

**CORPORATE STAKEHOLDER ENGAGEMENT PLAN FOR THE PUBLIC ENTERPRISE  
“ELECTRIC POWER INDUSTRY OF SERBIA”, BELGRADE**

**December 2021**

## ACRONYMS AND ABBREVIATIONS

SBRA	Serbian Business Registers Agency
PE EPS	Public Enterprise “Elektroprivreda Srbije”, Belgrade
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.
Corporate Plan	Corporate Stakeholder Engagement Plan Corporate engagement plan with stakeholders
PE	Public Enterprise
SHPP	Small Hydro Power Plant
MB	Mine Basin
RS	Republic of Serbia
Offic.	Official
FRY	Federal Republic of Yugoslavia
FCC	Federal Constitutional Court
TENT	Thermal Power Plant Nikola Tesla
CHPP	Combined heat and power plant
CC	Constitutional Court
HPP	Hydro Power Plant

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# CORPORATE STAKEHOLDER ENGAGEMENT PLAN FOR THE PUBLIC ENTERPRISE ELECTRIC POWER INDUSTRY OF SERBIA

## 1 INTRODUCTION AND OBJECTIVES

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

PE EPS is a company which performs trade of electricity (a part of which is also the supplying of electricity). Apart from this predominant activity, PE 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.

PE 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 PE 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 PE 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 SEP was modified in January 2019.

It is now updated due to changes in relation with the reorganization of the Distribution System Operator "EPS Distribucija d.o.o. Beograd" based on the Conclusion passed by the Serbian Government on 17 December 2020, followed by the transfer of the share in this company from the Public Enterprise "Elektroprivreda Srbije Beograd" to the Republic of Serbia, as well as due to changes in name of the department in charge of operations related to cooperation with stakeholders and the contact information for submission of stakeholder's submissions.

PE EPS branches 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 PE EPS's engagement with stakeholders. In addition, PE 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 communication with stakeholders and work transparency Email: <a href="mailto:spp@eps.rs">spp@eps.rs</a> Postal Address: Balkanska 13, 11000 Beograd, Srbija Website: <a href="http://www.eps.rs">www.eps.rs</a>
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## 1.1. BASIC INFORMATION ABOUT PE EPS

PE EPS is the largest company in Serbia in terms of capital value and number of employees (approximately 20,000). The number of PE EPS customers is approximately 3.5 million

PE EPS has eight registered branches (as shown in Figure 2.1).

Figure 2.1 – Organization of PE EPS

Public Enterprise "Elektroprivreda Srbije Beograd"							
Mining Basin Kolubara, Lazarevac	Thermal Power Plant "Nikola Tesla", Obrenovac	Thermal Power Plant and Mines, Kostolac	Hydro Power Plant Djerdap, Kladovo	Branch "Drinsko- limske Hydro Power Plants", Bajina Bašta	Branch Combined Heat and Thermal Power Plants, Novi Sad	Branch renewables Belgrade	branch "EPS Snabdevanje", Belgrade

