



KOSTT Transmission Grid Strengthening Project, Kosovo

Non-Technical Summary (NTS)

Environmental and Social Due Diligence: KOSTT Transmission Grid
Strengthening Project



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Acronyms and Abbreviations

EBRD	European Bank for Reconstruction and Development
ECT	Environmental Consulting Team
EIA	Environmental Impact Assessment
ESAP	Environmental and Social Action Plan
ESMP	Environmental and Social Management Plan
ESMS	Environmental and Social Management System
EU	European Union
GRM	Grievance Redress Mechanism
KOSTT	Kosovo Transmission, System and Market Operator J.S.C.
MVA	Mega Volt-Ampere
NTS	Non-Technical Summary
OHS	Occupational Health and Safety
PCB	Polychlorinated Biphenyls
PPE	Personal Protective Equipment
SEP	Stakeholder Engagement Plan
SS	Substation
TDD	Technical Due Diligence
TOR	Terms Of Reference
TR	Transformer



1. Project Description

The KOSTT Transmission Grid Strengthening Project is being implemented by KOSTT J.S.C., the Transmission, System and Market Operator of Kosovo, with financing from the European Bank for Reconstruction and Development (EBRD). The total investment is estimated at approximately EUR 23.25 million, of which EUR 22.5 million will be financed through an EBRD sovereign loan. The programme forms part of KOSTT's 2024–2027 capital investment plan aimed at rehabilitating and modernising ageing transmission infrastructure and ensuring long-term network reliability, efficiency, and integration of renewable-energy generation.

The Project encompasses rehabilitation, upgrade, and replacement of high-voltage equipment within the existing 110 kV transmission network. It includes:

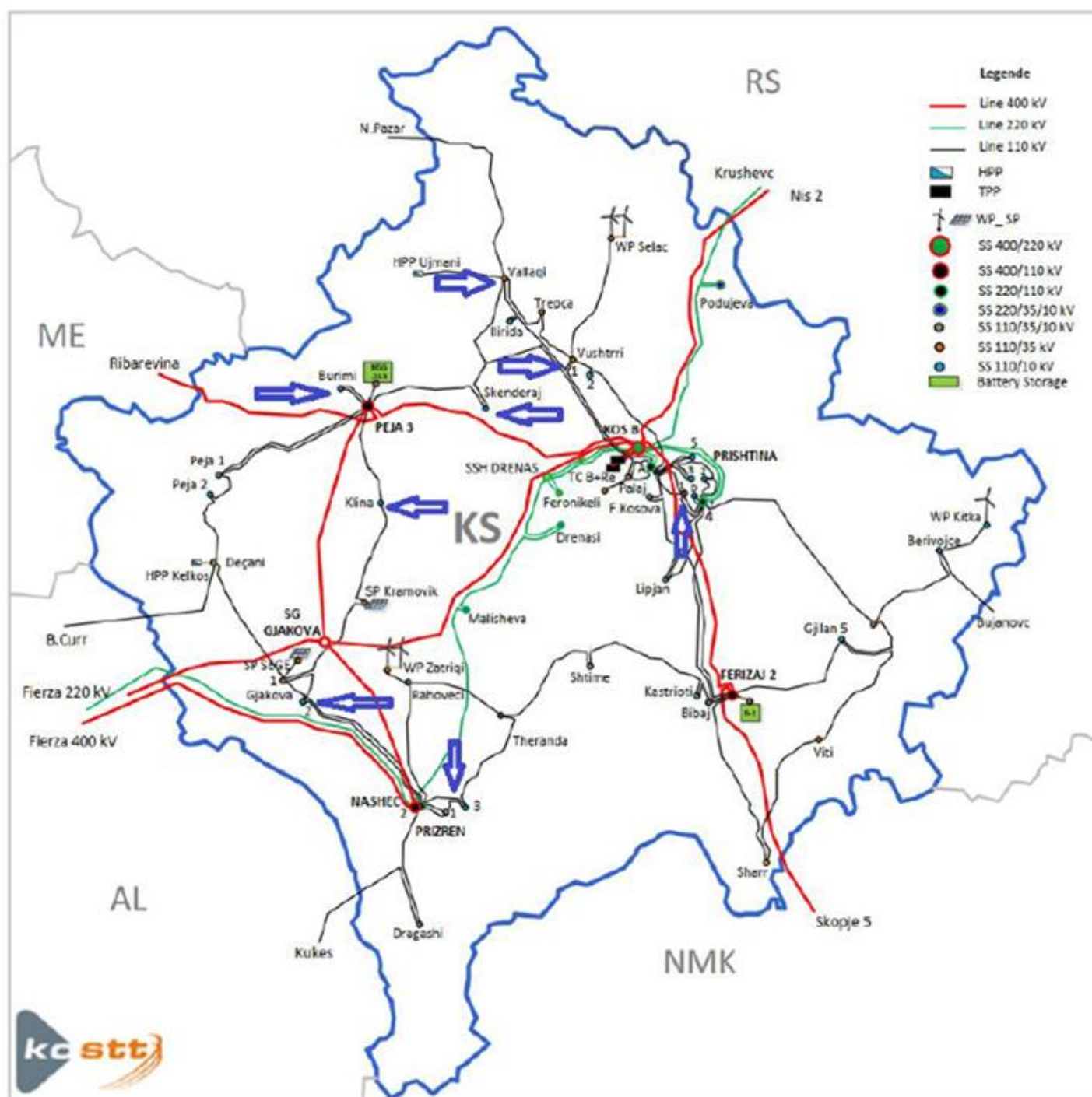
- Rehabilitation and modernization of the 110/10 (20) kV substations at Klina and Burim, including replacement of transformers, busbars, and control systems.
- Revitalisation of Vushtri 1 and Vallaq substations, including 110 kV bays, busbar conductors, and protective relays.
- Replacement or addition of power transformers at Gjilan 5 (new TR2 110/10 (20) kV – 40 MVA), Vitia, Gjakova 1 and 2, Gjilan 1, Vushtri 1, Prishtina 1 (three winding 63 MVA), Skenderaj, and Prizren 3.
- Prizren 1 and Prizren 2 corridor: construction of a 5.2 km underground 110 kV single-circuit line, replacing the existing single circuit and constructing a new bay.
- Prizren 1 and Prizren 3 line: reconductoring with modern HW 170 mm² ACSR conductors to increase current carrying capacity and reduce technical losses.

