

CORPORATE STAKEHOLDER ENGAGEMENT PLAN

EPS SERBIA

January 2019

TRANSLATION FROM THE ORIGINAL DOCUMENT IN SERBIAN LANGUAGE

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ACRONYMS AND ABBREVIATIONS

CCD	Constitutional Court Decision
Corporate SEP	Corporate Stakeholder Engagement Plan
EBRD	European Bank for Reconstruction and Development
EPS	Public Enterprise "Elektroprivreda Srbije"
E&S	Environmental and Social
FCC	Federal Constitutional Court
FRY	Federal Republic of Yugoslavia
HPP	Hydro Power Plant
IMS	Integrated Management System
RS	Republic of Serbia
SHPP	Small Hydro Power Plant
Stakeholder	Individual or group who is potentially affected by a project or activity or who has an interest in the project or activity involving environmental and social impacts.
TPP	Thermal Power Plant

CORPORATE STAKEHOLDER ENGAGEMENT PLAN

EPS SERBIA

1 INTRODUCTION AND OBJECTIVES

This document is the Corporate Stakeholder Engagement Plan (Corporate SEP) for Public Enterprise Elektroprivreda Srbije (EPS).

EPS is a company which performs trade of electricity (a part of which is also the supplying of electricity). Apart from this predominant activity, EPS also carries out the following activities, amongst others:

- 1) Exploitation of lignite and brown coal;
- 2) Production of electricity;
- 3) Production of heat energy;
- 4) Management of an economic entity;
- 5) Cable telecommunications.

EPS performs the activity of heat energy production, as an energy activity in the public interest, in accordance with the law.

Stakeholder engagement through consultation and disclosure of information is the key element of cooperation between EPS and the public, essential for successful business operation and delivery of projects which are related to and can have environmental and social impacts.

The SEP objective is to ensure that a timely and consistent approach is taken to information disclosure and public consultation for all EPS projects and activities. It was first developed in September 2015 in line with the legislation of the Republic of Serbia and the European Bank for Reconstruction and Development's Performance Requirement 10 on Information Disclosure and Stakeholder Engagement. The Corporate SEP is now being revised with newly available information and will continue to be updated in the future, as necessary.

EPS branches have each developed their own SEPs, based on this Corporate SEP, which will also be revised and updated as necessary. These plans together form a package, which provides the basis for the Company's engagement with stakeholders. In addition, EPS will produce individual SEPs for any larger infrastructure and other types of activities and/or projects, which require engagement with stakeholders, such as consultations and disclosure of information for comments and suggestions.

EPS CONTACT DETAILS FOR STAKEHOLDER ENGAGEMENT:

Department for Internal Regulations and Relations with Regulatory Bodies and Stakeholders Phone number: +381 11 2024 196 Email: predstavke@eps.rs Postal Address: Balkanska 13, 11000 Beograd, Srbija Website: www.eps.rs
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2 BASIC INFORMATION ABOUT EPS

EPS is the largest company in Serbia in terms of capital value and number of employees (approximately 29,000). The number of EPS customers is approximately 3.45 million.

EPS has eight registered branches (as shown in Figure 2.1), which previously operated as separate companies. It also has one subsidiary “EPS Distribution”, whose founder and only member is EPS and who has 33 registered branches of its own.

