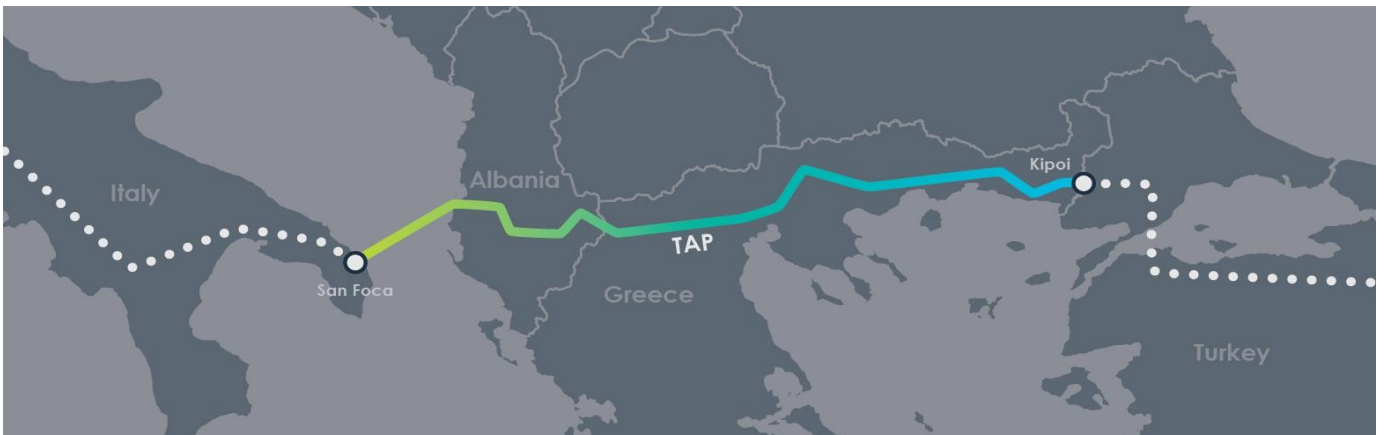




Trans Adriatic  
Pipeline



## Stakeholder Engagement Procedure



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## 1. Introduction

The Trans Adriatic Pipeline (TAP) transports Caspian natural gas to Europe. Connecting with the Trans Anatolian Pipeline (TANAP) at the Greek-Turkish border, TAP crosses Northern Greece, Albania and the Adriatic Sea before coming ashore in San Foca, Southern Italy to connect to the Italian natural gas network.

TAP considers Stakeholder Engagement (SE) to be a central element of the environmental and social (E&S) performance of the company and an essential component of good business practices and corporate citizenship.

This Stakeholder Engagement Procedure describes the management of stakeholder engagement during TAP's operations phase, as well as stakeholder engagement related to potential expansion projects.

### 1.1 Scope

This procedure is applicable to the following TAP AG owned and operated facilities in Greece, Albania and Italy:

- Pipeline right of way (550 km) from the border between Greece and Turkey in Kipoi up to the border between Greece and Albania, including the compressor station at Kipoi and 23 block valve stations.
- Pipeline right of way (215 km) from Qendër, Bilisht in Korçë to 17 km north-west of Fier, approximately 400 m inland from the shoreline, the compressor station near Fier, the metering station near Bilisht and 9 block valve stations.
- Pipeline right of way (105 km) pipeline traversing the Adriatic Sea to the Italian coast, the Albanian and Italian waters, the micro-tunnel site near the town of San Foca, the pipeline right of way (8.2 km), Pipeline Receiving Terminal (PRT) and back-up control centre in Brindisi.
- TAP AG offices in Switzerland and TAP pipeline host countries.

This Stakeholder Engagement Procedure has been developed reflecting the specific nature of operations activities as well as associated risks.

This document takes effect from the commencement of commercial operations and supersedes the previous construction phase Stakeholder Engagement Strategy and country specific Stakeholder Engagement Plans.

This Stakeholder Engagement Procedure is the overarching framework for all SE-related activities in TAP's three host countries (Greece, Albania and Italy), as well as to Switzerland. It is a live document and shall be updated as needed.

As a general principle, a minimum of two TAP representatives shall be present in all meetings with government and public officials (also referred to as 'the four-eyes principle'). Four-eyes principle defined in the Policy on Government Officials Engagement (CAL00-TAP-GOA-X-TVO-0001) enhances transparency while protecting TAP and its employees who are carrying out the engagements.

Areas outside the scope of this procedure are:

- Engagement activities with the European Union and relevant political stakeholders.
- Engagement activities with the political stakeholders at central levels (Ministries, Defence Institutions, National Regulatory Bodies etc.).
- Engagement with media representatives



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## 1.2 Purpose

The purpose of this procedure is to:

- Ensure key local and national stakeholders in the regional affected by the pipeline operations, as well as other stakeholders who have an interest in TAP, its impacts, benefits and opportunities, are identified.
- Present a clear framework of the tools and processes to stakeholder engagement and management during the operations phase and potential expansion project.
- Meet TAP AG obligations under, among others, the commitments of the approved TAP Environmental and Social Impact Assessments (ESIA) for Greece, Albania and Italy including subsequent approved amendments.
- Ensure a clear and lean procedure for the operational phase enabling the Senior Manager QHSE, Land, Permitting and Stakeholder Management and the Stakeholder Manager to coordinate with Country Offices and Operations teams, the stakeholder engagement activities carried out in each host country.
- Establish a structured approach for recording, tracking, and monitoring stakeholder engagement activities to ensure consistency, transparency, and continuous improvement in stakeholder relationships.

The specific objectives of this Stakeholder Engagement Procedure are to:

- Ensure regular, accessible and transparent consultation with stakeholders.
- Strengthen current constructive, long-term relationships and ensure new ones, based on two-way dialogue and communication aimed at attaining broad community support among affected communities.
- Provide the framework for ongoing stakeholder identification, analysis, mapping and prioritisation, consultation and engagement, risk and issue identification, information sharing and documentation of engagement and required follow-up actions which fits current TAP organisational structure.
- Build on previous engagement efforts during the Environmental and Social Impact Assessment (ESIA), Land Easement and Acquisition (LEA) and construction phases through suitable mechanisms for sharing information and receiving feedback, acknowledging key issues raised by stakeholders, assisting TAP AG to understand stakeholder expectations and facilitating stakeholder input relating to the operational phase.
- Define the roles, responsibilities and resources necessary to implement this procedure including the procedures to monitor and follow up on stakeholder feedback and grievances.

