



ESIA for Project Anma

SEP Appendix H Community Grievance
Mechanism

PREPARED FOR

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Ltd.

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ESIA for Project Anma

SEP Appendix H Community Grievance Mechanism

0692794



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1. INTRODUCTION

1.1 BACKGROUND

Anma Offshore Wind Energy Co., Ltd. (AWC or the AWC) is developing an offshore wind farm project located adjacent to Anma-do, Yeonggwang-gun, Jeollanam-do, Republic of Korea (the Project). The Project is managed by special purpose company AWC, which is owned by Equis Wind (Korea) Holdings Pte.

This document is a Project specific, standalone Community Grievance Mechanism (CGM) document that is an appendix of the Stakeholder Engagement Plan. This CGM document and the SEP have been developed based on the Internationally Recognised Standards (Applicable Standards) that are summarized below:

- Equator Principles 4 (EP4);
- International Finance Corporation (IFC) Performance Standards (PS) 2012; and
- IFC Environmental, Health, and Safety Guidelines, i.e. General EHS Guidelines (2007), Wind Energy (2015) and Electric Power Transmission and Distribution (2007).

As per the IFC PS1, The CGM document seeks to resolve concerns promptly, using an understandable and transparent consultative process that is culturally appropriate and readily accessible, and at no cost and without retribution to the party that originated the issue or concern.

To align with IFC PS1 and PS2, AWC has developed and implemented two separate grievance mechanisms: one for affected communities (as outlined in this document) and another for workers, which is documented in a standalone Worker Grievance Mechanism. Each mechanism is designed to address the specific needs of its respective stakeholder group.

1.2 OBJECTIVE

The objective of the CGM document is to establish a structured and transparent process for stakeholders, particularly affected communities, to raise concerns or complaints related to a e.g. the Project's environmental and social (E&S) impacts. The CGM make sures that these grievances are addressed in a timely, culturally appropriate, and proactive manner.

In accordance with IFC Performance Standard 1, this CGM has been developed early in the Project lifecycle to help prevent escalation of tensions and to proactively address concerns that may arise from interactions between the Project and the surrounding communities.

2. PROJECT DESCRIPTION

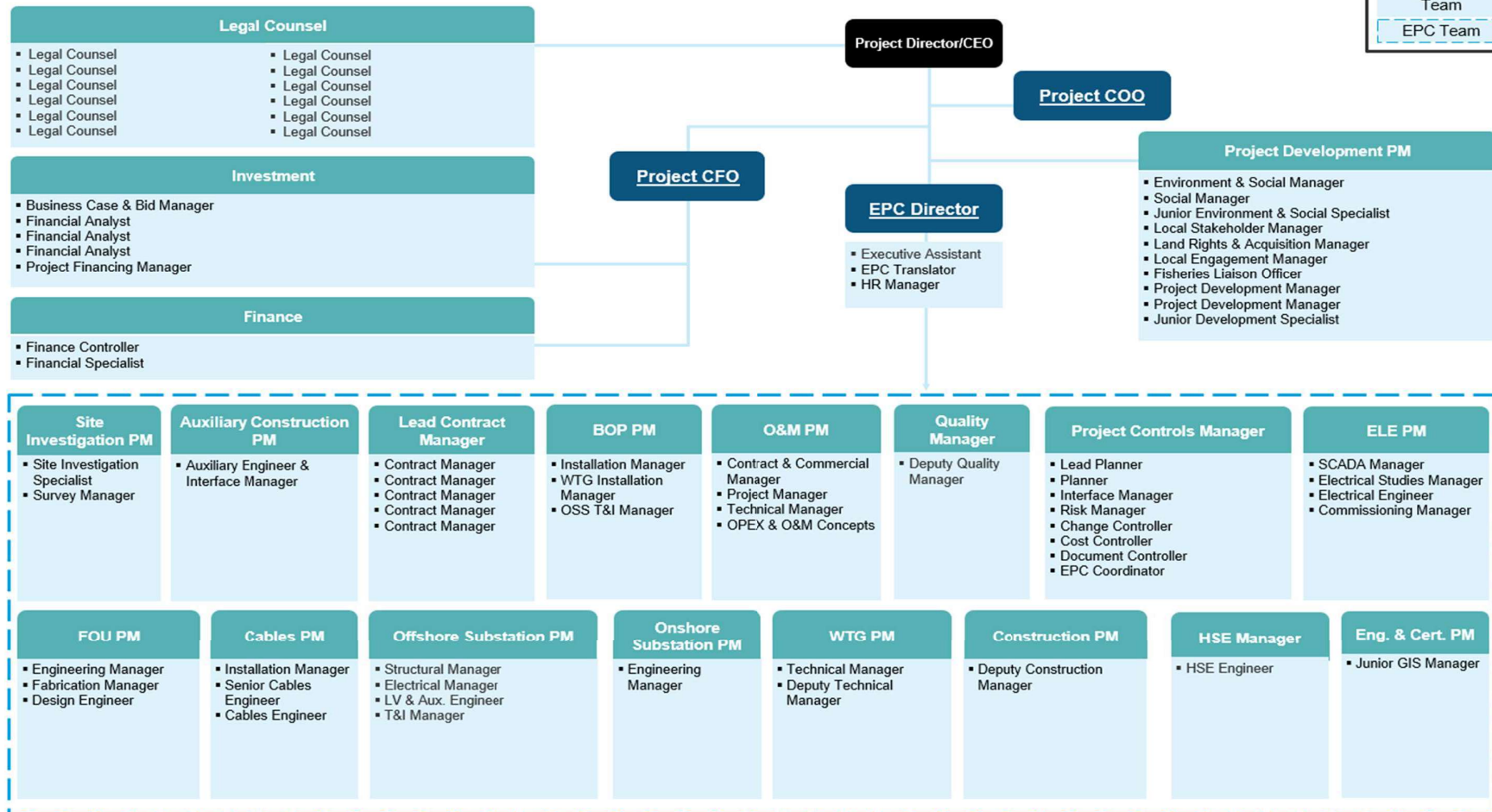
The Project is comprised of the following components:

