

Stakeholder Engagement Plan

Solar4Kosovo II / Solar District Heating Kosovo

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Acronyms and abbreviations

DH	District heating
EBRD	European Bank for Reconstruction and Development
ERO	Energy Regulatory Office
ESIA	Environmental and Social Impact Assessment
ESHS	Environmental, Social, Health and Safety
ESS	Environmental and Social Standards
FC	Financial Cooperation
GIIP	Good International Industry Practice
IFC	International Finance Corporation
ILO	International Labour Organisation
KEPA	Kosovo Environmental Protection Agency
KfW	Kreditanstalt für Wiederaufbau (German Development Bank)
LRP	Livelihood Restoration Plan
MESPI Kosovo	Ministry of Environment, Spatial Planning and Infrastructure of Kosovo
NEET	Youth not in employment, education or training
NGO	Non–Government Organisation
PAH	Project Affected Households
PAP	Project-affected Person

PEA	Project Executing Agency – Termokos
PIC	Project Implementation Consultant (JV iC-CES)
PIU	Project Implementation Unit at Termokos
RAE	Roma, Ashkali and Egyptian Community
RCCH Prishtina	Regional Centre for Cultural Heritage Prishtina
SDG	Sustainable Development Goals
SEF	Stakeholder Engagement Framework
SEP	Stakeholder Engagement Plan
SIBS	Social Impact Baseline Study

Glossary & Definitions

Grievance Form – A paper form through which stakeholders can submit written comments, views and opinions.

Consultation – The process of sharing information, ideas and concerns in a two-way dialogue between project proponents and stakeholders, allowing stakeholders to express their views and for these to be considered in the decisions about project planning and implementation.

Cogeneration Plant (CHP plant) – also known as combined heat and power (CHP), distributed generation, or recycled energy—is the simultaneous production of two or more forms of energy from a single fuel source. Cogeneration power plants often operate at 50 to 70 percent higher efficiency rates than single-generation facilities. A CHP plant at Kosovo B power plant is existing in Obiliq.

Disclosure – The process of publishing and making available information in various ways (such as on the internet/ social media, in paper form or in press announcements).

Engagement – General term for activity including both disclosure and consultation.

Grievance – Formal complaint by individuals, groups, business and organisations who feel that they have been or may be negatively affected by Project-related activities.¹

Grievance Procedure – Process of recording and addressing grievances so that they can be tracked through to a resolution.

Other Interested Parties – The term refers to individuals, groups, or organizations with an interest in the project, which may be because of the project location, its characteristics, its impacts, or matters related to public interest. For example, these parties may include regulators, government officials, the private sector, the scientific community, academics, unions, women’s organizations, other civil society organizations, and cultural groups.

Project-Affected Persons (PAP) – The term includes those likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods. These stakeholders may include individuals or groups, including local communities.

Stakeholders – are persons or groups who are directly or indirectly affected by a project, as well as those who may have interests in a project and/or the ability to influence its outcome, either positively or negatively. Stakeholders may include locally affected communities or individuals and their formal and informal representatives, national or local government authorities, politicians, religious leaders, civil society organizations and groups with special interests, the academic community, or other businesses.

¹ <https://www.kfw-entwicklungsbank.de/International-financing/KfW-Development-Bank/Service/Complaints/>

Stakeholder² refers to individuals or groups / institutions who:

- a) are affected or likely to be affected by the project (project-affected persons); and
- b) may have an interest in the project (other interested parties).

Stakeholder engagement³ - is the continuing and iterative process by which the Borrower identifies, communicates, and facilitates a two-way dialogue with the people affected by its decisions and activities, as well as others with an interest in the implementation and outcomes of its decisions and the project. It considers the different access and communication needs of various groups and individuals, especially those more disadvantaged or vulnerable, including consideration of both communication and physical accessibility challenges. Engagement begins as early as possible in project preparation because early identification of and consultation with affected and interested parties allows stakeholders views and concerns to be considered in the project design, implementation, and operation. As such Stakeholder Engagement is also key aspect of the ESIA development process. A transparent engagement between the **Project Implementation Unit (PIU)** and project stakeholders is an essential element of good international practice and at the same time can improve the environmental and social sustainability of the project, enhance project acceptance, and make a significant contribution to successful future project design and implementation.

Stakeholder Engagement Plan (SEP) is a planning document describing the timing and methods of engagement with stakeholders throughout the life cycle of the project as agreed between Bank and Borrower, distinguishing between project-affected persons and other interested parties. The SEP also describes the range and timing of information to be communicated to project-affected persons and other interested parties, as well as the type of information to be sought from them.

² ESS10– GN4.3

³ ESS10– GN4.1.

1 Objectives and Scope of the Stakeholder Engagement Plan

This Stakeholder Engagement Plan (SEP) is prepared by Termokos (with the support of CES environmental and social consultants) as the owner of the project and the recipient of funding through loans and grants from the German Government provided through KfW, as well as co-financing from EBRD. This SEP describes the Termokos approach in engaging with stakeholders from ESIA process till all the phases of the Project cycle.

Termokos will also be supported by the Municipality of Pristina and the Municipality of Obiliq in order to clearly communicate to all interested parties, the stakeholder engagement program.

This SEP will be updated by Termokos on a regular basis, with a minimum annual review, to reflect Project progress, in particular the planned works schedule. However, during the pre-construction phase, the SEP will quarterly updated. The SEP will be publicly disclosed in Albanian, English and Serbian languages on the Termokos web site: <https://solar4kosovo2.org/> and <https://termokos.org/v2/solar-4-kosovo-page/>.

All relevant project documents will be publicly disclosed by Termokos and respective Municipalities (Prishtina and Obiliq), as outlined in Chapter 5.1.

The objective of this SEP is to improve and facilitate Project-related decision-making and create opportunities for active involvement of all stakeholders in a timely and meaningful manner, and to provide possibilities for all stakeholders to express their opinions and concerns that may influence Project decisions. This document constitutes planned implementation of stakeholder engagement activities during pre-construction and construction phase for the Solar4Kosovo II project. Concrete objectives of the document include:

- Identify the key stakeholders and build and maintain a constructive relationship with them, in particular project-affected people.
- Create and ensure effective means for adequate engagement with project-affected people on issues that could potentially affect them so that their concerns are addressed in a timely manner
- Ensure that all stakeholders have ways to access project information and environmental and social information and the opportunity to raise questions and/or concerns.
- Ensure that interested stakeholders and project-affected people are informed that Termokos and the Municipalities of Obiliq and of Prishtina has a system to respond to and manage any issues and grievances raised during the project activities and to inform them on the means and ways to be used in such instances raise issues and grievances and be informed.
- Ensure that all stakeholders can lodge a complaint anonymously, safeguarding their privacy and ensuring that their concerns are addressed without fear of reprisal.

2 The Project

2.1 Brief Project Overview

Solar4Kosovo II/Solar District Heating Prishtina is a project of Termokos Sh.A. (the Prishtina municipal district heating company) in Prishtina, Kosovo (Project Executing Agency – PEA), for the provision of additional heat energy capacity to the district heating network of Prishtina produced on a solar thermal basis.

The Project consists of two components:

Component 1:

- Solar District Heating Plant (solar collectors, thermal pit storage, heating plant, pumping station, SCADA)

Component 2:

- District heating network and connection pipes and building substations

The project aims to supply additional households, institutions and businesses to be connected to the Termokos district heating network and to the overall goal to establish a more economic and reliable heat supply in Prishtina. The overall investment will enable Termokos to supply at least an additional 65 GWh/a of heat energy to the city of Prishtina.

(For technical details of solar–thermal facility, please see paragraph 2.4) The Project shall be financed through loans and grants from the German Government provided through KfW, as well as co-financing from EBRD and an own contribution from the PEA. The PEA is supported in administrative and political matters by the Municipality of Prishtina.

2.2 Timing

The feasibility phase, design and planning phase are completed. The tender dossier is finalised and it is expected to be published by the end of 2025, in this regard construction phase is expected to begin after 2025, while the commissioning is planned to take place in 2028⁴. The primary operation period of the facility is calculated with 25 to 30 years.

2.3 Project's Relevance for National Energy Policy Framework

These established renewable power capacities are mentioned also in the framework of the National Development Strategy 2016–2021 adopted by the Kosovo Government in January 2016, comprising four priority measures for energy sector development, among which is also the plan of building new and sustainable power generation capacities.

Furthermore, in the Energy Strategy of the Republic of Kosovo 2022–2031 is defined the strategic objective on the enhancement of existing thermal system capacities and construction of new capacities. The government is planning to implement the expansion of the Termokos network in line

⁴ According to Final Report, Feasibility Study: Big Solar DH Prishtina August 2022

with the existing master plan for expansion among which is the future plan of construction on solar energy facilities. The existing DH system of Prishtina will diversify its technology to include at least 50 MW of solar-based heating by 2025.

The commencement of implementation of Solar Energy measures will give a strong message to both citizens and IFIs that Termokos is ready to conduct the fuel change by its own example and to encourage other sustainable energy initiatives in Kosovo and the Western Balkan region to conduct similarly.

2.4 Technical Elements

The investment is envisaged to comprise the construction of solar thermal collectors with an approximate surface of 63.000 m² and a pit storage with a capacity of approximately 380.000 m³ liquids.

Furthermore, an absorption heat pump with an auxiliary heating component will increase the overall efficiency of the system.

The facility will be connected through underground pipelines (a) with the existing heat transmission pipeline from Kosovo B and (b) with the existing District Heating network in Prishtina.

- a) The existing transmission pipeline between the Kosovo B Power Plant in Obiliq and the DH network of Prishtina will be connected through a branch pipeline “CHP Connection Pipe” of approximately 2 km length.
- b) There will also be a direct Pipeline from the Solar Facility to the Prishtina City of approximately 4.6 km length.

Both pipeline routes consist of two parallel pipes each that are buried in approx. 3 meters depth underground. A usual diameter per pipe could be DN450.

2.5 Project Location, Situation, and Context

The investment comprises the construction of a Solar Thermal Facility located on an unbuilt land plot near Shkabaj (Municipality of Obiliq) of approx. 25 ha.

The plot also directly borders the residential area Hade-e-Re (New Hade) with single family houses under development related to a World Bank supported resettlement project⁵ for the extension of a lignite open cast mine near the village of Hade (Municipality of Obiliq). Furthermore, the plot is currently used for agricultural activities (grain production), and 10 graves have been established since 2018 at a small land plot designated for this according to the Hade-e-Re Urban regulation plan.

A corridor of three high-voltage power lines is passing the plot from southwest to northeast, dividing the collector field from the residential area. Along this HV corridor, also a routing of a 2x1 lane section

⁵ Kosovo – Lignite Power Technical Assistance Project: resettlement plan (Vol. 2): Resettlement policy framework for land acquisition for the new mining field zone (English). Washington, D.C. : World Bank Group. <http://documents.worldbank.org/curated/en/148241468088161508/Resettlement-policy-framework-for-land-acquisition-for-the-new-mining-field-zone>

of the Prishtina Inner ring road is planned by an EBRD project⁶.

In the north-western vicinity, outside of the project's footprint, the Gazimestan memorial of significance for the Kosovo Serb community stretches with its cultural protected zone. This area partly coincides with the Gazimestan Nature Reserve, which is also neighbouring to the religious monument of Bajraktars Tomb area in the north-eastern vicinity outside of footprint. The status of Gazimestan Nature Reserve is in the process of being reviewed by the public administration, due to the absence of protected species resp. its lack of uniqueness.

The underground pipelines mentioned above will be constructed (at least partially) on privately owned and agricultural land as well as along public roads and walkways through the suburban district of Arberia/Dragodan up to the 'Fadil Vokrri' Sports Stadium near the Newborn monument in Prishtina, where the pipeline will feed into existing main DH artery.

District heating network extensions will be done in the neighbourhoods of Lakrishte, Tophane, Kalabria Dardha Ext., Kalabria Dardha, Gjinaj South & Old Prishtina, Mahalla e Muhaxherve.

Figure 1 Aerial picture of the Western part of Prishtina indicates the project footprint of the Solar Thermal facility (collectors field in blue, heat storage in yellow, operating building in brown-black), the grid shaped roads of Hade-e-Re residential settlement and the alignments of the pipeline A and pipeline B.

Figure 2 Map According to the technical feasibility study of July 2022, the footprint of the project area (purple line in Figure 1) is envisaged in the last agricultural areas between the Bajraktari Tomb area in the north and the new Hade e Re residential area in the south. In the northern neighbourhood of the Solar4Kosovo project area lies along the Gazimestan Monument area and the Bajraktar's Tomb, which is not directly affected by the project footprint. To the west, it is bordered by the trench and the Iber-Lepenc irrigation canal, while to the east, it is bordered by Batalioni i Atlantikut Street. The location of graves is shown within the purple line of the Project site, in green as existing graveyards in Figure 2.

