

## **Local community and organization grievance policy**

We are committed to effectively addressing grievances from local communities and organizations and preventing the recurrence of the same grievances.

All employees are required to report to their superiors any complaints from local community participants. All objections must be recorded in writing and investigative actions carried out to effectively eliminate them.

The management has decided to respond to all official complaints of citizens in writing within 10 days. Every 6 months, we will review all recorded complaints of citizens and in case of repetition of the same complaints we will take the necessary actions to prevent further repetition.

The management is committed to holding training for its employees on the importance of proper communication with the local community.

In Banja Luka,  
01.05.2022.  
Zoran Tepić