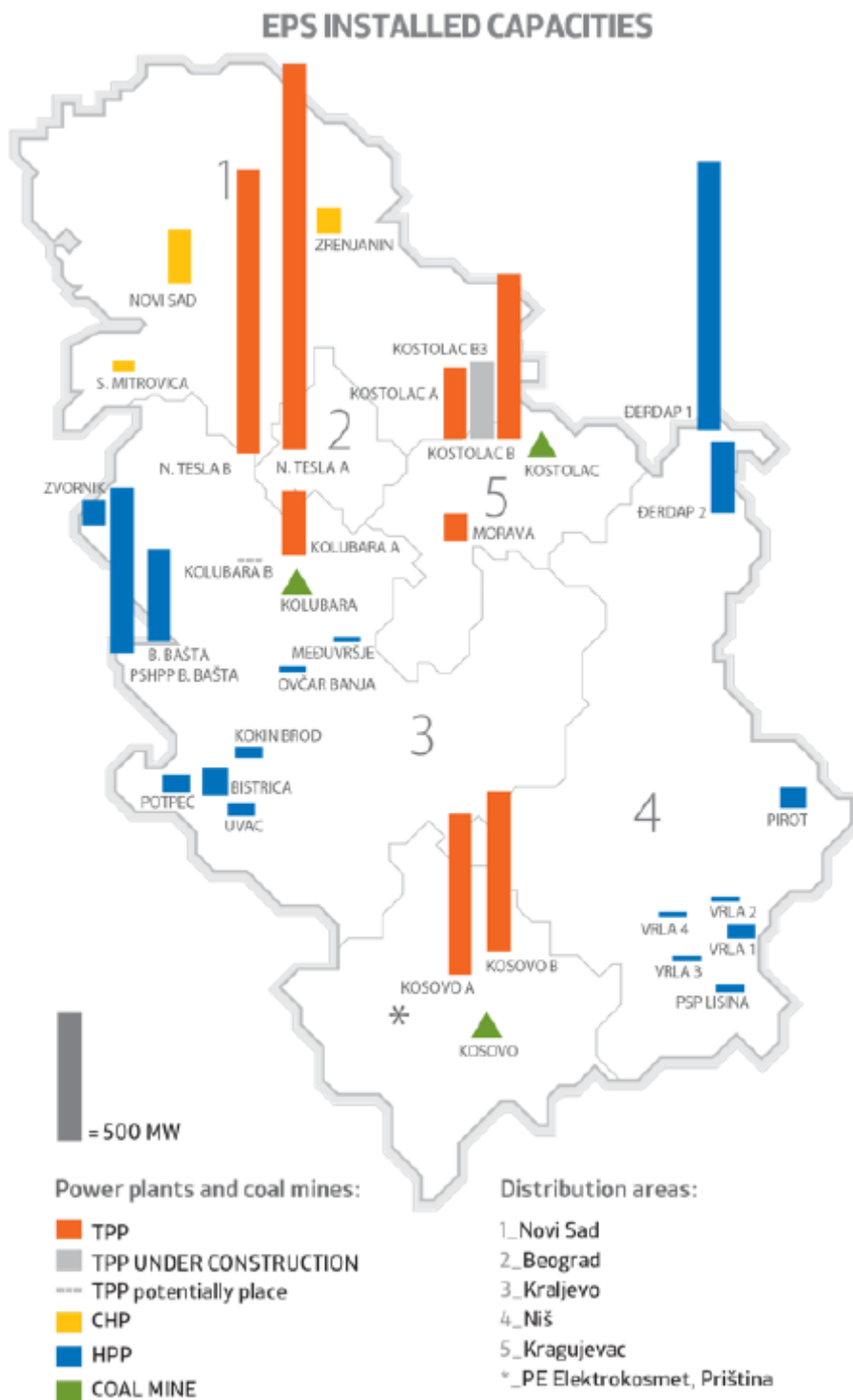
PE EPS has an installed generation capacity of 7.4 GW, of which, 55% is coal fired, 40 % hydropower and 5% fuel and gas-fired combined heat and power generation:

- Hydro power plants (HPP Đerdap 1, HPP Đerdap 2, HPP Piroć, 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 (CHTPP Panonske - Novi Sad, CHTPP Zrenjanin, CHTPP 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 reconstruction).

PE EPS exploits lignite from two mining basins, Kolubara and Kostolac, which production was approx. 39 Mio. tons per annum in 2020 (75% at Kolubara and 25% at Kostolac)

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

Figure 2.2 – Overview of PE EPS business operations (source: EPS Technical Report 2020)



\* As of June 1999, EPS does not operate its facilities on the territory of Kosovo and Metohija

## **2 REQUIREMENTS FOR STAKEHOLDER ENGAGEMENT AND INFORMATION DISCLOSURE**

PE EPS performs 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 the international practice.