Upon commissioning, all facilities will remain under KOSTT's ownership and operational control. Routine operation and maintenance will follow KOSTT's Environmental, Health and Safety (EHS) Management System, consistent with ISO 14001 and 45001 principles. Preventive maintenance will include:

- Periodic testing of transformer oils and PCB content.
- Inspection and cleaning of bunds, separators, and drainage systems.
- Monitoring of SF₆ gas leaks, noise levels, and EMF exposure.
- Regular calibration of protection, control, and SCADA systems.

Maintenance crews will be trained and equipped with appropriate PPE and spill response materials. All used oils, batteries, and waste materials will be managed through licensed contractors, in line with KOSTT's waste management procedures and national environmental legislation. Overall, the Project will restore reliability, strengthen network resilience against climatic stress, and create sufficient capacity for integrating up to 300 MW of new renewable generation into Kosovo's transmission system.

All works are located within existing brownfield substations or established rights-of-way, requiring no new land acquisition. Construction activities will be implemented under KOSTT's standard environmental, health, and safety (EHS) management systems and supervision protocols. The Project is classified as Category B under the EBRD Environmental and Social Policy (2019), requiring a proportional Environmental and Social Due Diligence (ESDD).



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2. Rationale

Kosovo's transmission grid is entering a period of targeted reinforcement to address rising demand, replace aging assets, and create capacity for renewable energy integration. KOSTT, the national Transmission, System, and Market Operator, manages the 110 kV and 220 kV networks and is responsible for system stability and electricity market operations. Many of the substations and lines were built between the 1960s and 1980s and now face reliability and safety challenges due to outdated design, corrosion, and limited automation. The Project aims to modernise substations and transmission lines across Kosovo to restore N1 reliability, reduce technical losses, improve network resilience, and facilitate the integration of up to 300 MW of new renewable generation. It forms part of KOSTT's 2024 to 2027 Capital Investment Plan and is co-financed by the European Bank for Reconstruction and Development.