Figure 2.1 – Organisation of EPS



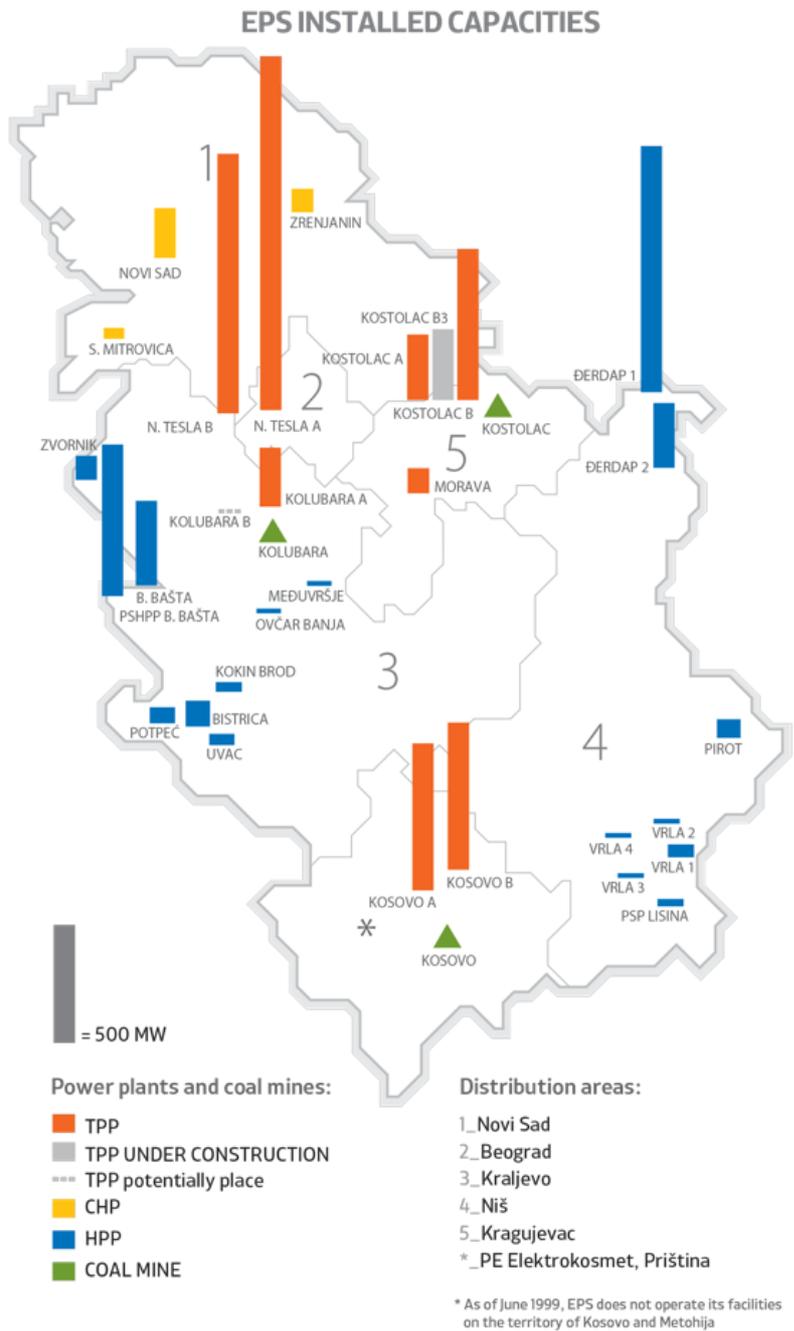
EPS has an installed generation capacity of 7.4 GW, of which, 55% is coal fired, 40 % hydropower and 5% fuel and gas-fired combined heat and power generation:

- Hydro power plants (HPP Đerdap 1, HPP Đerdap 2, HPP Pirot, HPP Vlasinske, HPP Bajina Bašta, Reversible HPP Bajina Bašta, HPP Zvornik, HPP Međuvršje, HPP Ovčar Banja, HPP Potpeć, HPP Bistrica, HPP Kokin Brod, HPP Uvac);
- Thermal power plants - coal, heating oil, natural gas (TPP Nikola Tesla A, TPP Nikola Tesla B, TPP Kolubara A, TPP Morava, TPP Kostolac A, TPP Kostolac B);
- Combined heat and power plants (Combined Heat and Thermal Power Plants - Novi Sad, Zrenjanin, Sremska Mitrovica); and
- Small hydropower plants (SHPP Vrelo, SHPP Radaljska Banja, SHPP Raška, SHPP Sveta Petka, SHPP Sićevo, SHPP Temac, SHPP Sokolovica, SHPP Gamzigrad, SHPP Vučje, SHPP Jelašnica and SHPP Prvonek, as well as 9 more SHPPs which are currently not operational, i.e. are in different stages of development as a result of different levels of investment and technical documentation or reconstruction).

