for the implementation of the Sofia Convention (The Danube River Protection Convention) is a beneficiary of the international project We Pass-facilitating fish migration and conservation at the Iron Gates funded by the European Commission (DG REGIO). Main goal of the project is to collect data that should in later phases help solving the issue of the passage of migratory fish species, primarily through Đerdap 1 and 2 dams, which has not been possible for decades. Many of these species, such as beluga and sturgeon are listed as endangered species and they also represent the symbols of the Danube, thus their conservation and betterment are the priority within EU Strategy for the Danube Region (EUSDR) 2011.
- Within the project “Road to Friday of Science 3.0 – ReFocuS 3.0”, from 23<sup>rd</sup> to 27<sup>th</sup> November 2020, the manifestation European Researchers’ Night was held in Kladovo. Due to the uncertain epidemiological situation, the manifestation was recorded in advance, and later uploaded on the official YouTube channel (<https://youtu.be/af71aHVXgKk>). One of the activities was a visit to Đerdap 1 HPP, which was organized on 18<sup>th</sup> November 2020. The visit was attended, in addition to the local project coordinator, by a teacher from the high school in Kladovo, four high school students and by the TV crew from TV Kladovo, accompanied by the professional staff from the hydro power plant. During the first part of the visit, the students had the opportunity to see the Tourist Gallery and hear historical details about the construction of the facility. During the turbine hall visit, the visitors were informed about the use of thermal imaging camera. The report of this visit was broadcast on local TV channel, and the integral part was uploaded also on the website <http://www.nocistrazivaca.rs/sr/kladovo-2020>.
- In accordance with PE EPS plan, the preparation of the Conceptual Solution, Feasibility Study with Basic Design and Tender Documentation for revitalization, modernization, increase of power and efficiency of Đerdap 2 HPP generation capacities units is forthcoming. Upon the preparation of Basic Design and upon obtaining of location requirements, the provision of the opinion about the need to prepare Environmental Impact Assessment Study is foreseen.
- At the request of the military post office no. 2827 Novi Sad, the accommodation is provided, free of charge, for the members of the Serbian Army in the facilities of Đerdap HPP Branch - Pirot HPP on the reservoir Zavoj for the purpose of organizing diving training for the diving unit of the River Flotilla.

- At the request of the City of Pirot for providing data on landslides within the scope of the Zavoj Lake Regulation Plan, an electronic version of the excerpt from the Terrain Stability Study on PE EPS dam, dam toe facilities and reservoirs affected areas was provided, regarding Zavoj HPP Pirot reservoir.
- Regular drinking water sampling and testing, as well as waste water testing were conducted together with the Institute of Public Health Timok and Institute for Occupational Health Ltd. in Novi Sad.
- A request for water permit validity extension for Vlasina HPPs was submitted to the Ministry of Agriculture, Forestry and Water Management – the Republic Water Directorate.
- Due to the implementation of the project for the reconstruction of the navigation lock Đerdap 1 HPP, the navigation lock was at a standstill from 6<sup>th</sup> July 2020. The investor of the works on the reconstruction of the navigation lock is the Ministry of Construction, Transport and Infrastructure, the contractor is the Consortium DSD Noell GmbH-Germany, Feromont inženjering d.o.o. Belgrade and Elektromontaža ad Čačak. The end user is PE EPS.
- The submission of operational data on the transfer of vessels through Đerdap 1 navigation lock to the Ministry of Construction, Transport and Infrastructure, as well as their forwarding to the Danube Commission in Budapest was conducted until and including 6<sup>th</sup> July 2020.
- Pursuant to the dynamic plan of Đerdap 1 HPP navigation lock reconstruction, there were no transfers until 6<sup>th</sup> July 2021.
- 1,731 transfers were done through Đerdap 2 navigation lock, i.e. 7,003 vessels, 11,149,417 tons of payload, i.e. 5,676,892 tons of goods were transferred in the period from 1<sup>st</sup> January until 31<sup>st</sup> December 2020.

In order to improve ship transfer services, Đerdap 2 Navigation Lock Management Department has prepared a questionnaire in Serbian, English, German and Romanian, which is offered to the transfer service users to evaluate the service with grades from 1 to 5.