## 1.3 Abbreviations and Definitions

| Term | Definition                                       |
|------|--|
| AGI  | Above Ground Installation                        |
| CR   | Country Representative                           |
| GDPR | General Data Protection Regulation               |
| EA   | External Affairs                                 |
| EBRD | European Bank for Reconstruction and Development |



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| Term   | Definition                                 |
|--------|--|
| EIB    | European Investment Bank                   |
| EPC    | Engineering Procurement Construction       |
| E&S    | Environmental and Social                   |
| ESIA   | Environmental and Social Impact Assessment |
| EU     | European Union                             |
| IFC    | International Finance Corporation          |
| KPI    | Key Performance Indicator                  |
| LEA    | Land Easement and Acquisition              |
| MOM    | Minutes of Meeting                         |
| NGO    | Non-Governmental Organisation              |
| O&M    | Operations and Maintenance                 |
| PPAO   | People Potentially Affected by Operations  |
| PR     | Performance Requirement                    |
| QHSE   | Quality, Health, Safety and Environment    |
| ROW    | Right of Way                               |
| SE     | Stakeholder Engagement                     |
| SEDB   | Stakeholder Engagement Dashboard           |
| SGMT   | Stakeholder Grievance Management Tool      |
| SEP    | Stakeholder Engagement Procedure           |
| SEI    | Social and Environmental Investment        |
| SM     | Stakeholder Manager                        |
| TAP AG | Trans Adriatic Pipeline AG                 |
| TSP    | Technical Service Providers                |



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## 1.4 Roles and Responsibilities

TAP AG senior management, in the current state, includes the role of the Senior Manager QHSE, Land, Permitting and Stakeholder Management, reporting directly to the Operations Director (member of the Leadership Team) and Stakeholder Manager who shall steer and support the roles and responsibilities presented below.

TAP stakeholder engagement is performed locally by the O&M team of each host country, in coordination with Stakeholder Manager and Country Representatives. In specific cases, coordination and alignment with relevant functions (i.e. Legal, QHSE Land and Permitting, External Affairs, TAP Expansion, Security, etc.) is appropriate.

Regarding any expansion, the stakeholder engagement will be performed locally depending on the nature of activities, in strict coordination with the Senior Manager QHSE, Land, Permitting and Stakeholder Management, Stakeholder Manager, the Operation and Maintenance Country Managers, Country Representatives and TAP Expansion Management.

Stakeholder Engagement in the event of emergency and crisis is detailed in the Crisis and Emergency Response Plan (CAL00-TAP-QHSE-X-TTA-0001).

The roles and responsibilities presented below summarize those involved in stakeholder engagement during routine operations as well as TAP expansion.

### 1.4.1 Country Representative and Operation & Maintenance Country Manager (Albania)/Operations and Maintenance Country Managers

CR and O&M Country Manager (Albania)/Operations and Maintenance Country Managers in each country shall be accountable for:

- Providing strategic direction for all aspects of Stakeholder Management activities, especially regarding stakeholder engagements that impact day-to-day operations in the country, including Right of Way related awareness and information stakeholder activities.
- Ensuring compliance with applicable Lenders and ESIA requirements related to Stakeholder Management.
- Ensuring stakeholder engagement plans align with ongoing and planned O&M activities in the country
- Engagement with local and regional stakeholders.
- Coordinating the implementation of the stakeholder management activities in the countries.
- Monitoring the implementation of the stakeholder engagement activities
- Support the resolution of stakeholder issues impacting O&M activities, by providing operational insights and facilitating direct communication where necessary.
- Leading engagement with contractors for all activities (operations and maintenance, EPC, civil works etc.).

The CR and O&M Country Manager (Albania)/O&M Country Managers shall operate in coordination with Senior Manager QHSE, Land, Permitting, Stakeholder Management and the Stakeholder Manager, as well as with relevant competent functions at both corporate and local level, also depending on the specific characteristics of the stakeholder and/or issue involved.



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### 1.4.2 Senior Manager QHSE, Land Management, Permitting and Stakeholder Management

The Senior Manager QHSE, Land, Permitting and Stakeholder Management (with the support of the Stakeholder Manager and Country land, stakeholder teams) shall be accountable for:

- Developing and overseeing policies, procedures, and frameworks for stakeholder engagement, ensuring alignment with corporate objectives.
- Coordinating with the Operations Director, Operations and Maintenance Country Managers, Country Representatives, Project team, External Affairs and other senior leadership, to ensure stakeholder management aligns with operational, expansion and reputational priorities.
- Ensuring integration of stakeholder engagement activities with QHSE and regulatory permitting strategies.
- Reviewing and approving stakeholder engagement plans prepared by the Stakeholder Manager.
- Monitoring the implementation of engagement activities and track progress against KPIs.
- Integrating stakeholder engagement initiatives impacting landowners (i.e. grievance management and livelihood restoration programs).
- Providing feedback to the Operations and Maintenance Country Managers and O&M Team on the outcome of engagement meetings that are relevant to inform adaptation of TAP's stakeholder engagement programs.
- Leading the interface with landowners/user and implementation of grievance management and livelihood restoration programs.
- Leading the completion of the route social impact assessment process.
- Managing land entry refusal in collaboration with Stakeholder Manager, O&M Team, Country Representatives (s) and TAP Legal Teams.

### 1.4.3 Stakeholder Manager

The Stakeholder Manager shall be responsible for:

- Coordination, development and implementation of communication tools related to stakeholder management in close collaboration with relevant teams e.g. Country Representatives, O&M Country Managers, TAP Expansion Management (structured as applicable in each host country), Communications, TSPs, O&M Contractors, O&M teams, etc.
- Identifying, monitoring, and addressing emerging stakeholder issues and risks, including mitigation planning, in coordination with designated local teams.
- Preparing, updating and executing, in close coordination and alignment with O&M local teams, specific stakeholder engagement plans, ensuring consistent and appropriate implementation.
- Participating and representing TAP in key stakeholder engagement meetings in host countries as well as with identification, monitoring, communication and management of emerging stakeholder issues and risks, including potential mitigation plans where required.
- Identifying, managing, and resolving issues related to local stakeholders and community concerns with the support and coordination with local designated teams.
- Preparation of Stakeholder Engagement reports.



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- Definition and reporting of Stakeholder Engagement KPIs.
- Ensuring proper tracking and documentation of engagement activities, maintaining accuracy and timelines. Preparing Stakeholder Engagement Plans and Procedures, ensuring alignment with TAP policies and related commitments.

#### 1.4.4 TAP Project Transition Manager (or equivalent)

TAP Project Transition Manager (structured as applicable in each host country), as applicable in each host country, shall be responsible for:

- Sharing timely information on upcoming activities (schedule, expected impacts and limitations etc.) with the Stakeholder Manager and the O&M Country Manager/Engineer(s) and Country Representatives, to enable relevant stakeholder engagement activities development.
- Informing the Stakeholder Manager and the O&M Country Manager/Engineer(s) and Country Representatives as well as any TAP function as appropriate, of any change to the above schedule.
- Assisting the O&M Country Manager/Engineer(s) in selected key-meetings where the knowledge of specific aspects of TAP Expansion related works is deemed necessary.
- Ensuring coordination between TAP and TAP Expansion contractors to avoid any misunderstanding or unauthorized action by the latter with regards to the stakeholder engagements.
- Ensure the effective implementation of ad-hoc Stakeholder Engagement Plans, when applicable, in alignment with organizational objectives and stakeholder needs.
- Ensure the appointment of an appropriate Project Delivery Manager in each country the event that an Expansion project is initiated.

