

Drawn for
ООО "Irkutsk Oil Company"

Date
December 2019

POLYMER PRODUCTION PLANT

STAKEHOLDERS

ENGAGEMENT

PLAN



Version **01**
Date **08.02.2019/12.23.2020 revision**
Drawn by **Alexander Ignatyev, Ilya Gulakov**
Checked by **Sergey Chernyavsky**
Approved by **Ivan Senchenya**
Description **Stakeholders Engagement Plan**
Ref 321000071

Version checklist				
Version	Version status and contents	Date	Initials of the reviewer	Initials of the authors
A	Version of the document for approval by the Company	08.02.19	SCh	AI
B	First Revision	12.23.19	SCh	AI

TABLE OF CONTENTS

1.	INTRODUCTION	4
2.	REGULATORY REFERENCES	5
2.1	Requirements of international institutions	5
2.2	National legislation	7
2.3	Company Standards	9
3.	STAKEHOLDER IDENTIFICATION	11
3.1	Affected parties	12
3.1.1	Land owners and land users, gardening association SOT Kedr-2	12
3.1.2	Ust-Kut inhabitants in general	13
3.1.3	Residents of Yakurim and Mostootryad neighborhoods, and a section of 2-ya Lesnaya street	13
3.1.4	Residents of YaGU, Novaya REB and Staraya REB neighborhoods	13
3.1.5	Population of Ust-Kut district	13
3.1.6	Hunters and fishermen (people living in Ust-Kut and Ust-Kut district)	13
3.1.7	Inhabitants of former Polovinka village	13
3.1.8	Project staff and work force	13
3.1.9	Review of potential impacts on affected parties	13
3.2	Other interested parties	14
3.2.1	Public authorities and supervisory bodies	14
3.2.2	Companies and entrepreneurs	16
3.2.3	Non-governmental organizations	17
3.2.4	Press and mass media	17
3.2.5	Scientific community	18
3.3	Vulnerable groups	18
3.3.1.1	People with disabilities, seniors and children	19
3.3.1.2	People having HIV/AIDS	19
3.3.1.3	Citizens with low income	19
4.	CONSULTATIONS HELD TO DATE	21
4.1	Consultations held by the Company	21
4.1.1	Held public discussions (public consultations and hearings)	21
4.1.2	Other activities conducted	22
4.2	Activity in the field of corporate social responsibility (CSR)	23
4.3	Consultations when designing ESIA according to international standards	23
5.	ENGAGEMENT ACTIVITIES AND CONSULTATION AND DISCLOSURE PLAN	31
5.1	Methods of engagement with stakeholders	31
5.1.1	Public meetings	31
5.1.2	In-person meetings with representatives of local communities	31
5.1.3	Opinion poll	31
5.1.4	Direct engagement with representatives of mass media	31
5.1.5	Information center and public reception offices	31
5.1.6	Primary contact	31
5.1.7	Distribution of printed publications with information to the public (including brochure)	32
5.1.8	Corporate website	32
5.1.9	Collection of appeals and complaints on the Project	32
5.1.10	Site visiting	32
5.1.11	Round tables	32
5.2	Consultation and Disclosure Plan	32
5.2.1	Methods of disclosure	32

5.2.2	Consultations and disclosure within ESIA framework	32
5.3	Consultation and Disclosure Plan	33
6.	RESOURCES AND RESPONSIBILITY	37
7.	ENGAGEMENT MONITORING AND REPORTING	38
8.	MECHANISM FOR FILING APPEALS AND COMPLAINTS FROM EXTERNAL STAKEHOLDERS	39
8.1	Key principles	39
8.2	Submission and filing of stakeholders' complaints and appeals	39
8.3	Submission for consideration and subsequent decision	40
8.4	Consideration and decision making, and communicating solution to the complainant	41
8.5	Appeal	41
8.6	"Closing" a complaint/appeal	41
8.7	Complaint/appeal reporting and monitoring	41

APPENDICES

Appendix 1. The form for filing appeals and complaints

1. INTRODUCTION

The present Stakeholders Engagement Plan (SEP) has been developed to specify the process of engagement with communities, individuals, organizations and other parties who potentially may be affected by the Project and associated facilities. The Environmental and Social Impact Assessment (ESIA) documentation package, including SEP, is designed specially with the view of ensuring the Project's activities comply with international requirements, in particular, with the Equator Principles, Performance Standards (PS) of an International Finance Corporation (IFC), and General approaches of the Organization for Economic Cooperation and Development (OECD).

