



**Community liaison officers  
close to communities**  
Voltalia nurtures dialogue  
with its stakeholders

## Understand local needs and exceptions

Regular dialogue with local stakeholders through the implementation of consultation mechanisms is a systematic and voluntary approach of Voltalia to ensure optimal and sustainable integration of projects in the territories.

Voltalia has **12 community liaison officers** on several geographies (Albania, Brazil, France, Kenya, South Africa, Spain).

## The Social team in Albania

The mission of the Social team in Albania is to monitor and manage the consultation process and to establish Voltalia as a key player in the region. During the development phase, consultation allows us to identify, meet and involve local stakeholders in the project. This involves actions to disseminate information, but also listening to stakeholders to understand their needs and integrate their expectations into the design of the project: public meetings, consultation campaigns with local populations, information sessions to discuss with citizens and answer their questions, and thematic workshops to share knowledge.

## Let's meet Rematlen Bollobani, social advisor with 2 Community Liaison Officers in its team in Albania

"I joined Voltalia 15 months ago as Social Advisor. Together with my team (two Community Liaison Officers), we are currently focused on the Karavasta Solar project, a 140 MW project in Albania – the biggest solar project in the Balkan Peninsula. The project is sponsored by European Bank for Reconstruction and Development (EBRD) and International of Financial Corporation (IFC) and in all our activities we must ensure that we are complying with their requirements. More specifically, our tasks include:

- Identify and compensate impacts the project causes on private properties (e.g: agricultural lands and crops);
- Keep people informed about Voltalia's compensation programs;
- Implement the stakeholder engagement strategy by keeping all interested parties informed (e.g: municipalities, local communities, other public institutions)
- Maintain a grievance procedure and cooperate with complainants to ensure grievances are resolved on time and to the satisfaction of the complainants.
- Supervision of construction contractors to ensure that they comply with Voltalia's standards and requirements.

What I like in this job is the fact that it is very dynamic and the issues and problems to solve change all the time, so it never becomes a routine job. This is at the same time a challenge. The biggest challenge now is the fact that the construction phase of the project is progressing at a very high speed and the social team (and especially Community Liaison Officers) will have to ensure all impacted people are compensated before we access their properties."