#### 1.4.5 Operation and Maintenance Engineer(s)

The local country O&M Engineer(s) for the operational phase shall be responsible for:

- Coordinating with the Stakeholder Manager, CR and O&M Country Manager (Albania)/O&M Country Manager as well as any TAP function as appropriate, to ensure alignment on stakeholder engagement matters. Maintain regular communication to address potential issues and share stakeholder feedback.
- Conducting ongoing engagement according to this procedure.
- Interfacing with local/regional institutions' representatives and local stakeholders.
- Recording and maintaining stakeholder engagement activities in the company's Stakeholder Engagement Database (SEDB), to ensure accurate and up-to-date documentation, in coordination with the Stakeholder Manager and O&M Country Managers and Country Representatives, including the update of the stakeholder list when identified a new relevant stakeholder.
- Supporting on the preparation of the stakeholder management related reports, monthly stakeholder engagement KPIs.
- Supporting grievance related process as outlined in the grievance management procedure (CAL00-TAP-QHSE-Y-TPA-0002).



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#### 1.4.6 Head of External Affairs

The Head of External Affairs shall be responsible for:

- Coordinating with Operations Director, Senior Manager QHSE, Land Management and Permitting, and Country Representatives as well as any TAP function as appropriate, to ensure consistent communications with central institutions and authorities.
- Coordinating and aligning with the Senior Manager QHSE, Land Management and Permitting and Country Representatives on the contents and the implementation of the public awareness campaigns to promote safety behaviours along pipeline route.



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## 2. References

| Ref. No | Document Name   | Document Number           |
|---------|---|---------------------------|
| 1       | Onshore Pipeline Damage Prevention Manual                                 | CPL00-TAP-AMA-F-TMT-0001  |
| 2       | Environmental and Social Management Manual                                | CAL00-TAP-QHSE-Y-TMT-0001 |
| 3       | Environmental and Social Impact Assessment (ESIA) for Greece              | GAL00-ENT-642-Y-TAE-0001  |
| 4       | Environmental and Social Impact Assessment (ESIA) for Albania             | AAL00-ENT-641-Y-TAE-0001  |
| 5       | Environmental and Social Impact Assessment (ESIA) for Italy               | IAL00-ERM-643-Y-TAE-1011  |
| 6       | Crisis and Emergency Response Plan  | CAL00-TAP-QHSE-X-TTA-0001 |
| 7       | Grievance Management Procedure  | CAL00-TAP-QHSE-Y-TPA-0002 |
| 8       | Livelihood Restoration Procedure Greece                                   | GAL00-TAP-QHSE-Y-TPA-0002 |
| 9       | Livelihood Restoration Procedure Albania                                  | AAL00-TAP-QHSE-Y-TPA-0002 |
| 10      | Livelihood Restoration Procedure Italy                                    | IAL00-TAP-QHSE-Y-TPA-0002 |
| 11      | Livelihood Assistance and Transitional Support (LATS) Implementation Plan | CAL00-PMT-660-X-TTA-0001  |
| 12      | Land Entry Procedure  | CAL00-TAP-AMA-X-TPA-0075  |
| 13      | Infringement Management Procedure   | CAL00-TAP-AMA-X-TPA-0074  |
| 14      | Policy on Government Officials Engagement                                 | CAL00-TAP-GOA-X-TVO-0001  |

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## 3. Stakeholder Engagement Procedure

### 3.1 Applicable Standards and Guidelines

TAP AG considers stakeholder engagement to be a central element of good environmental and social performance and an essential component of good business practice and corporate citizenship.

TAP AG understands the issues associated with poor stakeholder relations and the opportunities provided by constructive engagement. TAP AG acknowledges:

- Stakeholder engagement is a risk management tool as it allows early and effective identification, assessment and management of risks.
- Stakeholder engagement is key to obtaining and maintaining broad stakeholder support for the continued operations and potential new developments as the views, concerns and interests of stakeholders are being heard, understood and taken into account throughout the lifecycle of TAP AG's operations and activities.

Applicable standards include:

- EBRD Performance Requirements (PRs 1 through 6, 8 and 10) as per EBRD's Environmental and Social Policy (2014)
- EIB Environmental and Social Practices and Standards (2013)
- IFC Performance Standards (PS 1 through 6 and 8) (January 2012)
- IFC EHS General Guidelines (2007)
- IFC Industry-specific Guidelines
  - the IFC EHS Guidelines for Onshore Oil and Gas Development (2007)
  - the IFC EHS Guidelines for Offshore Oil and Gas Development (2015)
- The Equator Principles III (2013)
- OECD Common Approaches (2012)

TAP AG is committed to the following specific actions:

- Promoting meaningful engagement
- Ensuring the contents and actions covered within this procedure are understood by all personnel that carry out stakeholder engagement activities, including field staff.
- Ensuring key national, regional, and local stakeholders affected by the pipeline as well as other stakeholders who have an interest in TAP AG, its impacts, benefits and opportunities, are identified.
- Engaging with stakeholders on social, environmental, safety, security and other issues that affect them through informed consultations and participation
- Disclosing relevant operations and project expansion related information to stakeholders
- Promoting awareness and understanding of TAP's stakeholder engagement process
- Ensuring an open, two-way flow of information, transparency, and accountability
- Ensuring compliance with other TAP Management System documents that relate to stakeholder engagement.
- Ensuring compliance with TAP AG Standards



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- Providing the necessary training to internal parties on topics related to stakeholder engagement.

## 3.2 Stakeholder List Update

Stakeholder list update, as part of the Stakeholder Engagement Dashboard, shall be carried out jointly by O&M team, Stakeholder Manager, Country Representatives and other stakeholder engagement facing functions (such as Security, etc), as mentioned in the procedure, on annual basis as well as whenever material changes occur (due to elections, state administration changes, etc), with the objective of establishing the relationship with the individuals and organisations, which may be directly or indirectly affected by TAP AGs activities or may have an interest in, or influence during the operations phase and potential expansion projects.

As part of the TAP AG stakeholder identification process, the following shall be taken into account:

- TAP AG activities (operational and non-operational)
- Type of stakeholder engagement mandated by law and TAP AG standards.
- Affected (directly or indirectly) stakeholders during operations area of influence and potential expansion projects.
- Vulnerable groups requiring special engagement efforts.
- Stakeholder groups with an interest in TAP AG operations and their expertise.