Structurally, the present Plan is comprised of:

- Section 1 that provides introductory information;
- Section 2 that specifies the regulatory framework applicable to the implementation of the Project;
- Section 3 that specifies the major parties and stakeholders pertinent to the Project;
- Section 4 that includes the description of engagement activities carried out as part of the Project implementation effort;
- Section 5 that describes the proposed package of engagement activities and the associated Consultation and Disclosure Plan (CDP);
- Section 6 that contains a list of resources for the activities to be carried out with the stakeholders in conjunction with the Project;
- Section 7 that summarizes the SEP reporting and monitoring process; and
- Section 8 that describes the proposed complaints procedure.

The SEP is a living document and will be updated following consultations with the stakeholders, subject to Section 5 hereunder.

2. REGULATORY REFERENCES

2.1 Requirements of international institutions

The Company-to-Stakeholder engagement in conjunction with Project life cycle will be considering the following principles and standards of international organizations:

- the Equator Principles, third revision (EPIII);
- the Performance Standards (PS) of an International Finance Corporation (IFC); and
- general approaches of the Organization for Economic Cooperation and Development (OECD) regarding an integrated environmental and social assessment.

The listed standards and principles are applicable to ESIA activities subject to international requirements. Ramboll's integrated ESIA approach is illustrated in Figure 3.