EPS exploits lignite from two mining basins, Kolubara and Kostolac, which produce approx. 38 Mio tonnes per annum (75% at Kolubara and 25% at Kostolac).

The map below (Figure 2.2) shows the installed capacities of EPS.

Figure 2.2 – Overview of EPS business operations (source: EPS Technical Report 2017)



3 REQUIREMENTS FOR STAKEHOLDER ENGAGEMENT AND INFORMATION DISCLOSURE

EPS performs all of its business operations and activities in compliance with legislation of the Republic of Serbia, including its own internal policies and procedures.

This Corporate SEP, as an internal policy, has been developed in accordance with international best practice.

3.1 NATIONAL LEGISLATIVE REQUIREMENTS

Key legislation of the Republic of Serbia, addressing stakeholder engagement, that pertains to EPS's business operations includes:

- The Constitution of the Republic of Serbia (Official Gazette of the RS 98/06) provides a wide platform for public participation and access to information. It also provides the public with the right to submit requests, petitions and proposals. Article 74 states that everyone has the right to a healthy environment and to timely and complete information about the state of the environment, as well as an obligation to preserve and improve the environment;
- The Law on Public Enterprises (Official Gazette of the RS 15/16) requires that all relevant financial and management information about EPS must be publicly available on the Company website, including the organisational structure, annual and triennial business programmes with all changes and additions, quarterly business reports, annual financial reports with official audit conclusions, information about Board members and their contact information, as well as all other information relevant for the public;
- Energy Law (Official Gazette of the RS 145/14 and 95/2018 - other law) defines the aims of the energy policy and ways in which they are to be achieved, regulates the basic elements (requirements and means) for carrying out energy activities and requires transparency of work for all subjects in this field, and especially the Energy Agency, as the only regulatory body in the area of energy;
- The Law on Free Access to Information of Public Importance (Official Gazette of the RS 120/04, 54/07, 104/09 and 36/10) regulates the rights of citizens in exercising the right to free access to information of public importance, available to public authorities, created in the work, or in connection to the work, of public authorities, sets out the principles and exceptions in the exercising of these rights, as well as the procedures for accessing this information and their protection;
- The Law on the Protector of Citizens (Official Gazette of the RS 79/05 and 54/07).

Disclosure of information and organising public hearings in Serbian legislation is regulated through the process of development and adoption of spatial and urban plans for cities, municipalities, settlements, as well as through the environmental impact assessment process.

The laws which regulate these matters are:

- Planning and Construction Law (Official Gazette of the RS 72/09, 81/09, 64/10 – Constitutional Court Decision (CCD), 24/11, 121/12, 42/13 – CCD, 50/13 – CCD, 54/13 – Constitutional Court Rescript, 98/13 – CCD, 132/14, 145/14 and 83/2018);
- Law on the Confirmation of the (Aarhus) Convention on Access to Information, Public Participation in Decision Making and Access to Justice in Environmental Matters

(Official Gazette of the RS 38/09). The basic principles of this Convention are also supported by other laws and bylaws of the Republic of Serbia, including the Environmental Protection Law (Official Gazette of the RS Nos 135/2004 and 36/2009 – other law, 72/2009 – other law, 43/2011 – Decision of the Constitutional Court and 14/2016, 76/2018 and 95/2018 – other law), Environmental Impact Assessment Law (Official Gazette of the RS 135/04 and 36/09), Strategic Environmental Impact Assessment Law (Official Gazette of the RS 135/2004 and 88/2010) as well as the Regulation on the Procedure for Public Disclosure, Presentation and Public Hearing for the Environmental Impact Assessment (Official Gazette of the RS 69/05).

The main activities which must be undertaken before the adoption of the plan / study / document include:

- Through media, inform the public about the details of disclosure of the draft plan/study/document (e.g. where hard copies are available and the dates and times when they can be reviewed) and invite citizens / organisations to submit comments and/or participate in public hearings. Citizens and organisations can request that their comments are responded to in writing;
- Organisation of a public hearing to present the draft plan/study/document (usually held in the local administration building or some other suitable venue);
- Process comments received from all interested stakeholders and revise/complement the draft plan/study/document accordingly, as well as prepare a report on which comments were not taken into account and why;
- Deliver the revised plan/study/document and report to the responsible authority which determines whether all comments were adequately considered and processed.

