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Environmental and Social Impact Assessment – Development of an energy storage capacity in batteries in Gura Ialomitei

**Stakeholder engagement plan
February, 2026**

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1. Introduction

The Stakeholder Engagement Plan (SEP) is developed in the context of the Environmental and Social Impact Assessment (ESIA) study for the project "*Development of a battery energy storage capacity*" developed by Aukera Project Company Delta S.R.L. The SEP Plan is the main document that lays the foundations for the ways of involving and informing stakeholders throughout the life of the project, proportionate to the specificity and scale of the project, as well as the potential risks or impacts identified.

1.1 Project description

The project is proposed to be implemented in two phases:

- Phase 1: The objective is to develop a battery energy storage system with an installed capacity of 300 MW, having a minimum round-trip efficiency of 90.50% at a charge/discharge rate of 0.5C, a standard temperature of 25°C, and a State of Health (SoH) of 50%. The installed power will be 150 MW. This phase will be financed through the National Recovery and Resilience Plan (PNRR). In phase II, the objective of the investment is the development of a lithium-ion (LFP) battery energy storage system with an installed energy capacity of 200 MWh and an installed power capacity of 100 MW. The system is designed to achieve a minimum charge–discharge cycle efficiency of 90.50% at a 0.5C charge/discharge rate and a standard operating temperature of 25°C, and will be delivered as a modular, containerized solution (battery containers, bidirectional inverters, and 33/0.69 kV transformer stations).

In total, the storage facility will have a capacity of 250 MW/500 MWh.

The SEP serves as the primary reference framework for stakeholder engagement and consultation across both project phases described above and throughout the full lifecycle of the project

The first stage of the project will be carried out in several stages:

- Stage 1: Construction of the foundation infrastructure.

- Stage 2: Installation of the batteries, the 33kV/110kV transformer substation and the routing of the LES cables.
- Stage 3: Connection of the electricity storage installation in the existing 400/110/20kV Gura Ialomitei substation.

The project consists of building a new battery electricity storage capacity in Gura Ialomitei Commune, Ialomita County. The land proposed for the development of the storage system (Battery and Energy Storage System - BESS) is located in the southern area of Gura Ialomitei, with an area of 38,756 m², according to the Land Book Extracts.

The BESS site is located within the built-up area (intravilan) of Gura Ialomitei commune, at Strada Gării no. 12, cadastral number 917/C.F. 20493, and is owned by the project beneficiary. Nearby are agricultural lands, the communal road DC2, a non-operational railway line, and the county road DJ2.

The LES route, with a total length of 1.6 km, crosses both the administrative territories of Gura Ialomitei and Mihail Kogălniceanu communes, passing through agricultural zones and existing infrastructure.

The BESS storage system will include:

- Electrochemical battery system, arranged in modular, containerized / metal skid solution
- Bidirectional inverter system, with the role of ensuring AC/DC/AC conversion,
- Step-up power transformer system (LV/33 kV),
- 0.5 / 0.4 kV power transformers, to ensure internal services
- 33 / 0.4 kV power transformer for internal services
- 33 kV substation
- Deep Connection Station equipped with 1 POWER TRANSFORMER – POWER LINE circuit, 33/110 kV.

The BESS system will be powered exclusively by renewable energy sources, coming from the National Electricity System. The project has obtained partial financing through the National Recovery and Resilience Plan and is in the process of obtaining financing for implementation from international financing institutions. The BESS system works completely autonomously, without requiring human intervention. A dedicated control system monitors the operating parameters and ensures safe, energy-efficient and operational automatic operation.

The project is classified in category B - Activities with limited potential for risks and/or adverse impacts on the environment or society, which are few in number, generally site-specific, mostly reversible and easy to manage through mitigation measures.

The information and consultation methods in the SEP Plan have been developed according to the main environmental and social risks and impacts identified in the ESIA analysis. The map below shows the direct social area of influence that served as the basis for developing the measures included in the SEP Plan, measures that cover both phases of the project. The map also illustrates the project's location in relation to the nearest communities.

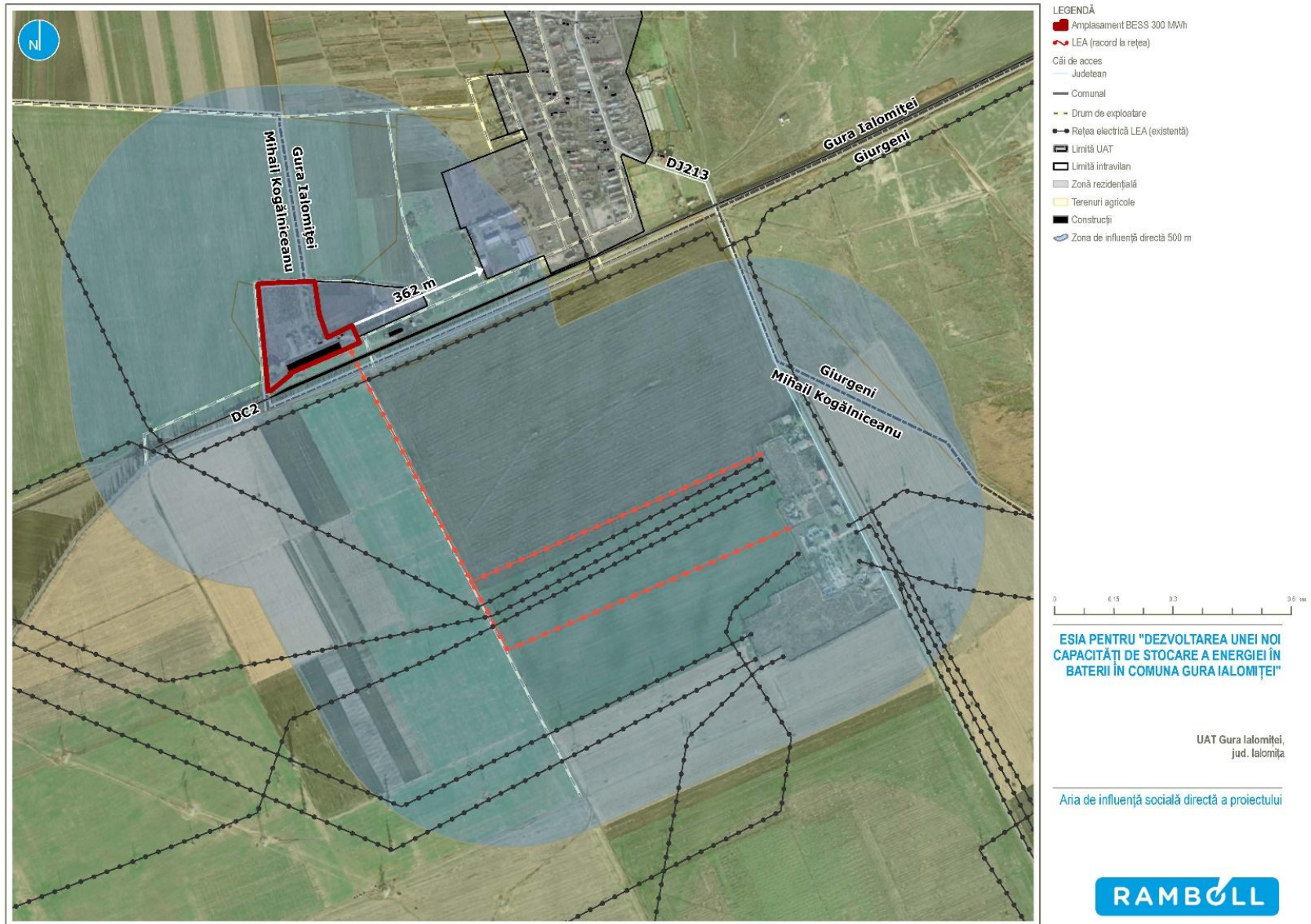


Figure 1: Aria of social direct influence

1.2 Structure of the plan

The structure of the SEP Plan follows the recommendations of the IFC standards and is shown in the figure below.

Figure 2: Structure of the SEP Plan

Introduction	An overview of the project, the objective of the Stakeholder Engagement Plan (SEP), and the justification for its development. It explains the importance of active and transparent stakeholder involvement throughout all stages of the project. It presents the methods of engagement, communication channels, and the approach for vulnerable groups.
Project stakeholders	This chapter identifies the main stakeholders of the project – both internal and external – and classifies them according to their level of influence and interest.
Stakeholder engagement plan	Describes the proposed actions for interacting with stakeholders throughout the project lifecycle. Activities include public consultations, information sessions, the grievance mechanism, and others.
Resources and Responsibilities	Presents the resources allocated for implementing the SEP, as well as the roles and responsibilities of the actors involved (e.g., project team, communication officers).
Grievance Mechanism	Details the mechanism through which stakeholders can submit complaints, suggestions, or concerns related to the project. It describes the steps for registration, resolution, and monitoring of grievances, including response times.
Monitoring and Reporting	This chapter explains how engagement activities will be monitored and how their effectiveness and outcomes will be evaluated.
Management Functions	Presents the governance structure of the SEP, including its integration into the broader project management framework.
Annexes	The annexes contain supporting documents such as: Communication materials, Forms, Templates, and a Record Register.