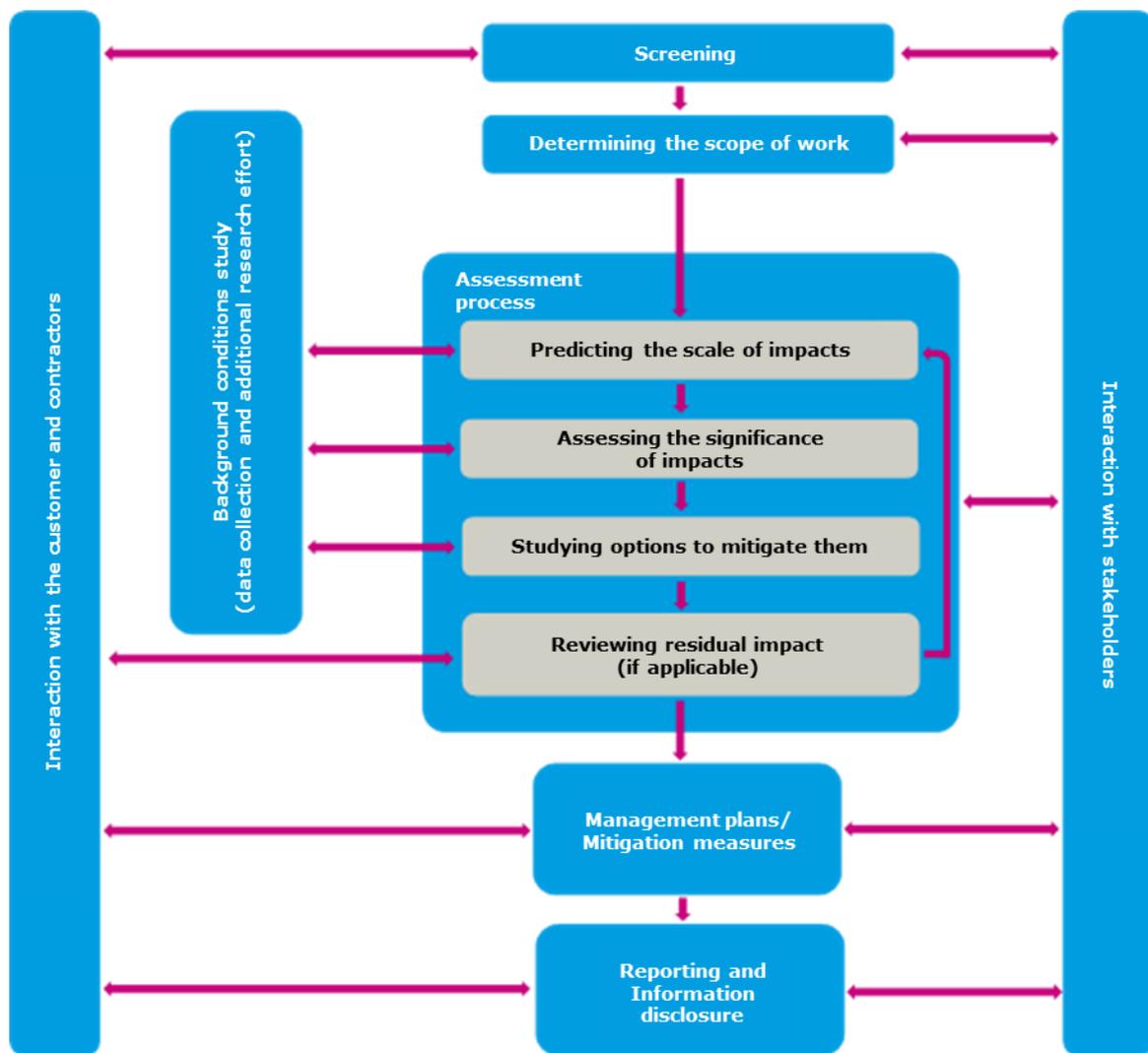


Figure 1. ESIA process according to the requirements of international finance organizations

The ESIA process of international scale recognizes a continuous and comprehensive engagement with stakeholders as very essential through all stages of the assessment. Below can be found a summary of some international standards requirements concerning stakeholder engagement and information disclosure policies.

EBRD Environmental and Social Policy

The Environmental and Social Policy by EBRD (in its 2014 revision) includes Performance Requirement 10 (PR10) "Information Disclosure and Stakeholder Engagement", which requires the following:

- identifying people or communities that could be affected by the project, as well as other interested parties;
- ensuring that such stakeholders are appropriately engaged on environmental and social issues that could potentially affect them through a process of information disclosure and meaningful consultation; and
- maintaining a constructive relationship with stakeholders on an ongoing basis through meaningful engagement during project implementation.

According to PR10, during project preparation stage all the stakeholders should be identified and analyzed, and a Stakeholder Engagement Plan (SEP) developed. Resources for public information and consultation should focus on affected parties of the Project, with particular attention given to low-income or vulnerable groups of the population, and individuals who represent them. This engagement process should continue throughout the life of the Project, and should also provide a complaint handling mechanism to allow receiving and responding to complaints and comments from stakeholders.

According to PR10, a stakeholder engagement process should be as follows:

- the process should be conducted on the basis of timely, relevant, understandable and accessible information, including early drafts of documents and plans to make it possible to discuss them before taking any decision;
- the process should begin at the earliest stage of ESIA;
- the process should be focused on issues related to social and environmental risks, and negative impacts on the environment and social life, and anticipated measures and actions in response to them; and
- the process should be conducted on an ongoing basis as problematic issues arise, impacts and opportunities are identified.

General approaches of the Organization for Economic Cooperation and Development (OECD)

With regard to stakeholder engagement, the following recommendations are given in the General Approaches:

- ESIA reports with associated information should be made available to stakeholders in a language they can understand, within 30 days; and
- the OECD member countries should adhere to the principles of protecting and respecting human rights, and strive for transparency, predictability and accountability when making decisions, while encouraging the disclosure of information through ESIA.

Equator Principles

The third edition of the Equator Principles features some additional requirements for specifically planned and culturally appropriate consultations with stakeholders (including affected communities and indigenous peoples). Following the EPIII policy ensures that stakeholders are informed and involved in addressing the concerns of affected communities when making decisions about the project.

The EPIII envisage a complaint handling mechanism to negotiate issues and handle complaints related to the environmental and social aspects of the Project. In the stakeholder engagement process, the complaint mechanism used should be made known to the communities affected by the Project.

IFC Performance Standards

IFC SD1 "Assessment and Management of Environmental and Social Risks and Impacts" contains recommendations for the engagement with stakeholders as part of the project development. In particular, the standard points to the need to develop tools for effective and adequate engagement with the affected communities on issues which are important to them. In the standard also emphasized is the necessity for public disclosure and circulation of environmental and social information. Moreover, communication should be maintained (including collecting comments, suggestions, complaints and issues pertinent to the project) with affected people, groups, communities and other stakeholders to ensure the information received from stakeholders will have a response in an adequate manner.