Stakeholder engagement activities on matters concerning the application of expropriation, from the proclamation of public interest to the payment of compensation, are regulated by the Expropriation Law (Official Gazette of the RS 53/95, Official Gazette of the FRY 16/2001 – Federal Constitutional Court Decision and Official Gazette of the RS 20/2009, 55/2013 – CCD 106/2016 – authentic interpretation).

3.2 EPS INTERNAL POLICIES AND PROCEDURES

EPS identifies, monitors and reviews external and internal issues which are relevant to its business and strategic direction and affect the ability of the company to achieve the planned results of the established Integrated Management System (IMS). EPS has adopted a Procedure for the Identification, Analyses and Consideration of External and Internal Issues and Understanding the Needs and Expectations of Stakeholders (the “Stakeholder Procedure”), which is being implemented in all organisational units of the EPS group. The Procedure defines ways of communication and types of cooperation with stakeholders and their timely notification on key elements of significant projects of the EPS group and all activities in the field of quality of products and services, environmental protection and health and safety at work.

EPS branches have each developed their own SEP, aligned with the Corporate SEP, with the purpose of addressing in more detail stakeholder engagement relevant to their activities and projects. For larger new infrastructure projects and corporate activities, individual SEPs will also be developed.

4 KEY PRINCIPLES FOR STAKEHOLDER ENGAGEMENT

EPS is committed to the following stakeholder engagement activities which are in line with national legislation, internal procedures and international best practice:

- Identification of people or communities that could be affected by its activities and projects, as well as other interested parties;
- Meaningful consultation with affected or other interested parties on environmental and social issues that could potentially affect/interest them;
- Disclosure of appropriate information and appropriate notification about this disclosure at a time when stakeholder views can still influence the development of the activity/project;
- Stakeholder consultation during all activity/project stages, and starting as early as possible during project planning and preparation;
- Operation of a procedure which sets out the way for submitting and resolving submitted comments and complaints (Submission Management System – Grievance Mechanism, see Chapter 7);
- Maintenance of a constructive relationship with stakeholders on an ongoing basis through meaningful engagement during the implementation of projects and activities; and
- Undertaking special measures to engage with vulnerable groups¹ when applicable.

5 INSTITUTIONAL RESPONSIBILITY FOR STAKEHOLDER ENGAGEMENT

At the level of EPS, the Executive Director for Corporate Affairs has overall responsibility for stakeholder engagement. Responsibility for stakeholder engagement in branch offices lies with Branch Directors for Corporate Affairs and for project related stakeholder engagement with the Project Managers.

Branch Directors for Corporate Affairs and Project Managers manage planning of stakeholder engagement activities and monitor their implementation. Stakeholder engagement activities are implemented by persons delegated for engagement, by order of and based on instructions from the Branch Directors for Corporate Affairs and Project Managers.

The Engagement Department, within EPS Corporate Affairs, i.e. the Sector for Legal Affairs, carries out the development and updating of this Corporate SEP. The Department also coordinates the development of branch SEPs and large infrastructure project SEPs, and provides the necessary technical and advisory assistance during the development of plans, follows their implementation and reports on the implementation of all SEPs.

Each EPS branch office has one person in charge of providing inputs for SEP content and development, with technical and advisory assistance from the Engagement Department, as well as preparing reports on the implementation of plans. These persons report to the Branch Director for Corporate Affairs of the branch office where they work and are obliged to

¹ As defined by the EBRD E&S Policy (2014), vulnerable groups refers to people who, by virtue of gender identity, sexual orientation, religion, ethnicity, age, disability, economic disadvantage or social status may be more adversely affected by project impacts than others and who may be limited in their ability to claim or take advantage of project benefits. Vulnerable individuals and/or groups may also include, but not be limited to, people living below the poverty line, the landless, the elderly, women and children-headed households, refugees, internally displaced people, ethnic minorities, natural resource dependent communities or other displaced persons who may not be protected through national legislation and/or international law.

cooperate with the Engagement Department. In that same way, for large infrastructure projects, Project Managers appoint persons in charge of the mentioned tasks, who report to them and also have an obligation to cooperate with the Engagement Department.