⁶ Prishtina Inner Ring Road, EBRD – <https://www.ebrd.com/work-with-us/projects/psd/50938.html>

Figure 1 – Map of Solar Plant site overview

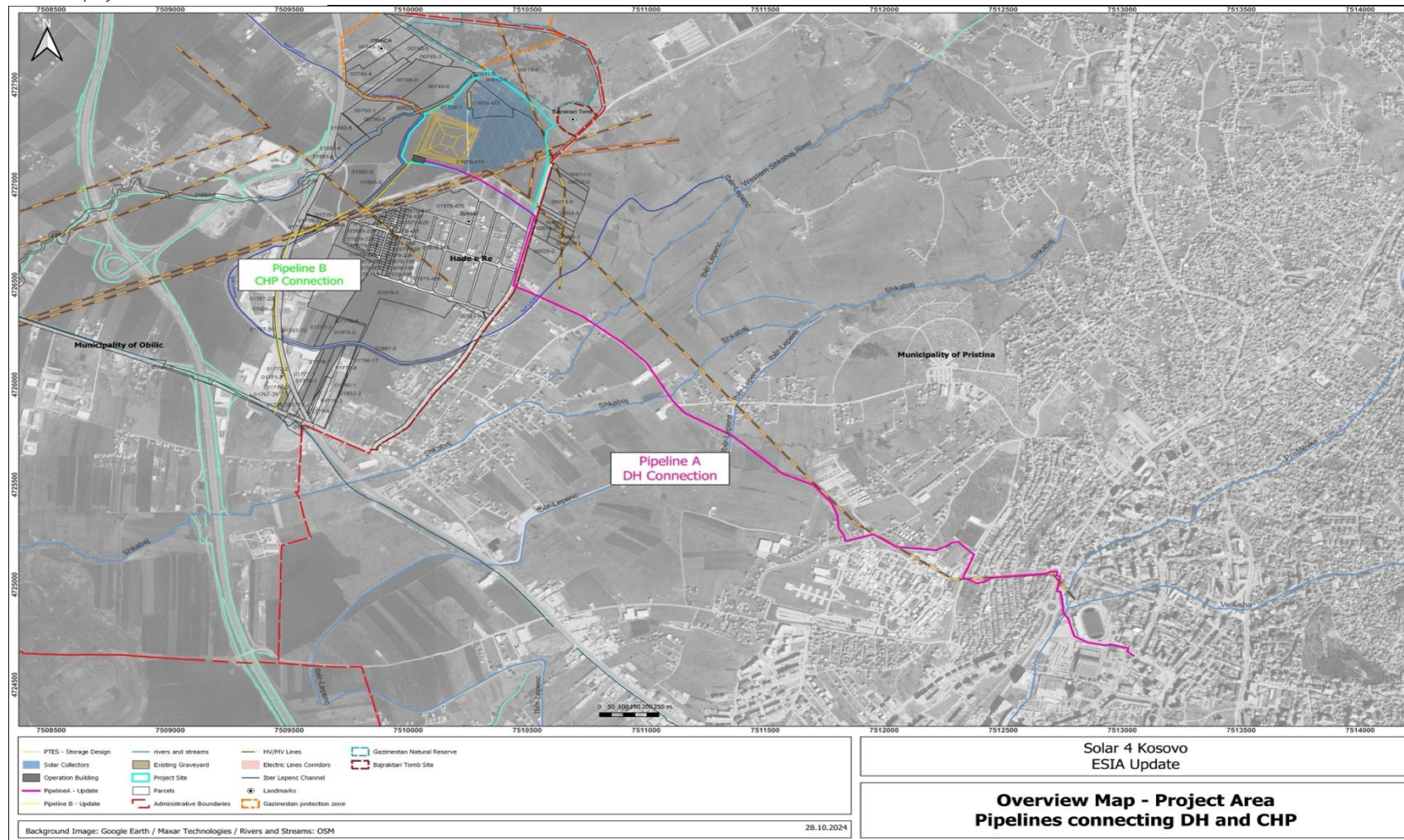
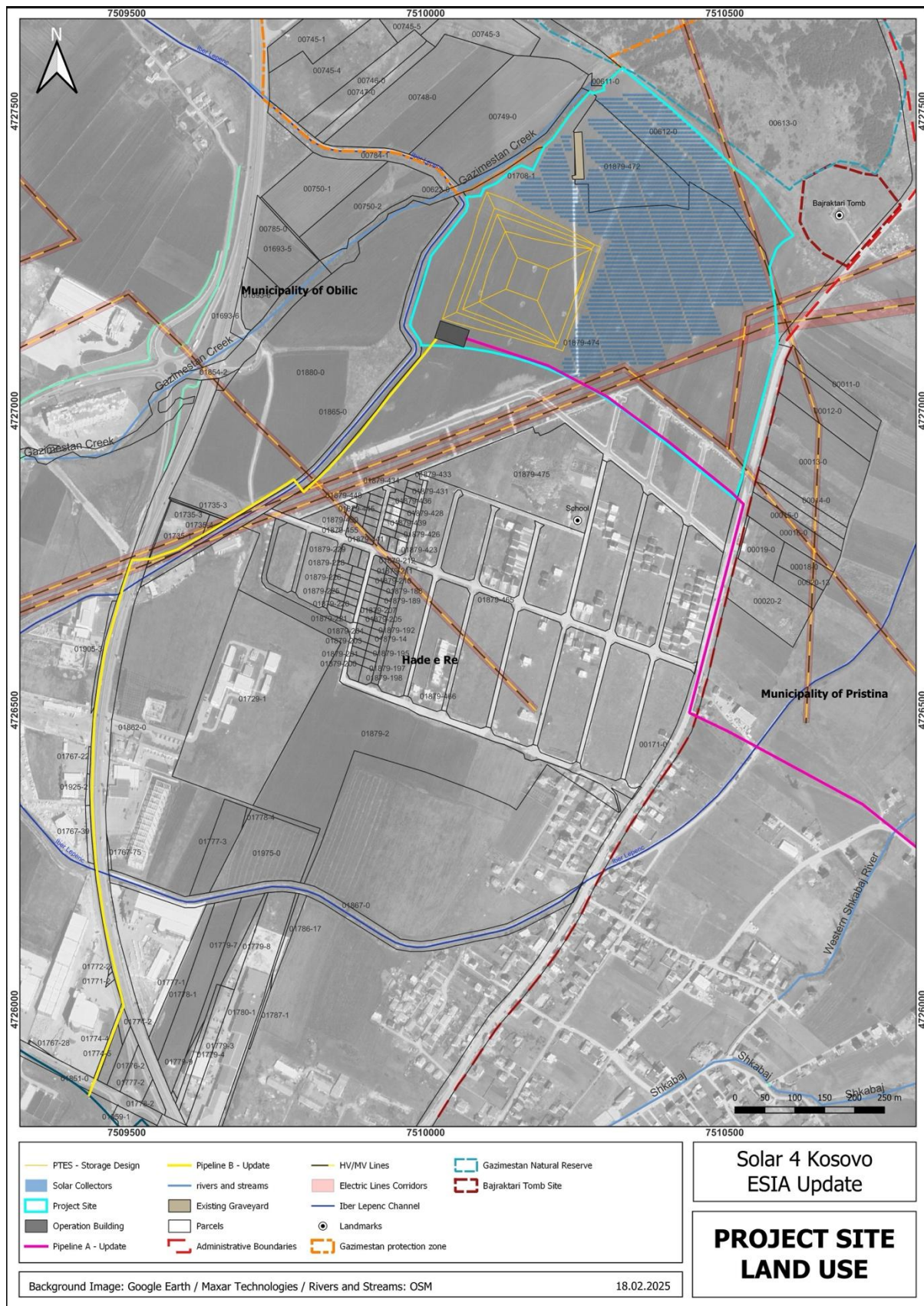


Figure 2 – Map of Project site (status October 2024)



3 Regulatory Requirements for Stakeholder Engagement

To ensure that potentially negative environmental and social risks and impacts stemming from Project activities are minimized, and in order to strive to enhance benefits for local communities in the Project area, the project shall be conducted in accordance with the following Relevant Standards and Guidelines.

- Laws and regulations of the Republic of Kosovo;
- International laws including conventions and treaties adopted by the Republic of Kosovo and applicability to the Project;
- Sustainability Guidelines of the KfW Development Bank⁷ and therewith:
 - World Bank Environmental and Social Standards (ESS 1–6, 8, 10 for the ESIA/ESMP, ESS 5 for the LRP)⁸;
 - The General Environmental, Health and Safety (EHS) Guidelines of the World Bank Group,
 - EHS Guidelines for Electric Power Transmission and Distribution and any other sector specific EHS Guideline applicable to the project, such as e.g. on Gas Distribution Systems and/or Thermal Power;
 - Guidelines on Incorporating Human Rights Standards and Principles, Including Gender, in Programme Proposals for Bilateral German Technical and Financial Cooperation⁹;
 - The Fundamental Conventions of the International Labour Organization (ILO);
 - European Union (EU) frameworks on Environment Policy¹⁰ and Social and Employment Policy.¹¹
 - For land tenure issues, the Voluntary Guidelines on the Responsible Governance of Tenure of Land, Fisheries and Forests (VGGT)¹²;
- In its Environmental and Social Policy 2019, EBRD has defined a comprehensive set of specific Performance Requirements (PRs) that projects are expected to meet. PR 10 (Information Disclosure and Stakeholder Engagement) emphasises the importance of open, meaningful and transparent engagement with stakeholders.

EBRD's PR 10 requirements can be summarised as follows:

- The stakeholder engagement process involves **stakeholder identification and analysis**, engagement planning, information disclosure, meaningful consultation, implementation of a grievance mechanism, and ongoing reporting to relevant stakeholders. Engagement must begin early in the project development and continue throughout the project life cycle.
- Clients must ensure that stakeholders have **access to timely, relevant, and understandable information**, and that engagement is conducted in a culturally appropriate and inclusive manner, free from manipulation and coercion. The

⁷ https://www.kfw-entwicklungsbank.de/PDF/Download-Center/PDF-Dokumente-Richtlinien/Nachhaltigkeitsrichtlinie_EN.pdf

⁸ <https://www.worldbank.org/en/projects-operations/environmental-and-social-framework>

⁹ <https://www.bmz.de/resource/blob/70448/leitfaden-pv-2013-en.pdf>

¹⁰ <https://www.europarl.europa.eu/factsheets/en/section/193/environment-policy>

¹¹ <https://www.europarl.europa.eu/factsheets/en/section/191/social-and-employment-policy>

¹² <http://www.fao.org/docrep/016/i2801e/i2801e.pdf>

client will disclose relevant project information, in the local language(s) and in a manner that is accessible and culturally appropriate, taking into account any specific needs of groups that may be differentially or disproportionately affected by the project or groups of the population with specific information needs appropriate. Throughout the life of the project, the client will continue to provide information to identified stakeholders on an ongoing basis.

- The client will undertake **meaningful consultation**, based on the nature and scale of the project's adverse and positive risks and impacts and the level of stakeholder interest.
- To respond to stakeholders' concerns related to the project in a timely manner, the client will establish an **effective grievance mechanism** as early as possible in the project development process, to receive and facilitate resolution of stakeholders' concerns and grievances.
- Clients are required to **develop and implement a SEP** that describes how engagement will be carried out, including the timing and methods of engagement, the information to be disclosed, disclosure language(s) and the type of information to be sought from stakeholders. The client will identify project-affected parties who, because of their particular circumstances, may be disadvantaged or vulnerable.

Further details of these standards, applicable to this project are reflected in the updated Non-technical summary of the ESIA document.

3.1. Kosovo National Legal Framework for Stakeholder Engagement

The following laws and administrative instructions set forth the national requirements for public disclosure, communication and consultation actions.

- The **Constitution of Republic of Kosovo** guarantees Kosovo citizens the right to be involved in decision making on the issues that have to deal with the environment where they live.
 - **Article 41** of this Constitution gives the rights to the citizen to access the public documentation, except on those which are limited by law, due to privacy, business secrets, or classified security information.
 - **Article 53** states that everyone should be provided an opportunity to be heard by public institutions and have their opinions considered on issues that impact the environment in which they live. Further, it requires that the impact on the environment shall be considered by public institutions in their decision-making processes.
 - Based on the **Article 124** of the Constitution, the Municipalities are granted with a high degree of local self-government and encourage and ensure active participation of all citizens in the decision-making process of municipal bodies.
- **Law No. 06/L-081 on Access to Public Documents** guarantees the right of every person to have access to public documents. Public institutions are obliged to proactively publish any public documents produced, received, maintained or controlled in electronic form, through publication on the official website of public institutions, irrespective of a person's request for

access. Publication is made in electronic, printed, broadcasting or in any other form which allows an access of a larger number of public.

- **Law No. 06/L-082 on Personal Data Protection** defines the rights, responsibilities, principles and punitive measures related to the protection of personal data and privacy of the individual. This law defines the responsibilities of the institution responsible for overseeing the legitimacy of data processing and access to public documents.
- **Law No. 02/L-37 on the Use of Languages** – Regulates the use of official languages, as well as languages of communities whose mother tongue is not an official language in Kosovo institutions and other public organizations and enterprises. Grants equal status to Albanian and Serbian as the official languages of Kosovo. Provides the right of all communities in Kosovo to preserve, maintain and promote their linguistic identity.

The following engagement activities are required regarding Environmental Impact Assessment:

- **Law No. 03/L-025 on Environmental Protection** provides the obligation of the central and local institutions and all other authorized organizations to regularly, timely and objectively inform the public on the environmental status, environmental quality and emission, warning measures, and pollution which may pose threat to human life and health. It also ensures the participation of the public in the decision-making processes.
- **Law No. 08/L-181 on Environmental Impact Assessment** ensures a high level of environmental protection by preventing damage and negative effects from public or private projects. It defines the rules and procedures for identifying and assessing the environmental impacts of projects and activities, aiming to prevent or reduce negative effects. Environmental Impact Assessment (EIA) procedure, including the obligation of authorities to hold public hearings for projects that require an EIA. EIA Law requires that Environmental Impact Assessment Report be subject to public debate, and that the results of these consultations have to be taken into consideration in reaching the decision on the environmental consent. Additionally, it guarantees a comprehensive and transparent decision-making process by establishing clear rules and administrative procedures for obtaining environmental consent. This Law is partially aligned with Directive 2014/52/EU of the European Parliament and the Council, which amends Directive 2011/92/EU on the environmental impact assessment of certain public and private projects.