### **2.1 National legislative requirements**

Key legislation of the Republic of Serbia, addressing stakeholder engagement, that are relevant to PE 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. The Constitution of the Republic of Serbia guarantees that anyone is entitled to, either alone or together with others, file submissions or other proposals to the state authorities, organizations with public authorizations, autonomous province authorities and local government authorities, and to receive a reply from these when asked for it. Article 74 of the Constitution of the Republic of Serbia 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, and 88/19) requires that all relevant financial and management information about PE EPS must be publicly available on the Company website, including the organizational structure, annual and triennial business programs 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, 95/18 - other law and 40/21) 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, 36/10 and 105/21) 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 Ombudsman (Official Gazette of the RS, 105/21).

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, 83/2018, 31/19, 37/19- other law, 9/20 and 52/21);
- 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 No. 135/04, 36/09, 36/09 – other law, 72/09 – other law, 43/11 – Decision of the Constitutional Court and 14/2016, 76/18, 95/18 – other law, 95/18- 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 135/04 and 88/10) 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. 16/01 – Federal Constitutional Court Decision and Official Gazette of the RS 20/09, 55/13 – CCD 106/16 – authentic interpretation).

## **2.2 PE EPS internal policies and procedures**

PE 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). In September 2020, PE EPS has adopted a Procedure for Identification, Analyses and Consideration of the Needs and Expectations of Stakeholders and the Guidelines for Stakeholder Engagement via Submissions (the “Engagement Internal Documents”), which is being implemented in all organisational units of the PE EPS. These Internal documents define ways of communication and types of cooperation with stakeholders and their timely notification on key elements of significant projects of the PE EPS and all activities in the field of quality of products and services, environmental protection and health and safety at work.

PE EPS branches have 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.



### 3 KEY PRINCIPLES FOR STAKEHOLDER ENGAGEMENT

PE EPS implements the following stakeholder engagement activities which are in line with national legislation, internal procedures and the international practice:

- Identification of people or communities that could be affected by PE EPS activities and projects, as well as other interested parties;
- Meaningful consultation with those affected by the activities/projects or other interested parties on environmental and social issues that could potentially affect or 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 groups<sup>1</sup> when applicable.

### 4 INSTITUTIONAL RESPONSIBILITY FOR STAKEHOLDER ENGAGEMENT

At the level of PE 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 employees delegated for engagement, by order of and based on instructions from the Branch Directors for Corporate Affairs and Project Managers.

The Department for communication with stakeholders and business publicity, within the Sector for Legal Affairs in PE EPS Head Office, carries out the development and updating of this Corporate SEP. The Department for communication with stakeholders and work transparency 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.

At each PE EPS branch office there is one employee in charge of providing inputs for SEP content and development, with technical and advisory assistance from the Department for communication with stakeholders and work transparency, as well as preparing reports on the implementation of plans. These employees report to the Branch Director for Corporate Affairs of the branch office where they work and are obliged to cooperate with the Department for communication with stakeholders and work transparency. In that same way, for large infrastructure projects, Project Managers appoint persons in charge of the mentioned tasks,

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<sup>1</sup> As defined by the EBRD E&S Policy (2014, revision 2019), 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.

who report to them and also have an obligation to cooperate with the Department for communication with stakeholders and work transparency.

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 Department for communication with stakeholders and work transparency 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 the international practice. Staff of the Department for communication with stakeholders and work transparency 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 PE EPS's public image, as well as communication with the media in relation to investment projects, are implemented by EPS's PR Sector. The Department for communication with stakeholders and work transparency 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 Department for communication with stakeholders and business publicity.

## **5 IDENTIFICATION OF STAKEHOLDERS AND ENGAGEMENT WITH THEM**

### **5.1 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.

PE 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.

### **5.2 Engagement with stakeholders**

PE EPS publishes information about its activities at the corporate level, in accordance with legal obligations and internet procedures, on the PE EPS website ([www.eps.rs](http://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 PE 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 by PE EPS 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 PE EPS, as well as its branch offices;
- Presentation of the Report on Stakeholder Engagement.

PE EPS at the branch /activity/project level introduces its plans to 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 and project level SEPs.

For ensuring early stakeholder engagement in planning activities and/or projects, PE EPS, in cooperation with local government 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 and/or 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.