- Wind Turbine Generators (WTGs);
- Offshore substation (OSS);
- Offshore Export Cable: within this report, when referring to Offshore Export Cable it is included the Inter Array Cable (IAC) as the implications related to physical risks are the same;
- Onshore Substation (ONS); and
- Onshore Export Cable.

3. ROLES AND RESPONSIBILITIES

This section provides information on the organisational structure of AWC and respective roles and responsibilities in implementing this CGM document. The organisational structure for implementing the CGM document is provided under Figure 3-1.

Project Team



Source: AWF Project Organisation Chart dated 06 July 2025

FIGURE 3-1 ORGANISATIONAL STRUCTURE

The E&S Manager is the main person on AWC side in charge receiving the grievances. Other resources in AWC shared roles and responsibilities in CGM document implementation, and are summarised in Table 3-1.

TABLE 3-1 RESPONSIBILITIES OF EACH POSITIONS

Role	Responsibilities
Project Director	• Overall responsibility for practical implementation of all requirements and commitments described in the CGM document; • Ensure review of existing plans/procedures and update them as necessary to incorporate any additional requirements contained within the CGM document; and • Ensure sufficient resources are available to implement monitoring on site/field as described in the CGM document.
EPC Director	• Monthly reporting on key grievances received with status of corrective actions undertaken to the Project Director; and • Liaise with the Project Development Package Manager Permit and consents PM to ensure effective CGM is implemented throughout the Site.
Project Development Package Manager	• Monthly reporting of key grievances received with status of corrective actions undertaken to the EPC Director; and • Liaise with the E&S Manager to ensure effective CGM is implemented throughout the Project.
Local Engagement Manager	• First point of contact to Local stakeholders/local communities for their enquiries, grievances, or complaints; • Report all Grievances received from Local stakeholder to E&S Manager; and • Support appropriate communication with the Project and Local stakeholders/local communities.
E&S Manager	• Overall responsibility on GM document implementation; • Monthly reporting of grievances received with status of corrective actions to Project Development Package Manager; and • Liaise with the Local Engagement Manager to ensure effective implementation in Local communities.
Social Manager	• First point of contact to stakeholder for their enquiries, grievances, or complaints; • Liaise with the Local Engagement Manager to develop corrective actions, and implement such action in case of Local stakeholder grievances; • For sensitive grievances such as GBVH, coordinate intake and ensure referral to external support services with the complainant's informed consent; and • Report all grievances received to E&S Manager.
HSE Manager	• Co-operate with E&S Manager of health and safety related grievances received with status of corrective actions; and • Liaise with E&S Manager for Environmental/Social/Local issue.
HSE Team	• First point of contact for health and safety related grievances on Site (Contractor); • Report HSE manager of received grievances; and • If health and safety related comments/grievances are received from the Local communities, liaise with E&S Manager and Local Engagement Manager.