TAP AG stakeholders identified in accordance with the above shall be classified in following groups:

- Directly affected population, including all owners and users of land and other resources affected by land access.
- Affected communities, including residents of communities in the operations area of influence.
- Vulnerable groups, i.e. stakeholders affected directly or indirectly by land access who, by virtue of gender identity, sexual orientation, religion, ethnicity, refugee/migrant status, age, disability, economic disadvantage or social status, may be more adversely affected by operational impacts than others, and who may be limited in their ability to claim or take advantage of operational benefits. This may include women, ethnic minorities, children, young people, the elderly/retired, single-headed families, households with low income, disabled people, households with no legal rights to land, or households, dependent on limited land of low productivity.
- Regional and municipal governments
- Public authorities, i.e. education, health, hospitals, civil protection, ports.
- Local businesses and operators, agricultural institutions / associations
- NGOs and civil society, i.e. national and international NGOs and associations.
- SEI partners.

## 3.3 Stakeholder Engagement Records

### 3.3.1 Stakeholder Engagement Dashboard

A dedicated dashboard, located in the sharepoint shall be used to:

- Provide a regularly updated stakeholders' list



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- Detail the various stakeholder' categories.
- Maintain a detailed record of all stakeholder engagements and formal meetings, including relevant information and specifics as outlined in the following chapter.

The SEDB shall be used to systematically document detailed information on stakeholders and engagement sessions, meetings and outcomes based on information fed into the dashboard. TAP AG is committed to respecting people's privacy and the confidentiality of personal data and complying with the applicable legislation, including GDPR commitments of the company.

### 3.3.2 Stakeholder Engagement Dashboard guidelines

- The categories of stakeholders defined in the *Onshore Pipeline Damage Prevention Manual* [CPL00-TAP-AMA-F-TMT-0001] must be included in the stakeholder list within the SEDB. Only engagements with stakeholders falling under these defined categories should be recorded in the dashboard.
- All stakeholder engagements shall be recorded in the SEDB promptly to maintain accurate and up-to-date records. To the extent possible, engagements should be documented on the same day they occur. If same-day recording is not feasible, they must be recorded within one week of the engagement.
- Dashboard data shall be compiled on a monthly basis to generate reports and Key Performance Indicators (KPIs) related to stakeholder engagement.
- Modes of engagement that will be tracked and recorded in the SEDB are the following:
  1. Direct, in-person interactions between representatives of the company and stakeholders (Face-to-face meetings), conducted in formal settings
  2. Virtual meetings, real-time video or audio meetings conducted using online platforms to engage stakeholders remotely
  3. Phone calls, real-time verbal communication conducted over the phone to exchange information, clarify points, or address specific concerns.
  4. Written communications exchanged via messaging platforms and general e-mail addresses (tapshqiperi@tap-ag.com; tapitaly@tap-ag.com; tapgreece@tap-ag.com) to document information, provide updates, or formalize commitments.
  5. Workshops and training sessions with stakeholders aimed at educating stakeholders or collaborating on specific issues.

When Minutes of Meeting (MoM) are prepared and recorded in PIMS, the corresponding MoM reference number must be included in the SEDB.

- The following shall not be recorded in the SEDB:
  1. Letters and official correspondence that are registered in PIMS;
  2. Phone calls to grievance number and grievance related engagements, which shall be registered either in the SGMT or/and in the country office register;
  3. Phone calls to the TAP host Country Offices, that are registered in the Country Office register.

## 3.4 Stakeholder Engagement Plans

Since completion of construction, during the transition to the operation phase and during the operations, TAP AG has continued its engagement programme, focusing on overall progress, education and messaging related to land management, RoW monitoring, 3<sup>rd</sup> party crossing of the TAP pipeline, developments adjacent to the above ground facilities, grievance management, community safety and the SEI programme.



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The **Annual Stakeholder Engagement Plan (SEP)** should be prepared to cover engagement activities related to, but not limited to, the following topics. If necessary, additional subjects may be included:

- Infringement resolution
- Land entry/exit
- Call before you dig stakeholder engagement information/awareness campaign, new or refresher.
- Introduction of TAP to new stakeholders, when identified (including those resulting from elections and other state administration changes, etc)
- TAP expansion activities.
- Any significant business development

The Stakeholder Engagement Plan (SEP) should incorporate the key takeaways, conclusions, and recommendations from the Pipeline Damage Prevention Forum. It should be drafted by the Stakeholder Manager (SM) in close consultation with the relevant teams.

### 3.5 RoW and AGI Engagement

TAP AG has implemented public awareness campaigns in all three host countries to support awareness of the land restrictions, provided mechanisms for contacting TAP AG to clarify land restrictions and informing stakeholders of TAP AG RoW patrolling requirements. Requirements for engagement with stakeholders to raise the awareness on the land restrictions in TAP proximity, are detailed in the “Onshore pipeline damage prevention Manual”.

Requirements for engagement with landowners and users for integrated RoW monitoring is detailed within Land Entry Procedure (CAL00-TAP-AMA-X-TPA-0075).

Similarly, to land entry, TAP AG has developed an Infringement Management Procedure (CAL00-TAP-AMA-X-TPA-0074) that outlines the process of formal notification and engagement with landowners and/or users in the event of infringement of land use restrictions.

In line with TAP AG “Call Before You Dig” public awareness campaign, third-party entities can contact TAP AG via the current phone number dedicated to grievances to enable a quick response to enquiries received.

During the operation of above ground installations (AGIs), whenever feasible, O&M engineers shall notify, in alignment with the Stakeholder Manager and O&M Country Manager / Country Representatives affected communities beforehand of noise and other activities that may cause disturbance or nuisance including running emergency preparedness scenarios with TAP and other relevant agencies, following the respective procedures (i.e. Cultural Heritage procedure, Ecological management plan, etc).

### 3.6 TAP Expansion stakeholder engagement activities

Specific Stakeholder Engagement (SE) plans will be developed, as needed, to support activities related to potential expansion projects.

TAP expansion related engagement will maintain structured, ongoing dialogue with impacted stakeholders, ensuring transparency and compliance with legal and project standards.