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

Stakeholder Group	Methods of communication	Topics for engagement
<b>1. Administrative bodies and authorities:</b> 1.1 State Administration (GoS, ministries) 1.2 Regional Administration 1.3 Local governments (cities, municipalities)	Procedures defined by national legislation (official communication) Verbal and written communication, as needed Consultation and thematic meetings	Issues in relation to the jurisdiction of administrative bodies and authorities.
<b>2. Public and other enterprises:</b> 2.1 State enterprises and other companies 2.2 Local enterprises and other companies	Procedures defined by national legislation (official communication) Verbal and written communication, as needed Consultation and thematic meetings	Issues in relation to the business relationship between PE EPS and the listed entities
<b>3. Business counterparts</b> 3.1 Foreign partners 3.2 Domestic partners	Official correspondence and meetings.	Issues in relation to the business (contractual) relationship between PE EPS and the listed entities.
<b>4. Other relevant institutions and organisations, public and private</b> (institutes, universities, research organisations, etc.)	Procedures defined by national legislation (official) Verbal and written communication, as needed Consultation and thematic meetings.	Issues in relation to the business (contractual) relationship between PE EPS and the listed entities.
<b>5. Non-governmental and civil society organisations</b>	PE EPS website Media Consultation and thematic meetings . Submission Management System Information based on the Law on Free Access to Information of Public Importance.	Environmental and social issues in connection to PE EPS activities and projects.
<b>6. Affected people:</b> 6.1 Local communities 6.2 Physically and/or economically displaced persons (with formal legal rights, with rights that are recognisable and those	PE EPS website Media Notices at public places Consultation and thematic meetings Individual meetings	Environmental and social issues in connection to PE EPS activities and projects: <ul style="list-style-type: none"> <li>• Planned and ongoing activities and projects, timelines of events</li> </ul>

Stakeholder Group	Methods of communication	Topics for engagement
<p>who have no legal rights but are present in the project area at the time of the census) 6.3 Vulnerable individuals / groups</p>	<p>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.</p>	<ul style="list-style-type: none"> <li>• Expected impacts and planned mitigation and enhancement measures, including those in relation to land acquisition, physical and economic displacement (Resettlement / Livelihood Restoration Action Plans)</li> <li>• Local development opportunities and initiatives (infrastructure developments, employment opportunities, etc.)</li> <li>• Consultation and disclosure of information opportunities; Submission Management System</li> <li>• Monitoring of implementation and evaluation reports.</li> </ul>
<p><b>7. Media (TV, radio, internet, print)</b> 7.1 National 7.2 Regional/local</p>	<p>Announcements Media conferences Participation in media events EPS website Educational workshops Information based on the Law on Free Access to Information of Public Importance.</p>	<p>Environmental and social issues in connection to PE EPS activities and projects.</p>
<p><b>8. Internal stakeholders</b> EPS employees, Labour Unions</p>	<p>Meetings Intranet Announcement boards Trainings Employee grievance mechanism.</p>	<p>Collective agreement Job organisation and systematisation Internal employee grievance mechanism Health and safety procedures Codes of conduct.</p>
<p><b>9. Temporary construction workers subcontractors</b></p>	<p>Official correspondence Meetings Code of conduct</p>	<p>Information in contract on standards and expectations with respect to:</p> <ul style="list-style-type: none"> <li>• Environmental and social impacts</li> </ul>

Stakeholder Group	Methods of communication	Topics for engagement
	Information in contract Trainings Employee grievance mechanism.	<ul style="list-style-type: none"> <li>• Occupational health and safety at work</li> <li>• Code of conduct including disciplinary measures</li> <li>• Security measures</li> <li>• Access to sites</li> <li>• Communication with the local community</li> <li>• Internal employee grievance mechanism.</li> </ul>

## 7 SUBMISSIONS IN PE EPS

Submissions in PE EPS are defined as comments, grievances, suggestions, requests, etc. delivered to this public enterprise in relation to its activities and results. Employee submissions are dealt with as part of separate procedures and are not addressed in the Corporate SEP

Submissions can be filed by either natural persons or legal persons. There is no obligatory form for written submissions, however it is preferable to use the example form for submissions, provided in Annex 1: Example form for general 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.