Article 7 of this Law states that EIA is required for each public or private project (listed in Annex 1 or Annex 2 of this law), which may have significant effects on the environment due to its nature, size or location.

Article 16 of the law outlines the process for public information and participation in the EIA procedure. The public and interested parties will be informed through electronic means and public announcements and will have the opportunity to participate in all stages of the EIA process. The public consultation period for the EIA report must be at least 30 days, during which the report will be published on the Ministry's website for public comments. The Ministry, in collaboration with the applicant and the municipality where the project is

located, is responsible for organizing and planning the public debate. The applicant must publish the Ministry's notification about the public debate in a printed or electronic daily newspaper, on the Ministry's website, and on the municipality's website and bulletin board. All public debates will be held in public institutions in the municipalities where the project is implemented, both in person and virtually. The detailed procedure for organizing public consultations will be established by a sub-legal act issued by the Ministry.

Article 17 establishes the deadlines for reviewing and finalizing the EIA report and its accompanying documentation. Within 20 days of the public debate, the EIA Commission must review all remarks and responses provided during the consultation. If necessary, the Commission can request that the applicant complete or amend certain elements of the EIA report. The applicant is given 30 days to complete the required documentation and 10 additional days to implement any changes requested by the Commission, after which the revised EIA report must be submitted to the Ministry.

- **Rule (ERO) No. 03/2022 on authorization procedure for construction of new generation capacities, new systems for the transmission and distribution of gas, including interconnectors, direct pipelines for thermal energy and direct electricity lines and direct pipelines for the transmission of natural gas (authorization procedure for construction of energy projects)** in Article 13 requires that within eight (8) days of submitting an application under Article 8 or 10, the applicant must publish a notice in two (2) online media. This notice should summarize the application and inform interested parties they can express interest or oppose the project within eight (8) calendar days. The notification must provide the applicant's electronic address for further project information and the ERO's electronic address for submitting comments. The notice remains open for eight (8) consecutive days and is also published on the ERO's website. If any objections to the application are received, the ERO will provide a copy of the objection to the applicant and publish it on the ERO's website, ensuring that no confidential information is disclosed. Once the public notification period concludes, the ERO informs the applicant that the application process is complete, and the review process will begin without prejudice to the evaluation's outcome. Access to the application file is granted, as permitted by the legislation on Access to Public Documents.
- **Law No. 03/L-040 on Local Self-government** defines the legal status of municipalities, their responsibilities and organisation.
Article No. 68 on Public information and consultation specifies that except for mandatory public meeting twice a year, Municipalities are obliged to inform the citizens on any important public plans or programs, as regulated by the statute of the municipality.
In addition, Article 69, any person or organization of interest in the municipality has the right to present a petition to the municipal assembly for any matter related to the responsibilities and powers of the municipality.

Administrative Instruction No. 04/2023 of the Ministry for Local Government Administration (MLGA) on Open Administration in Municipalities aims to establish rules that ensure the inclusion of citizens and representative groups in local decision-making, transparency and accountability of municipal authorities. It shall also specify the rules,

principles, formats, procedures and minimum standards for public consultation in municipalities when developing policies and bylaws in the Municipality. Additionally, it shall outline the obligations of municipalities to ensure access through telepresence and digital technology to guarantee remote transmission and monitoring by central authorities, civil society and citizens.

- **Administrative Instruction No. 02/2019 on the organization, functioning and cooperation of the municipalities with villages, settlements and urban quarters** establishes local councils, organizes the cooperation between municipality and local councils.

Other relevant legislation ensuring proper consultation and equal treatment before the law would include the Law No. 05/L-021 on Protection from Discrimination; Law No. 05/L-020 on Gender Equality; and Law No. 03/L-047, on Protection and Promotion of the Rights of Communities and their Members in Kosovo.

Moreover, Kosovo is not a signatory to the Aarhus Convention on Access to Information, Public Participation in Decision Making, and Access to Justice in Environmental Matters. Nonetheless, the national legislation broadly aligns with the principles of the Convention, integrating most of its tenets within the legal framework.

3.2. International Standards on Stakeholder Engagement Applicable to the Project

Stakeholder engagement is governed by the following international laws, which are further described in the following table (*Table 1*):

- KfW Development Bank Sustainability Guidelines (February 2022) – Section 4.9 on Stakeholder Engagement and Grievance Management in FC-measures.
- The World Bank’s Environmental and Social Framework (ESF)¹³ came into effect on October 1st, 2018, and include 10 Environmental and Social Standards (ESS) that constitute the Environmental and Social Protection Guidelines.
- EBRD Performance Requirements (PRs) are set out in the EBRD’s Environmental and Social Policy 2019¹⁴.

Table 1 – International Laws on Stakeholder engagement applicable to the Project

Topic	KfW Development Bank Sustainability Guidelines	The World Bank’s Environmental and Social Framework (ESF)	EBRD Performance Requirements (PRs)
Stakeholder Engagement	4.9.1. Stakeholder Engagement e.g., in form of public hearings, are to be scheduled for the scoping phase of the ESIA process and for the presentation of the draft ESIA report, in order to consult	The Environmental and Social Standard No 10 (ESS10) deals with “Stakeholder Engagement and Information Disclosure. The provisions of this Standard are to be read in conjunction with other applicable ESSs. The	EBRD’s PR 10 ¹⁵ : Information Disclosure and Stakeholder Engagement recognizes the importance of an open and transparent engagement between the client, its workers, worker representatives, local communities

¹³ www.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards

¹⁴ <https://www.ebrd.com/news/publications/policies/environmental-and-social-policy-esp.html>

¹⁵ <https://www.ebrd.com/news/publications/policies/environmental-and-social-policy-esp.html>

Topic	KfW Development Bank Sustainability Guidelines	The World Bank's Environmental and Social Framework (ESF)	EBRD Performance Requirements (PRs)
	<p>with the affected persons and/or their community representatives, stakeholders, cooperatives or non-governmental organisations (NGOs).</p> <p>The executing agency is required to conduct a meaningful participation and consultation process that allows affected people and interested stakeholders to express their views and concerns on project risks, impacts and the proposed mitigation measures. At the same time, the process shall also enable the executing agency to take these views into account and react.</p> <p>For the sake of transparency, the executing agency is required to disclose relevant information and a non-technical summary on the environmental and social assessment of the FC-measure via appropriate media channels at an accessible location and in a timely, culturally appropriate manner.</p> <p>The whole process shall be comprehensive and be implemented throughout all phases of the FC-measure.</p>	<p>specific requirements are highlighted below:</p> <ul style="list-style-type: none"> Borrowers will commence with stakeholder engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design and shall maintain such engagement throughout the Project cycle. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts. Borrowers will engage in meaningful consultations with all stakeholders. Borrowers will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation. The process of stakeholder engagement will involve the following: <ol style="list-style-type: none"> stakeholder identification and analysis; planning on ways to engage; disclosure of Information; consultation with stakeholders; addressing and responding to grievances; and 	<p>and persons affected by the project and, where appropriate, other project stakeholders as an essential element of good international practice and corporate citizenship.</p> <p>Such engagement is also a way of improving the environmental, social and overall sustainability of projects.</p> <p>In particular, effective community engagement, appropriate to the nature and scale of the project, promotes sound and sustainable environmental and social performance, and can lead to improved financial, social and environmental outcomes, together with enhanced community benefits.</p> <p>In summary, the following system of stakeholder engagement is applicable to the Project:</p> <ul style="list-style-type: none"> Stakeholder engagement will involve the following elements: stakeholder identification and analysis, stakeholder engagement planning, disclosure of information, meaningful consultation, implementation of a grievance mechanism, and ongoing reporting to relevant stakeholders. The client will conduct stakeholder engagement on the basis of providing stakeholders with access to timely, relevant, understandable and accessible information, in a meaningful, effective, inclusive and culturally appropriate manner and free from manipulation, interference, coercion, intimidation and retaliation. Stakeholder engagement will begin as early as

Topic	KfW Development Bank Sustainability Guidelines	The World Bank's Environmental and Social Framework (ESF)	EBRD Performance Requirements (PRs)
		<p>(vi) reporting to stakeholders.</p> <ul style="list-style-type: none"> The Borrower will maintain and disclose a stakeholder engagement log as documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was considered, or the reasons why it was not." As early as possible in the Project, before appraisal, the Borrower will develop and disclose a Stakeholder Engagement Plan proportionate to the nature and scale of the activity and/or investment and its potential risks. <p>The SEP is a living document; potential changes are driven by any changes in the Project during its implementation. Should the project incur significant changes, such updates will be reflected in the SEP and the document will be redisclosed</p>	<p>possible in the project development and will continue throughout the project life cycle.</p> <ul style="list-style-type: none"> The nature and frequency of stakeholder engagement at all phases of the project development will be proportionate to the nature and scale of the project, its potential adverse environmental or social risks and impacts and the level of stakeholder interest. The client will comply with the applicable requirements of national law with respect to public information and consultation, including those laws implementing host country obligations under public international law. The client will ensure that appropriate environmental and social information is disclosed, and meaningful consultation is held with the project's stakeholders and where appropriate, feedback provided through the consultation is taken into consideration; and The client will define clear roles, responsibilities, and authority as well as designate specific personnel for the implementation and monitoring of stakeholder engagement activities.
Grievance	4.9.2. The executing agency is to establish a grievance process for the FC-measure for receiving and dealing with concerns and complaints of employees and members of	According to ESS10, the Borrower should also propose and implement a grievance mechanism to receive and facilitate the resolution of concerns and grievances of project-affected persons	PR10. The client will ensure that grievances from stakeholders are responded to and managed appropriately.

Topic	KfW Development Bank Sustainability Guidelines	The World Bank's Environmental and Social Framework (ESF)	EBRD Performance Requirements (PRs)
	the affected public. The procedure should be culturally appropriate and proportional to the FC-measure. Grievances and their processing and resolution are to be documented and form part of the reporting to KfW Development Bank.	related to the environmental and social performance of the project in a timely manner.	

3.3. National Legal Adherence to Pertinent International Standards on Stakeholder Engagement

The following table illustrates gap analysis how Kosovo laws adhere to the pertinent international standards that apply to this project on Stakeholder engagement.

Table 2 – Gap analysis

Topic	Gaps	Measures of the project
Stakeholder Engagement	SEP elaboration is not foreseen in any Kosovo law.	Preparation of SEP and continuous update according to the donor standards.
Grievance	The Kosovo laws do not foresee the establishment of project-specific grievance mechanisms.	Establishment of the Grievance mechanisms and procedures as detailed in this SEP.

4 Stakeholder Engagement Plan

4.1. Stakeholder Identification

The objective of stakeholder identification is to establish which organizations and individuals may be directly or indirectly affected (positively and negatively) or have an interest in the Project. The first and important step in the stakeholder engagement process is the identification of stakeholders, who they are, their groupings and sub-groupings. Stakeholder identification will be an ongoing process throughout the life of the project, requiring regular monitoring, review and updates.

However, within the broader framework of the project activities to be undertaken, the following categories of stakeholders can be identified:

- a) **Project-Affected Persons** – those who are affected or likely to be affected by the project
- b) **Other Interested Parties** – those who may have an interest in the project and its components
- c) **Project Beneficiary stakeholders.**

The initial stakeholders identified (without categorization) include among others:

(Those are depicted in Figure 3 below)

- Municipality of Prishtina,
- Municipality of Obiliq,
- Shkabaj village residents (in particular resettled members of the Hade e Re neighbourhood),
- Inhabitants of Urban Neighbourhoods of Lakrishte, Tophane, Kalabria Dardha Ext., Kalabria Dardha, Gjinaj South & Old Pishtina, Mahalla e Muhaxherve
- Ministry of Environment, Spatial Planning and Infrastructure of Kosovo (MESPI)
- Implementation and Monitoring Council (IMC) for Special Protective Zones, Kosovo (regarding the Gazimestan Special Protective Zone statutory members of the IMC are the MESPI, Ministry of Culture, Youth and Sports, EU Office in Kosovo, OSCE Mission in Kosovo and Serbian-Orthodox church, the EU Delegation)
- The representatives of the Muslim Community
- Members of the Hade e Re neighbourhood who's family members are buried in the project site
- Landowners, Formal Farmers, Informal Farmers (in Hade e Re area of Obiliq),
- Homeowners/tenants in new District heating supply areas of Prishtina
- Public institutions and agencies (KEPA, RCCH Prishtina, etc.)
- Business along pipeline routes
- Infrastructure Managers (public companies such as KOSTT¹⁶, Ibër-Lepenc, and road administration authorities)
- NGOs

¹⁶ Transmission system operator company

- Ethnic minorities– Roma, Ashkali and Egyptian (RAE)
- Serbian–orthodox community

The potential vulnerable groups identified include among others communities, children, elderly, women, unemployed and ethnic minorities residing in vicinity of the project. More details are provided in ESIA (section 12.5. Socio– Economic baseline) Locations of community settlements to be affected by the project, both directly and indirectly, cover two municipalities (Obiliq and Prishtina), and two adjacent settlements situated within a 1–2 km radius from the proposed project site: Mazgit, and Shkabaj villages. Out of the two settlements/villages, Hade–e–Re in Shkabaj village is classified as the area which will be directly affected by the Project, whereas the rest of Shkabaj village and Mazgit village will likely be impacted by the project only indirectly.