Question	Питанье	Итребав	Метка	Оценом (X)					Метка
Упитав		Вопрос	Метка	1	2	3	4	5	Метка
1. Duration of service	Времетрај услуга	Времетрај услуга							X
2. Duration of the transfer process	Времетрај процеса премоућивања	Времетрај процеса премоућивања							X
3. Communication with the Đerdap 2 management	Комуникација са руководством Бродског праводнице	Комуникација са руководством Бродског праводнице							X
4. Quality of the transfer process	Квалитет комплетног процеса премоућивања	Квалитет комплетног процеса премоућивања							X
5. Service quality	Квалитет услуга	Квалитет услуга							X

Figure 6. The questionnaire – Evaluation on the performed service of the ship transfer services Đerdap 2

Furthermore, the following has been done at HPP Đerdap Branch in the given period, according to the agreements with local self-governments:

- Embankment repair in Donji Milanovac;
- groundwater source capacity expansion project “Carina”. Based on the estimated water needs for the supply of Kladovo and surrounding settlements and the long-term

development plan of the municipality of Kladovo from the aspect of water supply, by connecting the settlements in catchment area, it was necessary to provide more sanitary water from the existing source "Carina" by repairing or building new wells;

- project of the backbone pipeline for water supply Novi Sip - Kladovo; to ensure reliable, continuous sanitary water supply for the settlements of Novi Sip, Davidovac and Kladušnica and central monitoring of water distribution and quality in the system, the construction of a backbone pipeline from the pumping station at the source "Carina" to the collection reservoir Sip is planned;
- Kladovo-Mala Vrbica backbone pipeline project for water supply; a new pipeline should enable the customers in Mala nad Velika Vrbica a reliable, continuous sanitary water supply from the source "Carina", especially during maximum, summer consumption;
- study on reserves and sanitary protection zones of groundwater sources "Korbovo" for water supply of settlements Korbovo and Rtkovo, at the Municipality of Kladovo; In order to define groundwater reserves of "Korbovo" source, the preparation of the *Study on groundwater reserves* proves water favorable quantitative and qualitative characteristics over a longer period of time, furthermore it predicts necessary conditions for long-term provision of quantity and quality of this source.
- In order to achieve optimal functioning of the source "Korbovo" and long-term preservation of groundwater quality, in order to prevent its potential pollution in the future, by preparing the Study on the Zones of Sanitary Protection of Source the protection zone was defined, also the necessary measures for the provision of the sanitary protection zones of the source and continuous monitoring of the groundwater regime within the source zone in the future were defined.
- Study on sanitary protection zones and groundwater reserves of groundwater sources "Tekija" near Kladovo;
- project of reconstruction of the pumping station at the source "Carina"; aim of the project is to define all necessary activities for the preparation of project documentation regarding the replacement of existing equipment in the pumping station at the source "Carina" for water supply of the residents of Kladovo and within the catchment area. This would enable the expansion of the system for water supply of the residents of Sip and Davidovac and later the residents of Mala and Velika Vrbica, in accordance with the planned source capacity increase;
- sewerage project in the settlement of Golubinje, the Municipality of Majdanpek; aim of the project is to provide comprehensive environmental protection, primarily the protection of underground and surface watercourses at immediate and wider area of Golubinje, by finding an optimal techno-economic solution for sewerage and wastewater treatment;
- construction of sanitary blocks on the ground floor and first floor and accompanying plumbing works in the northern wing of the Primary School "Vuk Karadžić" in Negotin.
- installation of pipe scaffolding for the needs of restoration of the iconostasis and installation of aluminum tower scaffolding for the needs of facade windows replacement at the Holy Trinity Church in Negotin;
- revitalization of lighting, and installation and de-installation of tower scaffold in the Cultural Center in Prahovo;
- production of RC foundation for basketball fields in cooperation with PUC Badnjevo, Negotin, Park Flower Shop Negotin and Municipality of Negotin;
- production of concrete foundations for installation of tartans for children playground within the yard of the Pre-school Institution Pčelica in Negotin;
- installation of pipe-scaffold for replacing steel water pipe support on the bridge over the Jasenica River – passage of the road Negotin-Samarinovac;
- installation of an aluminum tower scaffold for replacing the existing led lights in the hall for physical education, in the Elementary School Branko Radičević, in Negotin.

### 3.3 Branch "Panonske CHP" Novi Sad

The Branch "Panonske CHP", Novi Sad, is engaged in the production of electricity. It has licenses to perform energy activities: the production of electricity, the production of thermal energy in power plants (combined production processes), the storage of oil and oil derivatives.

The Branch "Panonske CHP" has three thermal power plants, each of which has its own specifics in operation.