IFC SD1 requires that a stakeholder engagement plan be developed appropriately. It emphasizes the necessity to adapt the engagement process to the estimated scale and type of the impact, while making it acceptable to the communities and other stakeholders affected by the project. Moreover, vulnerable groups should be provided with conditions for their effective participation.

With regard to information disclosure, SD1 requires project initiators ensure the affected communities have access to essential and comprehensible information related to the project and ESIA process. Stakeholders should be also given an opportunity to express their opinion regarding project risks and impacts and measures proposed to mitigate them. According to the standard, the project initiator should consider the opinion of stakeholders, and respond promptly.

The requirements to the complaint handling procedure is addressed, with much detail, in IFC SD1. The standard claims there should be a complaint handling procedure designed which will ensure their filing and will facilitate solving issues the community is concerned about. IFC SD1 orders the local affected communities be briefed regularly on issues of their concern, including those issues revealed during consultations or while handling complaints.

Aarhus Convention

The Convention on Access to Information, Public Participation in Decision-making and Access to Justice in Environmental Matters (Aarhus Convention, adopted in 1998) includes provisions on stakeholder engagement. It defines the public right to access environmental information and aims to promote the involvement of public in making decisions on environmental issues¹.

2.2 National legislation

In the Russian Federation, the stakeholder engagement process applicable to the implementation of the Plant project, including associated facilities, is subject to the following laws and regulations:

- the Constitution of the Russian Federation, Article 42 of which guarantees the right to reliable information on the state of the environment;
- Federal Law No. 7-FZ On Environmental Protection, 01.10.2002, outlining the necessity to involve the population in the decision-making process when conducting business operations and other activities presenting adverse environmental impact; namely, decisions regarding choosing locations for industrial facilities, carrying out business operations or other activities that could be detrimental to the environment should always be taken with due consideration for public opinion;
- Federal Law No. 174-FZ On Environmental Expertise, 11.23.1995, requiring from businesses to consider public opinion when assessing environmental impacts in their project documentation, as well as specifying the procedure for regulatory and public environmental expert review;

¹ The Russian Federation has not ratified the Aarhus Convention.

- Federal Law No. 52-FZ On Wildlife, 04.24.1995, giving citizens and legal entities, including public associations and religious organizations, the right to do a public environmental expert review, to exercise public oversight, to take measures to preserve the wildlife and its habitat, to assist in implementing associated government programs. Furthermore, in exercising their powers to preserve wildlife and its habitat, state authorities are required to consider proposals and recommendations from citizens and legal entities;
- RF Urban Planning Code No. 190-FZ, 12.29.2004, enforcing the requirement for public discussions or public hearings regarding drafted documents on project overall plans, land use and development regulations, site planning, area demarcation surveys, landscaping regulations, drafts of documents authorizing conditionally permitted use of a plot of land or of fixed asset under construction, drafts of documents authorizing exceptions and deviations from licensed construction limit parameters, and repurposing of buildings;
- Order No. 372 by the State Committee for Environmental Protection of the Russian Federation On Approval of Regulations on Environmental Impact Assessment (EIA) in the Russian Federation, 05.16.2000, outlining principles and procedures of public participation in EIA, including public discussions;
- Federal Law No. 131-FZ On General Principles for the Organization of Local Government in the Russian Federation, 10.06.2003.

According to laws and regulations, public discussions on EIA, applicable to Russia, should be organized by local authorities, with support from the initiator of the project. Figure 4 specifies a range of stakeholder engagement activities to be performed as part of ESIA effort:



Figure 2. Activities with stakeholders during the EIA process as required by the national legislation

The listed laws and regulations and the EIA procedure explained above are applicable to the project activities aimed at obtaining the necessary permits subject to the requirements of the Russian legislation.

2.3 Company Standards

Company policies and standards are specified by a number of procedures and documents. In 2013, OOO "Irkutsk Oil Company" introduced the procedure "Organization of internal and external reporting in an integrated management system". The document establishes a mechanism for transferring environmental and socially significant information to stakeholders, including occupational health (OH) and other relevant data. The procedure requirements apply both to OOO "Irkutsk Oil Company" and its subsidiaries.