Role	Responsibilities
All Employees	• Follow procedures and actions listed in the CGM document; and • Inform E&S Manager and/or Social Manager of any enquiries, comments, grievances are received from the stakeholder in person.

4. GRIEVANCE MECHANISM PROCESS

The following key elements were considered in establishing the grievance mechanism to support the management of Project impacts and risks, as summarized from the IFC Good Practice Note on Addressing Grievances from the Project Affected Communities (2009):

- Ensuring proportionality;
- Ensuring cultural appropriateness;
- Ensuring accessibility;
- Ensuring transparency and accountability to all stakeholders; and
- Ensuring appropriate protection by encouraging the communities to share their concerns freely.

4.1 COMMUNICATION OF THE GRIEVANCE MECHANISM

The CGM has been communicating through formal and informal meetings. Additionally, CGM submissions are accepted through the website, and printed CGM submission forms are available at the Yeonggwang office so that local residents can complete them at their convenience. Furthermore, this stand-alone CGM document has been developed as a communication material regarding CGM.

The following information has been communicated by the AWC during the disclosure of the CGM:

- Who can raise complaints (focusing on affected communities);
- Where, when, and how community members can log complaints;
- Who is responsible for receiving and responding to complaints, and if any external parties can receive complaints from communities;
- What type of responses complainants can expect from the Project including timing of responses; and
- The benefits that complainants can receive from using the grievance mechanism.

To ensure broader and inclusive access to the CGM, particularly for women and other potentially underserved groups, AWC is implementing a structured dissemination plan. This includes providing verbal explanations during community meetings, distributing printed guides in local communities, and placing posters at common gathering points. For fishers and other stakeholders operating vessels in the Project Area, grievance submission instructions are also shared through fishery liaison officers and waterproof information cards.

It is essential that all AWC and the contractor personnel who interact with the local community fully understand the grievance mechanism, to enable them to communicate the grievance lodging process to the affected people, particularly in the case where the grievances are submitted directly to them for resolution.

Refer to Appendix C and Appendix D of the SEP, respectively, for the template for community grievance card, and grievance log form and register.

4.2 GRIEVANCE HANDLING

4.2.1 GENERAL GRIEVANCE HANDLING PROCEDURE

This CGM is designed primarily for external stakeholder, in particular the affected communities, to ensure that any concerns or compliances raised in relation to the Project are addressed fairly, consistently and transparently.

It applies to all individuals or groups within the local communities who may be impacted by the Project's activities. Any grievances/complaints received from the community members will be addressed through the procedures outlined in Table 4-1.

TABLE 4-1 SUMMARY OF GRIEVANCE HANDLING PROCESS

Phases	Description	Timeline	Responsibility
Receipt of Grievance	- Complaints can be received in an official grievance form, website, suggestion box or verbally. - Grievance Channels; - The Project specific website: https://anmawind.com/ko/community-ko/ - Email: contact@anmawind.com - Telephone; +82 2 6241 3980 - Suggestion box: AWC Local Office - Verbal filing: - E&S Manager for overall Stakeholders (internal, external) - Local Engagement Manager for local stakeholders	-	E&S Manager
Record/ Delegate	- Once communities are aware of the mechanism and access it to raise grievances, AWC shall: - Acknowledge with a formal confirmation the collected grievances, record them, register them and track them throughout the processing cycle, providing status updates to the complainants. Even in the case of oral grievance/communication received face-to-face, AWC's staff/contractor shall be in charge to write down the grievance and provide a formal confirmation to keep track of all communications from the least to the most formalized. All grievances should be recorded using the Template for community grievance card as presented in Appendix B of the SEP. - If the claim is clearly outside the scope of the mechanism, propose alternative avenues the community can use to address these potential issues (e.g. grievances constituting criminal activity and violence, labor-related grievances, commercial disputes, issued related to governmental policy and government institutions). - When a grievance is identified, it is recorded and the date noted in the grievance register. - This process shall be completed within 7 working days to ensure timely delegation and allow sufficient time for investigation and resolution.	Within 7 working days after receiving grievance	Project Grievance Redress Team / Local Engagement Manager
Review / Investigation	- All grievances and communications must undergo some degree of review and investigation. However, depending on the type of communication and its clarity, the amount of time and investigation will depend. Therefore, AWC shall: - Analyze the grievance and classify it as - A Simple Grievance in case of minor and straightforward issues that can be handled easily by providing information on the spot or referring the person to community liaison personnel. - A Complex Grievance if it is a less clear, more problematic issue or a group grievance.	7 working days, with the possibility of extension if necessary	Project Grievance Redress Team

