



PROJECT STAKEHOLDER GRIEVANCE MECHANISM

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Introduction and Background

NamPower undertakes to foster a constructive working environment for projects and commits to ensuring that the views and rights of both NamPower and its internal and external project stakeholders are collectively respected. The Grievance Resolution Procedures have therefore been instituted to:

- afford all project stakeholders the opportunity to unmaliciously lodge individual or group grievances with the Project Director/Manager in writing (email or letter); without prejudice to contracts/interests/roles, and
- ensure a fair, consistent, and diligent stakeholder grievances resolution system.

However in instances of fraud or any impropriety conduct by a NamPower staff member relating to project(s), please be advised that NamPower has a confidential fraud hotline toll free number: 0800 66 999 or E-mail address: nampower@tip-offs.com or Website address: www.tip-offs.com.

Grievances Resolution Procedures

Aggrieved project stakeholders may submit written grievances to the Project Director/Manager by email or letter for registration, evaluation, investigation, and resolution. The project team will adopt procedures as illustrated in Figure 1 to amicably resolve logged grievances.

Grievance Form

Please submit your grievance to the project team by completing the Grievance Form.

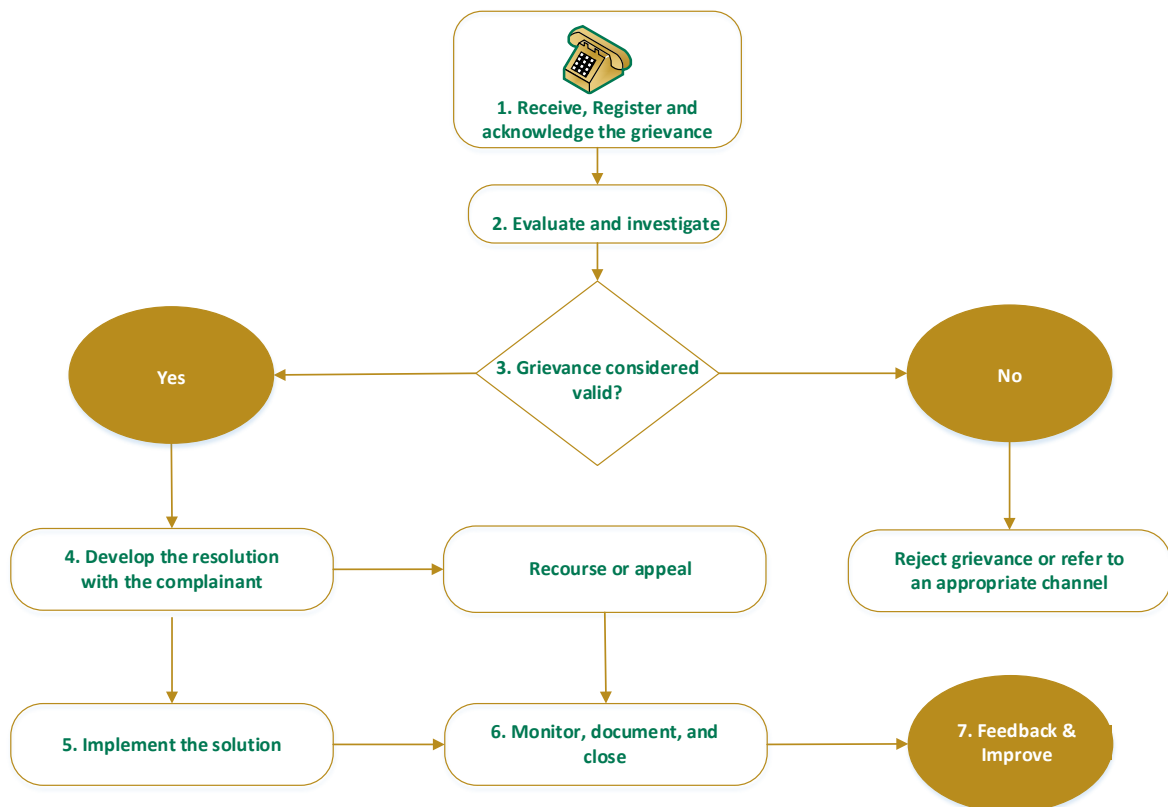


Figure 1: Stakeholder Grievance Resolution Procedure Flowchart

GRIEVANCE FORM

(Please forward your completed form to the Project Manager)

1. **Case No.:** _____

2. **First Name and** _____

Surname: _____

I request that my personal / company details not be disclosed.

I consent that my personal / company details may be disclosed.

3. **Contact details:** By Post (*Please enter the correspondence address*):

(Please indicate the preferred method of communication: by post, email, or phone)

By phone: _____

By E-mail: _____

4. **Grievance Description:** **Subject:** _____

(Please indicate the subject of the grievance; date of occurrence, location relating to the grievance, persons involved in the grievance and effects of the ensuing situation)

Date: _____

Location: _____

Persons involved: _____

Effects of the ensuing situation:

5. **Date of incident / occurrence of the subject of the grievance / emergence of the case:** One-time incident/grievance (Date): _____

Happened often (*Indicate how many times*): _____

Ongoing (*A currently existing problem*).

Recommendations (Please propose measures that would provide solutions to the problem):

Signature: _____ **Date:** _____

Please forward this form to (Name & Surname): _____

Postal Address: _____

Email: _____ **Phone Number:** _____

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