CGM - COMPLAINTS PROCESS

**STEP 1: Complaint**

**STEP 2: Admission & Registration**

**Acknowledgement of Complaint** 10 days

- Admissible within the scope of the project?  
  - Yes  
  - No Subject closed (Response might refer to third party complaint mechanism)

**STEP 3: Processing of Complaint**

- Compliance review, further investigation, confirmation of validity 21 days
- Presentation to Grievance Committee & Development of Mediation Process 14 days

**STEP 4: Closing of Complaint**

- Conclusion / Mediation Report
  - Letter to Complainant 14 days

**STEP 5: Implementation & Monitoring**

- Follow-up & monitoring
- Evaluation & reporting
- Review of internal policies & procedures
- Corrective / Preventative Actions
**STEP 1: Complaint**

**Who can complain?**

Anyone who feels affected by the offshore wind farm project Arcadis Ost 1.

**What can I complain about?**

You may complain about access to information, the environmental and social impacts of projects, recruitment, etc. Your complaint can involve any aspect of the planning, implementation or impact of Arcadis Ost 1. You must submit your complaint within one year after you learned about the issue.

**How do I complain?**

Please state your complaint in writing through the online complaint form or by email or post to the address and contact details provided applicable to the project.

**STEP 2: Admission & Registration**

**How do I know my complaint has been received / is processed?**

Parkwind will acknowledge receipt of your complaint within 10 working days (if not submitted anonymously). The response will also inform you if your complaint is admissible or not. If your complaint is inadmissible Parkwind will inform you of the reasons.

**STEP 3: Processing of Complaint**

**What happens then?**

The processing of the complaint might vary dependent on the type of complaint, the initial assessment and the complexity of the claim and the fact-finding mission. Parkwind may also contact you during the process for additional information.

Parkwind will evaluate whether actions or decisions taken by the company failed to comply with internal policies, standards and procedures or with applicable legislation.

Parkwind will offer complainants participation in addressing the issue to resolve a potential conflict, given the complainant is willing to engage in such a collaborative resolution process. The process is intended to build trust and to foster a dialogue with the purpose of achieving a mutual agreeable solution.

**STEP 4: Closing of Complaint**

**What are the possible outcomes?**

- The problem is solved
- Corrective actions are implemented
- Recommendations are made to Parkwind’s Management
- The complaint is dismissed
- No further action
How will I know the outcome?

Parkwind will inform you of the outcome in a written response. The timeframe for the response depends on the complexity of the complaint and shall not exceed 50 working days from the date Parkwind acknowledged receipt of your complaint.

Your statutory rights will not be affected by raising a complaint.

STEP 5: Implementation & Monitoring

What actions will Parkwind undertake as a result?

Based on the findings, Parkwind will be able to identify improvements to adapt our processes and our undertakings.

Parkwind will monitor closed complaints to ensure the follow-up measures are implemented and a satisfactorily remediation is achieved.