

Grievance Mechanism

The grievance mechanism allows community members to be continuously involved in the project. It improves relationships and reduces social risks because it allows problems to be resolved at a very early stage. It thus prevents problems and conflicts.

The purpose of the procedure is to find solutions to issues that arise during project implementation. Responsible project management allows building a relationship with the environment that is based on trust. A grievance can be a complaint, concern, question, suggestion or other comment about the project or its implementation or impact.

During the construction period, the grievance mechanism can be managed by OW Polska Sp. z o.o., by the contractor, or by a dedicated entity specializing in public communications.

In summary:

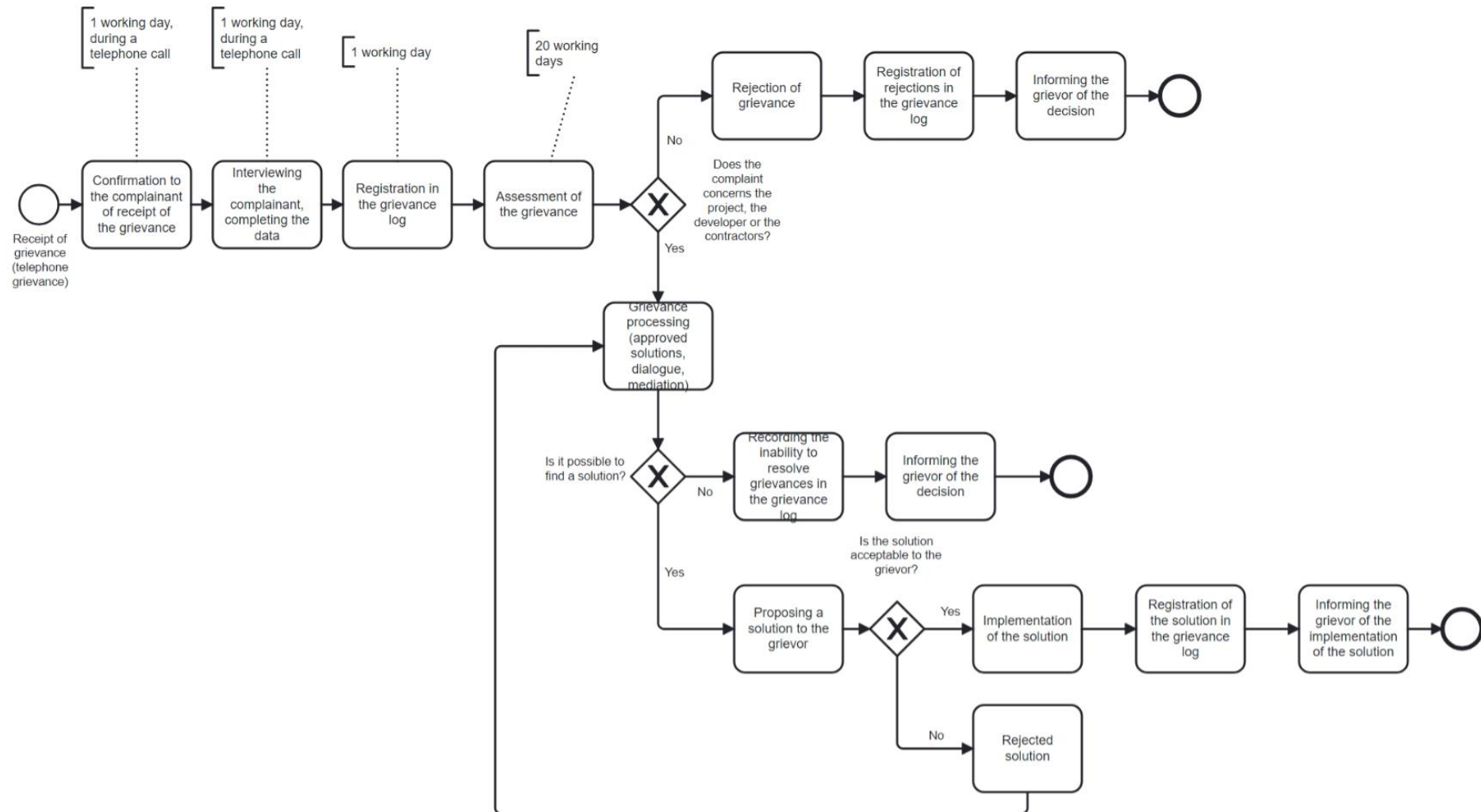
- Any person or organization can send comments or complaints at any time and without cost in one of the following ways: in person, by phone, by post, by email - using the contact information provided on the project website or by a grievance form available on the project website (understood as a subpage on the website <https://www.bc-wind.pl>). A proposal for a model of the complaint form is included in Annex 4.
- Entity dealing with the complaints will keep a log of all the grievances received. Proposition of the template for the Grievance Log is provided in Annex 5.
- The Grievance Log will be used to track the resolution of all grievances raised and to prepare management reports.
- All grievances will be responded to either verbally or in writing, in accordance with the preferred method of communication specified by the grievant.
- Individuals who submit a grievance have the right to request that their name be kept confidential.
- At all times, stakeholders have a right to complain to the relevant authorities or seek legal remedies in accordance with the laws and regulations of Poland.