For larger infrastructure projects (see also Chapter 7.3), PE 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 PE EPS's ability to provide an adequate response.

Filing a submission in PE 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 filed in any of the following ways:

- Directly to the Department for communication with stakeholders and work transparency, using the following contact details:

Department for communication with stakeholders and work transparency Email: <a href="mailto:spp@eps.rs">spp@eps.rs</a> Postal Address: Balkanska 13, 11000 Beograd, Srbija Website: <a href="http://www.eps.rs">www.eps.rs</a>
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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.

- By filing an application for Free Access to Information of Public Importance in PE EPS in accordance with the Law on Free Access to Information of Public Importance , using the following contact details:

Legal Affairs Sector Email: <a href="mailto:spp@eps.rs">spp@eps.rs</a> Postal Address: Balkanska 13, 11000 Beograd, Srbija Website: <a href="http://eps.rs/lat/Pages/Javnost.aspx">http://eps.rs/lat/Pages/Javnost.aspx</a>
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- Through the PE EPS website, using any contact details provided on the following page: <http://www.eps.rs/lat/Stranice/elektronska-posta.aspx>
- Through any PE 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 PE EPS employee processing the submission may contact the person who submitted it in writing for any necessary clarifications or for additionally needed information

If a response cannot be provided within 30 days, PE 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.

## **7.2 Management of submissions in EPS**

All submissions in PE EPS are recorded in two ways:

The first group of submissions is 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 Department for communication with stakeholders and work transparency, for inclusion in Stakeholder Engagement Report.

All other submissions are recorded in the Electronic Registry and are responded to by the Department for communication with stakeholders and work transparency. If the Department for communication with stakeholders and business publicity does not have information relevant for responding to the recorded submissions.

The Department for communication with stakeholders and work transparency 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 for communication with stakeholders and work transparency has a responsibility to immediately inform the PE EPS Executive Director for Corporate Affairs about this.

The Department for communication with stakeholders and work transparency 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, PE EPS has 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, PE 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 PE EPS submission management system and EPS monitors their performance.

# **8 STAKEHOLDER ENGAGEMENT REPORTING**

The Department for communication with stakeholders and work transparency 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 PE EPS Senior Management. The reports also have a separate section on submission management at the level of PE EPS.

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



## 9 ANNEX 1: EXAMPLE FORM FOR GENERAL SUBMISSIONS

FORM FOR SUBMISSIONS	
Reference Number (assigned by PE 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 PE EPS even then, however PE 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:	<input type="checkbox"/> Serbian language <input type="checkbox"/> Other language, please specify: _____
Description of Incident or Grievance:	What happened, where and to whom? What is the result of the problem?
Date of Incident/Grievance:	<input type="checkbox"/> One time incident/grievance (date: _____) <input type="checkbox"/> Happened more than once (how many times? _____) <input type="checkbox"/> On-going (currently experiencing problem)
How would you like for this problem to be resolved?	

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## 10 ANNEX 2: EXAMPLE FORM FOR EXERCISING RIGHTS PER THE LAW ON FREE ACCESS TO INFORMATION OF PUBLIC IMPORTANCE

PUBLIC ENTERPRISE ELEKTROPRIVREDA SRBIJE BEOGRAD  
Belgrade, Balkanska 13  
For Persons Authorised for Access to Information of Public Importance

Subject: REQUEST FOR FREE ACCESS TO INFORMATION OF PUBLIC IMPORTANCE

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, 36/10 AND 105/21), I hereby address to the Public Enterprise Elektroprivreda Srbije Beograd (the "PE EPS") with a request of whether PE EPS possesses information about:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.<sup>2</sup>

If PE EPS possesses the mentioned information, please inform me and allow me:

- 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.

The delivery of a copy of the document that contains the requested information can be carried out:

- By post, at the following address \_\_\_\_\_
- By email, at the following address \_\_\_\_\_
- By fax, at the following number \_\_\_\_\_
- By taking over in person.

\_\_\_\_\_  
Person submitting the request/full name/business name

\_\_\_\_\_  
Address/Business address

\_\_\_\_\_  
Signature/signature of authorised person and stamp

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