1.3 Regulations and requirements

The national legislation in Romania applies the principles of informing and consulting communities within the relevant procedures for obtaining the authorizations, agreements and approvals necessary for the development of a project. There are also legal obligations regarding non-discriminatory access and the fair, barrier-free involvement of vulnerable groups. In addition to legal obligations, the project is subject to an additional set of social and environmental standards by obtaining financing through the National Recovery and Resilience Plan (PNRR) and adhering to IFC/Equator Principles standards as required by the lenders. The tables below briefly show how the project integrates the requirements for information, involvement and consultation of stakeholders.¹

1.3.1 National legislation

Table 1: Legislative requirements for stakeholder engagement and consultation

Crt. No.	Law / normative act / regulation	Description	Approach within the BESS project
1	Law no. 292/2018 on the assessment of the	It includes requirements for public information and	Annex 5 presents all the information and consultation actions (publication of documentation, press

¹ All legal/international requirements integrated by the project can be consulted in detail in the ESIA study.

Crt. No.	Law / normative act / regulation	Description	Approach within the BESS project
	impact of certain projects on the environment	consultation in the context of the Environmental Impact Assessment (EIA) procedure.	announcement, website, display at the developer's headquarters and others) during the initial evaluation and classification phase. The minimum deadlines and information channels imposed by the legislation are respected.
2	Law no. 52/2003 on decision-making transparency	It requires public participation in the decision-making process regarding normative acts and projects of public interest.	The documents and decisions from the EIA procedure stage were published on the website of the environmental authority according to the legislation, accessible to the public for comments.
3	Law no. 544/2001 on access to information of public interest	It ensures the right of any person to access information related to public projects or projects with an impact on the community.	Publishing plans, maps, notifications, and updates on local websites and bulletin boards.
4	Law no. 202/2002 on equal opportunities	It provides for equal treatment between women and men and prohibits discrimination.	Fair involvement in the consultation process and in the recruitment of staff within the project.
5	GEO no. 27/2002 on the settlement of petitions	It regulates the right of citizens to send notifications and the obligation of entities to respond.	Implementation of a clear mechanism for receiving and resolving complaints/petitions. You can consult the dedicated chapter for more details.
6	Law no. 448/2006 on the protection of persons with disabilities	It provides for measures for equal participation and accessibility in public processes.	Tailored consultations and information: barrier-free locations, information in an accessible format.
7	Law no. 272/2004 on child protection	It sets out the rights of the child and the obligation to prevent negative impacts on them.	Risks and protective measures were assessed in areas frequented by children (e.g. proximity to schools). A significant impact of the project has not been determined.
8	Law no. 324/2009 – UN Covenant on Economic, Social and Cultural Rights	It confirms respect for human rights in economic and social activities, including by private individuals.	Ensuring non-discrimination and equitable access to benefits (jobs, consultations, etc.). Avoiding disproportionate harm to vulnerable communities, guaranteeing equal treatment.
9	Law no. 367/2022 on social dialogue	It regulates the consultation of employees, trade unions and affected parties in economic decisions.	The procedures and requirements for subcontractors are aimed at complying with all legal obligations.
10	PNRR – Financing Guidelines and Milestones (Ministry of Energy / MIPE)	Funding from the PNRR requires transparency, public participation, consultations and social/ethical criteria.	All consultations are documented and the principles of DNSH, gender equality and active engagement are respected.

1.3.2 IFC Standards and Equator Principles

Table 2: IFC Stakeholder Engagement and Consultation Requirements

Crt. No.	Standard / Principle	Description	Approach within the BESS project
1	IFC PS1 – Assessment and Management of Environmental and Social Risks and Impacts	The obligation to develop and implement a Stakeholder Engagement Plan (SEP) proportional to the risks of the project.	The draft includes a detailed SEP with measures for continuous consultation, transparent information and active involvement.
2	IFC PS1 – Stakeholder Engagement	The need for continuous consultation, adapted to the local context, including access to	The consultations are planned with the inclusive participation of local communities and vulnerable people.

Crt. No.	Standard / Principle	Description	Approach within the BESS project
		information for vulnerable groups.	
3	IFC PS1 – External Communication and Grievance Mechanism	Projects must have an accessible and functional mechanism for community complaints.	Complaints mechanism implemented with online and physical access; documented responses and proposed solutions in a timely manner.
4	IFC PS2 – Labor and Working Conditions	Prohibition of discrimination, respect for workers' rights, ensuring fair working conditions.	All employees and subcontractors are treated equally, with transparent contracts and compliant OSH standards.
5	IFC PS4 – Community Health, Safety and Security	Assessing and reducing risks to the health and safety of neighbouring communities.	Safety plans, signaling and preventive communication regarding works that may generate risk.
6	IFC PS5 – Land Acquisition and Involuntary Resettlement	It provides for detailed consultations and fair compensation in case of occupation of private land.	The project does not include permanent occupation of private land or expropriations, but the principle of dialogue/transparency is implemented throughout the project.
7	IFC PS7 – Indigenous Peoples	Requirements for FPIC (Free, Prior, and Informed Consent) consultation for indigenous peoples.	It does not apply directly in Romania, but the principles of informed consent are respected for all affected communities.
8	Equator Principle 5 – Stakeholder Engagement	Projects must demonstrate effective and informed consultation, in particular with affected communities.	A clear record of stakeholder consultation actions shall be kept. It can be consulted in Annex 5.

1.4 Engagement channels

1.4.1 Objectives of stakeholder involvement

The aim of stakeholder engagement is to inform and understand the concerns of relevant external parties throughout the life of the project. The level of stakeholder involvement will be proportional to the nature, risks and impact of the project, as well as the presence or absence of affected communities. The development of this plan aims to:

- Identification of all stakeholders directly or indirectly affected by the project;
- Determining the area of direct and indirect social influence of the project, based on the established criteria²;
- Defining a consultation strategy, including the actions and steps to be followed at all stages of the project.

In the context of IFC standards, the following definitions will be used in the development of the SEP Plan:

Table 3: SEP Plan Definitions

Aspect	Definition
Stakeholder	Stakeholders are defined as individuals, groups or communities outside the operations of a project who may be affected by the project or who have a potential interest in it. They may include individuals, businesses, communities, local public authorities, local non-governmental organisations, other institutions and other interested or affected parties.
Affected communities	It refers to any persons or groups of people in the geographical vicinity of the project, in particular those located in the immediate vicinity of the existing or proposed facilities, who are

² The maps of the areas of influence can be consulted in the ESIA study.

exposed to actual or potential risks and/or direct negative impacts related to the project on the physical environment, health or livelihood.

Therefore, stakeholder consultation actions will take into account the following stakeholder engagement objectives:

Figure 3: Objectives of the SEP Plan

Early, clear, and accessible information on the technology used and the safety of the BESS system

Coordination and transparency across the value chain

Highlighting local benefits and communication channels

The objectives of stakeholder involvement will be reflected in all stages of the project through the following actions:

Table 4: Addressing the objectives in the SEP Plan

Objective	Actions and approach
<p>Early, clear and accessible information on the technology used and the safety of the BESS system</p>	<ul style="list-style-type: none"> • Information on the start of works and commissioning of the BESS system, including safety measures, risk prevention (fires, leaks, etc.) and continuous monitoring; • Organizing public sessions and informative materials adapted to the level of understanding of the non-specialized public to present the project; • Open communication channels for questions and feedback (email, phone, contact form and implementation of the complaints mechanism); • Publication of visual materials (posters, billboards) near the site where appropriate. • Publication of the ESIA documentation and the notice of public consultations.
<p>Coordination and transparency across the value chain</p>	<p>Given that the project involves the use of critical materials (e.g. lithium, nickel, cobalt) and the purchase of equipment/products, the involvement/coordination actions with subcontractors will reflect:</p> <ul style="list-style-type: none"> • Responsible sourcing strategies and the development of measures to support the circular economy and end-of-life recycling of batteries. • All equipment used in the project will be accompanied by declarations of conformity and will visibly bear the CE security marking, in accordance with the provisions of art. 16 of GD 457/2003, with subsequent amendments and completions brought by GD 1514/2003 (except for energy meters). Suppliers are required to deliver CE certificates for all products and equipment purchased. The materials used are non-polluting, do not generate noise sources and do not affect the environment.
<p>Highlighting local benefits and communication channels</p>	<p>The direct and indirect benefits of the project for the community will be communicated, including:</p> <ul style="list-style-type: none"> • Contributions to the local budget (taxes); • Integration of the BESS system into the local energy grid to stabilize and make the system more flexible; • Possibilities of cooperation with local suppliers for auxiliary works and support services; • Attracting complementary projects • Creating jobs indirectly in the construction and maintenance phase; • Possible educational partnerships and local initiatives (site visits and others). <p>Preliminary main indicators:</p>

Objective	Actions and approach
	<ul style="list-style-type: none"> Additional installed storage capacity: 299,754 MWh <p>Estimation of the effects generated by the implementation of the project in this scenario:</p> <ul style="list-style-type: none"> CO₂ equivalent emissions avoided annually: 70,285.99 tons Sustained RES capacity for installation: up to 57,577 MW <p>To these indicators will be added those specific to phase II, which will allow a total capacity of 500 MWh to be reached.</p>

1.4.2 Information and engagement channels

To achieve the engagement objectives, a number of tools and modalities will be used to ensure the widest possible consultation of stakeholders. To this end, it is proposed to adopt various methods of communication and consultation, such as virtual means, coordination mechanisms, meetings, briefings, forms, press releases, newsletters and other similar means. Note that the consultation tools mentioned below are provided for the entire life of the project (operation, execution, decommissioning phase, etc.) and can be used according to the identified needs.