17 Figure 3 – Initial stakeholder's map (status September 2024)



¹⁷ Stakeholder group 'Grave owners' is renamed into 'Members of the Hade e Re neighborhood who's family members are buried in the project site.'

The identification and initial categorisation of Stakeholders for the Project has been done in several ways including:

- Drawing on the local knowledge of in-country and international environmental and social consultants;
- Feedback from consultations held with key stakeholders;
- Desktop research; and
- Observations made during field visits to local areas in the Project area.

Table 3 below provides summary information regarding the three broad categories of stakeholders during Project preparation and according to the map of the project.

Table 3 – Stakeholders during project preparation and ESIA

Area	Stakeholder groups	Description
Obiliq and Prishtina municipality and areas of Hade-e-Re (Shkabaj), Mazgit, Arberia/Dragodan, Tophane, Prishtina, Lakrishte, Muhaxheret, Kalabria	Project-Affected Persons (PAPs)	<p>Local population from the affected municipalities: Landowners, land users and users of natural resources</p> <p>Vulnerable groups – RAE communities and other ethnic minorities, women, NEET youth, others who might be identified during project implementation</p> <p>Communities around the Project site and along Pipeline's routing in Obiliq and Prishtina in the areas on and around the project site</p> <p>(Hade-e-Re (Shkabaj); Mazgit) as well as along the alignment of the CHP connector pipelines as well as the DH connector pipelines who could be affected by traffic, noise or visual impact. Level of the impact and mitigation measures in each phase of the project are described in ESIA report.</p>
<p>Republic of Kosovo</p> <p>Municipality of Prishtina</p> <p>Municipality of Obiliq</p>	Other Project-Affected stakeholders	<p>Public Institutions and Agencies at central and local level Authorities that have been or will be informed and consulted as part of the ESIA process. Engagement with various government departments responsible for topics such as environment, culture, transportation, safety, archaeology and natural resources as on-going process throughout the Project implementation. Engagement to receiving information and/ or issuing permits, consents and opinions in accordance with local legislation, control of compliance with local legislation.</p> <p>Local Communities (Mazgit, Shkabaj (Hade e re) and Prishtina urban Neighbourhoods of Lakrishte, Tophane, Kalabria Dardha ext., Gjinaj South & old Prishtina Mahalla e Muhaxherve) may be affected by impacts related to traffic, noise, and environmental changes. They may also be able to benefit through employment and business opportunities.</p>

Area	Stakeholder groups	Description
		<p>NGOs (including local, national and international NGOs, as well as other community or religious-based organisations) and Academia</p> <p>may be interested in a diverse set of issues, ranging from interest in the protection of the Gazimestan Naturalhabitat, to Cultural / Religious assets, to potential impacts on environmental issues.</p> <p>NGOs commonly prioritise the identification, mitigation and management of environmental and social impacts.</p> <p>Media – Journalists and other representatives of the media are often interested in ensuring that clear and transparent information about the Project is communicated to the population. Interested in general Project information including updates on the Project preparation and implementation process.</p>
Prishtina agglomeration	<p>Project beneficiary stakeholders</p> <p>These are individuals or groups who will directly or indirectly benefit from the Project.</p>	<p>These benefits include direct access to solar thermal district heating supply (either for residential/commercial or public use) in Prishtina.</p> <p>A heating supply for further clients in the project site vicinity might be added to the project.</p> <p>The general public will also benefit from the project through overall improved reliability of national heating / power supply and through reduction of GHG emissions and indirectly improved air quality.</p> <p>Other project beneficiary stakeholders include Termokos (company and employees). This might include new jobs for technical operation, maintenance of facility as well overall business administration(due to new clients).</p> <p>Businesses and companies involved in the project or subproject components (planning, design, construction, operation phases).</p> <p>Municipality of Prishtina and Obiliq being indirect beneficiaries</p> <p>See also description on the social impact baseline study section 5.4.2.</p>

5 Stakeholder Engagement Programme

5.1. Specific Tasks Under ESIA Preparation

Termokos intends to provide all relevant information to the public and maintain open and transparent channels of communication with interested and affected stakeholders/parties.

The following documents are made available in Albanian, Serbian and English language, as follows:

- Update of Non-Technical Summary (NTS) of ESIA;
- Update of Stakeholder Engagement Plan (SEP) including Grievance Mechanism; – September 2024
 - Albanian language version
 - Serbian language version
 - English language version
- Non-Technical Summary (NTS) of Livelihood Restoration Framework / Plan (LRF/LRP) – May-June 2025.

Hard copies of these documents are and will be made available for insight at working hours at the Premises of Termokos Sh.A. (Rr. 28 Nëntori, 181, Prishtina) and both municipalities.

Termokos has opened a specific project website section for the Project and will involve respective Municipalities (Prishtina and Obiliq) to use the following channels for regular and direct communication with stakeholders:

- Official project website of Termokos <https://solar4kosovo2.org/> and <https://termokos.org/v2/solar-4-kosovo-page/>
- Telephone, mail, fax or e-mail inquiries to the Public Information Office within Termokos info@termokos.org; and dedicated email solar4kosova@termokos.org
- Direct website for public inquiries – <https://solar4kosovo2.org/>
- Termokos Public relations office (mail: aferdita.uka@termokos.org);
- Share with
 - Official website of the Municipality of Prishtina, <https://prishtina.rks-gov.net/sr/>
- Official website of the Municipality of Obiliq, <https://obiliq.rks-gov.net/sr/>

Public announcements will be also communicated to the media (social media, local radio and television stations) as well as when relevant to community places/ boards.

All available Project information and documents will be disclosed to the public at least 10 days in advance of the meetings. During the past stakeholder engagement activities there is observed a large number of men participation and lack of participation of women. The Stakeholder Engagement Experts (SEEs) will take in the future all the necessary measures to ensure equal opportunities for participation of women and other vulnerable groups in consultation and

engagement processes of the project. Separate meetings at appropriate time and place will be held to ensure that the stakeholder engagement according to the process is gender responsive and also takes into consideration requirements of the vulnerable groups to be identified. To further enhance the inclusivity and effectiveness of engagement process, the following measures will be undertaken:

- Cooperate with local community representatives, women’s organisations and other social organisations to reach out to women and other vulnerable groups. These organisations can facilitate greater involvement from underrepresented groups.
- Meeting times should be proposed that offer greater accessibility for women and those with caregiving responsibilities, such as evening and weekend consultations.
- Provide childcare services during consultations to enable more women with children to participate.
- Ensure project visuals include diverse gender representation, such as images of women participating in consultations, etc.
- The stakeholder engagement agenda must include concerns of women and vulnerable groups regarding issues such as water, safety, land rights, etc.
- For a more welcoming environment for women, prioritize female facilitators, moderators and speakers in consultations.
- Create women-only meetings or consultations for sensitive topics (such as gender-based violence, sexual harassment, etc.) to foster open discussion without fear of judgment or intimidation.
- Promptly respond and update stakeholders on implemented changes resulting from their input.
- Collect and analyse gender-disaggregated data throughout the consultation process to monitor participant satisfaction, identify any barriers to participation and to ensure that gender disparities are effectively addressed.

Public/ community meetings will be aimed at providing information to the public and to PAPs about the planned project components. Participants will be able to present their opinions and remarks with regard to the Project, as well as suggest possible solutions of the issues raised. The conclusions of the meeting will be agreed during the meeting and recorded. For this purpose, a format presented in the **Appendix 4: Report on Documentation of Stakeholder Engagement Activity** will be used. All justified comments and proposals will be considered and appropriately addressed. The PIU will publish a summary report of all relevant issues raised, including explanations for inclusion or exclusion of proposals.

5.2. Communication Strategy to Guide Stakeholder Engagement According to Key Stakeholders

The Table 4 below provides a detailed Communication Strategy to guide stakeholder engagement according to key stakeholders, Communication objectives, Communication and engagement methods and Indicative Timing of Engagements/Consultations.

Table 4 – Stakeholder Engagement and Communication Strategy Plans

No.	Identified stakeholder	Purpose of the communication	Communication and engagement methods	Indicative Timing of Engagements/Consultations
1	Termokos/Project Implementation Unit (is the main internal stakeholder / beneficiary of the project and thus the central point of communication and stakeholder engagement)	<p>Considering its central role, the PIU will towards external stakeholders</p> <ul style="list-style-type: none"> • ensure a successful project implementation and as such all the engagement requires from the early phase of the project. • Provide timely information about the planned Project activities and engagement methods/ means and timeframe to all stakeholders. • Ensure establishment and implementation of Grievance mechanism and be responsible for all Monitoring and Reporting processes <p>Towards internal stakeholders (Termokos</p>	<p>External Stakeholders – Tools – SEP, Grievance documents, draft and final LAP/LRP documents to be disclosed, reporting documents, Fact sheets, public notices, media briefs, presentations, Information & Communication through – Website, social media, Correspondence, Site Visits, One-to- one and public stakeholder / community meetings, workshops, mailing lists</p> <p>Internal – Documents, reports, policies, One to one and department meetings, Correspondence & records, Site visits</p> <p>Information from representatives in the field/on site regarding the following: HR policy; internal grievance mechanism; health and safety procedures; codes of conduct; Implementation of ESMP, LRP, SEP measures; SEP grievance mechanism</p>	Throughout Project implementation (all project phases by PIU/ PIU)

No.	Identified stakeholder	Purpose of the communication	Communication and engagement methods	Indicative Timing of Engagements/Consultations
		PIU, Consultant team, KfW – Inform group on: Internal capacities and plans for establishing capacities for all Project requirements in particular regarding SEP Implementation and HR policy, Grievance mechanism, health and safety procedures, codes of conduct, KfW/ WB ESS standards and EBRD's PRs.		
2	<p>1. Local population from the affected municipalities & Communities with direct access to solar heating power supply (Beneficiary Serviced with central heating system– Prishtina South & Prospective beneficiaries – Will be connected to the central heating system– Prishtina Tophane)</p> <p>2. Community along Pipeline's routing in Obiliq and Prishtina</p> <p>3. Local population next to the solar plant and the pit storage envisaged to be built on an undeveloped plot next</p>	<p>Information on the nature of the Project, duration of the Project, potential impacts on the environment, social and economy,</p> <p>Preparation for socio economic surveys/census in affected villages and to identify/inform strategy for surveys.</p> <p>Opportunities for the community to be actively involved in the preparation or implementation of the Project. Mechanisms for grievances and complaints.</p>	<p>Informing through various announcements) (i.e. website, social media, printed brochures/ leaflets</p> <p>Direct information through the Municipalities of Prishtina and Obiliq. Direct information via a contact person or person responsible for the implementation of the SEP.</p> <p>Public meetings in municipal centres or villages</p> <p>Existing community structures (e.g. Village Counsels and Representatives) will be used in the methods of engagement.</p> <p>Sampling surveys/ Individual meetings/ online engagements with directly affected households during socio-economic surveys/census.</p> <p>Communication through bulletin boards (placed in appropriate places in communities) and posting project information/notices there.</p> <p>Consultation to be undertaken and information generally</p>	<p>1) Initially through social impact baseline surveys (November 2024),</p> <p>2) The finalized expropriation report is finalised for Components 2 and 3 is tentatively expected around June/July 2025.</p> <p>1–4) Information and Consultation meetings throughout the Project implementation.</p> <p>Information about the Project (e.g. SEP, Grievance form) published on Termokos website and other social media throughout Project implementation/</p>

No.	Identified stakeholder	Purpose of the communication	Communication and engagement methods	Indicative Timing of Engagements/Consultations
	<p>to motorway M2 between Pristina and Obiliq. Nearby the site are both the Gazimestan monument of Serbian orthodox minority and the Bajraktars tomb.</p> <p>Hade-e-Re population- Recently resettled, or in the process of being resettled from other Obiliq villages, to the residential site to the South of the Project site.</p> <p>4. Formal and informal land users / farmers</p>		prepared in Albanian and other local languages as needed	
3	<p>Vulnerable groups:</p> <ul style="list-style-type: none"> • RAE communities and other ethnic minorities • women • NEET youth • others who might be identified during project implementation 	<p>Vulnerable and marginalised groups will be added as identified through the socio-economic survey/census and LRP process</p> <p>The purpose is to apply targeted engagement methods for potentially vulnerable and marginalised groups so they have access to Project information and can participate in the engagement process. Purpose is to ensure such</p>	<p>Methods will be refined for this group following socio-economic surveys</p> <p>Culturally appropriate mechanisms and approaches to engage with women/ RAE/ Minorities in the villages who may not wish to attend public meetings PIU will seek the support and advice of the local municipalities who engage with these communities, NGOs and elected Village representatives and (as far as possible) utilise existing engagements methods and channels with these groups such as women's focus groups, RAE focus groups.</p> <ul style="list-style-type: none"> • Information published on Bulletin boards • Press releases in targeted media of the ethnic minorities 	<p>A key mechanism for engagement with vulnerable groups/people in is the socio- economic survey/census in the second half of 2025.</p>

No.	Identified stakeholder	Purpose of the communication	Communication and engagement methods	Indicative Timing of Engagements/Consultations
		<p>groups are not disproportionately affected by the Project and specific assistance measures can be identified and applied if needed.</p> <p>Informing the vulnerable groups on planned project activities and investments</p> <p>Providing timely information on the need for adapting to the temporary and new conditions of life resulting from (sub-) project's activities</p> <p>Social Inclusion of vulnerable groups in the project's affected area</p>		
4	Ministry of Environment, Spatial Planning and Infrastructure of Kosovo	<p>Receive and consult on relevant information for the ESIA baseline and ESIA preparation and other necessary approvals/opinions. Such as</p> <p>Land utilization issues that may arise Environmental Consent Quality control of the EIA report from the</p>	<p>Official correspondence.</p> <p>Direct meetings.</p> <p>On the spot visits</p> <p>Public hearings/meetings.</p>	Regularly throughout Project implementation