Based on stakeholder mapping and analysis, TAP Expansion will engage through various channels, including:

- Meetings (one-to-one, small groups, public forums)
- Public displays, brochures, posters
- Community meetings



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- TAP website updates, official letters to authorities, etc

Contractors involved in stakeholder interactions will be briefed to ensure alignment with TAP standards. TAP Expansion will oversee:

- Traffic and road signage plans
- Timely notifications of construction activities

All engagements, planned or unplanned, will be recorded in the Stakeholder Engagement Dashboard, including:

- Engagement details (date, participants, key topics, outcomes)
- Issues raised and follow-up actions

### 3.7 Stakeholder Engagement Coordination

#### 3.7.1 Alignment of Stakeholder Management facing functions

The stakeholder engagement facing functions such as, Country Representative, O&M, QHSE, External Affairs/Communication, Security, etc shall conduct cross-functional meetings with the Senior Manager QHSE, Land, Permitting and Stakeholder Management and Stakeholder Manager, to align on and agree on strategic responses to emerging social issues and identify opportunities for changes within TAP AG social or stakeholder programs and communications. According to countries structure and relative allocation of responsibilities this activity shall be coordinated by Senior Manager QHSE, Land, Permitting and Stakeholder Management, Stakeholder Manager and O&M Country Managers and involve, on an ad hoc basis, those teams involved in all external stakeholder engagement activities, including and not limited to:

- Land management, Permitting, Facilities operation and maintenance and Grievance management (under responsibility of Operations)
- TAP expansion project management
- Security
- External Affairs
- Legal

Aspects addressed during these meetings shall include ongoing stakeholder engagement topics, closure of actions/issues, operational issues, engagement planning and TAP representation, based on the operational construction schedule look-ahead (government outreach, media engagements, ROW surveys, planned maintenance, etc.), grievances received and aspects of grievance management.

If, for the nature of the envisaged activity, interactions with stakeholders that TAP has determined as relevant for the Security Management System (e.g. Police Forces, Army, prefects etc.), as under “TAP Security – Analysis of Business Context, Stakeholder Requirements, Risks and Opportunities”, engagement shall be agreed and coordinated with Security TAP AG management.

### 3.8 Monitoring and Evaluation

Under the coordination of the Stakeholder Manager stakeholder-facing functions (I.e. Stakeholder management, Operation and Maintenance, Land and Permitting, etc), shall develop monitoring and evaluation framework for their engagement activities that shall define and measure stakeholder satisfaction and regularly assess the political and other developments that might affect TAP activities, in each country.

The monitoring and evaluation indicators (KPIs) shall be reviewed every two years.

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Stakeholder engagement compliance indicators are equal throughout the countries and are listed in Appendix 1. In addition, Summary of Annual Stakeholder Engagement Performance shall be included in the Annual Summary of Grievance Performance published on TAP AG website.

## 3.9 Sources of Information

### 3.9.1 TAP website

A wide range of information relating to TAP is available on the TAP website. In terms of stakeholder engagement, the following sections are of particular interest:

#### Greece

| Website Section     | Link  |
|---------------------|---|
| ESIA – Greece       | <a href="https://www.tap-ag.com/our-commitment/to-the-environment/esia-greece">https://www.tap-ag.com/our-commitment/to-the-environment/esia-greece</a>   |
| Land Access Summary | <a href="https://www.tap-ag.gr/ge-kai-idiokthetes/idiokthetes-chrhestes-ges/heggrapha-schetikha-me-te-dhesmeyse-ges">https://www.tap-ag.gr/ge-kai-idiokthetes/idiokthetes-chrhestes-ges/heggrapha-schetikha-me-te-dhesmeyse-ges</a> |
| QHSE Policy         | <a href="https://www.tap-ag.gr/viosimhoteta/poihoteta-ygehia-asphhaleia-kai-perivhallon/ygehia-kai-asphhaleia">https://www.tap-ag.gr/viosimhoteta/poihoteta-ygehia-asphhaleia-kai-perivhallon/ygehia-kai-asphhaleia</a>             |

#### Albania

| Website Section                                  | Link  |
|--|---|
| ESIA – Albania                                   | <a href="https://www.tap-ag.com/our-commitment/to-the-environment/esia-albania">https://www.tap-ag.com/our-commitment/to-the-environment/esia-albania</a>   |
| Land Access Summary – Albania                    | <a href="https://www.tap-ag.al/aksesi-ne-toke">https://www.tap-ag.al/aksesi-ne-toke</a>   |
| Guide on Land Easement and Acquisition – Albania | <a href="https://www.tap-ag.com/media-library/guide-to-land-easement-and-acquisition-in-albania-english">https://www.tap-ag.com/media-library/guide-to-land-easement-and-acquisition-in-albania-english</a> |
| QHSE Policy                                      | <a href="https://www.tap-ag.al/qendrueshmeria/cilesia-shendeti-siguria-dhe-mjedisi/shendeti-dhe-siguria">https://www.tap-ag.al/qendrueshmeria/cilesia-shendeti-siguria-dhe-mjedisi/shendeti-dhe-siguria</a> |

#### Italy

| Website Section | Link  |
|-----------------|---|
| ESIA Italy      | <a href="https://www.tap-ag.it/il-nostro-impegno/per-lambiente/esia-italia">https://www.tap-ag.it/il-nostro-impegno/per-lambiente/esia-italia</a> |

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| Website Section                                | Link  |
|--|---|
| Land Access Summary – Italy                    | <a href="https://www.tap-ag.it/territori-e-comunita-locali/i-proprietari-e-gli-utilizzatori-dei-terreni/acquisizione-dei-diritti-sui-terreni">https://www.tap-ag.it/territori-e-comunita-locali/i-proprietari-e-gli-utilizzatori-dei-terreni/acquisizione-dei-diritti-sui-terreni</a> |
| Guide on Land Easement and Acquisition – Italy | <a href="https://www.tap-ag.it/laccesso-ai-fondi/i-criteri-delle-indennita">https://www.tap-ag.it/laccesso-ai-fondi/i-criteri-delle-indennita</a>   |
| QHSE Policy                                    | <a href="https://www.tap-ag.it/la-sostenibilita/qualita-salute-sicurezza-e-ambiente/salute-e-sicurezza">https://www.tap-ag.it/la-sostenibilita/qualita-salute-sicurezza-e-ambiente/salute-e-sicurezza</a>   |

### 3.9.2 TAP Country Offices and Contacts

#### Greece

Emergency contact: +30 210 555 0040 (normal charges), +30 800 118 1881 (toll-free, land line phones only)

General Enquires and Grievances Line: +30 213 0104500

|  |   |
|--|---|
| <b>Trans Adriatic Pipeline AG Greece, Branch</b><br>5, Chatzigianni Mexi street<br>115 28 Athens, Greece | <b>Project Office in Thessaloniki</b><br>5, Agiou Georgiou Street<br>P.O. Box 8006 – P.C. 57001 Themi<br>Thessaloniki |
| <b>Greek Compressor Station</b><br>Kipoi, 68500 Feres, Evros, Greece                                     |   |

#### Albania

Emergency contact: +355 0800 1659 (toll-free)

General Enquires: +355 69 60 98 188 (standard rates)

|  |  |
|--|--|
| <b>Trans Adriatic Pipeline AG Albania, Branch</b><br>Building No.12 (ABA Business Centre), 6 <sup>th</sup> Floor,<br>Office No.906<br>Papa Gjon Pali II street<br>1010 Tirana, Albania | <b>Regional Office in Berat</b><br>Street 10 Korriku, Nr. 21<br>Berat, Albania |
|--|--|