The company will proceed with any complaint and grievance in the timely and transparent manner. The Grievance Mechanism Procedure for the Project will be structured as follows:

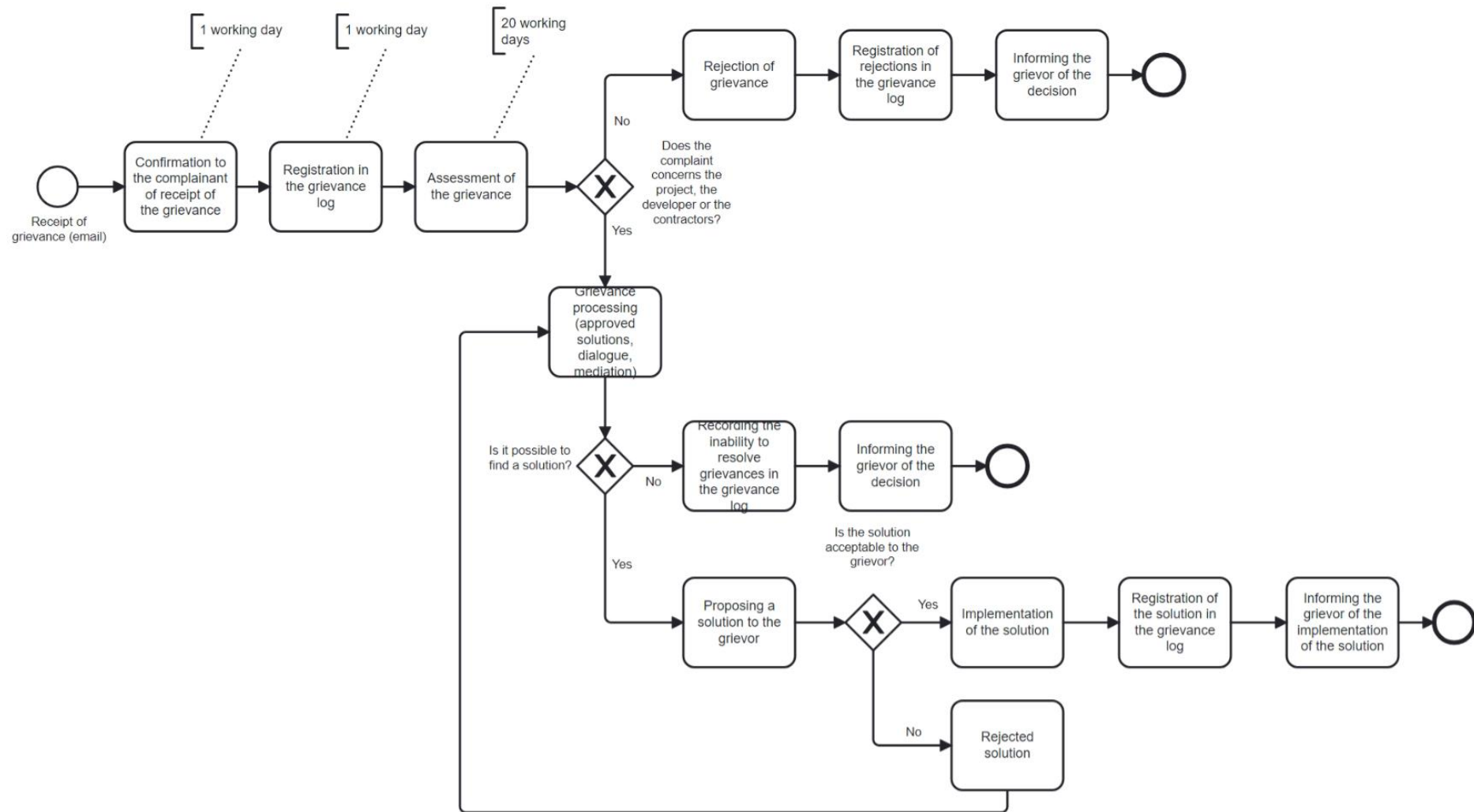
- Procedures have been developed for dealing with complaints submitted in writing, by telephone and by e-mail.
- The grievance is recorded in the Grievance Log, and receipt of the grievance is formally acknowledged to the person filing the grievance. If any clarification is required, the complainant is contacted for additional information.
- The grievance is assessed and a person responsible for resolving it is appointed. The process of dealing with the grievance begins. If immediate action is possible, the complainant is informed and corrective action is implemented. In other cases, other tools (dialogue, mediation) are used to find a solution.

