

CGM - COMPLAINTS PROCESS

STEP 1: Complaint

STEP 2: Admission & Registration

Acknowledgement of Complaint **10**days

Admissible within the scope of the project?

No

Subject closed (Response might refer to third party complaint mechanism)

Yes

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

14days

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 satisfactory remediation is achieved.