Phases	Description	Timeline	Responsibility
	• Provide a thorough and fair process of all communication reviews, developing a clear list of tasks and outcomes that an investigation is expected to achieve (develop an investigation plan, assess the needs for safety and confidentiality, collect evidence and produce an investigation report). • When the grievance needs a more detailed review prior to action, staff involved may need to seek advice internally and in some cases even seek support from a third party and involve the senior management and project managers. Furthermore, AWC shall conduct, when necessary, meetings with the complainants and visit the site to gather evidence for a thorough review.		
Resolution or Appeal	• Once the grievance review and investigation have been completed, resolution options can be developed taking into consideration community preferences, project policy, past experience, current issues and potential outcomes. AWC shall: • After a thorough review, if the grievance is rejected, provide an answer to the complainant that advises the complainant of the findings and outcome with a comprehensive explanation of the reasons for the rejection. The answer shall be respectful and presented in a culturally acceptable way. • If the grievance is accepted: ○ AWC shall propose a solution resolving the issue unilaterally. ○ If it is not accepted by the complainant, AWC and the complainant shall try to reach a solution through negotiation or discussion finding a solution bilaterally. ○ If they are not able to find a solution bilaterally, then a third party can be invited or AWC shall approach the resolution process through a traditional or customary practice. ▪ Third-Party Mediation: Where deemed necessary, AWC may engage a neutral third party, such as local community leaders, mediators, municipal authorities, or an officially recognized Dispute Mediation Committee. Engagement with a Dispute Mediation Committee will only be pursued when it aligns with AWC's operational policies and is considered beneficial for achieving a resolution. ▪ External Mechanism: In exceptional circumstances, such as failure to resolve the issue, and if specifically required by local regulations or contractual obligations, the grievance may be escalated to external bodies, such as local judicial courts and authorities. ▪ Documentation and Communication: All steps undertaken, whether internally or through third-party facilitation, will be documented for transparency and shared with the complainant. AWC shall make sure all alternatives within the company-community framework are explored before referring to external mechanisms.	7 working days, with the possibility of extension if necessary	Project Grievance Redress Team

Phases	Description	Timeline	Responsibility
	○ The response procedure in case the claim is accepted shall include a preliminary response presenting the next steps, a concrete timeline; and a final response documenting the proposed resolution. • If it is expected that resolving the issue will take a long time, AWC plan to minimize the complainant's inconvenience through temporary measures. For example, additional noise barriers will be installed in residential areas around the construction site during the construction period, and extra traffic guides will be placed in areas where traffic congestion is expected. • In the event of actual damage caused by the construction, a fair compensation process will be conducted through consultation with the complainant. • When the final response is accepted by both parties, record all evidence of negotiation efforts or corrective actions taken, signed agreements and acceptance by the complainants to keep track of all grievances and resolutions. Once a grievance has been resolved, the complainant shall be invited to give feedback about the resolution process and asked to indicate their level of satisfaction with the mitigation measures once such measures have been implemented.		
Feedback/ Close out	• After the accepted resolution has been implemented, it will be regularly updating the complainant on the progress of resolving the issue. To maintain transparency and trust in the resolution process, provide detailed explanations of the progress. • Document the cause of the complaint and the resolution process to establish preventive measures and avoid similar issues in the future. • Maintain continuous communication with residents after a complaint is filed to enhance their understanding of the construction and actively gather their feedback as a preventive measure. • In case, any grievance not resolved within this timeframe shall be tracked as an open grievance, with the reason for delay documented. AWC will monitor the percentage of grievances resolved within the stipulated timeframe and those resolved in favor of the complainant as part of its regular E&S performance reporting.	15 working days	Project Manager / Senior Management

Source: Yeonggwang Anma Offshore Wind Farm Project Development Permit Application (Transmission Line) dated August 2024.