This means that persons in charge of stakeholder engagement prepare SEPs, in accordance with instructions received from Branch Directors for Corporate Affairs and Project Managers and in cooperation with other colleagues from branch offices, that is, members of the Expert Working Groups that monitor the implementation of investment projects. The Engagement Department ensures that all activities are planned and implemented in accordance with the principles for stakeholder engagement (see Chapter 4), which are in line with national legislation, internal procedures and international best practice. Staff of the Engagement Department also follows the implementation of SEPs in order to compile SEP reports. Responsibility for implementing each specific stakeholder engagement activity is assigned and presented in individual SEPs.

All engagement activities involving the media and EPS's public image, as well as communication with the media in relation to investment projects, are implemented by EPS's PR Sector. The Engagement Department and the PR Sector have continuous communication and exchange all necessary information on planned stakeholder engagement activities. Activities of the PR Sector are included in all SEPs, while this Sector also receives regular reports prepared by the Engagement Department.

6 IDENTIFICATION OF STAKEHOLDERS AND ENGAGEMENT WITH THEM

6.1 IDENTIFICATION OF STAKEHOLDERS

A stakeholder is defined as any individual or group who is potentially affected by a project or activity or who has an interest in the project or activity involving environmental and social impacts. The objective of stakeholder identification is therefore to establish which organisations and individuals may be directly or indirectly affected (positively and negatively) or potentially affected by activities / projects or have an interest in the activity / project. Timely identification and continued communication with stakeholders will set the stage for good quality dialogue, to the benefit of both parties.

Stakeholder identification related to EPS at the national level is more general, while at the local level, for a specific activity/project, planning is done in more detail. EPS carries out identification of stakeholders for each new activity / project in the phase of passing a decision on the development of planning documents, in accordance with the law. This also presents the basis for developing a SEP for the mentioned activity and/or project.

The main groups of stakeholders are listed in Table 6.1 below, as well as methods of communication with them and potential topics for engagement.

6.2 ENGAGEMENT WITH STAKEHOLDERS

EPS publishes information about its activities at the corporate level, in accordance with legal obligations and internet procedures, on the EPS website (www.eps.rs) and through national, regional and local media. This includes information about new activities/projects, possible environmental and social impacts associated with them, all applicable studies, plans and reports, including the Corporate SEP, as well as branch and project SEPs, the Corporate

Resettlement Framework and Action Plans, planned public meetings and other events, annual reports on environmental and social performance and health and safety.

Stakeholders have the opportunity to find out more about EPS activities through public expert meetings, presentations at conferences, national and international manifestations in the area of energy and environmental protection, media reporting, educational workshops for national, regional and local media.

Concrete events to which stakeholders are specifically invited include:

- Presentation of business results (annual business report) for the previous year, in accordance with legal obligations.
- Conferences, presentations, round tables and other activities held throughout the year, including the International Energy Fair and expert conferences organised by EPS, as well as its branch offices.
- Presentation of the Report on Stakeholder Engagement (see Chapter 8), which will be organised once a year, starting from 2019.

EPS at the branch / activity / project level discusses plans with appropriate municipal or city authorities responsible for the location in question and agrees the notification and consultation process which is in accordance with national legislation, internal procedures and international best practice. These events are presented in branch, activity / project level SEPs.

With the aim of ensuring early stakeholder engagement in planning activities and / or projects, EPS, in cooperation with local authorities, informs identified stakeholders of the early public insight (disclosure) and public insight into relevant planning documents, in line with the law. After that, public participation is ensured during the process of developing environmental impact assessments and further, during implementation of activities / projects.

Special attention is given to stakeholders during the development and implementation of Resettlement Action Plans, at the level of branch offices or for specific activities and projects which require land acquisition and result in physical and/or economic displacement. The development of these RAPs is also initiated during the phase of development of planning documents in line with the law, to ensure early participation of stakeholders in decision making related to resettlement (see the EPS Corporate Resettlement Framework). RAPs are available to all stakeholders on the company website, as well as in relevant local communities, as presented in branch, project and activity SEPs.