- If the person making the grievance is not satisfied with the initial response to their grievance, the grievance handler will work with the complainant to find a mutually agreed solution.
- In the case of significant grievances, the case will be investigated in depth (with the involvement of the grievant if necessary) in order to find an appropriate solution to the problem.
- The case will be assessed and closed. A formal response to reported grievances should be provided within 20 working days of the complaint being registered (or 30 days in the case of serious non-compliance).
- If a grievance is rejected (in whole or in part) or cannot be resolved, the complainant is informed accordingly (by email, telephone or in writing).

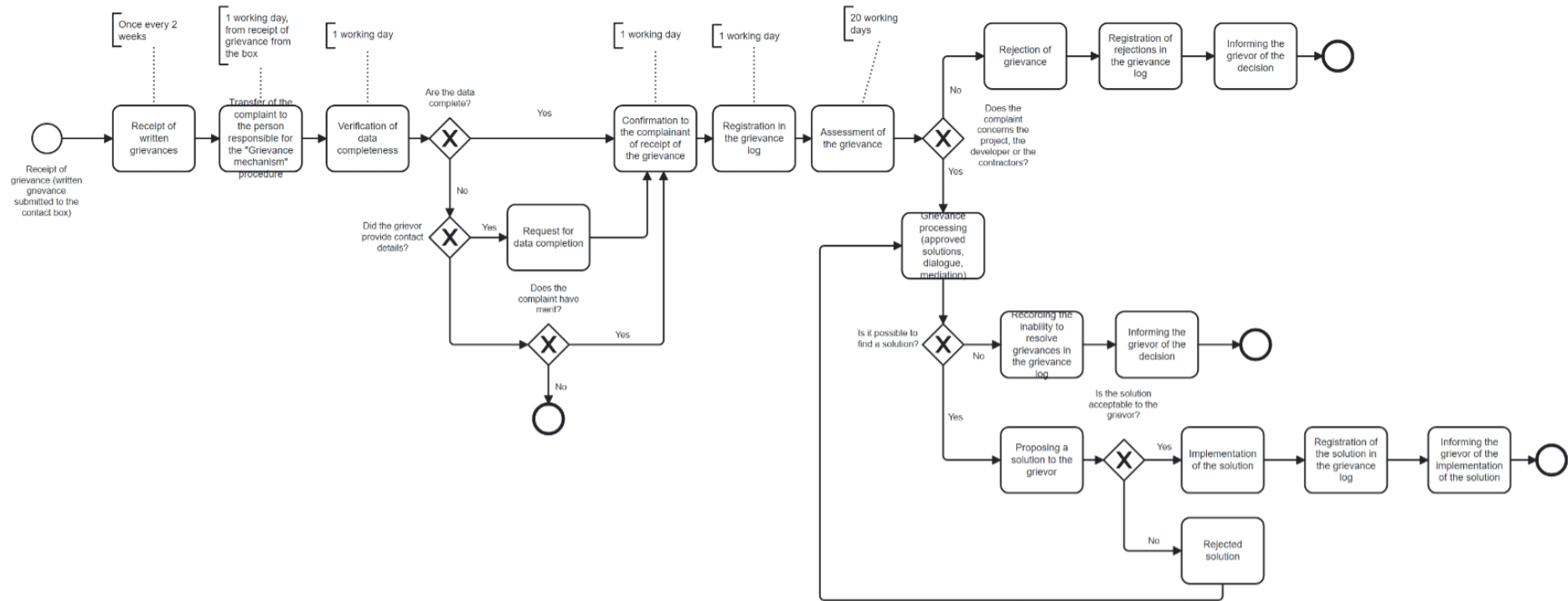
Annex 1 - Grievance Procedure Flowchart - telephone grievances



Annex 2 - Grievance Procedure Flowchart - grievances sent by e-mail



Annex 3 - Grievance Procedure Flowchart - written grievances submitted via the contact box.



Annex 4 - Grievance form

Date		Reference number	
Name: ☐ I wish to raise my grievance anonymously ☐ Please do not disclose my identity without my permission.			
Contact information Indicate how you would like to be contacted and provide your contact information.		☐ By post:..... ☐ Phone contact: ☐ E-mail:	
Description of incident or grievance <i>What happened? Where did it happen? Who was involved? What are the consequences?</i>			
Date of incident:			
Occurrence of the subject of complain/grievance		☐ One-time incident ☐ It happened more than once. How many times? ☐ On-going problem	

How would you like to see this issue resolved?

- ☐ *I consent to the processing of my personal data by OW Polska Sp. z o.o. for the purposes of the complaints process*

Grievance closed out (to be filled in by the receiving party)

Steps taken to resolve the grievance and outcome of the process:

Person Responsible:

Date closed:

Signature

DODACZ ZAPISY RODO

Annex 5 - Grievance log template

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