Note: Timeline per phase can be extended or shortened depending on level of grievance

4.2.2 SENSITIVE GRIEVANCE HANDLING PROCEDURE

Sensitive grievances, such as those related to Gender-Based Violence and Harassment (GBVH), can be submitted confidentially or anonymously through any of the CGM channels. Complainants may request to speak with a female staff member. Upon receipt, the grievance will be registered confidentially. Complainants may request assistance from appropriate support services. In such cases, and with the complainant's consent, the Social Manager will be responsible to refer the case to relevant support services, such as local women's centers or national hotlines.

Information on external support services is made available in grievance materials, including:

- Yeonggwang Women's Hotline:
 - Phone: 061-352-1321
 - Hours: Weekdays 9:00 AM – 6:00 PM (Lunch break: 12:00 PM – 1:00 PM)
 - Services: Telephone consultation, in-person and remote counselling, and free legal advice, etc
 - Website: <http://ykwahl.or.kr/>
- National GBV Hotline:
 - Phone: Dial 1366
 - Hours: 24-hour service
 - Services: Telephone, Chat, Message board consultation, etc
 - Website: <https://women1366.kr/>
- Korea Sexual Violence Relief Center:
 - Phone: 02-338-5801
 - Hours: Weekdays 10:00 AM – 5:00 PM (Lunch break: 1:00 PM – 2:00 PM)
 - Services: Telephone consultation, in-person and remote counselling, Psychological and emotional support, Medical support etc
 - Website: <https://www.sisters.or.kr/>

The procedures for handling sensitive grievances are further detailed in Table 4-2 and Figure 4-1 Flowchart: Handling of Sensitive Grievances (e.g. GBVH). These ensure that all GBVH-related grievances are addressed in a survivor-centered, confidential, and rights-respecting manner, in line with international good practice.