Table 5: Information and communication channels

Nr.crt.	Information tools	Description	What information will be communicated and to whom?	Target group
1	Information announcements	Publication of periodic announcements related to the status of the project or other useful information through various media channels (online, print media, posters, at the company's physical headquarters, etc.) to inform stakeholders.	Project status, work periods, public consultations – communicated to the local community, authorities and the general public.	Local community, authorities
2	Company website	The developer's website (or that of the competent authorities where applicable) is the main method of accessing information about the status of the project, the start of the works, the consultation of the necessary documentation by the interested parties: <ul style="list-style-type: none"> Technical documentation in the Environmental Report Social and environmental risks identified in the ESIA analysis Community engagement actions. Project-related announcements and updates <p>Moreover, the site will be able to be used to announce the organization of public debates and other meetings.</p>	Technical documentation, risks/impacts, mitigation measures, calendar of works – addressed to all interested parties, especially those who can access information online.	General public, NGOs, authorities
3	Project sheet	Elaboration of a project sheet that includes brief information about the project, technical specifications, schedule of development, impacts on the resident community. The material will be formulated in an accessible format and will be available in the virtual environment. The information will be updated periodically.	Description of the project, duration, potential impacts and local benefits – especially for informing citizens in the area, in a non-technical language.	Local community, vulnerable groups

4	Press articles	Collaboration with the press (local newspapers) to publish ads and reach as many stakeholders as possible.	Project launch, key milestones, results or benefits for the community – addressed to the general public and local actors.	General public, local factors
5	Coordination by phone/email	Contact details (address, email, telephone) have been made available for direct contact in relation to the project.	Punctual answers to questions, clarifications, taking over suggestions and notifications.	All categories of stakeholders

Table 6: Consultation methods

Consultation method	Description of the method	How will feedback be integrated?	Target group
Public debate	Organizing public debates, in virtual/physical format, which aims to promote active dialogue at the level of stakeholders on: <ul style="list-style-type: none"> • Analysis of social and environmental risks in the ESIA phase • Encouraging dialogue at the level of affected communities to allow views and concerns to be expressed • Presentation of the project and information 	Observations and concerns will be collected, analysed and, where appropriate, reflected in the review of the project documentation (e.g. ESMP, mitigation measures, communication).	Local community, NGOs, authorities
Complaint management form	Implementation of an easily accessible form through which stakeholders can submit complaints or requests related to the project, as well as the establishment of an internal mechanism for the collection, management and monitoring of complaints.	Frequently reported issues may lead to adjustments in the implementation process; The analysis of trends for the continuous improvement of the relationship with the community will be pursued.	All stakeholders, especially the local community
Dialogue and coordination with partners in the value chain	Regular consultations with suppliers, contractors and other entities involved in the project to communicate expectations on social and environmental compliance and to take relevant perspectives related to implementation.	The feedback received will help to adjust due diligence measures within the supply chain and improve social and environmental performance.	Suppliers, contractors, private partners
Dialogue and coordination with competent authorities	Establishing a close collaboration with the relevant local and county authorities to ensure compliance with the regulations in force (telephone or email correspondence, briefings).	The authorities may submit recommendations or observations related to the implementation of the project, which will be integrated into the technical documentation and compliance measures.	Local and central authorities

1.5 Vulnerable groups

The locality of Gura Ialomitei is classified as an area with medium-low development (according to the Local Human Development Index -LHDI),³ which implies certain social and economic vulnerabilities at the community level. Although the proposed Energy Storage Project (BESS) has a low impact on the environment and society, the appropriate involvement of vulnerable groups in the area of influence is

³ World Bank, available [here](#).

important to prevent any form of exclusion, marginalisation or disproportionate impact. Based on the analysis, possible vulnerable groups in the area may include:

- low-income households;
- people with disabilities;
- elderly people,
- children at risk of family separation,
- victims of domestic violence.

In the public consultation phase, specific measures will be applied to ensure equal access to information and participation:

- information materials (posters, announcements, leaflets) will be written in legible characters (large font), in clear, non-technical language, so that they can be easily understood by people without specialized training;
- accessible visual formats will be used, including explanatory images and infographics where relevant;
- the information will be transmitted through various channels, such as local poster (town hall, cultural center), the developer's website, direct consultations with community representatives;
- the meetings will be organized at accessible times and locations, ensuring the possibility of participation for people with reduced mobility or other special needs;
- It will be possible to submit opinions in writing, by telephone or through local representatives, in order to encourage the participation of those who cannot physically attend the consultations.

Also, the possibility of carrying out Corporate Social Responsibility (CSR) projects will be analyzed, which support the development of the local community and respond to the needs identified during consultations with stakeholders. Collaboration with local authorities and community organizations will be encouraged to ensure an efficient and sustainable integration of the project into the life of the community. In addition, the project will adopt a clear zero-tolerance policy towards any form of gender-based violence (GBV), discrimination or unequal treatment. All persons involved in the implementation of the project (including contractors and sub-contractors) will be informed of these policies. The mechanism for receiving petitions will include confidential and secure routes for reporting any situations of abuse, harassment or social exclusion. The project does not involve relocations, high-risk activities or loss of income, and the benefits generated (e.g. local budget revenues, temporary jobs for local workers) will be communicated transparently and equitably to the entire community, including vulnerable groups.

2. Project stakeholders

2.1 List of stakeholders

The stakeholders were identified and grouped into categories to keep a record (list), which will be updated according to the needs at all stages of the project. The criteria for identifying the factors involved:

- Identification of all stakeholders, including individuals, groups, local communities and other entities that may be affected by the project, positively or negatively, directly or indirectly – with a particular focus on those directly and negatively affected, including vulnerable or disadvantaged people;
- Identification of factors influencing the project results – they may be part of the affected communities or may have political or administrative influence on them;
- Identifying legitimate stakeholder representatives, such as elected officials, unelected community leaders, representatives of local structures, and others,
- Mapping the impact areas, by geographically delimiting the affected communities and framing them in the project's area of influence, according to the provisions of Performance Standard 1.

Table 7: List of stakeholders

Type: Interested Factor	Description	Interest in the project	Type of impact
Local community	<ul style="list-style-type: none"> • Residents near the site area of the site organization and the BESS installation. • Residents of settlements located near roads used for project activities, such as transporting materials during construction. • Residents whose economic living conditions may be positively or negatively impacted by the commissioning of the project. 	<p>Interest in improving the quality of life, public health, monitoring the impact on the environment and the community, potential changes in local infrastructure.</p> <p>Interest in protecting citizens' rights, economic impact on ways of living, future prospects and ways of mitigation or benefit.</p> <p>Interest in participating in ongoing consultation processes and decision-making processes.</p>	Direct impact
Vulnerable groups	<p>The locality of Gura Ialomitei is classified as a Medium-low development area according to the LHDI index, which implies certain vulnerabilities of the community. Although the proposed project has a low impact, it is important to identify and involve any vulnerable groups in the area of influence, in order to avoid any form of exclusion or disproportionate impact.</p> <p>Examples of possible vulnerable groups:</p> <ul style="list-style-type: none"> • low-income households; • people with disabilities; • elderly people, • children at risk of family separation, • victims of domestic violence. 	<p>Interest in respecting rights and non-discriminatory access to information.</p> <p>Integrating the perspectives of vulnerable social categories in the analysis of impacts, risks and mitigation measures.</p>	Direct impact
Own workforce	<p>Where applicable:</p> <ul style="list-style-type: none"> • Workers' Elected Representatives/ Workforce • Human Resources Department 	<p>Interest in job security, ensuring working conditions and OSH measures.</p>	Direct impact

Type: Interested Factor	Description	Interest in the project	Type of impact
	<ul style="list-style-type: none"> Members of the Company's Executive Board and the Director of the Human Resources Department 		
Public authorities	<p>Local public authorities and other public interest objectives</p> <p>UAT Gura Ialomiței</p> <ul style="list-style-type: none"> Gura Ialomiței Town Hall <p>UAT Mihail Kogălniceanu</p> <ul style="list-style-type: none"> Mihail Kogălniceanu Town Hall <p>County public authorities</p> <ul style="list-style-type: none"> Ialomita County Council National Agency for Environment and Protected Areas (ANMAP) Ialomita Ialomita County Directorate for Culture Inspectorate for Emergency Situations (ISU) Ialomita Environmental Guard Ialomita Territorial Labour Inspectorate <p>National public authorities</p> <ul style="list-style-type: none"> National Energy Regulatory Authority (ANRE) Ministry of Energy National Railway Company CFR SA (DC2 road concessionaire) 	<p>Interest in the protection of environmental factors and compliance with environmental regulations.</p> <p>Interest in regional development and impact management on local communities.</p>	Indirect impact
Financial institutions and shareholders	<ul style="list-style-type: none"> Shareholders Financing bank 	<p>Interest in the execution of the project and compliance with deadlines and budgets.</p> <p>Interest in return on investment and compliance with ESG rules.</p>	Indirect impact
Non-governmental organizations and associations	Environmental and local organizations	<p>Interest in protecting biodiversity and minimizing the ecological impact of the project, as well as air quality monitoring.</p> <p>Interest in protecting the rights of affected communities and ensuring transparency in decision-making</p>	Indirect impact
Other stakeholder groups	<p>Press</p> <p>Regional and local radio stations <i>Objective Ialomita Newspaper</i> Regional and local media TV Stations Internet</p> <p>End customers purchasing electricity</p>	<p>Interest in informing the public and supervising the project.</p> <p>Interest in accessing accurate information and understanding the impact of the project on society</p>	Indirect impact

Type: Interested Factor	Description	Interest in the project and the environment	Type of impact
Utility holders and partners/subcontractors	Transelectrica Rechete Electrice România SA	Coordination and information regarding the award points, the necessary approvals	Indirect impact
	Other partners	Interest in the efficient execution of contracts	

2.2 Prioritization of stakeholders

After identifying and creating the list of stakeholders, the next step is to prioritize them according to the influence, interest, and vulnerability of each group. The process was initiated with the local community and the public authorities of Gura Ialomiței commune, given the fact that they are the most exposed to the possible effects of the project, especially in the construction phase. To ensure an efficient and proportionate approach, an influence-interest matrix was used, complemented by a number of relevant criteria, presented in the table below. The consultations were organized in a logical sequence, starting with the most relevant actors, local authorities, vulnerable communities, and can later be extended to other categories. The purpose of this prioritization stage is to effectively integrate feedback into the project and to build an open, transparent dialogue adapted to each category of stakeholders, throughout the project life cycle.