The Project operates under the Kosovo environmental and social legal framework, which is harmonised with European Union directives. Relevant laws include the Law on Environmental Protection (No. 03/L025), the Law on Environmental Impact Assessment (No. 08/L181), the Law on Nature Protection (No. 03/L233), the Law on Waste (No. 08/L071), the Law on Waters of Kosovo (No. 04/L147), the Law on Noise Protection (No. 02/L102), and the Law on Climate Change (No. 08/L250). Social regulations include the Labour Law (No. 03/L212), the Law on Safety and Health at Work (No. 04/L161), and the Law on Expropriation (No. 03/L139). Kosovo is a Contracting Party to the Energy Community Treaty and aligns its legislation with key EU environmental directives including the Environmental Impact Assessment Directive (2011/92/EU), the Waste Framework Directive (2008/98/EC), and the Water Framework Directive (2000/60/EC).

All works will occur on existing substations and within defined right of way corridors. This brownfield approach minimises environmental and social impacts. The main environmental concerns at existing substations relate to transformer oil handling, legacy PCB contamination risks, and incomplete or nonfunctional oilwater separators. Many substations lack secondary containment systems and require upgrades for safe operation. No project sites are located within or near protected areas. The surrounding land use is mixed urban, industrial, and agricultural, with no critical habitats. Air and water quality are influenced by local activities and remain within national standards, while noise and visual impacts are temporary and limited to construction activities.

Socially, the project areas include the municipalities of Prishtina, Klina, Istog, Vushtri, Zubin Potok, Skenderaj, Gjakova, Gjilan, Vitia, and Prizren. These areas have moderate population density and mixed livelihoods based on agriculture, trade, and services. The Project will not cause physical displacement or restrict land use, and it will create short term employment opportunities during construction. Communities will benefit from improved grid stability, reduced power outages, and enhanced opportunities for renewable energy integration.

The substations identified for rehabilitation were selected through KOSTT's network analysis and ten year development plan, which highlighted reliability constraints and high technical losses. Most of the substations were constructed between the 1960s and 1980s, with some, such as Gjilan 5 and Vitia, being more recent.

The ESDD assessed two main alternatives. The first, the do nothing option, would rely solely on routine maintenance and result in continued degradation of infrastructure, higher technical losses, and increased environmental risks from leaks and spills. The second, implementation of the Project, includes targeted rehabilitation of substations, replacement of outdated transformers, and upgrades to the Prizren transmission corridor. This option delivers improved operational reliability, safety, and environmental performance through engineered containment, new oilwater separators, spill prevention, and modern control systems.

It also ensures compliance with national and EBRD environmental and social standards while supporting Kosovo's transition toward a more resilient and renewable energy system.



2.1 Project locations

The Project will be implemented across several existing substations and transmission line routes within Kosovo, including the following locations:

- Klina SS (42.62866N, 20.59674E)
- Burim SS (42.7820917N, 20.5288679E)
- Vushtrri 1 SS (42.82266N, 20.94240E)
- Gjilan 1 SS (42.472532N, 21.481531E)
- Gjilan 5 SS (42.4644167N, 21.4388056E)
- Gjakova 1 SS (42.3944722N, 20.4334444E)
- Gjakova 2 SS (42.3664444N, 20.4617778E)
- Vitia SS (42.318420N, 21.383359E)
- Prizren 1 SS (42.2206111N, 20.7234167E)
- Prizren 2 SS (42.232336N, 20.668603E)
- Prizren 3 SS (42.226067N, 20.751050E)
- Skënderaj SS (42.7570556N, 20.7885000E)
- Prishtina 1 SS (42.64494N, 21.13566E)
- Vallaq SS (42.928271N, 20.823565E)

These substations represent key nodes in the 110 kV and 220 kV transmission network. All sites are already owned and operated by KOSTT J.S.C. and are located on existing land or rights-of-way, which means the Project involves upgrades and replacements rather than new greenfield construction. By targeting this spread of substations across northern, eastern and western Kosovo, the investment will support improved reliability, reduce technical losses, and enable better integration of renewable generation across the national grid.