No.	Identified stakeholder	Purpose of the communication	Communication and engagement methods	Indicative Timing of Engagements/Consultations
		<p>Agency of Environmental Protection of Kosovo and to the Regional River Basin Authority Construction Permit Occupancy Certificate Expropriation issues.</p> <p>Successful realization of the project</p> <p>Achieving compliance with KfW's /International requirements</p>		
5	Local Governments (Municipality of Prishtina and Obiliq)	<p>Planning and implementation of the Project. Including agreements on land use, project area, connector pipelines, allocation of the new land plot for graveyard, graveyards dislocation etc.</p> <p>Discussing and agreeing on best methods for community engagement as part of SEP and surveys</p> <p>Facilitating –Public consultations.</p> <p>Support with socio–economic surveys</p>	<p>Official correspondence & regular update meetings.</p> <p>Invite municipality representatives to Public Meeting and keep them updated on meetings with community members, landowners; companies, vulnerable groups etc.</p> <p>Communication through the bulletin boards (placed in the Municipality centres and certain villages and public areas).</p>	Surveys; Throughout Project implementation

No.	Identified stakeholder	Purpose of the communication	Communication and engagement methods	Indicative Timing of Engagements/Consultations
		and engagements with local communities, including vulnerable and marginalised groups		
6	The Implementation Monitoring Council (IMC).	<p>Composition of IMC:</p> <ol style="list-style-type: none"> 1) MESPI, 2) Ministry of Culture, Youth and Sports 3) EU Office in Kosovo, 4) OSCE and 5) Serbian Orthodox Church <p>To inform accordingly the statutory members of the IMC, especially the Serbian–Orthodox church as well as representatives of the Muslim Community, regarding the Gazimestan Special Protected Zone boundaries with project footprint.</p>	Formal correspondence and meetings	Based on clarification of project boundaries/ footprint (February 2025)
7	Other relevant government authorities, ministries, agencies and public institutions	<ul style="list-style-type: none"> • Consultations with relevant government authorities concerning Project activities (data providers and data validation) in the framework of 	<ul style="list-style-type: none"> • Individual consultation meetings • Public consultation. Disclosure of documents and feedback as relevant • Media/press releases, Briefs <p>Direct communication (meetings and exchange of email and official correspondence)</p>	As necessary in the next phases of the project

No.	Identified stakeholder	Purpose of the communication	Communication and engagement methods		Indicative Timing of Engagements/Consultations
		ESIA process <ul style="list-style-type: none"> • Reporting based on national legislation requirements • Ensure efficient participation of all stakeholders throughout Project 			
	Ministry of Internal Affairs	<ul style="list-style-type: none"> • Consent on traffic management plan from Kosovo Police • Consent from the Emergency Management Agency 	Direct communication (meetings and exchange of email and official correspondence regarding consent)		During construction phase
	Ministry for the Kosovo Security Forces	Consent on Mine Action Centre Conditions	<ul style="list-style-type: none"> • Direct communication (meetings and exchange of email and official correspondence regarding consent) 		Procedure that might be required before or during the start of construction works regarding un-blasted ammunition
	Kosovo Institute for Protection of Monuments	Consent prior to construction conditions/permit	<ul style="list-style-type: none"> • Direct communication (meetings and exchange of email and official correspondence regarding consent) 	During pre-construction phase	
	Archaeological Institute of Kosovo	Consent prior to construction conditions/permit	<ul style="list-style-type: none"> • Direct communication (meetings and exchange of email and official correspondence regarding consent) 		During Pre-construction phase
8	Interested non-governmental organisations (NGOs) and Civil Society Organizations (CSOs) Note: Any organisations interested in the Project can	<ul style="list-style-type: none"> • Providing timely information, communication and consultations to fit project activities to the needs of local 	<ul style="list-style-type: none"> • Public consultation meetings, and individual consultation meetings as necessary • Direct email communication • Media/ press releases/ social media • Information about the Project (e.g. SEP & LRP disclosed documents) 		During project presentation Throughout Project implementation.

No.	Identified stakeholder	Purpose of the communication	Communication and engagement methods	Indicative Timing of Engagements/Consultations
	send their contact details to the PIU to be included in the <i>Table of NGOs</i> provided in Appendix 5: Initial list and Contact Information of identified NGO Stakeholders of this SEP and notified directly about Project events.	communities, marginalised and vulnerable groups and the local environment. Informing national and local NGOs of Project activities and receiving feedback on disclosed documents		

5.2.1. Communication Strategy During Construction Phase

During the construction phase the objective will be to ensure mitigation and information on the project's impacts on community health and safety, management of possible contractors, management of the grievance system, and mitigation of construction-related problems such as noise and traffic.

Termokos will supervise and ensure that any Contractor will prepare a Community Relations and Information with a clear procedure for interacting with stakeholders and collecting feedback on and suggestions for construction-related issues. Feedback about the building activities, such as design recommendations or accessibility concerns, will be handled according to this procedure and will be monitored by Termokos.

Table 5 – Construction Phase Stakeholder Engagement Activities

No.	Identified stakeholder	Purpose of the communication	Communication and engagement methods	Indicative Timing of Engagements/Consultations
1	All affected areas/communities and Interested parties	Information Disclosure on: <ul style="list-style-type: none"> Purpose and the type of the construction activity Early warning of the start date, schedule, and duration 	<ul style="list-style-type: none"> Contact person available on site during works, and their contact details prominently displayed at the entrance to the site(s) Warnings signs to be placed prior to start 	All affected areas/communities and Interested parties

No.	Identified stakeholder	Purpose of the communication	Communication and engagement methods	Indicative Timing of Engagements/Consultations
		<p>of construction</p> <ul style="list-style-type: none"> Potential effects and health and safety measures/mechanisms 	<p>of the construction activity, including a direct contact number of the construction supervisor, regular site visits,</p> <ul style="list-style-type: none"> Annual Environmental and Social Monitoring Reports Grievance Mechanism and suggestion boxes located at the construction sites Banners posted in public buildings, areas and construction sites Project Web-site Municipality web site 	
2	All affected areas/communities and Interested parties; Local Authorities, Public service institutions, local businesses	<ul style="list-style-type: none"> Notification of any disruptions to transportation. Announcement of construction activity, road closures, transport/pedestrian accessibility, etc. Notification of public entities in charge of providing services so that they are aware of heavy traffic or construction zones. Information on any activities likely to cause disturbance locally such as construction noise and vibration 	<ul style="list-style-type: none"> Information banners located at the construction sites Placing traffic signs and warnings regarding the construction activities, including a direct contact number of the construction supervisor Use of social media to reach targeted areas Use of local media such as radio, TV, newspapers etc. Banners to present construction schedule, road closures and measures to be considered Public and private buildings, construction sites and municipal buildings Grievance Mechanism – feedback / complaint boxes Monitoring noise/ traffic and addressing related grievance cases through collecting feedback from the complainant/s 	All affected areas/communities and Interested parties; Local Authorities, Public service institutions, local businesses
3	All affected project areas, Interested parties and Project	Feedback and grievance mechanism for Termokos (EHS) and Contractors	Advertisement on the Grievance Mechanism through:	All affected project areas, Interested parties and Project Workers

No.	Identified stakeholder	Purpose of the communication	Communication and engagement methods	Indicative Timing of Engagements/Consultations
	Workers	(sub-contractors) <ul style="list-style-type: none"> • Training on Grievance Procedure <ul style="list-style-type: none"> - Grievance Resolution Process (including in response to safety, construction or contractor issues) - Provide training on the Contractor's policies (employees and contractors) on respectful and appropriate behaviours with communities - Ensure that contractors have grievance mechanisms in place 	<ul style="list-style-type: none"> • Project's website, Project banners, leaflets • Direct phone calls, emails, and face-to-face meetings, site visits. 	
4	All affected areas	<ul style="list-style-type: none"> • To be ensured by Termokos and Contract/procurement /HR teams of the Contractor/s • Recruitment and Procurement practices and plans, • Employment of Local Workers • Occupational Health and Safety • Recruitment policies of employees from affected areas including vulnerable groups • Procurement of supplies and services 	Website of Termokos, Contractor, Municipalities Contacts with local employment offices Newspaper Banner / leaflets in the affected areas	All affected areas
5	All affected areas / communities	<ul style="list-style-type: none"> • Develop, implement and keep informed • local communities on: • Grievance Mechanisms • Community health and safety plan • Local procurement plan • Traffic management plan 	Termokos & Contractor's website, mass media, local noticeboards in the affected areas and premises of municipalities.	All affected areas / communities

5.2.2. Communication Strategy During Operations Phase

The operation phase stakeholder engagement is intended to inform the public about potential operational effects and ensure the Termokos/PEA's ability for successful SEP implementation.

Table 6 – Operation Phase Stakeholder Engagement Activities

No.	Identified stakeholder	Purpose of the communication	Communication and engagement methods	Indicative Timing of Engagements/Consultations
1	All affected areas/ communities and interested stakeholders	<ul style="list-style-type: none"> • Update and implement • SEP, Grievance mechanism, Environment, Health and Safety Plan • Develop and publish Annual Environmental and Social Monitoring Report 	<ul style="list-style-type: none"> - Disclosure of the updated documents to be shared via website/ social media, and hard copies to be available in municipal offices and Termokos office. - SEP updated 	All affected areas/communities and. Interested stakeholders

5.3. Previous Stakeholder Engagement and Consultation Activities

A summary of consultation and individual engagement activities undertaken during the second update of the ESIA package in 2024 and early ESIA phase (Inception Phase November 2021–May 2022) are provided in Table 7 below.

Table 7 – Previous Stakeholder Engagement Activities

Date	Type of Engagement/ consultation	Stakeholder	Place	Purpose of engagement/ consultation
23/10/2024	Meeting	Termokos MESPI ENOVA CES	MESPI	Construction conditions, environmental consent/permit etc.
01/08/2024	Socio-economic survey	PAP	Municipality of Obiliq	Socio-economic survey of PAP
29/03/2024	Meeting	KOSTT	/	Meeting on clearance near HV lines
14-16/02/2024	Site visits by PIC	PAP Municipality of Prishtina Municipality of Obiliq	Prishtina and Obiliq	Site visit of Project location
21/06/2022 22/06/2022	Meeting	General public	School Dituria, Shkabaj	Inform public on ESIA and SEP preparation
18/05/2022	Consultation	Municipality of Prishtina, Directorate of Cadastre	Premises of Municipality of Prishtina	Inform Municipality on ESIA procedure Find solution for disclosure of cadastral data along preliminary pipeline alignment Request for single contact point for S4K project inside Municipal Administration Inform on status of MoU between Prishtina and Obiliq municipalities.
04/05/2022	Meeting	Director of the	RCCH Prishtina	The purpose of the meeting was twofold:

Date	Type of Engagement/ consultation	Stakeholder	Place	Purpose of engagement/ consultation
		Prishtina Regional centre for cultural heritage (PRCCH).	premisses	1. inform PRCCH on project outputs and foreseen activities and see if there is a need for them to be informed and/or involved on regular basis on project activities; 2. get any relevant input needed for completion of the ESIA baseline and proposed measures to mitigate any possible effects on cultural heritage monuments.
22/04/2022	Announcement to the public on start of the socio – economic survey process	General public	Through Termokos website Posters in public buildings	Announcement of Surveys through website/brochure information of wider public on socio-economic survey https://solar4kosovo2.org/#news in 3 languages (EN, AL, RS),
21/03/2022 22/03/2022	Meetings	Termokos, MESPI, Municipality of Obiliq, Ring Road Project team, Municipality of Prishtina, ESIA consultancy team	Municipality of Obiliq	Discuss issues of ongoing construction works conflicting with the project area. Discuss the issues of project land ownership and possible affected persons / institutions such as owners of parcel near the Tomb, discussion on removing the existing Hade-e-Re cemetery (6 of them, but also those that may be developed in the future) and search for new location for them and the mosque; discuss plans and responsibilities to organize a public debate with Hade e Re citizens to inform them about new decision.
15/03/2022	Meeting	Termokos, MESPI, Municipality	Municipality of Obiliq	Brief description of the purpose and technical characteristics of the project. Discuss some issues between the parties

Date	Type of Engagement/ consultation	Stakeholder	Place	Purpose of engagement/ consultation
		of Obiliq, Municipality of Prishtina, ESIA consultancy team		which would enable the development of the study for the project "Solar4Kosovo II / Solar central heating". Discuss project parcel ownerships between MESPI and 2 Municipalities.
14/03/2022	Engagement	PAP-Resident / Resettled person	Hade-e-Re, northernmost homeowner opposite to Sports Cage	Gain support for installation and security of 3 dust sample cups
15/23/25 Feb 2022	Correspondence/ Letters	Termokos to Municipalities of Prishtina and Obiliq		Request for cadastral information for project site and pipelines
08/02/2022	Meeting	Nature Protection Institute	Nature Protection Institute	Receiving information on status of Gazimestani Protected Area (IUCN Category I)
19/01/2022	Meeting	MESPI and ESIA Consultants' Team	MESPI	Meeting with Expropriation Department to obtain information on the Hade-e-Re Urban Regulation Plan
09/11/2021	Engagement	PAP-Agricultural Land-user in project site	Mazgit	Has approved the performance of geotechnical drillings and trial pit excavations through signature

5.4. Other SEP Activities During ESIA Period in 2022

In terms of stakeholder engagement, SEP activities from May 2022 until September 2022 are summarised in Table 8.