In the period from January 1<sup>st</sup> to December 31<sup>st</sup> 2020, the following activities were executed in "Panonske CHP", and these included communications with stakeholders:

- preparation of a Feasibility Study with a Conceptual Design for construction of heat accumulators in CHP Novi Sad was initiated;
- automatization of the chemical water preparation plant was done and in long-term sense this should provide smooth operation and fulfilling of obligations towards PE EPS and PUC "Novosadska toplana";
- the PE EPS Expert Council accepted the Feasibility Study with the Conceptual Design for the bio-mass plant for combined production of electrical and thermal power in CHP Zrenjanin.

### 3.4 Branch Drinsko-Limske HPPs



*Figure 7. Drinsko – Limske Hydro Power Plant – Bajina Bašta*

"Drinsko-Limske Hydro Power Plants" Bajina Bašta (DLHPP) has been operating as a branch within PE EPS since July 1<sup>st</sup>, 2015. The branch generates energy and produces drinking water (water supply lines "Perućac" and "Tara").

As a part of PE EPS, "Drinsko-Limske Hydro Power Plants", Bajina Bašta comprises the following organization units:

- HPP "Bajina Bašta" Bajina Bašta
- "Limske HPP" Nova Varoš
- HPP "Zvornik" Mali Zvornik
- HPP "Elektromorava" Čačak

Summary of activities and projects in the Branch:

A capital overhaul – rehabilitation of the Pumped Storage Hydropower Plant "Bajina Bašta" (PSHPP) is a project foreseen for 2022 and it should take two years. Effective involvement of stakeholders is required in order to avoid and minimize social risks of the proposed PSHPP Project and to ensure that the project has long-term social acceptance. This document describes

consultations and involvement of stakeholders within the scope of the project. The plan emphasizes a systemic approach to involving stakeholders that will provide help to the project for rehabilitation of PSHPP in developing and reflecting a constructive relationship with stakeholders during implementation of the project.

The Branch “Drinsko-Limske HPPs“, Bajina Bašta, provides considerable funds and works on operations which, in addition to meeting legal obligations, contribute better and more quality life of local population and environmental protection.

The following activities were executed in 2020:

- works on preventing degradation of the HPP Zvornik reservoir;
- works on arranging the Drina banks;
- preparation of the plan for detail regulation with preliminary designs for the right coast of Perućac reservoir from the HPP Bajina Bašta dam to confluence of the Derвента River and the reservoir;
- cleaning of the floating debris from the reservoir water surfaces within the Drina river basin, as well as removing trees and floating objects from the area of spillways (at the time when great water arrived and when enormous quantities of debris arrived);
- summer and winter maintenance works on roads in the hydropower plants within the Branch “Drinsko-Limske HPPs“;
- project for normalization of PSHPP Bajina Bašta operation and previous analysis for repairing and monitoring of the landslide Mandići and risk assessment;
- ship services on the ship Uvac.

In the coming period, it is planned to continue with activities on reconstruction and repair of roads around “Drinsko-Limske HPPs“ reservoirs, arrangement of coasts around reservoirs, cleaning the floating debris from the water surface, brought by great water (particularly in the HPP Potpeć), further works on Tara Water Supply System, winter and summer maintenance of roads within the “Drinsko-Limske HPPs“ .

### 3.5 Branch TPPs-OCMs Kostolac



*Figure 8. Thermal power plants and open cast mines Kostolac*

Thermal power plants and open cast mines “Kostolac” have been operating as a branch within PE “Electric Power Industry of Serbia” since July 1<sup>st</sup>, 2015. Activities of PE EPS – TPPs-OCMs Kostolac with stakeholders included in this report are presented in Table 3.

The first half of 2020 passed being marked by preventive measures for preservation of employees' health in accordance with emergency operating conditions caused by Covid-19,



and this also transferred onto the second half as a operation model. Major activities at the branch level were the following:

- the Management of the Branch TPPs-OCMs Kostolac had regular meetings with council representatives of local communities being under impact of PE EPS – Branch TPPs-OCMs Kostolac production activities;
- the first quarter of 2020 was marked by cooperation between PE EPS – Branch TPPs-OCMs Kostolac and schools and universities in Serbia and abroad;
- the Department for Property and Legal Relations processed applications mostly referred to lots under allotment agreements from earlier periods;
- the Department for Public Relations was preparing replies to questions by the Serbian web portals and newspapers.

In accordance with the Risk Assessment Act in PE EPS and the Plan for implementation of measures for preventing outbreak and spreading of infection diseases at work and environment in PE EPS, information was published by the web site [www.eps.rs](http://www.eps.rs) and journals “EPS Energija” and “EPS Energija Kostolac”, and also by internal networks “e-info” and “INFO TEKÓ”, used for regular issuance of service information being significant for employees.