#### Italy

Emergency contact: 800 484 484 (24/7 toll-free from Italy)

General Enquires: +39 0831 579611 (Headquarters in Brindisi), +39 0832 835713 (PRT in Melendugno)

|  |  |
|--|--|
| <b>Trans Adriatic Pipeline AG Italy, Branch</b><br>Via Carlo Urbani, 3 | <b>PRT – Pipeline Receiving Terminal</b><br>Via Vecchia Vernole<br>73026 Melendugno (Lecce), Italy |
|--|--|



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|                       |  |
|-----------------------|--|
| 72100 Brindisi, Italy |  |
|-----------------------|--|



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## 4. Records

| Record                                  | Document Code/Number     | Generated By | Resp To Store | Storage Method | Location | Storage Period Prior to Disposition                 |
|---|--------------------------|--------------|---------------|----------------|----------|---|
| Stakeholder Engagement Dashboard        | N/A                      | SM           | O&M<br>SM     | Digital        | Digital  | In line with Records Retention Guidelines (Ref. 20) |
| Stakeholder Information Engagement Plan | CAL00-TAP-SKE-X-TTA-0001 | SM           | SM            | digital        | digital  | In line with Records Retention Guidelines (Ref. 20) |
| Appendices 1, 2, 3                      | N/A                      | SM           | SM            | digital        | digital  | In line with Records Retention Guidelines (Ref. 20) |





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|------------------------|----------------------------------|--------|
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## 6. List of Appendices

Appendix 1 – Stakeholder Engagement Compliance Indicators

Appendix 2 – RASCI Matrix

Appendix 3 – Stakeholder Engagement Dashboard

## 6.1 Appendix 1 Stakeholder Engagement Compliance Indicators

| Compliance Task |  | Compliance Indicator |   | Internal Reporting Frequency |           |           | Target and Successful Implementation Criteria   | Responsible         |
|-----------------|--|----------------------|---|------------------------------|-----------|-----------|---|---------------------|
| Task ID         | Task Description   | Indicator ID         | Indicator Description   | Albania                      | Greece    | Italy     |   |                     |
| SE-CT-01        | Monitor and record interaction with stakeholders                           | SE-CI-01             | Number of meetings/interactions recorded in the dashboard along with the categorization of the discussed topics                                   | Monthly                      | Monthly   | Monthly   | Trending indicator  | O&M team and SM     |
|                 |  |                      | Number of new entries in the stakeholders list  | Quarterly                    | Quarterly | Quarterly |   | O&M team and SM     |
| SE-CT-02        | Compliance with the company engagement procedures in the Operational phase | SE-CI-02             | Percentage of compliance in the quality and quantity of the stakeholder engaged in the frame of Pipeline Damage Prevention information campaign   | Quarterly                    | Quarterly | Quarterly | Trending indicator  | O&M team and SM     |
|                 |  |                      | Number of infringement cases, A1, A2, B1, B2 categories, closed through stakeholder engagement actions.   | Monthly                      | Monthly   | Monthly   |   | O&M team and SM     |
| SE-CT-03        | Monitoring and report social incidents                                     | SE-CI-03             | Number of social incidents by type (land related, non-land related, industrial action) with any repeat incidents in the last 6 months highlighted | Monthly                      | Monthly   | Monthly   | 100% compliance with deadlines as per QHSE Incident Reporting and Investigation procedure | O&M team, SM & QHSE |

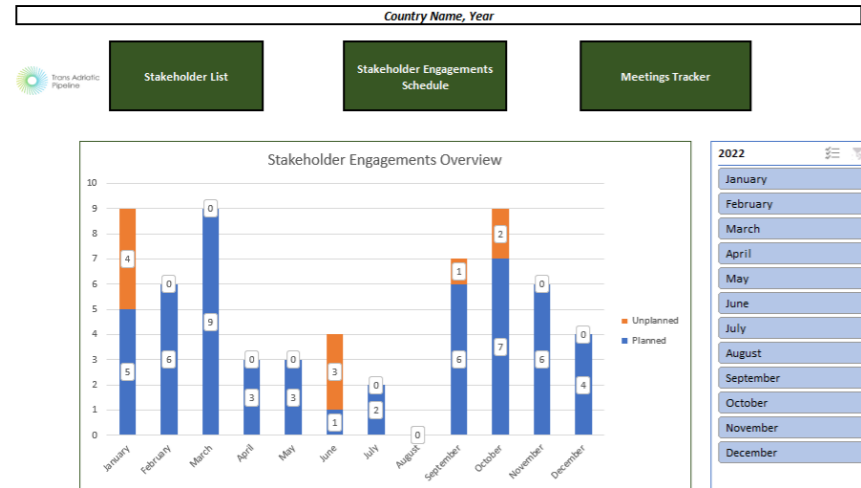
## 6.2 Appendix 2 RASCI Matrix

| R – Responsible<br>A – Accountable<br>S – Supports<br>C – Consulted<br>I – Informed | Stakeholder Manager | O & M/Country Representative Manager | O&M Country Managers | O&M Engineers | TAP Operations Director | Senior Manager QHSE, Land, Permitting and Stakeholder Management | Head of External Affairs | TAP Project Transition Manager |
|---|---------------------|--------------------------------------|----------------------|---------------|-------------------------|--|--------------------------|--------------------------------|
| Monitoring and evaluation   | R                   | A                                    | A                    | S             | I                       | A  | I                        | S                              |
| Stakeholder Engagement Plans  | R                   | C                                    | C                    | S             | C                       | A  | I                        | C                              |
| RoW and AGI Engagement  | S                   | C                                    | C                    | R             | I                       | A  | I                        | I                              |
| Stakeholder Engagement Coordination   | R                   | A                                    | A                    | C             | I                       | A  | I                        | C                              |
| Stakeholder List Update   | R                   | R                                    | R                    | R             | I                       | A  | I                        | S                              |

### 6.3 Appendix 3 – Stakeholder Engagement Dashboard

Please refer to separate file in Pims under the same document ID.