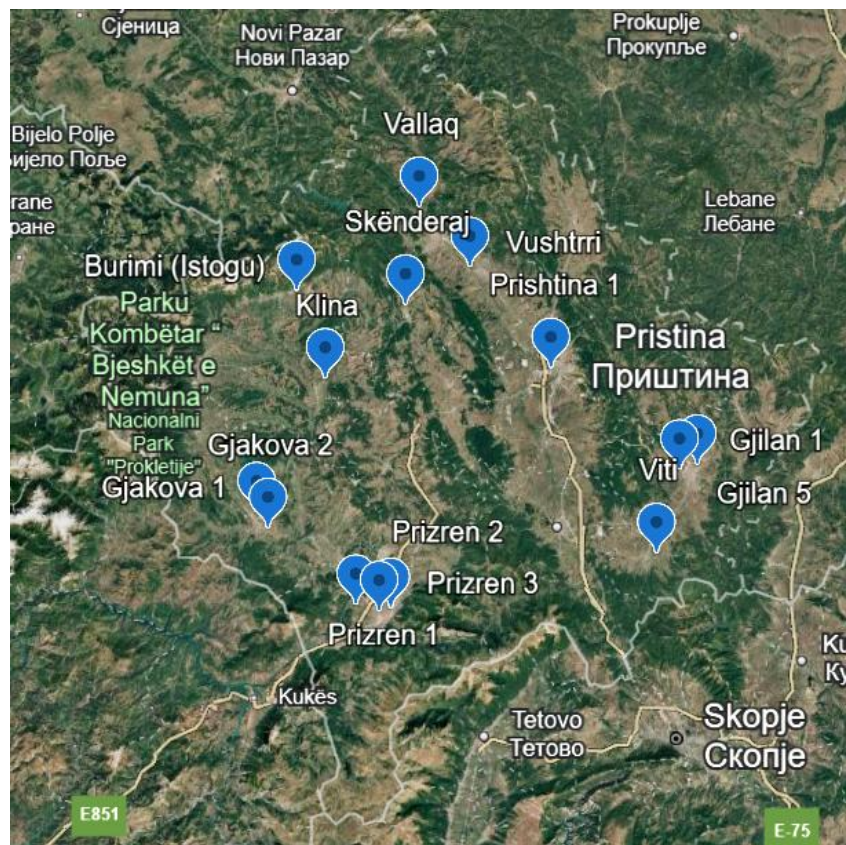


Figure 2. Project Implementation Sites Map



3. Process

An Environmental and Social assessment for the KOSTT Transmission Grid Strengthening Project was conducted to meet the requirements of the European Bank for Reconstruction and Development's Environmental and Social Policy (2019) and applicable Performance Requirements (PRs) and Kosovo's national environmental legislation.

The Project does not require a full Environmental Impact Assessment under Kosovo law due to its brownfield nature. The E&S assessment has been conducted in accordance with the principles and methodology of the EU Environmental Impact Assessment Directive (2011/92/EU as amended by 2014/52/EU). The process follows the Directive's requirements for environmental screening, identification of likely significant impacts, assessment of alternatives, and development of mitigation measures. Kosovo's environmental legislation, specifically the Law on Environmental Impact Assessment (No. 08/L-181), is aligned with the EU EIA Directive and establishes screening and scoping procedures consistent with those of the European Union. The ESDD reviewed the national system and confirmed that it ensures transparency, public participation, and disclosure of environmental information in accordance with EU standards.

Stakeholder engagement was carried out in line with EBRD Performance Requirement 10 on Information disclosure and stakeholder engagement. Consultations were undertaken with KOSTT departments and substation operators and with Technical Due Diligence Team. The discussions focused on site conditions, safety issues, and the expected benefits and potential impacts of the Project.