By understanding importance of public opinion and media, the Department for Public Relations cooperates with relevant media centers for timely and continuous informing the population of this part of Serbia on topics of significance.

Receipt and processing of submissions in 2020 are provided in the Table 3.

*Table 3. The review of stakeholder submissions in the Branch TPPs-OCMs Kostolac*

Submission date	Submitter	Reclamation/Complaint subject	Decision (to be entered after solving procedure for a reclamation and/or complaint is completed)
13/02/2020	Natural person	A request of the submitter employed at PD PRIM d.o.o.	Replied by e-mail.
19/02/2020	Lawyer	A claim for damage.	Replied in writing.
26/02/2020	“Energotehnika Južna Bačka”	A request for approving video recording of the mine 5 and VI ECS system by a drone for promotion.	Replied to the submitter.
04/03/2020	Faculty of Engineering Kragujevac	A request for approving visit of a delegation from Estonia.	Replied to the submitter.
19/05/2020	Natural person	A request for assessing the damage on the lot.	Replied to the submitter.
24/06/2020	The local community council, Klenovnik	A request for solving issues of infrastructure, environmental protection and employing as per the PE EPS Collective Agreement.	A meeting was held between the local community council representatives and it was discussed on key issues and their realization progress.
03/07/2020	The local community council, Drmno	A letter regarding the employment issue.	A meeting was held with Drmno local community council representatives and it was discussed on key issues and their realization progress.
24/07/2020	Natural person	A request for solving an employment status forwarded from the Government of RS.	Replied to the request.
14/10/2020	Lawyer	A request for submitting a report on paying claims for expropriation.	Replied in writing.

### 3.6 Branch “Thermal Power Plants Nikola Tesla” – TENT



*Figure 9. Branch Thermal Power Plants “Nikola Tesla”*

Branch “Thermal Power Plants Nikola Tesla” is the greatest producer of electrical power in the Southeastern Europe. It has 14 units with the overall installed capacity of 3.411 MW which is one third of the installed capacities of “Electric Power Industry of Serbia” and its annual electricity production is more than 50% of electrical power produced in Serbia.

Branch TENT is a leader when it comes to investing in environmental protection and raising the local community’s quality of life. The most important projects of the branch TPPNT so far in the ecology field are the introduction of new system for collecting, transport and deposition of ash and slag in TENT B and at the fifth unit of TPP “Kolubara” (thickened ash transport), reconstruction of electro filters at all units stronger than 100 MW, which alleviated the solid substance emission in smoke gases by 80%. Also, new equipment for continuous emission measuring has been installed.

Cooperation with the Ministry of Mining and Energy, Ministry of Construction, Transport and Infrastructure, Ministry of Environmental Protection and other competent authorities in writing and orally by the authorized persons from the Branch for executing regular production and operation activities and implementation of investment projects.

It was continued with solving property and legal issues in the registration procedures of PE EPS property rights over real estates, registration of changes in real estate cadastral, and similar, with the Republic Geodetic Authority Belgrade, the Real Estate Cadaster Services from Lazarevac, Obrenovac, Svilajnac, Ub and Raška, both in writing and by oral communication.

There was a satisfactory communication with city councils of Obrenovac, Lazarevac, Svilajnac and Raška, both in writing and orally, by the authorized persons for obtaining transcripts of building and certificates of occupancy and other documents required for registering PE EPS property rights over real estates.

Improvement of relationships with stakeholders has been executed via continuous communication with contractors, service providers and other partners (communication prescribed by the Law on Public Procurements and communication related to implementation – fulfilling contractual obligations).

Communication with internal stakeholders – employees and the Union, was executed continuously via monthly journal “EPS Energija” and monthly issue of the Branch journal “Energija TENT”, mail channel “e-info”, internal portal and noticeboards, by publishing on noticeboards.

Cooperation with inspection authorities via inspection supervision was established.

Two inspection checks were done by the Labor Inspection Service. It was concluded in the Records that the labor inspector would not take further actions based on the found factual state on developing severe injuries at work.

Inspector performed several control supervisions over contractors at every location in the Branch TENT, and based on these, no further actions were taken.

The inspection service with the Ministry of Internal Affairs of RS performed one regular, one extraordinary and nine control inspection supervisions in the Branch TENT in 2020. No charges were filed for non-compliance either with inspection measures or for an economic offense or infringement.

In the reported period in the Branch TENT, there were six regular inspection checks (TENT A – 2, TENT B– 2, TPP Kolubara – 1 and TPP Morava -1) by a republic inspector for environmental protection and an inspector for forests, one extraordinary inspection check by an inspector for waters (TPP Morava) and one follow-up (TPP Morava). Based on these checks, in 2020, no further actions against PE EPS were taken.