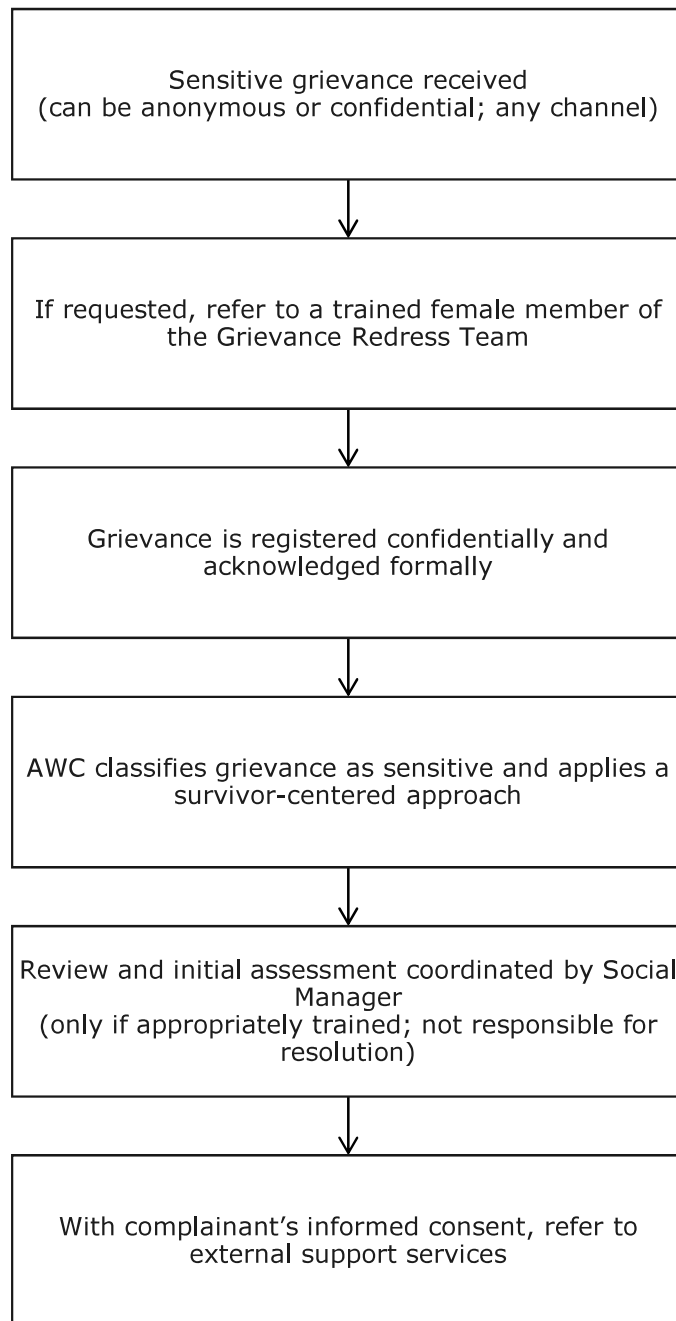


FIGURE 4-1 FLOWCHART: HANDLING OF SENSITIVE GRIEVANCES (E.G. GBVH)

TABLE 4-2 SUMMARY OF SENSITIVE GRIEVANCE HANDLING PROCESS

Phases	Description	Timeline	Responsibility
Receipt of Grievance	- Sensitive grievances (e.g. GBVH) from community members can be submitted confidentially or anonymously through any of the following channels: - The Project specific website: https://anmawind.com/ko/community-ko/ - Email: contact@anmawind.com - Telephone; +82 2 6241 3980 - Suggestion box: AWC Local Office - Verbal filing: - E&S Manager for overall Stakeholders (internal, external) - Local Engagement Manager for local stakeholders - A trained female staff member of the Grievance Redress Team (Social Manager) will be available to receive such complaints, if preferred by the complainant. - Such grievances will be handled with enhanced discretion.	-	E&S Manager Social Manager
Record/ Delegate	- AWC shall acknowledge the grievance, record it confidentially, register it, and track it through the process. Even in the case of oral grievance/communication received face-to-face, AWC's staff shall be in charge to write down the grievance and provide a formal confirmation to keep track of all communications from the least to the most formalized. - This process shall be completed within 7 working days to ensure timely delegation and allow sufficient time for investigation and resolution.	Within 7 working days after receiving grievance	Social Manager, with support from E&S Manager (for tracking only)
Review / Investigation	- Sensitive grievances, such as those related to Gender-Based Violence and Harassment (GBVH), will be reviewed using a survivor-centered approach, ensuring confidentiality, psychological safety, and protection from retaliation. - Complainants may request to speak with an appropriate female grievance handler, and only personnel with relevant qualifications or competencies will be assigned to manage such cases. - If needed, AWC will coordinate with specialized external agencies (e.g., legal or psychosocial support services, or national GBVH hotlines) to support investigation and resolution. - The Social Manager will coordinate the intake and referral process and ensure that informed consent is obtained prior to external referral.	7 working days, with the possibility of extension if necessary	Social Manager, with support from E&S Manager (for tracking only)
Resolution or Appeal	- Once a GBVH-related grievance is referred to external services, AWC will maintain regular communication with the complainant (if they consent) to track the referral status and ensure survivor protection. - The case may be tracked anonymously for internal monitoring.	As applicable, depending on external	Social Manager, with support from E&S Manager (for tracking only)

Phases	Description	Timeline	Responsibility
	All actions taken to coordinate the referral process will be documented confidentially.	referral process	
Feedback/ Close out	- With the complainant's consent, AWC may follow up to confirm that the referral has been completed. The case will be tracked anonymously for internal learning. - Complainants may voluntarily provide feedback on the referral experience or support received, if they are willing. - Any grievance not resolved within this timeframe shall be tracked as an open grievance, with the reason for delay documented.	As applicable	Social Manager

5. MONITORING AND REPORTING

The CGM will be monitored regularly to ensure its effectiveness, transparency, and responsiveness. All received grievances will be recorded for the date of submission, category, actions taken, and resolution status.

As part of the ESMS, a report will be prepared summarising the number of grievances received, the types of issues raised, the response times, and the outcomes, which will be developed by the E&S Manager and reported to the Project Director through the EPC Director and Project Development Package Manager.

Continuous improvements will be made based on the trends and feedback collected through the grievance process.