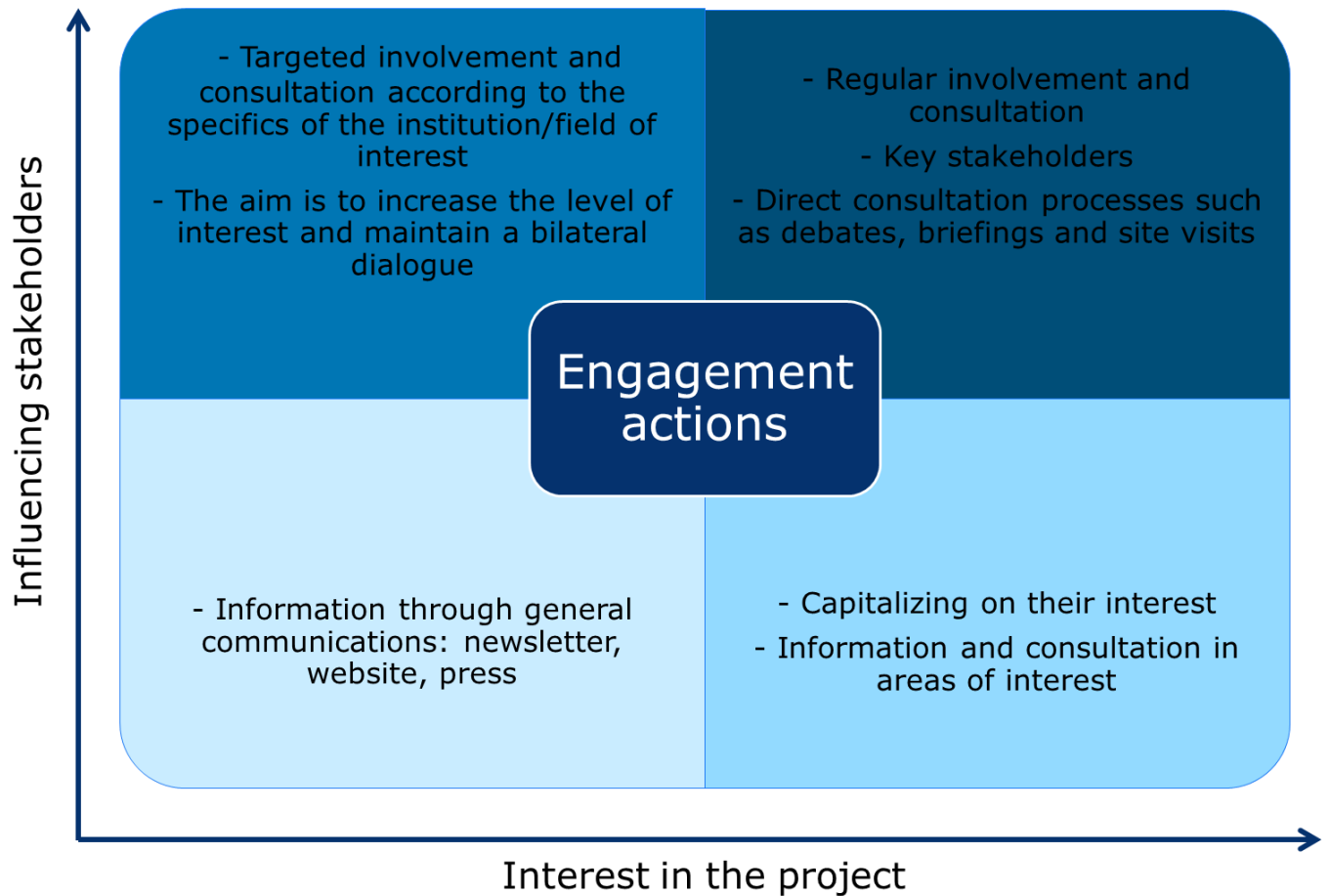
Table 8: Prioritize criteria

Criterion	Approach
Types of stakeholder engagement required by legislation or external requirements	All legal and international requirements have been established. These are explained in chapter 1.3. Regulation and Requirements.
Who will be negatively affected by the social and environmental impacts of the project?	No major negative social or environmental impacts were identified. The main impacts are related to the construction phase, which is why mitigation and information measures have been taken.
Who are the most vulnerable of those potentially affected and require special engagement measures?	Chapter 1.5 Vulnerable Groups describes these aspects.
What is the stage of the project where stakeholders will be most affected?	The stages of construction and operation, through traffic, noise and other environmental effects.
What are the diverse interests of the stakeholders and what influence can they have on the project?	The interests are varied – economic, social, administrative – and are detailed in chapter 2.1.
Which stakeholders can help improve the project design or reduce its costs?	Local authorities and communities, actively involved in the design phase through public consultations and correspondence.
Which stakeholders can help define issues and impacts early?	Regulators, local NGOs, local council.
Which stakeholders strongly support or oppose the changes brought about by the project and why?	So far, no significant opposition has been identified.
Who are the stakeholders with whom it is critical to start consultation and why?	The community and local authorities, being directly affected and essential for the acceptance of the project.

What is the optimal sequence of stakeholder engagement?

Initial consultation with authorities and communities, and may be followed by the extension of the dialogue to other stakeholders throughout the project lifecycle.

Figure 4: Matrix Stakeholder Prioritization



3. Stakeholder Engagement Plan

Table 9: Stakeholder Engagement Plan

Stage	Nr. crt.	Action	Approach	Purpose	Interested party	Responsible
Design	01	Project sheet	<ul style="list-style-type: none"> Elaboration of a short sheet (max. 1 page) with non-technical information regarding the purpose, location, duration and benefits of the project. For preliminary consultation and presentation of the project, this project sheet (1/2 pages) can be distributed to interested parties or published in the virtual environment. 	Create a publicly accessible project sheet with non-technical details about the project.	Local community	Project developer
	02	Implementation of the complaints mechanism	<ul style="list-style-type: none"> Implementation of an online form and contact email. The complaints will be analyzed according to an internal procedure (adaptation of the mechanism for handling complaints according to IFC standards). A minimal ledger (e.g. Excel) can be used to document interactions. Designating a contact person for community relations and authorities, responsible for responses and maintaining a record of communications. Affected communities and employees must be informed about the mechanism as part of the stakeholder engagement process. According to the standards, the grievance handling mechanism must include methods for: <ol style="list-style-type: none"> receiving and recording communications from the public; assessing the issues raised and determining how to address them; providing, monitoring and documenting responses, where appropriate; and adjusting the management program, as the case may be. 	<p>Create an easily accessible form virtually</p> <p>Implementation of a mechanism for registering and solving complaints according to their seriousness</p> <p>Implementing a log register to Document Interactions</p>	Local community Other stakeholders	Project developer
	03	Public consultation (initial and, for the presentation	<ul style="list-style-type: none"> The first session will focus on the introduction of the project and its impact on the community. It will be organized in the preliminary phases of the project to inform the communities of the project's development intention. The location of organization will be established according to the distances from the nearest residences/lands owned. A 	Organizing a public session to inform the community.	Local community Press	Project developer Technical consultant

Stage	Nr. crt.	Action	Approach	Purpose	Interested party	Responsible
		of the results of the ESIA)	public consultation on the preliminary results of the ESIA study will then be held.			
	04	Publication of the preliminary documentation of the ESIA study for consultation	<ul style="list-style-type: none"> The ESIA package (ESIA documentation) will be available for consultation in English and Romanian and will include: <ul style="list-style-type: none"> ESIA report and annexes (results of studies, specialized studies, etc.) Non-Technical Summary (NTS) Stakeholder Engagement Plan (SEP) Environmental and Social Management Plan (ESMP - general framework) 	Publication of documentation	The general public Funders Community	Project developer
	05	Coordination with utility holders and subcontractors	<ul style="list-style-type: none"> Sending technical and administrative information to the utility holders and subcontractors involved in the implementation, where applicable. Punctual dialogue to obtain the necessary permits and minimize interference in the field. At the same time, responsible sourcing strategies aligned with the principles of the circular economy (including end-of-life battery recycling) will be promoted. 	Timely information, operational partnership and responsible sourcing	Partners Utility Holders	Project developer
Construction	01	Information on the start of construction works	<p>Informing the public about the start of the construction phase:</p> <ul style="list-style-type: none"> Purpose and nature of construction activities Start date and estimated duration Potential impacts contact information in case of concerns or complaints related to the entrepreneur's activity <p>This information may be communicated through announcements, newsletter, an on-site billboard, or other methods.</p>	Announcement regarding the start of the construction phase	Affected community	Contractor Project developer
	02	Keeping the resolution system operational	During the construction works, the complaints mechanism will be monitored and adjusted to respond quickly and efficiently to the volume of requests. Persons responsible for handling complaints will be designated and short deadlines will be set for response, in particular in cases involving safety risks. The mechanism is also addressed to the workforce.	Fast response to complaints	Affected community Workforce	Contractor Project developer
	03	Information on the status of the project	During the construction works, the project will provide periodic information to the affected stakeholders on the status of implementation of the environmental and social protection measures assumed. The frequency and level of detail will be	Transparent information	Local communities, environmental authorities, funders, NGOs	Project developer