Table 6.1 Main Stakeholder Groups of EPS, Topics of Interest and Methods of Communication

Stakeholder Group	Methods of communication	Topics for engagement
<p>1. Administrative bodies and authorities:</p> <p>1.1 State Administration (GoS, ministries)</p> <p>1.2 Regional Administration</p> <p>1.3 Local governments (cities, municipalities)</p>	<p>Procedures defined by national legislation (official communication)</p> <p>Verbal and written communication, as needed</p> <p>Consultation and thematic meetings</p>	<p>Issues in relation to the jurisdiction of administrative bodies and authorities.</p>
<p>2. Public and other enterprises:</p> <p>2.1 State enterprises</p> <p>2.2 Local enterprises</p>	<p>Procedures defined by national legislation (official communication)</p> <p>Verbal and written communication, as needed</p> <p>Consultation and thematic meetings</p>	<p>Issues in relation to the business relationship between EPS and the listed entities.</p>
<p>3. Business counterparts</p> <p>3.1 Foreign partners</p> <p>3.2 Domestic partners</p>	<p>Official correspondence and meetings</p>	<p>Issues in relation to the business (contractual) relationship between EPS and the listed entities.</p>
<p>4. Other relevant institutions and organisations, public and private</p> <p>(institutes, universities, research organisations, etc.)</p>	<p>Procedures defined by national legislation (official)</p> <p>Verbal and written communication, as needed</p> <p>Consultation and thematic meetings</p>	<p>Issues in relation to the business (contractual) relationship between EPS and the listed entities.</p>
<p>5. Non-governmental and civil society organisations</p>	<p>EPS website</p> <p>Media</p> <p>Consultation and thematic meetings</p>	<p>Environmental and social issues in connection to EPS activities and projects.</p>

Stakeholder Group	Methods of communication	Topics for engagement
	Submission Management System Information based on the Law on Free Access to Information of Public Importance	
6. Affected people: 6.1 Communities 6.2 Physically and/or economically displaced persons (with formal legal rights, with rights that are recognisable and those who have no legal rights but are present in the project area at the time of the census) 6.3 Vulnerable individuals / groups	EPS website Media Notices at public places Consultation and thematic meetings Individual meetings Submission Management System Information based on the Law on Free Access to Information of Public Importance Note: Specific measures and/or assistance will be undertaken to consult with vulnerable individuals / groups, where necessary.	Environmental and social issues in connection to EPS activities and projects: <ul style="list-style-type: none"> • Planned and ongoing activities and projects, timelines of events • Expected impacts and planned mitigation and enhancement measures, including those in relation to land acquisition, physical and economic displacement (Resettlement / Livelihood Restoration Action Plans) • Local development opportunities and initiatives (infrastructure developments, employment opportunities, etc.) • Consultation and disclosure of information opportunities; Submission Management System • Monitoring of implementation and evaluation reports
7. Media (TV, radio, internet, print) 7.1 National 7.2 Regional/local	Announcements Media conferences Participation in media events EPS website Educational workshops	Environmental and social issues in connection to EPS activities and projects

Stakeholder Group	Methods of communication	Topics for engagement
	Information based on the Law on Free Access to Information of Public Importance	
8. Internal stakeholders EPS employees, Labour Unions	Meetings Intranet Announcement boards Trainings Employee grievance mechanism	Collective agreement Job organisation and systematisation Internal employee grievance mechanism Health and safety procedures Codes of conduct
9. Temporary construction workers subcontractors	Official correspondence Meetings Code of conduct Information in contract Trainings Employee grievance mechanism	Information in contract on standards and expectations with respect to: <ul style="list-style-type: none"> • Environmental and social impacts • Occupational health and safety at work • Code of conduct including disciplinary measures • Security measures • Access to sites • Interaction with the community • Employee grievance mechanism.

