



PROJECT STAKEHOLDER GRIEVANCE MECHANISM

ROSH PINAH WIND POWER PLANT

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Introduction and Background

NamPower fosters constructive project working environments and commits to ensuring that views and rights of both NamPower and its internal and external Project Stakeholders are collectively respected. Grievance Resolution Procedures have been therefore 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/interest/roles, and
- Ensure a fair, consistent, and diligent stakeholder grievances resolution system.

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 illustrated in Figure 1 to amicably resolve logged grievances.

Grievance Form

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

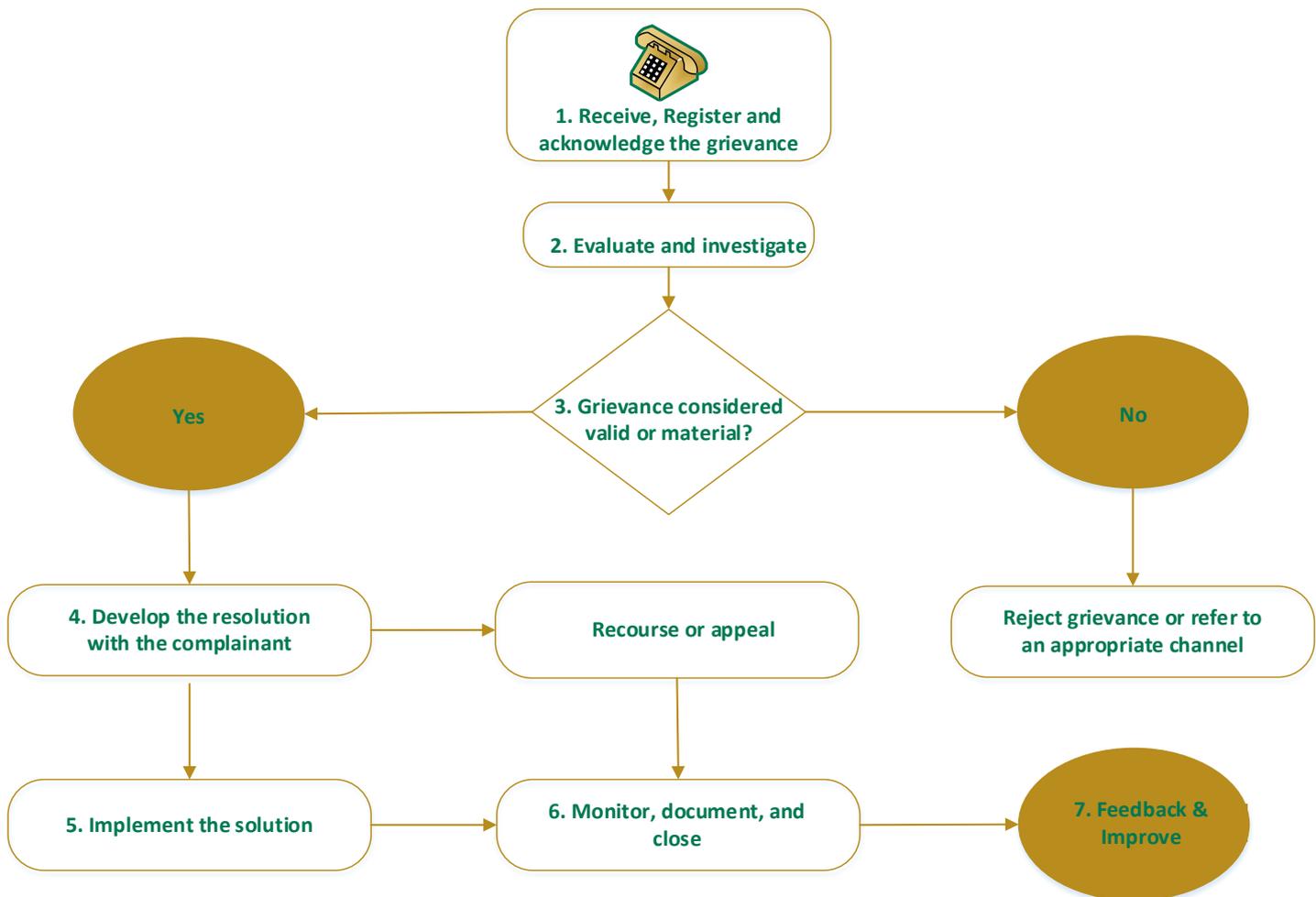


Figure 1: Stakeholder Grievance Resolution Procedures Flowchart

GRIEVANCE FORM

(Please forward your completed form to the Project Manager)

1. **Case No.:** _____
2. **First Name and Surname:** _____
- I demand that my personal / company details shall be undisclosed.
- 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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