Stage	Nr. crt.	Action	Approach	Purpose	Interested party	Responsible
			proportional to the degree of interest and concern shown by each group.			
	04	Managing risks in community relations from contractors	<p>Where contractors are responsible for implementing measures to reduce social and environmental impacts, the developer will assess their ability to deliver as required and identify potential risks of non-compliance that could affect relations with the community. If risks or capacity gaps are identified, the developer will maintain direct operational and monitoring control over the deployment.</p> <p>At the same time, all contractors will have the contractual obligation to know and comply with the social and environmental management plans of the project, as well as the complaint resolution mechanism. They will inform the workforce and take steps to ensure that subcontractors and suppliers adhere to the same standards of responsible behavior throughout the value chain.</p>	Supervision, training, value chain monitoring	Contractors, subcontractors, workforce, local community	Project developer
Operation	01	Regular updating of the stakeholder database	The list of stakeholders will be reviewed annually to reflect possible changes in the local context, the emergence of new groups or changes in influence/impact on existing actors.	Updating the list of factors	The general public	Project developer
	02	Communication of emergency preparedness and response plans	In order to maintain awareness and correct reaction in case of emergency, simulation exercises, trainings and information sessions in the community on risks, response measures and responsibilities will be periodically organized, depending on the need and the legislation in force. The ESMP plan contains details of emergency response plans.	Emergency preparedness	Local community	Project developer
	03	Further consultation and reporting to stakeholders	<ul style="list-style-type: none"> In the operation phase, communication activities with the community regarding social and environmental commitments, changes in operation, maintenance procedures, emergency response plans and any unforeseen impacts will be maintained. Communication adapted to the level of concern of the community will be maintained. In addition, the complaints mechanism will be kept operational. 	Reporting and information	Local community	Project developer
	04	Integration of social and environmental	<ul style="list-style-type: none"> All commitments to stakeholders will be integrated into the company's internal systems – for example, biodiversity protection in the environmental management 	Operational procedures, internal policies, action plans	Local Community, General Public	Project developer

Stage	Nr. crt.	Action	Approach	Purpose	Interested party	Responsible
Decommissioning		commitments into operational systems	system, working conditions in HR policies, local benefits in procurement policy. This action will be implemented and overseen by the Company and its contractors throughout the Project lifecycle			
	01	Announcement of decommissioning works	The information will include details of the time period, the nature of the activities, potential impacts (e.g. noise, dust, traffic) and who the contacts are for any concerns or complaints.	Informing the community	Local Community/General Public	Project developer
	02	Re-evaluation of stakeholder analysis in the context of proposals to write-down, decommission or sell assets.	<ul style="list-style-type: none"> Before starting the decommissioning process, a stakeholder review will be carried out, taking into account possible changes related to the reduction of activity, closure of the unit or sale of assets. This process will include identifying new affected groups, changing the degree of impact on existing ones, and integrating new risks or concerns specific to the decommissioning phase. 	Update your analytics	The general public	Project developer
	03	Regular updates and reports on the progress of the decommissioning works	<ul style="list-style-type: none"> During the decommissioning works, continuous communication with stakeholders will be ensured, providing regular updates on the status of the works, impacts observed and corrective measures taken, if applicable. This information will be presented in a transparent and accessible way, in order to respond to any concerns of the community or other stakeholders. 	Informing stakeholders	The general public	Project developer
	04	Updating emergency information and decommissioning response plans	<ul style="list-style-type: none"> As part of the decommissioning process, the contingency plan will be regularly reviewed and updated to include risks specific to this phase, such as handling of hazardous materials, decommissioning of facilities or environmental risks. These updates will be communicated to stakeholders to ensure that all actors involved are prepared in the event of an incident. 	Update contingency plans	Local community	Project developer

4. Resources and Responsibilities

The implementation of the SEP Plan will be ensured by the project developer in coordination with the relevant contractors/subcontractors, especially in the execution phase. For the implementation of the plan, human resources allocated throughout the life of the project will be needed, as well as resources allocated for the organization of information and consultation activities. Below are the main responsibilities of the staff involved⁴:

Table 10: SEP Implementation Responsibilities

Person	Responsibilities
Project Manager (Community Relations Officer)	<ul style="list-style-type: none"> - General coordination of the implementation of the SEP Plan; - Establishment of communication channels with stakeholders; - Monitoring of information and consultation activities; - Ensuring transparency and traceability of decisions taken following consultations; - Communication with stakeholders through established channels; - Ensuring the functionality of the complaint resolution system.
Site Manager (contractor)	<ul style="list-style-type: none"> - Timely communication of changes that may affect the community (e.g. road closures, noise, dangerous activities); - Support in the implementation of measures to reduce social impacts, - Informing staff and the community about the existence of the complaint resolution system, - Redirecting/Informing the Project Manager about community complaints/concerns.
Occupational Health and Safety Manager (contractor)	<ul style="list-style-type: none"> - Monitoring health and safety risks that may affect workers and the local community; - Informing the community about potential risks related to the site; - Ensuring compliance with relevant OSH rules for activities with social impact.
Complaints Mechanism Manager	<ul style="list-style-type: none"> - Receiving, registering and classifying complaints received from stakeholders; - Coordinating the analysis and resolution process; - Communicating with complainants and maintaining a clear record; - Regularly reporting the types of complaints and how they are resolved to the Project Manager.

5. Complaints mechanism

A project-level (external) grievance management mechanism for stakeholders is a process by which the project developer receives, evaluates and resolves complaints/notifications/feedback related to his/her work within the project. The mechanism addresses both the local community and the staff involved in the execution or operation of the project.

In order to function effectively, the complaint management mechanism must comply with the following principles:

- **Transparency** – Communication with affected communities must be open and clear, in order to resolve complaints quickly and correctly.
- **Accessibility** – Information on how complaints can be submitted must be easy to understand and adapted to the needs of communities. It is important that the process is simple, free and friendly to all, including vulnerable groups.

⁴ The responsibilities indicated in this table may be allocated and updated according to the needs of the project. In the current project, community-related roles are fulfilled collectively by the developer’s Project Manager, the Health and Safety Officer, and the Consultant’s team under the Owner’s Engineering contract, supported by the information published on the website and the online grievance mechanism.

- Proportionality – The mechanism must be adapted to the complexity and impact of the project. Although it is designed based on the ESIA analysis, it must also be able to handle unforeseen problems.
- Adequate resources – It is important that the process has sufficient resources and clear responsibilities to meet deadlines and operate efficiently.
- Monitoring and adaptation – The mechanism must be constantly evaluated and adjusted according to the feedback received from the communities, in order to remain relevant and effective over time.

Certain notifications received through the complaint resolution mechanism will not be applicable to the project, therefore they will be redirected to the competent authorities. The table below shows how such situations may arise and how they can be managed under the mechanism.

Table 11: Types of complaints not applicable to the project

Applicability of the complaint	Description
Complaints that are not related to the project	Complaints that are clearly irrelevant to the project can be avoided by informing communities in advance about the types of complaints that are and are not related to the project. In some cases, the point of contact cannot easily identify which issues are related to the project and which are not. In case of doubt, the Complaints Contact Point should accept the complaint and assess its legitimacy.
Complaints involving criminal activity and violence	In such cases, applicants should be referred to the formal justice system.
Issues related to government policies and government institutions	Sometimes the company's complaint mechanisms for complaints are used for issues related to the responsibility of public institutions. In this case, companies can forward such complaints to the authorities and inform the complainant about how to track progress.

5.1 How to submit petitions

Interested parties can submit or submit complaints through several channels, about which they were informed during the public debates:

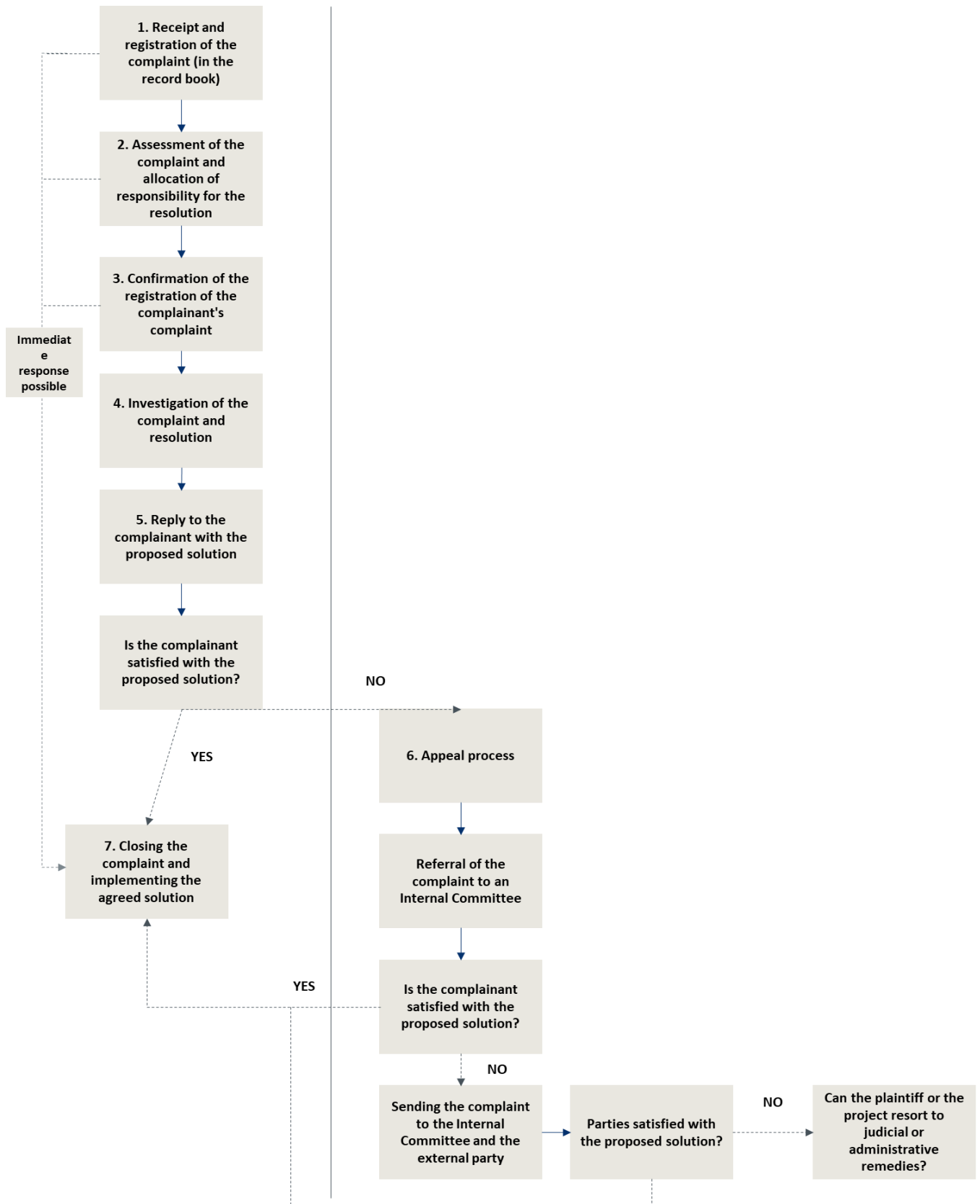
- Virtual: The social and environmental contact form can be downloaded and filled out on the developer's website, and sent either through the website or to the dedicated email address.
- Telephone: Direct requests and questions can be submitted by phone, to be registered through the complaint mechanism. The contact details are public and available on the developer's website.
- At the developer's headquarters: The contact form can also be submitted at the developer's headquarters/project location.

5.2 Registration of petitions

The process of registering and resolving complaints is implemented according to the flowchart in Figure 4. After submitting the complaint, its registration is confirmed to the applicant within 7 working days. The resolution time varies depending on the complexity of the request, with a deadline of up to 30 calendar days. This deadline can be extended depending on the nature of the request, the need to involve the external parties or if the claimant appeals to the appeal procedure (He is not satisfied with the proposed solution).

5.3 Resolution process

Figure 5: Flowchart Complaint Resolution Procedure



A. Receipt of the notification

- The first step is to receive complaints from complainants through the chosen communication channels. For example, complaints can be submitted in writing, to the developer's physical headquarters (box where they can be submitted), by e-mail or by filling out the contact form on the website.

B. Application registration and application processing

- Fill in the complaint registration form (internal).
- A reference number shall be assigned and entered in the complaints register.
- The one who registers the complaints, evaluates:
 - Applicability of the complaint (Is it related to the project? Can we solve it internally? Is it addressed to another entity?)
 - Category of complaint (e.g. environmental, social, safety, etc.)
 - Its severity (low, medium, critical).
 - Simple and low-severity complaints are resolved immediately, if possible.
 - Critical complaints are urgently escalating to the leadership.
- A person responsible for investigation and resolution shall be appointed.
- The register with the designated person in charge shall be updated.
- The complaint is confirmed to the applicant within 7 working days, preferably in writing.
- The date of confirmation shall be noted in the complaints register.
- The estimated response time shall be communicated and periodic communication shall be maintained.

Severity level	Description	Examples	Questions for risk assessment
Low (Minor)	Isolated, small-scale problems with no impact on the community	- Misunderstandings between workers and contractors - Individual information requests	- Is it a one-off problem? - Was only one person affected? - Is this the first time this complaint appears? - No impact on core activities? -Is it a problem that can be easily solved?
Medium (Repetitive)	Recurrent problems or problems with moderate effects on several people	- Noise, dust, affected local traffic - Destruction of green spaces - Constant discomfort in the construction site area	- Have similar complaints been received in the past? - Are more than one person or community affected? - Does the problem influence everyday life?
High (Major)	Serious problems with an impact on health, safety, reputation or human rights	- Contamination of water resources - Discrimination, abuse, or inappropriate behavior - Lack of access to promised opportunities (e.g. employment, compensation)	- Is human health or safety affected? - Are there any legal or reputational implications? - Has a project policy been violated?

Table 12: Risk matrix for the evaluation of complaints

C. Investigation and resolution

- The reported facts are thoroughly verified.
- The identity of the complainant is protected according to the GDPR.
- The results and resolution options shall be documented.
- The result of the investigation and the proposed solution shall be communicated **within a maximum of 30 calendar days** from the receipt of the complaint.
- An open dialogue is held with the complainant to identify an acceptable solution.
- If the complaint is unfounded, the justification shall be communicated in writing.
- If the plaintiff is not satisfied, the following are entered into the appeal process:
 - **Minimum level:** internal review by another manager.
 - **Extended level:** complaints resolution committee (internal or mixed, with independent members).
 - **Advanced level:** mediation/arbitration with independent third parties.
- The complainant is informed of the right to apply to the authorities or the court.
- If the solution is accepted, the closure form is completed.
- The agreed actions are implemented and the register is updated with the status: "resolved", "unresolved", "abandoned" (claimant not founded), "unfounded".
- Feedback is requested from the complainant on the effectiveness of the settlement procedure.

D. Monitoring

- The monitoring of the complaints management mechanism shall be carried out regularly and shall include the analysis of the number of complaints (new, ongoing, resolved, unresolved or closed), the response time compared to the deadlines set, as well as their categories and trends, including anonymous complaints.
- Archiving documents and maintaining a database of complaints.
- Quarterly or half-yearly reports containing an analysis of trends, efficiency of settlement procedures and the contribution of contractors to the mechanism can be produced.
- In addition, the effectiveness of the measures implemented as a result of the complaints made is being monitored.

E. Time limits

- **Acknowledgement of receipt:** 7 working days
- **Answer with solution:** 30 calendar days
- **Appeal:** within 15 calendar days from the communication of the solution

F. Responsible

- A Community Relations Officer may be appointed to coordinate the settlement process, but those responsible are determined according to internal duties.

G. Annex documents

- The procedure related to the settlement mechanism contains specific documents (Register or others) that need to be adapted and correlated with internal procedures. Their content is specific to each project/entity.

H. Support documents in solving complaints:

- Complaint Procedure (Simple document describing the complaint mechanism)

- Complaint registration form
- Letter confirming the complaint
- Form or letter of acceptance and closure of the complaint
- Register of complaints

6. Monitoring and Reporting

Within the project, the monitoring and reporting of the implementation of the SEP Plan will be carried out throughout the life of the project. The activities will follow the progress of the planned actions, the efficiency of communication, the quality of relations with stakeholders and the way in which complaints are resolved. The monitoring will be carried out regularly, based on dedicated tools/documents, and the results will be documented and, where appropriate, communicated to stakeholders.

The following documents and tools will be used:

- Record book: for recording all interactions with stakeholders and notifications received;
- Contact forms: for constant feedback collection and follow-up of community relations;
- Social and Environmental Management Plan (ESMP): central document for monitoring activities with social and environmental impact, with specific provisions on public consultation;
- Risk analyses: carried out in accordance with the legislation, to assess the relevant risks and adjust the engagement measures;
- Activity reports: periodic documents that provide an overview of the implementation of the SEP;
- Documents related to the complaint resolution mechanism, such as: complaint registration form, confirmation letter, closure form, complaints register.

The results of the monitoring will be communicated to the community and other stakeholders through:

- displaying updated information at the City Hall or in other points of local interest;
- newsletters or brochures distributed locally;
- online posts (on the developer's website);
- inclusion in the company's annual reports or in those intended for funders (e.g. reports to international financial institutions).

The main purpose of monitoring the implementation of the Stakeholder Engagement Plan (SEP) is to track the effectiveness of the consultation activities, to identify potential problems early and to continuously adapt the approach according to the feedback received. The specific key performance indicators (KPI) include:

Table 13: SEP Plan Performance Indicators

No.	Indicator name	Objective	Target
1	Number of complaints received	Assessing the level of dissatisfaction within the community and identifying recurring issues that may indicate structural problems or gaps in communication.	Target: Zero/year
2	Average response time to complaints	Measuring the efficiency and timeliness of the complaint mechanism. The response time will be compared with the deadlines assumed in the complaint management procedure.	% complaints resolved within the established timeframe Target: 100%
3	Typology of complaints received	Classifying complaints (e.g., noise, access to information, safety, local employment) to identify patterns and areas requiring corrective or improvement measures, as well as monitoring the recurrence of negative stakeholder feedback.	Number of complainants dissatisfied with the proposed solution Target: Zero/year
4	Recurrence of complaints	Monitoring the frequency of the same types of complaints, which may suggest a lack of effective resolution or a systemic problem.	Number of complainants satisfied with the proposed solution Target: N/A (generally, the more, the better)
5	Accessibility of information	Checking that information materials (posters, brochures, website) are written in accessible, clear and non-technical language, including for people with low literacy or disabilities.	Target: Periodic updating of materials to ensure accessibility.