7 SUBMISSIONS TO EPS

Submissions to EPS are defined as comments, grievances, suggestions, requests, etc. delivered to the company in relation to its environmental and social performance. Employee / worker submissions are dealt with as part of separate procedures and are not addressed in the Corporate SEP.

Submissions can be equally made by physical persons or legal entities. There is no obligatory form for written submissions, however it is advantageous to use the example form for submissions, provided in [ANNEX 1: Example form for submissions](#) of this Corporate SEP, whenever possible. An example form for submissions under on the Law on Free Access to Information of Public Importance is provided in [ANNEX 2: Example form for requests based on the Law on Free Access to Information of Public Importance](#) of this Corporate SEP.

Submissions can also be made verbally (by phone or in person), using any of the contact details listed below, in which case a written record is made. The EPS employee receiving the submission in these cases, records it in written form, in the electronic registry.

For larger infrastructure projects (see also Chapter 7.3), EPS installs grievance boxes in selected locations, to enable greater participation of stakeholders during the project cycle. The exact locations of the grievance boxes are presented in the SEP for the Project in question.

Submissions may also be made anonymously, however this limits EPS's ability to provide an adequate response.

A submission to EPS does not prevent any person or legal entity from using relevant legal channels to address relevant authorities, in accordance with the legislation of the Republic of Serbia.

7.1 HOW TO FILE A SUBMISSION

Submissions can be made in any of the following ways:

- Directly to the Engagement Department, using the following contact details:

Department for Internal Regulations and Relations with Regulatory Bodies and Stakeholders
Phone number: +381 11 2024 196
Email: predstavke@eps.rs
Postal Address: Balkanska 13, 11000 Beograd, Srbija
Website: www.eps.rs

Note: submissions in relation to branch activities and / or projects, as well as larger infrastructure or other activities and / or projects can also be made using contact details listed in branch or activity/project SEPs.

- Directly to the Legal Affairs Sector, for requests based on the Law on Free Access to Information of Public Importance, using the following contact details:

Legal Affairs Sector

Phone number: +381 11 36 11 263

Email: spp@eps.rs

Postal Address: Balkanska 13, 11000 Beograd, Srbija

Website: <http://eps.rs/lat/Pages/Javnost.aspx>

- Through the EPS website, using any contact details provided on the following page: <http://www.eps.rs/Pages/kontakt-za-kupce.aspx>.
- Through any EPS field office (the registry counter).
- In submission boxes, for larger investment projects.

A written response to general submissions is provided within 30 days of submission. During this time, the EPS employee processing the submission may contact the person who submitted it for any necessary clarifications or for additionally needed information.

If a response cannot be provided within 30 days, EPS informs the person who made the submission about this within 7 days of receiving the submission and sets a longer response period, but not longer than 40 days.

Any further clarifications of the response can be requested by phone using the contact details provided for the Engagement Department.

7.2 MANAGEMENT OF SUBMISSIONS IN EPS

All submissions to EPS are recorded in two ways.

The first group of submissions are those in relation to the calculation, payment and delivery of electricity and they are recorded in the Unique Database and processed by EPS's Customer Directorate. Summary monthly reports are provided to the Engagement Department, for inclusion in Stakeholder Engagement Reports.

All other submissions are recorded in the Electronic Registry and are responded to by the Engagement Department. If the Engagement Department does not have information relevant for responding to the recorded submissions, it forwards them to other services, departments or sectors who have this information, in which case, the Department follows how they are processed and assists in preparing a response to them, if necessary.

The Engagement Department analyses submissions and if it determines that there is a particularly urgent submission or an increased number of submissions in a particular location, or in relation to a specific activity or project, or from a particular group of persons / entities, the Head of the Department has a responsibility to immediately inform the EPS Executive Director for Corporate Affairs about this.

The Engagement Department provides a summary and analyses of all submissions in annual Stakeholder Engagement Reports (see Section 8). Names and information which can serve to identify persons who made the submissions are not included in reports, to fully preserve their privacy.