KOSTT will disclose the Non-Technical Summary, and the Stakeholder Engagement Plan in English, Albanian, and Serbian. These documents will be made available on KOSTT's website, and in printed form at municipal offices in the relevant project areas, for a period of 30 days. During this period, stakeholders may provide comments or objections electronically, in writing, or in person at designated contact points. Documents will also be available on EBRD website.



4. Environmental Benefits, Adverse Impacts and Mitigation Measures

The Project will deliver significant environmental and operational benefits by modernising Kosovo's transmission grid and enhancing the security and reliability of electricity supply. At the same time, temporary and site specific environmental and social impacts are expected during construction and maintenance activities. These impacts can be effectively managed through the implementation of the Environmental and Social Action Plan and KOSTT's Environmental, Health and Safety Management System.

The KOSTT Transmission Grid Strengthening Project will significantly improve the environmental and operational performance of Kosovo's high-voltage network. By replacing outdated and leaking transformers, rehabilitating substations, and upgrading the Prizren transmission corridor, the Project will reduce technical losses, enhance reliability, and create capacity for renewable energy integration. These activities will also eliminate legacy contamination sources, reduce oil leak risks, and introduce modern systems for spill prevention, fire safety, and operational monitoring.

Adverse impacts are expected to be temporary and localized, primarily related to construction activities such as noise, dust, limited traffic disruption, and the handling of hazardous waste and transformer oils. Occupational and community health and safety risks will be managed through strict supervision and compliance with EBRD and national standards.

Mitigation measures include the installation of oil-water separators and bunded containment systems, proper management of PCB and non-PCB oils, fire detection and suppression upgrades, biodiversity protection through bird markers, and continuous monitoring of leaks, waste, and effluents. After applying these measures, the residual impacts will be minor, and the Project will result in a net positive environmental outcome, contributing to cleaner, safer, and more resilient energy infrastructure in Kosovo.

Once implemented, the Project is expected to reduce technical losses by approximately 1.5 percent across the 110 kV network, contributing to greater operational efficiency and supporting the connection of up to 300 MW of new renewable energy sources.

4.1 Land use planning and changes

All Project works are located within existing KOSTT substations or established transmission line rights of way. While large scale land acquisition is not anticipated, the Project may involve limited, temporary land acquisition and minor economic displacement.

4.2 Water resources, impacts and management measures

Potential impacts on water quality may occur through accidental spills of transformer oil or improper wastewater discharge during construction. The rehabilitation works will include installation of oil water separators, bunding systems, and improved drainage to prevent contamination of surface or groundwater. During operation, all oily runoff will pass through containment systems before being discharged. Regular inspection and cleaning of drainage channels will be part of KOSTT's maintenance schedule.

4.3 Habitats, ecology and nature conservation, impacts and management measures

The substations and transmission corridors are located in areas already modified by human activity and do not overlap with any protected areas or critical habitats. Vegetation clearance will be minimal and limited to maintenance of existing corridors. No direct impacts on wildlife or sensitive habitats are expected. If fauna such



as birds or small mammals are encountered during construction, works will be temporarily adjusted to avoid harm.

4.4 Landscape and visual impacts, impacts and management measures

Given the brownfield nature of the Project, visual impacts are expected to be minor. The replacement of transformers and the undergrounding of the Prizren 1 to Prizren 2 line will reduce visual intrusion compared to the existing configuration. Construction activities may cause temporary visual disturbance due to machinery and storage of materials, which will be mitigated by limiting work hours, maintaining site cleanliness, and promptly removing construction waste.

4.5 Air quality, impacts and management measures

Air emissions during construction will mainly result from operation of machinery, transportation of materials, and dust generation. These impacts will be temporary and localised. Mitigation will include regular watering of access roads, covering of material stockpiles, and maintenance of vehicles and machinery to minimise exhaust emissions. No significant air quality impacts are expected during operation.

4.6 Traffic, noise and vibration, impacts and management measures

Temporary increases in traffic and noise levels will occur near substations during construction. These will be mitigated through traffic management plans, scheduling of material deliveries to avoid peak hours, and restriction of noisy activities to daytime periods. Vibration impacts are not expected due to the limited scale of civil works. Operational noise from transformers will remain within national and EU limits, and routine monitoring will be conducted.