Table 8 – Stakeholder Engagement – Overview of Ongoing and Planned Activities

Phase	Objective of engagement	Activities ¹⁸	Information to be shared and means	Expected Outputs	Planned timeframe
Stakeholder Engagement during ESIA baseline	<p>Aims to agree on the aspects and impacts that will be addressed and analysed in the ESIA study</p> <p>Stakeholders are informed and consulted about the design and location of the project, and to understand the views and concerns of stakeholders about the Project.</p> <p>Stakeholders are consulted to validate relevant environmental, socio-economic and cultural heritage data. Stakeholders are also consulted also on the</p>	<p>Through different forms:</p> <p>Meetings with stakeholders and unified group meetings with all interested groups</p> <p>Due to ongoing coronavirus safety concerns, consultation modalities are adapted to use more social media ways of exchange of communication such as email, online meetings tools Microsoft Teams Meeting, Zoom, etc and when appropriate face to face meetings.</p>	<p>By Termokos and supported by consultant team</p> <ul style="list-style-type: none"> ESIA baseline Non-technical summary SEF disclosed through Termokos website https://solar4kosovo2.org/ and printed copies to be sent to stakeholders identified as being potentially affected by or have an interest in the Project. <p>An announcement to be made in Albanian and Serbian, and if needed in Turkish language, to local and national newspapers to let the public know where they could access the report and how they could provide comments.</p>	<p>Opinion of the concerned parties in environmental and social aspects to be addressed by the project proponent and if there is a need to address additional aspects</p> <p>Stakeholders provided with an opportunity to give their views about plans for future engagement activities, including any preferences for methods, materials and schedule.</p>	<p>Project brief and SEP – April 2022</p> <p>Project info sessions in Prishtina (July 2022) Obiliq (after MoU is signed)</p> <p>ESIA Baseline and Non-Technical summary disclosed for 30 days in Q4 2022</p>

¹⁸ Further details (communication and engagement methods per stakeholder group) are to be reported in the next SEP update.

Phase	Objective of engagement	Activities ¹⁸	Information to be shared and means	Expected Outputs	Planned timeframe
	best ways to be engaged during ESIA and reflected in the SEP document. Stakeholders can comment on the ESIA baseline and Mitigation and Management measures for Impacts and Risks, and provide inputs into documents				
Stakeholder engagement during the Social Impact Baseline Study (SIBS)	<p>1. Internal stakeholders are informed and consulted on the design and main components of the study and will be given the opportunity to share their views, concerns, and inputs.</p> <p>2. Project PAPs, affected communities, and the general public are informed on the purpose, importance, nature, and timeline of the survey(s).</p>	<p>1. Finalized surveys are shared with internal stakeholders (particularly Termokos, Obiliq, and Pristina municipalities, etc.) and they are asked to provide their comments/inputs within a specific timeframe.</p> <p>2. Public announcement of the study: Two weeks prior to the start of fieldwork, survey announcements shall be made public</p>	<p>1. Surveys are shared with internal stakeholders via e-mail. Stakeholders are given 7 working days to review and submit any comments with regards to survey content. If deemed feasible, a meeting could also be organized to discuss and finalize any changes that might come up during the review period.</p> <p>2. Public survey announcements shall include at least the following information: Name and contact information of the organization conducting the survey (i.e. Termokos); Confidentiality information and how the data collected will be used; Duration of the survey; A brief description of the purpose</p>	<p>1. Stakeholders are provided with the opportunity to review and propose any changes to the surveys before they are publicly announced and before fieldwork commences.</p> <p>2. PAPs and the general population are informed on the purpose, importance, and nature of the survey and they understand why their participation is important.</p> <p>3. Stakeholders are timely informed on the survey findings and how such findings will be further utilized for project-related purposes.</p>	<p>April 2022 – Two weeks prior to initiation of the field work stakeholder is commenced</p> <p>May 2022 – Survey data collection</p> <p>June 2022 – Survey is completed</p> <p>July 2022– September 2022 - Analysis</p> <p>October 2022 Report drafted</p>

Phase	Objective of engagement	Activities ¹⁸	Information to be shared and means	Expected Outputs	Planned timeframe
	3. Internal stakeholders are timely informed on the main findings of the study.	<p>via various channels and venues.</p> <p>3. Meeting with internal stakeholders where key study findings will be shared and presented.</p>	<p>and importance of the study; Instructions on how the survey will be conducted and when.</p> <p>Information disclosure tools to be used include:</p> <ul style="list-style-type: none"> • Distribution of printed informative materials such as leaflets, brochures, and fact sheets, adapted to local language and literacy level • Posters and/or notice boards placed in visible and easily accessible places frequented by the local public, including highly frequented streets, local administration buildings, shops, schools, cultural and sports centres, post offices, parks, etc. <p>Key information disclosed in the official websites of Prishtina and Obiliq Municipalities, relevant Ministries, and Termokos</p> <ul style="list-style-type: none"> • Media announcements via printed, radio, and national TV ads • Social media posts (Facebook, Instagram, YouTube 		

Phase	Objective of engagement	Activities ¹⁸	Information to be shared and means	Expected Outputs	Planned timeframe
			<p>pages of Prishtina and Obiliq Municipalities, relevant Ministries, and Termokos)</p> <ul style="list-style-type: none"> • Face-to-face information sessions with selected communities • Word-of-mouth communication facilitated by relevant NGOs and community networks • A presentation with key survey findings shall be prepared and presented in an internal stakeholder meeting. 		
Engagement on the ESIA Report	<p>Consultation is undertaken on the study to disclose its results and provide the concerned parties with the opportunity to be reassured those points indicated in the ESIA baseline meetings have been addressed in the study.</p>	<p>Unified meeting is held (hearing session). The meeting is attended by representatives of all concerned parties, and as a minimum those who have participated in the baseline meetings & consultation</p> <p>Disclosure of ESIA Report for review and comment Public announcement of ESIA Report disclosure and comment period – Meetings with stakeholders, including</p>	<p>By Termokos and supported by consultant team</p> <p>Draft ESIA</p> <p>the results of the study and Presentation of the mitigation measures will be presented</p> <p>SEF / SEP document updated</p>	<p>Opinion of the concerned parties in environmental and social aspects to be addressed by the project proponent and if there is a need to address additional aspects Identify the potential actions to be taken to finalize the study</p>	<p>Disclosure for 30 days in Q4 2022</p> <p>SEP Vs 8 published in October 2022 in dedicated website in English, Albanian and Serbian languages</p> <p>Public meetings comments on draft ESIA are part of the SEP document</p>

Phase	Objective of engagement	Activities ¹⁸	Information to be shared and means	Expected Outputs	Planned timeframe
		community meetings where relevant Gather stakeholder input on the ESIA and planned mitigation and enhancement measures Respond to all comments received			

5.4.1. ESIA Report

When elaborating the **ESIA report** the related field work and data gathering has included communication and consultation activities, assessment of options, preparation of a gap analysis regarding national legislative and regulatory framework versus donor and international standards (as described in Chapter 2 of this document)¹⁹ (as the basis for the ESIA Report). These activities are described in detail in ESIA report as well on the table 4 above.

- **Official letter sent on 19 August 2022 to the Secretariat of the Implementation and Monitoring Council for Special Protective Zones, Kosovo** (for the statutory members of the IMC, especially the Serbian-Orthodox church as well as representatives of the Muslim Community, regarding the Gazimestan Special Protected Zone) providing an overview of the project and project footprint as well as cordially invite the IMC to establish a long-term communication line with Termokos Sh.A.

The ESIA Reporting process includes disclosure and consultation related to this Report, in accordance with the standards and guidelines of financing institutions and local standards. Other relevant environmental and social information will be made publicly available after approving the Draft ESIA report.

5.4.1.1. *Public Meetings for ESIA Preparation*

On 21 and 22 July 2022, two public meetings were held respectively 21 July at School Dituria, Shkabaj with 18 participants representing areas of Shkabaj, Hade e Re, Arberia and on 22 July at “Meto Bajraktari School” with 9 participants from Tophane / Prishtina areas.

These public meeting were held with the interested residents in the affected areas and the general public led by NP Termokos Sh.A. and supported by ESIA consultants as part of the development of the Environmental and Social Impact Assessment.

The following topics were presented and discussed according to the invitation and agenda shared with participants:

- Information on the Solar-Thermal Project (Solar4Kosovo), impacted areas, benefits in short and long terms for the residents, key characteristics of the project (while feasibility study report was still under finalization);
- Environmental and Social Impact Assessment process and initial considerations;
- Social issues, Livelihood Restoration Plan and Stakeholder Engagement and communication Plan;
- Questions, comments and information from the public.

¹⁹ Chapter 2 – Regulatory Requirements for Stakeholder Engagement

5.4.2. Social Impact Baseline Study – SIBS


The objective of the Social impact baseline study is to identify the project impacts on the living conditions of the PIU residents and commercial clients (businesses). The baseline study provides empirical information regarding the socio-economic background of project beneficiaries, as well as those that will benefit upon project implementation and households that will not have any benefit from the project (i.e. non-beneficiary group). The baseline study provides socio-economic characteristic data from beneficiary and non-beneficiary households, including energy expenditures and consumption behaviour as well as the opinion, attitude and affordability of District Heating utilization of residents and businesses at the time of survey (2022). This allows to compare the 2022 results of the survey with similar surveys in the future after the project has been implemented. and enables for socio- analytical studies on changes of opinion/attitude/awareness towards DH supply among the respondents. The baseline study also serves to estimate the socio-economic and community Health & Safety impacts in advance and to design a PIU/Termokos management strategy/plan identified and recognized by the survey participants after the project has been implemented.

In terms of Stakeholder communication – the official announcement to the public for the start of the SBS was made through the Termokos website.

- Solar4Kosovo Website: <https://solar4kosovo2.org/> and <https://termokos.org/v2/solar-4-kosovo-page/>
- Facebook: <https://www.facebook.com/people/Solar-4-Kosovo/61575204032821/?sk=about>

The same notices (informative brochures) have been printed and placed in the municipality buildings of Prishtina and Obiliq, in the schools of Shkabaj and Hade e Re, areas as well as in several places within the neighbourhood/location of Hade e Re (Figure 4 below). The announcement included key information with regards to the purpose, importance, nature, and duration of the survey disclosed with project affected persons (PAPs) and the general population in the project study area. All printed materials were made available in English, Albanian and Serbian languages.

Figure 4 – Copy of notification for start-up of the SIBS in English language (back side, front side)

<h2>Solar4Kosovo II / Solar District Heating Kosovo</h2>	<h2>Contact</h2> <p>More information about the project and submission of form can be found below</p>	
<h3>Our Investment</h3> <p>TERMOKOS Sh.A., the Municipal District Heating Company in Prishtina, Kosovo, is intending to invest in an environmentally friendly facility to produce 65 GWh/a additional heat energy capacity for the existing district heating network of Prishtina.</p> <p>Through this investment, the district heating network can be extended and new customers will be connected, whereas all existing customers will profit from a more economic and more reliable heat supply.</p> <p>The investment comprises the construction of a Solar Thermal Facility located on an unbuild land plot near Shkabaj (Municipality of Obiliq) of approx. 25 ha. The facility will be connected through underground pipelines with the existing District Heating network in Prishtina and with an existing transmission line in Obiliq. The Project will be financed through loans and grants from the German Government provided through KfW Bank, as well as co-financing from EBRD and an own contribution from TERMOKOS Sh.A.</p>	 <p>038 541 780</p> <p>solar4kosova@termokos.org info@termokos.org</p> <p>Termokos Sh.A. Rr. 28 Nëntori nr. 181, 10000 Prishtinë Republic of Kosovo</p> <p>https://termokos.org/category/solar-4-kosovo/</p>	<h2>ANNOUNCEMENT</h2> <h3>FOR THE COLLECTION OF SOCIO-ECONOMIC BASELINE INFORMATION</h3>  <p>Solar4Kosovo II / Solar District Heating Kosovo</p>
<h3>Social Impact Assessment</h3>	<h3>Should you have any comments or questions</h3>	<h3>Annex 1. Inquiry form</h3>
<p>In line with KfW's Sustainability Guidelines (2019) and other international standards, an Environmental and Social Impact Assessment (ESIA) is ongoing in order to identify and assess potentially negative and positive environmental and social risks and impacts of all phases of the proposed project, including its associated facilities.</p> <p>As part of the social impact assessment process of the project, there is a need to collect socio-economic data from possible impacted households, businesses, communities, and public institutions. TERMOKOS Sh.A., supported by an international consulting organization – CES, IC consultant (comprised of international and national experts), will conduct this process by visiting a sample of these households and businesses, conducting community visits, and collecting socio-economic information.</p> <p>The collection of socio-economic information will be performed by social experts and trained surveyors, who shall be clearly identified that are part of this project. The collection of socio-economic data is intended to last between April and June 2022, and the collaboration of all visited households and communities is highly appreciated.</p>	<p>The collection of socio-economic data (the studies and surveys) will inform the preparation of an Environmental and Social Impact Assessment (ESIA) and Livelihood Restoration Plan (LRP), which shall be prepared for the project in order to mitigate any potential negative impacts and enhance project benefits. TERMOKOS Sh.A. will ensure adequate implementation of project responsibilities and monitor activities foreseen in the ESIA and LRP.</p> <p>You may reach out to TERMOKOS Sh.A. through the following means:</p> <ol style="list-style-type: none"> 1. Filling out an inquiry form, as shown in Annex 1 at the end of this message, and 1.1. Handing over or submitting it by mail the request as in format provided in Annex 1 directly to Termokos premises. 1.2. Write an email with subject "Solar4Kosovo" at, containing information that are described in Annex 1. Inquiry form 2. Contact on the phone 3. Filling out a form with Subject "Solar4Kosovo" through the following link: https://termokos.org/kontakti/ 	<p>Full name (optional): _____</p> <p><input type="checkbox"/> I wish to raise my question / concern anonymously.</p> <p><input type="checkbox"/> I request not to disclose my identity without my consent.</p> <p>Contact information Please mark how you wish to be contacted (mail, telephone, e-mail)</p> <p><input type="checkbox"/> By Post: Please provide mailing address: _____</p> <p><input type="checkbox"/> By telephone: _____</p> <p><input type="checkbox"/> By E-mail: _____</p> <p>Preferred language of communication <input type="checkbox"/> Albanian <input type="checkbox"/> Serbian <input type="checkbox"/> Other: _____</p> <p>Description of information requested or concern:</p> <p>What would you like to see happen?</p> <p>Signature: _____</p> <p>Date: _____</p>

SIBS started on May 5, 2022. The survey was conducted through the Computer Assisted Personal Interview technique, respectively data collection through tablets. **Quantitative data collection ended on May 27, 2022.** A total of 210 surveys were conducted, with 70 surveys for each stratum explained in Table 9 below: existing users, prospective users and non-users (other parts of the city that are not planned to be connected to the city heating supplied by Termokos).