Cover – Sample



#### Stakeholder List – Example

| #                                     | Name and Surname   | Role/Occupation   | Institution/Body              | Position (Positive/Negative/Neutral) | Phone contact | E-mail contact | Alt/(mm/yyyy) |
|---------------------------------------|--------------------|---|-------------------------------|--------------------------------------|---------------|----------------|---------------|
| <b>REGIONAL &amp; LOCAL AUTHORITY</b> |                    |   |                               |                                      |               |                |               |
| 1A                                    | Name 1 Surname 1   | Head of Regional  | Regional Civil Protection     |                                      |               |                |               |
| 2A                                    | Name 2 Surname 2   | Head of Province  | Province of ...               |                                      |               |                |               |
| 3A                                    | Name 3 Surname 3   | Mayor   | Municipality of ...           |                                      |               |                |               |
| 4A                                    | Name 4 Surname 4   | Head of Civil Protection  | Municipality of ...           |                                      |               |                |               |
| 5A                                    | Name 5 Surname 5   | Mayor   | Municipality of ...           |                                      |               |                |               |
| 6A                                    | Name 6 Surname 6   | Mayor   | Municipality of ...           |                                      |               |                |               |
| 7A                                    | Name 7 Surname 7   | Municipality of ...   | Municipality of ...           |                                      |               |                |               |
| 8A                                    | Name 8 Surname 8   | Head of local police  | Municipality of ...           |                                      |               |                |               |
| 9A                                    | Name 9 Surname 9   | Chief of staff  | Municipality of ...           |                                      |               |                |               |
| 10A                                   | Name 10 Surname 10 | Police forces   | Municipality of ...           |                                      |               |                |               |
| 11A                                   | Name 11 Surname 11 | Head of police forces   | Municipality of ...           |                                      |               |                |               |
| 12A                                   | Name 12 Surname 12 | Chief of staff  | Police Headquarter            |                                      |               |                |               |
| 13A                                   | Name 13 Surname 13 | Chief of staff  | Prefecture of ...             |                                      |               |                |               |
| 14A                                   | Name 14 Surname 14 | Office of the prefect   | Prefecture of ...             |                                      |               |                |               |
| 15A                                   | Name 15 Surname 15 | Chief of staff  | Prefecture of ...             |                                      |               |                |               |
| 16A                                   | Name 16 Surname 16 | Manager   | Dept. of Civil Protection     |                                      |               |                |               |
| 17A                                   | Name 17 Surname 17 | Chief of Fire Brigade (pers. Email)   | Fire Brigade of ...           |                                      |               |                |               |
| 18A                                   | Name 18 Surname 18 | Chief Office  | Fire Brigade of ...           |                                      |               |                |               |
| 19A                                   | Name 19 Surname 19 | Managing Office   | Autonomous body               |                                      |               |                |               |
| 20A                                   | Name 20 Surname 20 | Security office   | Autonomous body               |                                      |               |                |               |
| <b>FISHERMEN</b>                      |                    |   |                               |                                      |               |                |               |
| 1B                                    | Name 1 Surname 1   | Fisherman   | Association of ...            |                                      |               |                |               |
| 2B                                    | Name 2 Surname 2   | Fisherman   | Coop of ...                   |                                      |               |                |               |
| 3B                                    | Name 3 Surname 3   | Fisherman   | Association of ...            |                                      |               |                |               |
| 4B                                    | Name 4 Surname 4   | Fisherman   | Coop of ...                   |                                      |               |                |               |
| 5B                                    | Name 5 Surname 5   | Fisherman   | Coop of ...                   |                                      |               |                |               |
| 6B                                    | Name 6 Surname 6   | Fisherman   | Coop of ...                   |                                      |               |                |               |
| 7B                                    | Name 7 Surname 7   | Fisherman   | Coop of ...                   |                                      |               |                |               |
| <b>DEFENSIVE INSTITUTIONS</b>         |                    |   |                               |                                      |               |                |               |
| 1C                                    | Name 1 Surname 1   | Lieutenant  | Maritime Police Headquarter   |                                      |               |                |               |
| 2C                                    | Name 2 Surname 2   | Lieutenant  | Center for Coastal Monitoring |                                      |               |                |               |
| 3C                                    | Name 3 Surname 3   | Captaincy commander   | Maritime Police Headquarter   |                                      |               |                |               |
| 4C                                    | Name 4 Surname 4   | Captain of Vascello (CP), Chief of the Maritime District and Commander of the port of ... | Maritime District             |                                      |               |                |               |
| 5C                                    | Name 5 Surname 5   | Commander   | Center for Coastal Monitoring |                                      |               |                |               |
| 6C                                    | Name 6 Surname 6   | Lieutenant  | Maritime Police Headquarter   |                                      |               |                |               |
| 7C                                    | Name 7 Surname 7   | Commander   | Center for Coastal Monitoring |                                      |               |                |               |
| <b>TECHNICAL ENVIRONMENTAL BODIES</b> |                    |   |                               |                                      |               |                |               |
| 21                                    | Name 1 Surname 1   | Office for Water control  | Body name 1                   |                                      |               |                |               |
| 22                                    | Name 2 Surname 2   | Officer for the Environment   | Body name 2                   |                                      |               |                |               |
| 23                                    | Name 3 Surname 3   | Officer for Environmental Technology  | Body name 3                   |                                      |               |                |               |
| 24                                    | Name 4 Surname 4   | Officer for the Environment   | Body name 4                   |                                      |               |                |               |
| 25                                    | Name 5 Surname 5   | Officer for Agricultural and Rural development  | Body name 5                   |                                      |               |                |               |
| 26                                    | Name 6 Surname 6   | Officer for Infrastructure  | Body name 6                   |                                      |               |                |               |

#### Engagement Schedule – Example

|     | January | February | March | April | May | June | July | August | September | October | November | December |
|-----|---------|----------|-------|-------|-----|------|------|--------|-----------|---------|----------|----------|
| 1A  |         |          |       |       |     |      |      |        |           |         |          |          |
| 2A  |         |          |       |       |     |      |      |        |           |         |          |          |
| 3A  |         |          |       |       |     |      |      |        |           |         |          |          |
| 4A  |         |          |       |       |     |      |      |        |           |         |          |          |
| 5A  |         |          |       |       |     |      |      |        |           |         |          |          |
| 6A  |         |          |       |       |     |      |      |        |           |         |          |          |
| 7A  |         |          |       |       |     |      |      |        |           |         |          |          |
| 8A  |         |          |       |       |     |      |      |        |           |         |          |          |
| 9A  |         |          |       |       |     |      |      |        |           |         |          |          |
| 10A |         |          |       |       |     |      |      |        |           |         |          |          |
| 11A |         |          |       |       |     |      |      |        |           |         |          |          |
| 12A |         |          |       |       |     |      |      |        |           |         |          |          |
| 13A |         |          |       |       |     |      |      |        |           |         |          |          |
| 14A |         |          |       |       |     |      |      |        |           |         |          |          |
| 15A |         |          |       |       |     |      |      |        |           |         |          |          |
| 16A |         |          |       |       |     |      |      |        |           |         |          |          |
| 17A |         |          |       |       |     |      |      |        |           |         |          |          |
| 18A |         |          |       |       |     |      |      |        |           |         |          |          |
| 19A |         |          |       |       |     |      |      |        |           |         |          |          |
| 20A |         |          |       |       |     |      |      |        |           |         |          |          |
| 21  |         |          |       |       |     |      |      |        |           |         |          |          |
| 22  |         |          |       |       |     |      |      |        |           |         |          |          |
| 23  |         |          |       |       |     |      |      |        |           |         |          |          |
| 24  |         |          |       |       |     |      |      |        |           |         |          |          |
| 25  |         |          |       |       |     |      |      |        |           |         |          |          |
| 26  |         |          |       |       |     |      |      |        |           |         |          |          |