In 2020, there were three public objections referring to the location of the TPP Kolubara, two objections by natural persons and one by the Association “Za zdravije sutra“.

The cornerstone for the construction of a capital plant in the field of ecology was laid – a flue gas desulphurization plant in both TENT B Units, Ušće, which will reduce emission of sulphur dioxide about 20 times. The quantity of sulphur dioxide will be reduced from actual 80,000 ton per year to 4,500 ton. By putting this plant into operation, quantities of solid particles released into the atmosphere will be reduced from actual 50 mg/m<sup>3</sup> to less than 10 mg/m<sup>3</sup>. The due time for completion of the Project €210 million worth, is foreseen for March 2024.

The progress on the project that will permanently improve and ensure environmental protection – construction of the flue gas desulphurization plant in four of six TENT A Units, (U3-U6), is reflected in every segment (engineering 95% completed, production and delivery of equipment 68.5% completed, and execution of works 32.4% completed). The Project has been communicated to the broader public several times via media.

In the premises of the Town Municipality Obrenovac, on 25 June 2020, there was a public discussion and presentation of the Assessment on impact of actual situation on the environment by the project: Legalization of TENT facilities, for Unit 1 and Unit 2 on the cadastral lot No. 1934/1 CM Urovci. The Assessment was submitted for approval to the Ministry of Environmental Protection and it is expected that it the approval will be obtained.

The Branch TENT, in addition to environmental protection, takes care about local community through production of heating by the TPP Nikola Tesla A for the Obrenovac A district heating system, and TPP Kolubara in Veliki Crljeni through production, distribution and supply of heating and maintaining the district heating system for natural and legal persons (the elementary school, outpatient clinic of the Health Center Dr Djordje Kovačević in Lazarevac, pre-school institution, kindergarten, pharmacy and other).

The TPP Kolubara, together with the local community Veliki Crljeni produces and distributes drinking water for local population and finances regular analyses of the water.

In the Branch TENT, by 6 March 2020, 75 vocational school students, had a professional practice in the corresponding services based on the Agreement between PE EPS and some vocational schools; there were no local and foreign students (except one local student who was preparing his master paper and SP). As of 16 March 2020, due to pandemic, every activity of this kind was cancelled. There were no group visits by pupils and students in this year.

In 2020, the fire department of the TPP Kolubara participated in extinguishing seven fires out of the TPP Kolubara. The alarms of external fires were received from the Ministry of Internal Affairs

of RS, fire brigades Belgrade and Lazarevac, local government or employees at TPP Kolubara. There were no false alarms.

Table 4. The review of stakeholder submissions in the Branch TPP Nikola Tesla

Submission date	Submitter	Reclamation/Complaint subject	Decision (to be entered after solving procedure for a reclamation and/or complaint is completed)
04/08/2020	The Association "Za zdravije sutra" to the Republic Inspection for Environmental Protection	Air pollution due to fire on the coal depot. Actions as requested by the Republic Inspector.	On 05/08/2020, the Head of Inspection Service was informed on the state at the coal depot in the previous period. On 19/08/2020, a monthly report on air quality analysis for July 2020 was submitted.
18/11/2020	A group of citizens from Veliki Crljeni	A request for exemption from payment for heating due to lack of supply.	The amounts on bills for October and November 2020 were reduced for a period when there was no supply of heating from TPP Kolubara.
21/12/2020	Natural person – to the Republic Inspection for Environmental Protection	Air pollution due to self-ignition of coal on the coal depot. Actions as requested by the Republic Inspector.	On 22/12/2020, the Head of Inspection Service was informed on the state at the coal depot, reasons for self-ignition and activities taken for solving the issue, with submitting the photos of the depot.

## 4 Key Activities Planned for the Following Period

### 4.1 Conclusion

PE EPS, with its branches as a whole, continuously implements all the above activities in communication with stakeholders, depending on the phases of implementation of the ongoing projects.

Cooperation with stakeholders on a larger scale leads to the fact that through environmental or social issues other requirements are set, i.e. issues which are regulated by other procedures or special laws.

Further, as PE EPS has a territorial disunity on which it operates and various projects and activities, there may be different requests which can be frequent and numerous.

Depending on the mentioned phases, but also the needs and interests of stakeholders, PE EPS adjusts and updates manners of communication, in order to fulfill its obligations in the most efficient way possible, to establish examples of good practice and continue the good trend of corporate social responsibility.