4.7 Waste management

Waste streams will include construction debris, scrap metal, packaging materials, and small quantities of hazardous waste such as used oil, batteries, and PCB residues from old transformers. All waste will be segregated and stored in designated areas before transfer to licensed facilities. Hazardous waste will be managed in line with KOSTT's waste management procedures and Kosovo's Waste Law.

4.8 Raw material sourcing and transportation, including borrow pits

The Project does not involve extraction of raw materials or the establishment of borrow pits. Construction materials such as aggregates, concrete, and cable ducts are recommended to be sourced from licensed suppliers in Kosovo. Transportation routes will be agreed with municipal authorities to minimise community disturbance and road wear.

4.9 Road safety, impacts and management measures

Construction vehicles and material deliveries may temporarily increase traffic on local roads. Road safety risks will be controlled through trained drivers, marked vehicles, and coordination with municipal traffic authorities. Warning signs will be placed near construction sites, and access to substations will be restricted to authorised personnel.

4.10 Associated infrastructure impacts and management measures

No new associated facilities are planned beyond existing substations and the Prizren transmission corridors. Temporary access routes will follow existing service roads. No impacts on third party infrastructure are expected. Coordination with the municipalities and utility companies will ensure protection during works.



4.11 Cumulative impacts

Cumulative impacts are limited due to the small scale and dispersed nature of the Project components. Minor cumulative effects may occur in Prizren where multiple substations and construction of underground line will be implemented simultaneously. These will be managed through coordinated scheduling and adherence to mitigation measures on noise, dust, and waste management.

The Project will indirectly support increased renewable energy generation and regional interconnection, which may contribute to long term environmental benefits. Based on currently available information, no major new developments have been identified in the public domain that would result in significant cumulative environmental or social impacts in relation to the Project, and no new overhead transmission lines or associated infrastructure have been formally announced that would connect to the substations under this investment plan. No significant adverse induced impacts are anticipated.

4.13 Occupational health and safety issues, including explosives safety

Construction activities present risks related to working at height, electrical safety, and use of heavy machinery. Contractors will prepare and implement site specific Health and Safety Plans, including training, personal protective equipment, and emergency response procedures. Explosives are not foreseen to be used for this project.

4.14 Disruption, health and safety during construction

Short term disturbance to nearby residents may result from noise, dust, and traffic movements. These impacts will be mitigated by restricting construction to daytime hours, maintaining communication with local authorities, and implementing appropriate signage and access control.

4.15 Consistency with policy, law, and other plans

The Project is consistent with the Energy Strategy of the Republic of Kosovo 2022 to 2031 and the National Energy and Climate Plan. At strategic level, the investment programme is aligned with the national energy and grid development objectives for security of supply, loss reduction and integration of renewable energy. Within KOSTT, the substations, transformers and line sections included in the project form part of its capital investment programme for the period 2024 to 2027 and are priority interventions in the transmission network. It is important to mention that the Project contributes to the EBRD Green Economy Transition (GET) approach by enabling decarbonisation of Kosovo's power sector through grid upgrades that facilitate renewable energy integration.

4.16 Environmental mitigation and management measures

A comprehensive set of social management and mitigation measures has been defined within the Project's Environmental and Social Action Plan (ESAP) to ensure compliance with Kosovo's legal framework and the EBRD Performance Requirements (PRs). It includes measures for environmental protection, health and safety, waste management, pollution prevention, and stakeholder engagement. to ensure the Project will be implemented in accordance with EBRDs PRs. KOSTT will implement the ESAP through its Environmental, Health, and Safety Management System and will monitor compliance through regular inspections and reporting to the EBRD. No compensatory measures are required, as no residual significant impacts are expected after mitigation. The Project is anticipated to result in overall positive environmental and social outcomes through improved efficiency, reduced technical losses, and enhanced integration of renewable energy.



5. Social Benefits, Adverse Impacts and Mitigation Measures

The Project will bring substantial social and economic benefits by improving energy reliability, supporting local employment and enhancing overall infrastructure safety.