#### Tracker – Example

| #   | Name and Surname   | Role/Occupation          | Institution/Body                | Meeting date | Meeting Purpose | Highlights of the Meeting | TAP Representative | Planned/Unplanned | Cover |
|-----|--------------------|--------------------------|---------------------------------|--------------|-----------------|---------------------------|--------------------|-------------------|-------|
| 2A  | Name 2 Surname 2   | Head of Province         | Province of _____               | 09/01/2022   |                 |                           |                    | Unplanned         |       |
| 4b  | Name 4 Surname 4   | Fisherman                | Municipality of _____           | 09/01/2022   |                 |                           |                    | Unplanned         |       |
| 2B  | Name 2 Surname 2   | Fisherman                | Fisherman                       | 16/01/2022   |                 |                           |                    | Planned           |       |
| 17A | Name 17 Surname 17 | Chief of Fire Brigade (F | Fire Brigade of _____           | 23/01/2022   |                 |                           |                    | Planned           |       |
| 4B  | Name 4 Surname 4   | Fisherman                | Coop of _____                   | 23/01/2022   |                 |                           |                    | Planned           |       |
| 5B  | Name 5 Surname 5   | Fisherman                | Coop of _____                   | 30/01/2022   |                 |                           |                    | Unplanned         |       |
| 6B  | Name 6 Surname 6   | Fisherman                | Coop of _____                   | 30/01/2022   |                 |                           |                    | Planned           |       |
| 7B  | Name 7 Surname 7   | Fisherman                | Coop of _____                   | 30/01/2022   |                 |                           |                    | Planned           |       |
| 3C  | Name 3 Surname 3   | Captaincy commander      | Maritime Police Headquarter     | 30/01/2022   |                 |                           |                    | Unplanned         |       |
| 4C  | Name 4 Surname 4   | Captain of Vascello      | (Cf Maritime District           | 06/02/2022   |                 |                           |                    | Planned           |       |
| 5C  | Name 5 Surname 5   | Commander                | Center for Coastal Monitoring   | 06/02/2022   |                 |                           |                    | Planned           |       |
| 6C  | Name 6 Surname 6   | Lieutenant               | Maritime Police Headquarter     | 13/02/2022   |                 |                           |                    | Planned           |       |
| 7C  | Name 7 Surname 7   | Commander                | Center for Coastal Monitoring   | 20/02/2022   |                 |                           |                    | Planned           |       |
| 10A | Name 10 Surname 10 | Police forces            | Municipality of _____           | 20/02/2022   |                 |                           |                    | Planned           |       |
| 11A | Name 11 Surname 11 | Head of police forces    | Municipality of _____           | 20/02/2022   |                 |                           |                    | Planned           |       |
| 12A | Name 12 Surname 12 | Chief of staff           | Police Headquarter              | 06/03/2022   |                 |                           |                    | Planned           |       |
| 13A | Name 13 Surname 13 | Prefect of Lecce         | Prefecture of _____             | 06/03/2022   |                 |                           |                    | Planned           |       |
| 14A | Name 14 Surname 14 | Office of the prefect    | Prefecture of _____             | 06/03/2022   |                 |                           |                    | Planned           |       |
| 15A | Name 15 Surname 15 | Chief of staff           | Prefecture of _____             | 06/03/2022   |                 |                           |                    | Planned           |       |
| 16A | Name 16 Surname 16 | Manager                  | Dept. of Civil Protection       | 16/03/2022   |                 |                           |                    | Planned           |       |
| 2E  | Name 2 Surname 2   | Dptm. for the issuance   | Ministry of Economic Develop    | 17/03/2022   |                 |                           |                    | Planned           |       |
| 3E  | Name 3 Surname 3   | General Directorate      | Ministry of Infrastructure and  | 21/03/2022   |                 |                           |                    | Planned           |       |
| 4E  | Name 4 Surname 4   | General Directorate      | Ministry of Ecological Transiti | 22/03/2022   |                 |                           |                    | Planned           |       |
| 5E  | Name 5 Surname 5   | Dptm. for the issuance   | Ministry of Economic Develop    | 23/03/2022   |                 |                           |                    | Planned           |       |
| 6E  | Name 6 Surname 6   | Dptm. For the regulati   | Ministry of Ecological Transiti | 04/04/2022   |                 |                           |                    | Planned           |       |
| 7E  | Name 7 Surname 7   | General Directorate      | Ministry of Economic and Finai  | 04/04/2022   |                 |                           |                    | Planned           |       |
| 8E  | Name 8 Surname 8   | Representative           | Ministry of Ecological Transiti | 06/04/2022   |                 |                           |                    | Planned           |       |
| 3D  | Name 3 Surname 3   | Officer for Environmer   | Body name 3                     | 11/05/2022   |                 |                           |                    | Planned           |       |
| 4D  | Name 4 Surname 4   | Officer for the Environ  | Body name 4                     | 21/05/2022   |                 |                           |                    | Planned           |       |
| 5D  | Name 5 Surname 5   | Officer for Agricultural | Body name 5                     | 30/05/2022   |                 |                           |                    | Planned           |       |
| 1A  | Name 1 Surname 1   | Head of Regional         | Regional Civil Protection       | 06/06/2022   |                 |                           |                    | Planned           |       |
| 2A  | Name 2 Surname 2   | Head of Province         | Province of _____               | 08/06/2022   |                 |                           |                    | Unplanned         |       |
| 3A  | Name 3 Surname 3   | Mayor                    | Municipality of _____           | 15/06/2022   |                 |                           |                    | Unplanned         |       |
| 4A  | Name 4 Surname 4   | Head of Civil Protectio  | Municipality of _____           | 23/06/2022   |                 |                           |                    | Unplanned         |       |
| 5A  | Name 5 Surname 5   | Mayor                    | Municipality of _____           | 01/07/2022   |                 |                           |                    | Planned           |       |
| 6A  | Name 6 Surname 6   | Mayor                    | Municipality of _____           | 25/07/2022   |                 |                           |                    | Planned           |       |
| 7A  | Name 7 Surname 7   | Municipality             | Municipality of _____           | 01/09/2022   |                 |                           |                    | Planned           |       |
| 13A | Name 13 Surname 13 | Prefect of Lecce         | Prefecture of _____             | 05/09/2022   |                 |                           |                    | Planned           |       |
| 14A | Name 14 Surname 14 | Office of the prefect    | Prefecture of _____             | 06/09/2022   |                 |                           |                    | Unplanned         |       |