7. Management functions

The Project Manager (PM) and his team actively participate in the organized progress meetings and report regularly on the status of the project. If the project benefits from non-reimbursable funding, this team will be completed with specialists responsible for complying with the specific requirements of the funder, including drafting reports, carrying out purchases and managing the relationship with the financing authority.

Integration of Stakeholder Engagement (SEP) activities into ESMS and key company functions:

- Supervision of the engagement program: will be provided by the Project Manager. He will report directly to the company's management and to the project supervisory committee
- Human resources and training: Staff will be regularly trained on communicating with stakeholders, handling complaints and meeting the social requirements of the project.
- Internal communication of the strategy: The stakeholder engagement strategy will be integrated into the project implementation manual. Contractors will be informed of the grievance mechanism.
- Management tools: dedicated databases (e.g. stakeholder register, complaints register) will be used, which will be constantly updated.
- Contractor-community relationship management: Interactions with the community will be centrally coordinated, through the SEP manager, to ensure coherence and professionalism. Contractors will receive clear instructions on community behavior and will have to comply with the developer's involvement policy.

Annex 1 – Project sheet

AUKERN

"Development of a Battery Energy Storage Capacity in Gura Ialomiței"

Project presentation

<p>About the project</p> <p>The project involves the development of a Battery Energy Storage System (BESS). It will include works for the construction of foundation infrastructure, installation of the battery units, a 33kV/110kV transformer substation, and the routing of underground cable lines (UES). The system will operate fully automated, without the need for human intervention, and will be equipped with advanced monitoring and control technologies. It will be powered exclusively by renewable energy sources supplied through the national grid.</p> <p>Location</p> <p>The project will be located in Ialomița County, within the administrative territory of Gura Ialomiței commune, in the built-up area of the locality, at 12 Gării Street.</p> <p>Environmental care</p> <p>The implementation of this system directly contributes to reducing the carbon footprint of the energy sector. By storing renewable energy and delivering it during peak demand periods, the project reduces the need for polluting conventional sources. Estimates indicate that over 70,000 tonnes of CO₂ equivalent emissions will be avoided annually. At the same time, by increasing clean energy storage capacity by almost 300 MWh, the project supports the expansion of renewable capacities at the national level.</p>	<p>Protecting biodiversity</p> <p>Protecting the environment, including local biodiversity, has been a priority since the planning stage. The project complies with principles for preventing and reducing impacts on species and habitats and includes specific measures for monitoring them.</p> <p>Supporting the local community</p> <p>Beyond its contribution to Romania's energy infrastructure, the project brings tangible benefits to local communities. During construction and operation, jobs will be created, and involving local suppliers and service providers will generate economic opportunities in the area. In addition, the project will generate direct revenue for local budgets through taxes and fees.</p> <p>Project status</p> <p>Currently, the project is in the Environmental Impact Assessment (EIA) phase and the preparation of the Environmental and Social Impact Assessment (ESIA) study. This stage involves a thorough analysis of potential effects on the environment and communities, aiming to identify and integrate effective prevention, mitigation, and compensation measures. Through this approach, the project aligns with European and international sustainability and transparency standards.</p> <p>Contact</p> <p>Contact person: Project Manager GLĂMEANU ANDREI E-mail: andrei.glameanu@aukera.energy</p>
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Annex 2 – Record Register

Table 14: Register complaint handling mechanism

No.	Complaint case number	Date of receipt	Received by	Channel/Receiving Method	Applicant's name	Locality / community	Brief description of the complaint (if critical, highlight)	Category	Date of acknowledgement of receipt	Responsible Department/Contract	Case Manager	Proposed solution / response to the complainant	Date of communication of solution/response	Complainant satisfied with the solution/answer (yes/no)?	If not, why? Did the applicant file an appeal?	Case Closure Date	Satisfied with the solution in the appeal (yes/no)?	If not, why?

Table 15: Register of information and stakeholder consultation actions

No.	Date	Location	Type of action	Persons present	Description	Meeting Summary / Main Issues Reported	Actions to watch / Next steps

Annex 3 – Contact form structure

AUKERA

„Development of a Battery Energy Storage Capacity in Gura Ialomiței”

Grievance mechanism

What is the grievance mechanism?

The grievance mechanism is a process for receiving and resolving complaints from stakeholders. It is applicable and open throughout all activities and stages related to the development of the project “Development of a Battery Energy Storage Capacity in Gura Ialomiței.”

What is its purpose?

The grievance mechanism provides the necessary tools to address concerns and complaints in an accessible and transparent manner.

What can be the subject of a grievance?

Complaints and concerns may relate to damages, issues regarding project activities, observed incidents, or other relevant matters.

Who can use this mechanism?

Any stakeholder who believes they are affected by the project. A complaint or concern related to the project can be submitted at any stage of its development.

Are my personal details confidential and anonymous?

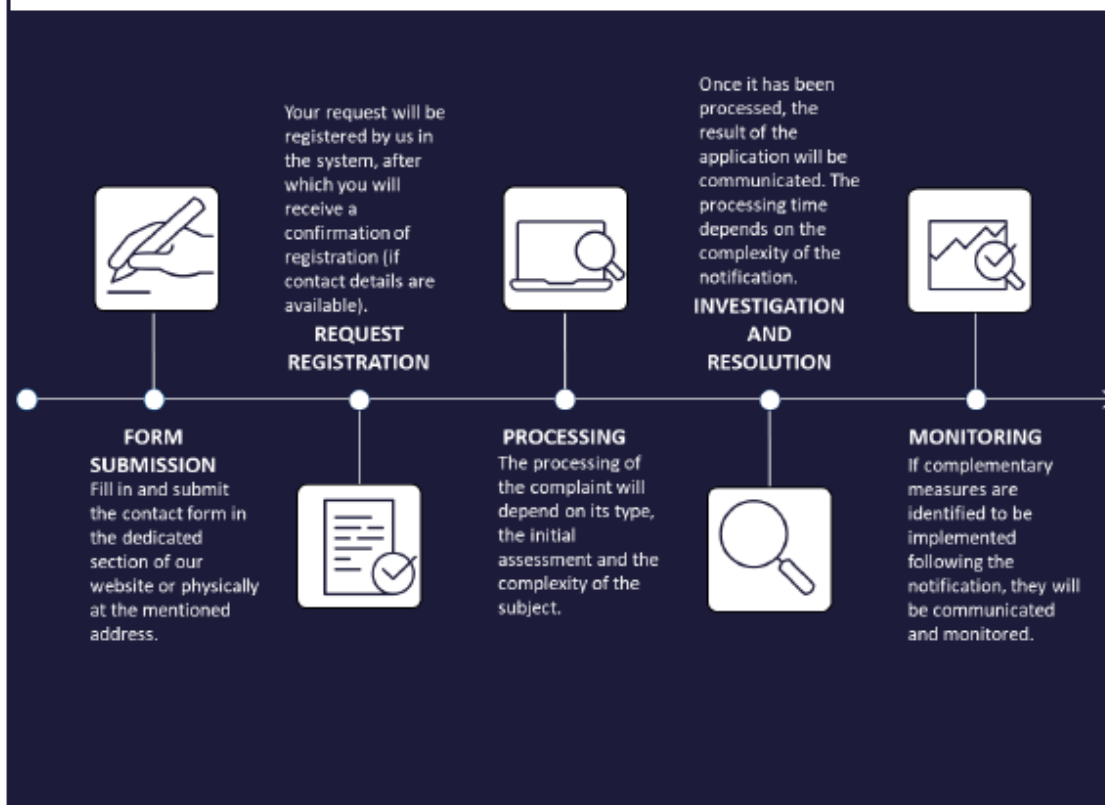
You have the option to submit complaints anonymously. If personal data is provided, it will be processed in accordance with GDPR regulations.

Who can I contact if I have questions?

Project Manager : GLĂMEANU ANDREI

E-mail: andrei.glameanu@aukera.energy

Phone: +40726322484





Environmental and Social Contact Form

Date: _____

Full Name _____

You may choose to submit this form anonymously. We will not share your identity with third parties without your consent. However, please be aware that if you do not provide contact details, we will not be able to follow up with you.

I would like to submit anonymously.
 I agree to be contacted, but I do not want my details to be disclosed to any third parties.

Contact

Please indicate how you would like to be contacted and provide the corresponding contact details.

Mail: _____

Phone: _____ Email: _____

Incident Details

Location (address or GPS coordinates, if available): _____

Select the type of incident:

Air, soil or water Chemical spill Deforestation / illegal logging Local biodiversity Working conditions
 Habitat disturbance Violation of land rights Health and safety Discrimination / human rights Others

What happened? _____
 Cause? _____
 What are the consequences? Who was affected? _____

Date

Single incident. Date and time: _____

Repeated incident. Details: _____

Ongoing issue.

Expected Solution _____

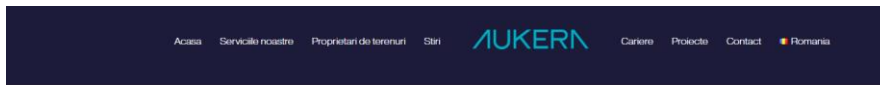
If you have a suggestion or solution to the issue described, please mention it below or describe whether any action has already been taken to resolve the issue: _____

Available Evidence _____

Please attach or specify any supporting documents if applicable.