7.3 ACTIVITY/PROJECT SPECIFIC SUBMISSION MANAGEMENT

For particularly complex activities or projects, EPS established a dedicated submission management system. The contact and other details about such a system are widely announced to communities and individuals who may be impacted by these activities or projects and are described in dedicated activity/project SEPs. If submissions are expected to be particularly complex and numerous, EPS may decide to set up submission management committees, which will consider submissions in the second instance and may have among its members local authority, community or other relevant representatives.

If the activities / projects include the use of contractors and subcontractors, they are required to handle all submissions in compliance with the EPS established submission management system and EPS monitors their performance.

8 STAKEHOLDER ENGAGEMENT REPORTING

The Engagement Department prepares annual Stakeholder Engagement Reports describing the implementation of the Corporate SEP, as well as branch and individual activity/project SEPs, which are submitted to EPS Senior Management. The reports also have a separate section on submission management at the level of EPS.

The first report will be a part of EPS's Annual Environmental Report for 2019, and in the future will always be within annual environmental reports.

Apart from that, after the completion of each report, the PR Sector and the Engagement Department will jointly organise a round table for representatives of stakeholders at which results in the area of stakeholder engagement will be discussed, as well as ways for improving future cooperation.

Based on analyses of the success of implemented activities (including submission management) feedback received from stakeholders, as well as in line with planned activities / projects at all levels, the Engagement Department proposes updates to the Corporate SEP, as well as branch and other SEPs.

9 ANNEX 1: Example form for submissions

FORM FOR SUBMISSIONS	
Reference Number (assigned by EPS):	
<p><i>Please provide your contact details and describe your comment / grievance. All information will be treated as confidential.</i></p> <p><i>Note: If you wish to remain anonymous, describe your comment / grievance in the form, without providing contact details – your comment / grievance will be considered by EPS even then, however EPS will not be able to provide you with a response without having your contact details.</i></p>	
<p>Full Name:</p> <p>Please mark how you wish to be contacted (by post, telephone, e-mail).</p>	<p>_____</p> <p><input type="checkbox"/> By Post (Please provide the postal address):</p> <p>_____</p> <p>_____</p> <p><input type="checkbox"/> By Telephone (Please provide the telephone number):</p> <p>_____</p> <p><input type="checkbox"/> By E-mail (Please provide the email address):</p> <p>_____</p>
Preferred language for communication:	<p><input type="checkbox"/> Serbian language</p> <p><input type="checkbox"/> Other language, specify which one: _____</p>
Description of Incident or Grievance:	What happened, where and to whom? What is the result of the problem?
Date of Incident/Grievance	<p><input type="checkbox"/> One time incident/grievance (date: _____)</p> <p><input type="checkbox"/> Happened more than once (how many times? _____)</p> <p><input type="checkbox"/> On-going (currently experiencing problem)</p>
What would you like to see happen to resolve the problem?	

Signature: _____ Date: _____

10 ANNEX 2: Example form for requests based on the Law on Free Access to Information of Public Importance

<p>PUBLIC ENTERPRISE EPS, Belgrade, Balkanska 13</p> <p>For Persons Authorised for Access to Information of Public Importance</p> <p>Subject: REQUEST FOR ACCESS TO INFORMATION OF PUBLIC IMPORTANCE</p> <p>Based on Article 15, para 1 of the Law on Free Access to Information of Public Importance (Official Gazette of the RS No. 120/04, 54/07, 104/09 and 36/10), I hereby approach EPS with a request of whether EPS possesses information about:</p> <p>_____</p> <p>_____.</p> <p>If EPS possesses the mentioned information, please inform me and allow me:</p> <ul style="list-style-type: none">• Insight into the document which includes the requested information,• Issuing of a copy of the document that contains the requested information,• Delivery of a copy of the document that contains the requested information. <p>The delivery of a copy of the document that contains the requested information can be carried out:</p> <ul style="list-style-type: none">• By post, at the following address _____• By email, at the following address _____• By fax, at the following number _____• By pick up in person. <p>_____</p> <p>Person submitting the request / full name / business name</p> <p>_____</p> <p>Address / Business address</p> <p>_____</p> <p>Signature / signature of authorised person and stamp</p>

² Present the description of the requested information as detailed as possible as well as other data that can facilitate finding the requested information.