5.1 Socio-economic impacts

The Project may support local economic development by generating some direct and indirect employment during both construction and to a more limited extent during operation phases. Priority will be given to local workforce and suppliers. Gender equality principles will be mainstreamed throughout project implementation, ensuring equal access for women and men to employment and training opportunities, with consideration of gender specific needs in workplace facilities and safety measures. This will be in alignment with EBRD's Gender Equality Strategy.

Potential negative socio-economic impacts are mostly temporary and relate to disturbances during construction, such as noise, increased heavy vehicle traffic, and temporary disruption of local access routes.

5.2 Impacts on businesses and employment

By strengthening the national transmission grid, the project will benefit existing industries and promote new investments through improved power reliability. Substations located near residential or commercial areas (such as Prizren 1, Gjilan 1, Gjakova 1, Skenderaj, and Prishtina 1) may experience short-term disruptions due to construction noise or access limitations. Such impacts will be minimised through careful scheduling of works and prior notification to affected stakeholders. In the long term, improved infrastructure and services are expected to enhance local economic conditions.

5.3 Impacts on existing infrastructure and public services

Civil and electrical works within existing substations and access routes may cause short-term disruptions to local road networks or utility infrastructure. Continuous coordination with municipalities and service providers will ensure that any affected infrastructure is restored without delay, maintaining safe and uninterrupted access for the public.

5.4 Local traffic and access impacts

During construction, the movement of heavy vehicles and equipment, particularly for transformer transport and cable trenching, may temporarily affect traffic and road safety in certain areas such as Prizren, Gjakova, and Gjilan. A detailed Traffic Management Plan (TMP) will be implemented, including measures such as restricting transport during peak hours, enforcing speed limits near settlements, placing clear warning signs, and providing trained personnel to guide traffic and ensure safety.

5.5 Land acquisition and resettlement

The works are planned mostly within existing substations and transmission corridors, therefore no physical displacement or land acquisition is anticipated. If, at later stages, additional land is required, the process will be managed in accordance with EBRD Performance Requirement 5 (Land Acquisition, Involuntary Resettlement and Economic Displacement), and cross-referenced with any Resettlement Plan developed for the project.

The alignment of the future underground line at Prizren 1 and Prizren 2 has not yet been finalised. During the site reconnaissance, it was observed that the proposed route runs partly alongside the existing road and partly across arable land.



5.6 Contractor management and worker accommodation

The Project is geographically dispersed, with construction activities centered on existing substations. Given the proximity to urban and peri-urban areas, the establishment of large, dedicated worker camps is not anticipated.

KOSTT will develop a Contractor Management Procedure that will be incorporated into all tender documents. This will oblige contractors to comply with all national labor laws, EBRD requirements (PRs 2 & 4), and the Project's ESMS, including standards for non-discrimination, occupational health and safety (OHS), and fair working conditions.

5.7 Community Impacts

No specific communities, including Roma communities, are known to use the land affected by the Project. Nearby residents, especially in Prizren 1, Prizren 3, Gjilan 1, Gjakova 1, and Skenderaj, may experience temporary inconvenience from construction works. Local residents and businesses will be kept informed about Project activities through regular updates and consultations. Engagement with the community will be maintained throughout the construction and rehabilitation phases to ensure that potential disturbances are minimized and concerns are addressed promptly.

5.8 Labour issues standards

All project workers, whether directly employed by KOSTT or through contractors, will be engaged under conditions consistent with Kosovo's Labor Law and EBRD Performance Requirement 2. This includes the right to formal contracts, equal opportunity and non-discrimination, fair wages, regulated working hours and protection from child or forced labor.

KOSTT and its contractors must comply with national labour legislation and international standards, including EBRD PR2.

5.9 Public road safety and health measures

Heavy transport movements during transformer delivery may pose traffic and safety risks. Preventive measures will include speed restrictions, visible road signage, and transportation scheduling outside peak traffic hours. Oversized loads will be escorted by trained personnel or local authorities to ensure safety for the public and workers alike.

5.10 Social mitigation and management measures

The ESAP includes measures are designed to prevent, minimize, or offset potential adverse social impacts and to enhance social benefits for workers, communities, and other stakeholders.