Photos/Video
 Documents
 Others

Annex 4 – Website structure



IS Gura Ialomitei - SC AUKERA PROJECT COMPANY DELTA SRL

Proiectul dezvoltat de S.C. AUKERA PROJECT COMPANY DELTA S.R.L. consta in realizarea unei noi capacitati de stocare a energiei electrice in baterii in comuna Gura Ialomitei, judetul Ialomita.

DESCRIEREA PROIECTULUI

Proiectul presupune dezvoltarea unei capacitati de stocare a energiei electrice in baterii de tip Litii-ion (Battery Energy Storage System - BESS), cu o capacitate instalata de 299,754 MWh, in judetul Ialomita pentru a sustine integrarea energiei regenerabile in reteaua nationala. Sistemul va functiona complet automatizat si va fi alimentat exclusiv din surse regenerabile disponibile in Sistemul Electroenergetic National.

Amplasat in localitatea Gura Ialomitei, lucrarile necesare pentru realizarea proiectului includ amenajarea infrastructurii de fundatii, instalarea bateriilor, statiei de transformare 33kV/110kV si realizarea traselor pentru cablurile LES. Proiectul a primit finantare prin Planul National de Redresare si Rezilienta si se afla in proces de obtinere a unei finantari internationale suplimentare. Prin specificul lui, proiectul contribuie la stabilitatea sistemului energetic, reducerea emisiilor de carbon si cresterea gradului de utilizare a energiei curate in Romania.

LOCALIZARE



IMPLICAREA COMUNITATII

Credem ca proiectele durabile sunt cele care aduc valoare reala in comunitatile in care sunt dezvoltate. De aceea, colaboram inca din fazele initiale cu autoritatile locale, proprietarii de teren, comunitatea locala si alti factori relevanti pentru a asigura o dezvoltare armonioasa a proiectului si un impact socio-economic pozitiv. Am elaborat un Plan de Implicare a Partilor Interesate (SEP), care stabileste un cadru clar pentru comunicare transparenta si constanta cu toti actorii relevanti prin organizarea de consultari publice si alte actiuni de informare.

Pentru a asigura transparenta fata de preocuparile factorilor interesati, proiectul implementeaza un mecanism specific de primire a sugestilor, intrebarilor si eventualelor plangeri, disponibil pe aceasta pagina. Orice factor interesat care doreste sa transmita un punct de vedere sau o preocupare legata de proiect poate face acest lucru prin completarea formularului dedicat disponibil pe aceasta pagina.

Descarcare: [Formular de contact mediu si social](#)




Prin dezvoltarea acestui proiect comunitatea locala va beneficia de:

- crearea de locuri de munca indirecte in perioada de constructie;
- colaborari cu furnizori si firme locale pentru lucrari auxiliare si servicii logistice;
- contributii la bugetul local prin taxe si impozite aferente investitiei;
- atentie dedicata grupurilor vulnerabile, pentru a asigura informarea si distribuirea in mod egal a informatiilor legate de proiect;
- organizarea de actiuni participative, precum intalniri publice, informari accesibile si activitati de responsabilitate sociala.

Descarcare: [Fisa proiectului](#)

ANUNTURI

Toate documentele publice, notificarile si rapoartele legate de proiect vor fi disponibile aici:

 <p>Studiu ESIA – SC AUKERA PROJECT COMPANY DELTA SRL</p> <p>Stimate Doamne/Stimate Domni SC AUKERA PROJECT COMPANY DELTA SRL va invita sa luati parte la...</p> <p>AFLATI MAI MULTE</p>	 <p>Anunt public privind decizia etapei de incadrare – AUKERA PROJECT COMPANY DELTA SRL</p> <p>Anunt public privind decizia etapei de incadrare AUKERA PROJECT COMPANY DELTA SRL titular al proiectului...</p> <p>AFLATI MAI MULTE</p>	 <p>Anunt Dezbatere Publica – AGENTIA PENTRU PROTECTIA MEDIULUI IALOMITA – AUKERA PROJECT COMPANY DELTA SRL</p> <p>Anunt public privind depunerea solicitarii de emitere a acordului de mediu AUKERA PROJECT COMPANY DELTA...</p> <p>AFLATI MAI MULTE</p>
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Annex 5 – Summary of Stakeholder Actions

No.	Date	Location	Type of action	Stakeholder	Description	Meeting Summary / Main Issues Reported	Actions to watch / Next steps
1	08.02.2023	N/A	Coordination with authorities	Ialomita Environmental Protection Agency	Following the analysis of the documentation submitted by the project developer, the Ialomita MPA issued the decision of the initial assessment stage by which the environmental impact assessment procedure was requested.	N/A	N/A
2	01.09.2023	N/A	Correspondence with utility holders	Transelectrica	Following the request for the site permit, it was established that the location of the future objective is at sufficient distances from the safety area of the energy capacities managed by Transelectrica (400kV LEA Bucharest South - Gura Ialomitei).	N/A	N/A
3	10.10.2024	Website - Aukera Display at Aukera's headquarters Website- Objective Ialomita Newspaper	Information announcement	General public	A public announcement regarding the submission of the application for the issuance of the environmental agreement was published on the developer's website, in the local press and at the developer's headquarters. The information on the proposed project could be consulted at the headquarters of the Ialomita Environmental Protection Agency and at the developer's headquarters. The public's observations could be sent to the headquarters of the Ialomita Environmental Protection Agency.	N/A	N/A
4	17.10.2024	Website - Aukera Display at Aukera's headquarters Website- Objective Ialomita Newspaper	Information announcement	General public	Information regarding the decision of the classification stage by the Ialomita Environmental Protection Agency, within the environmental impact assessment procedures. The draft classification decision and the reasons for it could be consulted at the headquarters and on the website of the Ialomita Environmental Protection Agency. The interested public could submit comments/observations on the draft	N/A	N/A

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					classification decision within 10 days from the date of publication of the announcement on the website of the Ialomita MPA.		
5	28.10.2024	N/A	Coordination with authorities	Ialomita Environmental Protection Agency	The decision of the classification phase was issued, following the meeting of the Commission for Technical Analysis on 17.10.2024.	N/A	N/A
6	06.12.2024	N/A	Correspondence with utility holders	Rechet Electrice Romania S.A.	The commitment contract for the achievement of the conditions for the coexistence of the electricity networks, in order to issue the conditional favorable opinion.	N/A	N/A
7	12.12.2024	Website – Objective Ialomita Newspaper	Information announcement	General public	In December 2024, the developer published a press release in a local newspaper to announce the start of the project to develop a battery electricity storage capacity, a project that obtained funding through the PNRR.	N/A	N/A
8	10.02.2025	N/A	Coordination with authorities	Directorate for Culture Ialomita	The correspondence indicates that the institution's approval is not necessary because the affected land is devoid of cultural heritage vestiges.	N/A	N/A
9	25.05.2025	Website - Aukera	Information announcement	General public	An announcement was published on the developer's website to invite the local community to the first public debate in the ESIA study.	N/A	N/A
10	29.04.2025	Website – Objective Ialomita Newspaper	Information announcement	General public	To announce the first debate in the ESIA study, the developer published an announcement in the local press to invite the community to participate. The announcement was designed in non-technical language, briefly explains the project and introduces the objectives of an ESIA study.	N/A	N/A
11	08.05.2025	Gura Ialomiței City Hall	Public debate	Local community Gura Ialomiței City Hall Local press	The public debate was organized for the presentation of the draft and the ESIA study, as well as informing the community about the complaint resolution mechanism. 14 people were present.	The meeting focused on the benefits of the project for the community and presentation of the location, the specificity. No concerns about the project were reported.	A second debate will be held to present the findings of the ESIA study. The study will analyze the cumulative impact of the project and the potential to attract complementary investments.

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					<i>The minutes of the meeting can be consulted in the ESIA study, Stakeholder Engagement chapter.</i>	The representative of the local mayoralty mentioned the need of the locality to attract similar investments in order to bring additional funds for the local budget.	19 June 2025 (update): This information has been incorporated into the ESIA analysis and was presented during the public hearing held on 19 June.
12	05.06.2025	Website – Developer and City Hall premises	Information announcement	General public	An invitation was published for the general public to participate in the second public hearing of the ESIA stage, during which the project results were presented.	N/A	N/A
13	19.06.2025	Gura Ialomiței City Hall premises	Public meetingă	Local community	In line with the outcomes of the previous meeting, a presentation session was organized to share the preliminary results of the ESIA study with the local community. The project team explained the expected project impacts and proposed mitigation measures. No comments were recorded. Five people attended. The meeting minutes can be found in the ESIA report, under the Stakeholder Engagement chapter.	No comments were raised, but communication channels remain open throughout the project's lifetime.	Keeping the grievance mechanism operational and monitoring the indicators set in the SEP.
14	05 / 09.10.2025	Mihail Kogălniceanu City Hall	Official communication regarding the start of construction works	General public; Mihail Kogălniceanu Municipality	Submission of notifications regarding the start of construction works for project components.	N/A	N/A
15	15.09.2025; 10.10.2025	Gura Ialomiței City Hall	Official communication regarding the start of construction works	General public; Gura Ialomiței Municipality	Submission of notifications regarding the start of construction works for project components.	N/A	N/A
16	08.10.2025	Ialomita County Inspectorate for Construction; Bucharest Construction Inspectorate	Official communication regarding the start of	General public; Authorities	Submission of notifications regarding the start of construction works for project components.	N/A	N/A

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			construction works				