Table 9 – Strata of types of beneficiaries interviewed for the baseline study

Stratum	Type of household	Description	Area of Survey	Impact Phases
1	Beneficiary	Serviced with central heating system	Prishtina South	Operation phase
2	Prospective beneficiaries	Will be connected to the central heating system	Prishtina Tophane	Operation phase
3	Non-beneficiary	Not connected to the central heating system	Only in Prishtina	Construction phase, Operation phase

The category of existing users was developed in 8 different neighbourhoods of the city, prospective users in 4 neighbourhoods, while non-users in 6 neighbourhoods of the city of Prishtina. The collected data has been processed and the general statistics (descriptive statistics) have been produced and the results will be integrated in a section of the ESIA.

6 Resources and Responsibilities for Implementing Stakeholder Engagement Activities

6.1. Termokos Responsibilities

PIU was set up by Termokos, and it is responsible for implementing of the Project and separate sub-component's activity and investments. Project Committee monitors implementation of planned stakeholder engagement activities including implementation of the planned activities with this SEPs.

Within the PIU team, there are two SEEs, who:

- promote the project jointly with beneficiary municipalities
- drive awareness campaigns
- liaise with municipalities, communities, groups and stakeholders
- hold public consultations and engagement actions.

Additionally, the SEE is responsible for:

- administering the Project's social media channels (e.g. Website, Facebook²⁰),
- cooperating with local media and Promotional events & advertising.

The SEE is the responsible person for the SEP implementation during the entire Project cycle, and in charge of communicating with all stakeholders. The Implementation of activities planned within this SEP are deemed to be covered by Termokos.

6.1.1 PIU Stakeholder Engagement Expert (SEE)

Two SEEs were appointed at the time of the update of this SEP (September 2024). Overall tasks for these experts include responsibilities for overseeing, coordinating, implementing and monitoring and reporting all activities associated with stakeholder engagement regarding this project with the following activities.

- To develop, coordinate, and monitor all stakeholder engagement activities included in this Plan.
- To regularly update the SEP in collaboration with the PIU of Termokos.
- To determine the necessary resources for the effective implementation of the SEP
- To be responsible for implementing engagement activities
- To attend and to lead stakeholder meetings with technical team members and
- To ensure that feedback of stakeholder responses and requests to technical teams is responded to within agreed timescales
- To prepare a draft communication and disclosure information to stakeholders in particular to communities in a language easy-to-read/to understand

²⁰ <https://www.facebook.com/people/Solar-4-Kosovo/61575204032821/?sk=about>

- To keep records of the stakeholder engagement activities and associated communications throughout the lifecycle of the Project
- To record times and content of media sharing information
- To keep a database of all activities performed for monitoring, evaluation and reporting purposes to include:
 - Stakeholder register, periodically updated;
 - Stakeholder engagement activities register, with an indication for each activity performed, including the location, participants by category and number, information disclosed and outcomes of the activity;
 - Comments and response register, updated throughout the Project lifecycle.
 - Previous SEP versions.
 - Status of grievance mechanism performance.
 - Periodical reports prepared.

6.6. Other Responsible Parties for SEP Implementation

• Contractors

All contractors in charge of carrying out specific investment's (sub-project's) activities will also be required to implement the relevant provisions of SEP in particular parts related to construction works. SEEs/PIU will supervise and ensure that any Contractor will prepare a Community Relations and Information with a clear procedure for interacting with stakeholders and collecting feedback on and suggestions for construction-related issues. In this regard Contractor and SEEs/PIU will be responsible for the following:

Contractor's responsibilities	SEEs/PIU responsibilities
i. Prior to construction, analyse the list of relevant stakeholders (businesses, NGOs, local community, etc.) which was compiled by SEEs/PIU. ii. Develop Community Relations and information ahead of construction and share it with SEEs/PIU. The draft of the Community Relations and information should include, but is not limited to: a. Project Overview; b. Construction Schedules; c. Health and Safety Information; d. Contact information. iii. Once approved, translate the Community Relations and information into Serbian and English. iv. Continuously host informational sessions to collect feedback on and suggestions for construction-related issues. Appropriate maps are to be prepared by the Contractor for all consultation meetings, if needed. v. Feedback regarding building activities, such as design recommendations or accessibility	i. Provision of the list of stakeholders relevant to the Contractor, including their preferred communication methods. ii. Review the developed Community Relations and information iii. Review the translated versions of the Community Relations and information (Serbian and English) iv. SEEs to regularly attend informational sessions to monitor the Contractor's feedback on the construction activities.

Contractor's responsibilities	SEEs/PIU responsibilities
concerns, will be monitored by SEEs/PIU.	

Prior to construction, the public and local community will be informed by construction contractor at local level.

Constructor is responsible to prepare EHS, HR Policy and Workers GRM and comply with these requirements. The grievance mechanism for contracting work requirements will be laid out in the tender documentation and contracts signed with the contractors.

- **Municipalities of Prishtina and Obiliq** are responsible to facilitate public consultation and engagement with affected persons (owners and users) in the communities in their area and disclose all relevant SEP documents.

7 Grievance Mechanism

Termokos established PIU for this project that will maintain a grievance procedure for the overall project, including sub-component's activities and investments during all phases of the project. PIU appointed two contact persons (SEEs) responsible for implementation of grievance mechanism. All stakeholders, on all activities will be informed on the existence and availability of the grievance mechanism, contacts of the appointed person, as well as the forms of submitting complaints. The objective of a grievance procedure is to ensure that all comments and complaints from any project stakeholder are considered and addressed in an appropriate and timely manner.

The stakeholders will be fully informed about the Grievance procedures in simple language and minority language where appropriate and according to Kosovo Laws. All information about grievance mechanism and Grievance Form (Appendix 1: Project Grievance Form) will be made available through online information (Termokos website) and in printed form at community public areas as well as at the Project's premises and other locations that will be defined prior the start of realization of project activities and/or investments.

Grievances will be solved and followed-up with the following procedure:

Submitted on site	Submitted to the SEEs/PIU
<ul style="list-style-type: none"> Contractor receives a grievance (e.g., accessibility concerns, usurpation of public roads, etc.) and informs in writing to SEEs/PIU. Upon receiving information from the Contractor, SEEs/PIU record the grievance in a Project's Grievance Registry (Appendix 3: Project Grievance Registry). SEEs/PIU must be informed of every grievance filed with the Contractor and will monitor their resolution. Within 3 working days, the Contractor is required to provide the complainant with a written acknowledgment of the grievance. Contractor shall resolve the grievance within 7 working days of its acknowledgment and inform SEEs/PIU accordingly. Should the Contractor receive a grievance falling under the PIU's responsibility (like compensation for land, etc.), they must immediately transfer it to SEEs/PIU, notifying both the complainant and SEEs/PIU in writing. In the event the Contractor is unable to address the grievance, the grievant will escalate the matter to SEEs/PIU. 	<ul style="list-style-type: none"> All grievances will be recorded in a Project's Grievance Registry (Appendix 3: Project Grievance Registry) and acknowledged within 7 calendar days. In the event SEEs/PIU receive a grievance regarding the Contractor's area of responsibility (such as inadequate site fencing, etc.), SEEs/PIU shall promptly forward it to the Contractor and formally notify all involved parties. The Contractor is obliged to inform both the complainant and SEEs/PIU of remedial measures and subsequent actions. <p>First tier of Redressal:</p> <ul style="list-style-type: none"> Upon acknowledging the complaint in writing, SEEs collect information regarding the grievance and inform PIU about the collected information. After analysing the issue, SEEs propose resolution for the grievance and notifies PIU. SEEs inform the complainant about the recommended corrective steps and subsequent actions within 14 calendar days by e-mail or as a postal letter. The Contractor will be notified about the grievance and any proposed resolution, if applicable. <p>Second-tier of Redressal:</p> <ul style="list-style-type: none"> In case SEEs/PIU is not able to address the issues by immediate corrective action, the grievance will be directed to the next level of Grievance Redressal i.e.,

Submitted on site	Submitted to the SEEs/PIU
	<p>PIU Committee. In this regard, SEEs/PIU will inform the complainant that the grievance is referred to the next level of Grievance Redressal.</p> <ul style="list-style-type: none"> • The PIU Committee will consist of three members (PIU and Termokos employees and a observer from respective municipality) and will act as second-tier redressal mechanism. SEEs/PIU will be responsible for briefing the PIU Committee on the deliberations of the first level of Redressal and on the views of both parties (complainant and SEEs/PIU). • The PIU Committee will hold the necessary meetings with complainant and SEEs/PIU and would record the minutes of meetings. The PIU Committee will communicate the decision to the complainant formally. If the complainant accepts the resolution, it will have to be submitted in writing. If the complainant does not accept the solution offered by the PIU Committee, the complainant can opt to consider taking it to the court. • The PIU Committee will be responsible for solving the grievance, within 30 calendar days upon the acknowledgement of grievance. • If the PIU Committee does not solve the grievance, it will provide a detailed explanation/ justification on why the issue was not addressed and/or is not able to address the particular issue raised through the grievance mechanism. The response also needs to contain an explanation on how the complainant can proceed with the grievance in case the outcome is not satisfactory. See also Appendix 2: Project Grievance Procedure.

The SEE assigned person will publish and regularly update all relevant documents and grievance procedures on the Project’s website. At all times, complainants may seek other legal remedies in accordance with the legal framework of Kosovo, including formal judicial appeal. A separate grievance mechanism will be available for internal PIU workers, for issues related to LRP, as well as for contracted/ subcontracted work during Project construction phase. At the current moment all citizens including the affected stakeholders within this project can use the following modes of issuing the complaint or asking for more information:

- Filling out an inquiry form
- Handing over or submitting it by mail the request as in format provided in Appendix 1: Project Grievance Form directly to **Termokos premises**.
- Write an email with subject: “Solar4Kosovo II”, containing information that are described in Annex 1.
- Contact on the **phone**
- Filling out a **form** with Subject “Solar4Kosovo” through the following link:
- <https://solar4kosovo2.org/#contact> - as in Figure 5 below.

Figure 5 – Direct contact form for inquiries at Termokos website

Get your building connected to the district heating network


How to do it? Simple!


- 1. Appoint a representative for your building to get in contact with Termokos.
- 2. This representative will arrange a meeting on site to arrange further details - sign a pre-contract agreement.


Next step

- 1. Make sure your building is part of the district heating extension!
- 2. Just appoint your representative, he will contact Termokos.

Contact Information

**Phone**
+383 38 541780 13/19

**Email**
Info@solar4kosovo2.org

**Address**
Rruga 28 Nëntori, Nr. 181
Prishtinë, Kosovë

EBRD's Independent Project Accountability Mechanism: In addition to the Project-level mechanism managed by the Termokos, the EBRD's Independent Project Accountability Mechanism, as an independent last resort tool where project mechanism fails, aims to facilitate the resolution of social, environmental and public disclosure issues raised by Project-affected people and civil society organisations about EBRD financed projects among Project stakeholders or to determine whether the Bank has complied with its ESP and the Project-specific provisions of its Access to Information Policy; and where applicable to address any existing non-compliance with these policies, while preventing future non-compliance by the Bank.

8 Monitoring and Reporting

The results of the stakeholder engagement process will be included in the monitoring reports to be prepared internally by Termokos.

The first report will be produced 3 months after the beginning of the Project and then updated on a quarterly basis.

The reports will be published on the Termokos website with the following information:

- Place and time of carried out consultative meetings (including other types of engagement activities) with information on the participants.
- Issues and concerns raised during consultative meetings and information on how the issues raised during the meetings were taken into consideration by Termokos including the implemented corrective measures meant to address the grievances.
- Number and types of grievances raised in the reporting of Termokos with indication of opened, resolved, and closed grievances.

In addition, Termokos will submit Annual Environmental and Social Reports to KfW & EBRD summarizing environmental and social impacts, health and safety performance, disclosure and consultation performance and implementation of the external grievance mechanism.

The Termokos PIU will be responsible for monitoring all Project related stakeholder engagement activities, ensuring the fulfilment and updating of this SEP, and reporting to KfW and EBRD.

9 Contact details and responsibilities for implementation

The responsible person for the implementation of the Stakeholder Engagement Plan is:

Termokos Sh.A.