Specific social management and mitigation plans include the following:

- Stakeholder Engagement Plan (SEP): Outlines a continuous process for information disclosure, consultation, and participation with all stakeholders throughout the project cycle.
- Contractor Management and Labor Plans: Contractors will be required to comply with national labour legislation and EBRD PR2. Plans will ensure fair working conditions, equal opportunities, worker welfare facilities, and the prevention of harassment or discrimination. Training, PPE use, and health and safety measures will be mandatory.
- Traffic Management Plan: Contractors will implement measures to prevent road accidents, ensure signage and coordination with municipalities, and minimize disruption during equipment delivery and cable trenching activities.



- **Livelihood Restoration Measures:** Although the Project is primarily confined to existing substations and rights-of-way, any temporary access restriction or economic disruption will be mitigated through, provision of alternative access, prompt reinstatement and, where applicable, fair compensation following EBRD PR5 principles.

The Project's social management framework ensures that construction and operation activities will be conducted safely, fairly, and responsibly, resulting in improved local infrastructure, employment opportunities, and community confidence.

5.11 Cultural heritage

The Project is not expected to significantly impact cultural heritage. Should any cultural heritage items be discovered, construction will stop immediately, and relevant authorities will be notified to implement appropriate supervision and corrective measures.

6 Monitoring of impacts

A robust and systematic monitoring program is essential to ensure that the environmental and social mitigation measures and the associated management plans are effectively implemented. This chapter describes the framework for monitoring impacts, engaging with stakeholders throughout the project lifecycle, and addressing any issues that may arise.

6.1 Monitoring Process

A structured Environmental and Social Monitoring Framework will be implemented throughout the Project to ensure that all identified environmental, health, safety, and social impacts are effectively managed and that mitigation measures remain adequate and functional. Monitoring activities will be based on the ESMP and the ESAP developed for the Project. KOSTT will carry out continuous supervision of contractors and site operations to verify compliance with national legislation, EBRD Performance Requirements, and site-specific Environmental and Social Management Plans (ESMPs). Monitoring results will be used to adjust management measures where necessary and to ensure continuous improvement across all substations and project sites. Regular inspections and environmental sampling will be conducted at substations and along the new underground transmission line between Prizren 1 and Prizren 2. Findings will be reported through quarterly monitoring reports and shared with KOSTT management, the supervising engineer, and the EBRD.

6.2 Ongoing consultation and feedback

Stakeholder engagement will continue throughout project implementation through coordination meetings with municipalities and information sessions for local communities. The Grievance Redress Mechanism will remain active to collect and address comments and complaints promptly. Feedback will be integrated into project management and reported to the EBRD in regular progress reports.

6.3 Addressing emerging issues

Any issues identified during monitoring or raised through community grievances will be recorded, assessed, and addressed through the Project's Grievance Recourse Mechanism (GRM), as defined in the Stakeholder Engagement Plan (SEP). The GRM is an accessible, transparent and cost-free mechanism established by KOSTT to receive and resolve complaints related to the Project's environmental and social impacts.

The GRM is available to all project-affected persons, communities and workers and can be accessed through multiple channels, including phone, email, KOSTT's website, social media and manual submission of grievance forms (the grievance form will be available in Albanian, Serbian, and possibly any other minority languages).



GRM contact details and procedures are publicly disclosed through the KOSTT website and project information materials, in line with the SEP.

Contact details for the GRM will be publicly disclosed on KOSTT's website, grievance forms and printed information materials.

Contact Information for Submitting Grievances and Inquiries

Name and Position: Minivere Idrizi

Address: KOSTT: Str. Isa Boletini. Nr. 39, 10000 Prishtina, Kosovo

E-mail: *minivere.idrizi@kostt.com*

Telephone: + 383 (0)38 501 301 049

The GRM procedures, steps and timelines are described in the SEP and communicated to stakeholders. Serious or recurring grievances will be escalated for review by KOSTT's Environmental and Social Unit and, where necessary, external consultants will provide technical support to ensure appropriate corrective measures are implemented.