Rr. 28 Nëntori nr. 181,

10000 Prishtina, Republic of Kosovo

info@termokos.org

solar4kosova@termokos.org

phone: + 383 38 541780, extension 13 or 19

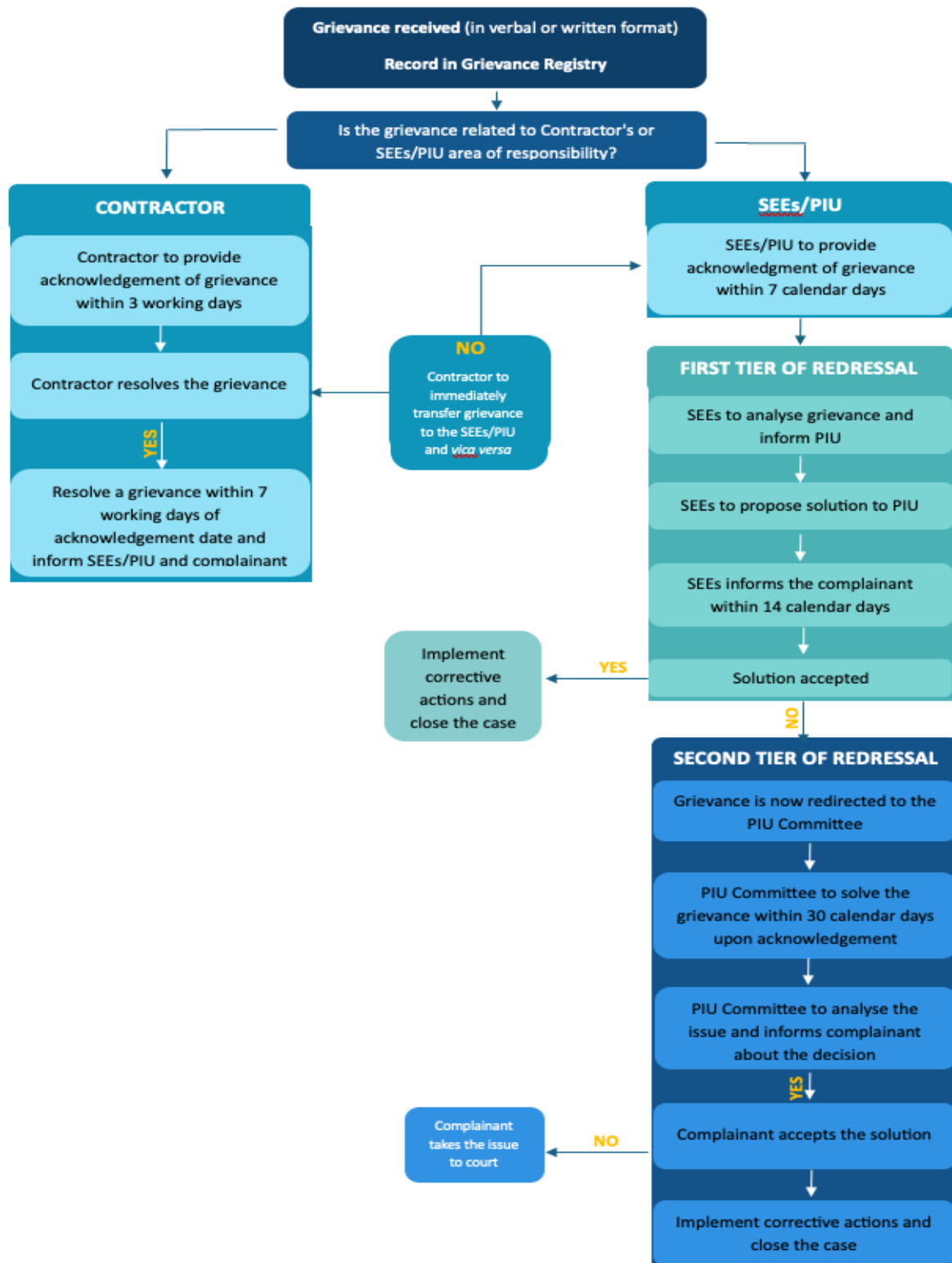
10 Annex

10.1. Appendix 1: Project Grievance Form

Reference Number (to be filled in by PIU)	
Full name (optional) <input type="checkbox"/> I wish to raise my grievance anonymously. <input type="checkbox"/> I request not to disclose my identity without my consent.	
Contact information Please mark how you wish to be contacted (mail, telephone, e-mail).	<input type="checkbox"/> By Post: <i>Please provide mailing address:</i> _____ _____ _____ <input type="checkbox"/> By telephone _____ <input type="checkbox"/> By E-mail _____
Preferred language of communication	<input type="checkbox"/> Albanian <input type="checkbox"/> Serbian <input type="checkbox"/> Other: _____
Description of Incident for Grievance	What happened? Where did it happen? Who did it happen to? What is the result of the problem?
Date of Incident / Grievance	
	<input type="checkbox"/> One-time incident/grievance (date _____) <input type="checkbox"/> Happened more than once (how many times? ____) <input type="checkbox"/> On-going (currently experiencing problem)
What would you like to see happen?	

<p><i>Contact information for enquiries and grievances:</i></p> <p><i>Subject: Solar4 Kosovo</i></p> <p>Attention: Termokos Sh.A. Rr.</p> <p>28 Nëntori nr. 181,</p> <p>10000 Prishtina, Republic of Kosovo</p> <p>solar4kosova@termokos.org</p> <p>phone: +383 38 541780, extension 13 or 19</p>	<p>Signature: _____</p> <p>Date: _____</p>
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10.2. Appendix 2: Project Grievance Procedure



10.3. Appendix 3: Project Grievance Registry

Name of the Project:															
Date received	Date acknowledged	Name of complainant <i>Enter name or 'anonymous'</i>	Complainant profile <i>Gender, age, location and vulnerabilities if known</i>	Communication Channel (how)	Component & Investment	Responsible person or department	Description of Problem	Proposed solution	Due date for action	Results of intervention	Date of closure	Close-out form signed (Y/N)	Grievance follow-up	Recurrence (Y/N)	Action/ notes

10.4. Appendix 4: Report on Documentation of Stakeholder Engagement Activity

Number: _____	Date and location of meeting: _____
The purpose of the engagement: <i>(for example, to inform stakeholders of an intended project or to gather their views on potential environmental and social impacts of an intended project)</i>	
The form of engagement and consultation: <i>(for example, face-to-face meetings such as town halls or workshops, focus groups, written consultations, online consultations)</i>	
Number of participants and categories of participants:	
List of relevant documentation disclosed to participants:	
Summary of main points and concerns raised by stakeholders:	
Summary of how stakeholder concerns were responded to and considered:	
Issues and activities that require follow-up actions, including clarifying how stakeholders are informed of decisions:	

10.5. Appendix 5: Initial list and Contact Information of identified NGO Stakeholders

MUNICIPALITY	NAME OF THE NGO	CONTACT INFORMATION
OBILIQ	Keep It Green	Address: Obiliq +383 (0) 49 604 648 Email: keepitgreen@kigngo.com
	EcoKosWomen (EKW) the network has many NGO's as members.	St. Hilmi Rakovica no. 31, 10000, Prishtina +383 (0) 49 199 860; +383 (0) 49 344 586 Email: ecokoswomen@gmail.com
PRISHTINA	Institute of Kosova for Developing Policy (IKDP) Instituti i Kosovës për Politika Zhvillimore	Rr.Azem Bejta, Nr 21, 10000 Prishtina, Kosovo Tel: (044) 151-115, (044) 502-546, (038) 239-010 E-mail: instituti_politik@yahoo.com
	ORGANIKA	Rr. Nazmi Mustafa nr.35, 10000, Prishtinë, Tel: +383 44 500 549 Email: faton.nagavci@organika-ks.org Email: info@organika-ks.org Web: https://organika-ks.org/rreth-nesh/
	Social Housing and Property Rights in Kosovo	Rr. Sylejman Vokshi 19/4, 10000 Prishtina, Mob: +383 (0)49 882 666 Email: info@shprk.org Web: https://shprk.org/contact-us/
	Youth Initiative for Human Rights - Kosovo (YIHR KS)	St. Ardian Krasniqi, 2nd floor, No.5, 10000 Prishtina Tel: +383 38 748 018 Email: ksoffice@yihhr.org
	Kosovo Women's Network	Address: Kadri Gjata (formerly Feriz Blakqori) Str.2nd Floor, No. 8 10000 Prishtina Tel: +383 (0) 48 245 850 Email: info@womensnetwork.org
	Kosova - Women 4 Women	Address: Arbëria III, Kosturi nr. 69, Prishtinë 10000 Tel: +383 (0)45 266 267; +383 (0)49 555 451 Email: info@k-w4w.org
	Kosovar Stability Initiative (KSI)	Address: St. Sylejman Vokshi, 10000 Prishtine Tel: +383 38 260 600 Email: info@iksweb.org
	Kosovar Institute for Policy Research and Development (KIPRED)	Address: Major Mehmet Bushi, hyrja 3, Nr. 1 10000 Prishtinë, Kosovë Tel/Fax: +383 38 542 778 Email: info@kipred.org
	Voice of Roma, Ashkali and Egyptians NGO	Address: St. Behije Dashi", Prishtina, Kosovo Tel: +38349712062 Email: info@vora.org
	Balkan Green Foundation (BGF)	Address: St. Universiteti 36/2, 10000 Prishtina Tel: +383 49 728 019 Email: info@balkangreenfoundation.org
	Green Art Center – Prishtina	Address: St. Muharrem Fejza, Objekti 1, Lokali 1

		(Kompleksi Princesha); 10 000, Prishtinë Tel: +383 46 777 977 Email: info@greenartcenter.org
	Kosovar Centre for Gender Studies / Qendra Kosovare për Studime Gjinore	Address: St. Nëna Terezë 18/1, 10000 Prishtinë Tel: +383 38 735 991 Email: qksgj_kgsc@yahoo.com
	NGO Lens	Address: Sylejman Vokshi 25 2nd floor Nr. 6, 10000 Prishtinë Email: info@ngolens.org
	Fostering Employment and Growth Opportunities (FEGO)	Address: St. Lorenc Antoni, No. 36 Pejton, Prishtine Tel: +383 38 220 403 Ext. 111 Email: fegoinfo@swisscontact.org
	Renewable Energy Source in Kosovo	Address: St. Zahir Pajaziti Square, no. 36 10000 Prishtina Tel: +383 38/200 215 20 Email: reskosovo@rks-gov.net
	Civil Rights Program in Kosovo (CRP/K)	Address: Str. Lorenc Antoni 15, Peyton City, 10000 Prishtina Tel: +381(0)38 243 610/611/612 Email: crp@localhost
	Resource Environmental Center Kosova (RECKosova)	Address: 28 Enver Maloku, Prishtina 10000 Tel: +381 38 225123 Email: reckosovaorg@gmail.com
	Kosovo Institute for Water and Environmental Research KIWER/ Instituti i Kosovës për Hulumtime të Ujit dhe Mjedisit	Prishtinë, Rr.Agim Ramadani Nr 26 Tel. 044/159-456 Email: kkiwer@rocketmail.com
	Alliance for Environment and Energy/ Aleanca për Mjedis dhe Energji AMEN	Prishtinë, Fehmi Agani Nr. 35 2/2 Tel. 049/137-640 Email: info@amen-ks.com

10.6. Appendix 8: Links for Media News and Social Media Information shared regarding project in various media

1. <https://www.radiokosovaelire.com/projekti-solar4kosova-eshte-njeri-prej-projekteve-qe-do-te-transformoje-sistemin-e-energiise-termike-ne-prishtine/>
2. <https://ata.gov.al/2023/03/09/nenshkruhet-marreveshja-per-financimin-e-projektit-solar-4-kosovo/>
3. <https://kallxo.com/lajm/lagjet-arberia-e-toplane-perfituese-te-projektit-solar-4-kosovo/>
4. <https://www.koha.net/arberi/nenshkruhet-marreveshja-per-financimin-e-projektit-solar-4-kosovo>
5. <https://telegrafi.com/en/Rama-reacts-to-Murat%2C-my-work-is-hindering-the-ministers%2C-the-solar4kosovo-project-should-bring-us-together/>
6. <https://www.gazetaexpress.com/kurti-kemi-siguar-lokacionin-e-projektit-te-energiise-diellore-solar4kosovo/>
7. <https://kosovo.energy/qeveria-i-kerkon-presidentes-autorizim-per-kredi-per-projektin-solar4kosovo-i/>
8. <https://termokos.org/2022/03/25/krijohen-parakushtet-per-realizimin-e-projektit-per-energjine-solare/>
9. <https://termokos.org/2019/11/12/shqyrtohen-mundesite-per-aplikimin-e-ngrohjes-solare-per-prishtinasit-2/>
10. <https://termokos.org/2022/05/10/shperndahen-broshurat-informuese/>
11. <https://prishtinainsight.com/kosovo-hails-solar-energy-project-as-potential-game-changer/>
12. <https://balkangreenenergynews.com/prishtina-district-heating-company-to-build-70-mw-solar-thermal-plant/>
13. <https://www.districtenergy.org/blogs/district-energy/2022/03/30/prishtinas-district-heating-company-to-build-70-mw>
14. <https://renewablesnow.com/news/ebd-mulls-225-mln-euro-loan-to-kosovo-for-solar-heating-project-784030/>
15. <https://termokos.org/2020/01/24/viti-2019-me-si-suksesshmi-ne-historine-e-termokos-it/>