The procedure classifies the main stakeholders, prescribes the procedure for internal and external exchange of information, as well as the procedure for informing contractors.

There are other internal documents which also organize and regulate the Company's engagement with external stakeholders on environmental and social aspects of activities:

- Stakeholders Engagement Plan (operating at the corporate level) which sets out the basic principles of such engagement and related necessary actions;
- Instruction "On the procedure for informing media representatives, Russian and foreign public about OOO 'Irkutsk Oil Company' operations";
- PR IMS 4.4.3-01-2016 "Organization of Internal and External Relations within an Integrated Management System";
- Instruction "OOO 'Irkutsk Oil Company' procedure for handling public complaints and appeals";
- stakeholder feedback log;
- socio-economic cooperation and charity (sponsorship) policies.

Engagement with internal stakeholders is organized according to following documents:

- labor contract;
- PR IMS 4.4.3-01-2016 "Organization of Internal and External Relations within an Integrated Management System";
- ST.05.10 "Management and Organization of Cooperation with Contractors in the Field of Occupational Health and Industrial Safety";
- Security services contract with OOO "Obereg Security Company".

3. STAKEHOLDER IDENTIFICATION

Stakeholders² are people or groups who can be affected by the Company's operations, directly or indirectly, including those who may show interest in the Company's projects and/or are capable of influencing them, either in a favorable or adverse manner. Stakeholders may include local affected communities or individuals, as well as their official and unofficial representatives, federal and regional government authorities, as well as local government authorities, politicians, religious leaders, non-governmental organizations and special interest groups, scientific community or businesses/entrepreneurs.

According to common practice in stakeholder identification, they fall into the following categories:

- affected parties, which include parties affected directly and indirectly;
- interested organizations and individuals;
- vulnerable groups.

A more detailed description and preliminary list of stakeholders is given below. It should be noted that this list can be supplemented, further elaborated and revised during the whole project life cycle.

The list of stakeholders may be updated in the future, depending on the Plant project implementation status and distribution of responsibility for stakeholder engagement within the Project.

Stakeholders who may be potentially interested in the Project (e. g., local communities and local government) are most likely to reside in the following communities:

- Ust-Kut (in general);
- Mostootryad settlement (incorporated with Ust-Kut);
- Yakurim settlement (incorporated with Ust-Kut);
- YaGU neighborhood (incorporated with Ust-Kut);
- Novaya REB and Staraya REB neighborhoods (incorporated with Ust-Kut);
- Podymakhino rural settlement (incorporated with Ust-Kut district).

The engagement with stakeholders is necessary to ensure that the implementation of the Project will benefit local and regional stakeholders, and also to identify and properly manage potential negative impacts caused by the Project. Initiating a process of engagement at an early stage of the Project, together with the adoption of appropriate communication mechanisms, will help ensure the following:

- timely public access to all relevant information;
- the opportunity for all stakeholders to contribute to project design, the identification and assessment of impacts and the development of mitigation and/or enhancement measures (if effects are positive) for impacts.

The identification of key stakeholders is an integral part of the ESIA process required to identify groups that were or would be affected when implementing the Project. The following stakeholder categories were identified in order to organize an effective and targeted engagement:

- ***Affected parties***

² IFC, Stakeholder Engagement Handbook, 2007.

This category includes individuals, groups and organizations within the Project's footprint, who are directly affected (actually or potentially) and who can be identified as being most sensitive to changes due to the Project.

This group includes affected landowners and land users, rural communities within the Project's footprint, communities residing in Ust-Kut, local hunters and fishermen, contractors/subcontractors, and Project labor force.

- ***Other interested parties***

This category includes individuals/groups/organizations who may not be directly affected by the Project, but who, nevertheless, believe that their interests may be affected in one way or another by the Project, and who may have an impact on the Project during its implementation.

This category of stakeholders includes various federal ministries and agencies, at the federal and regional levels, district and local government bodies, private enterprises, public organizations, as well as representatives of mass media and higher education institutions.

- ***Vulnerable groups***

This category includes individuals who may be disproportionately affected by the Project or further disadvantaged in comparison to other groups in society due to their vulnerable status³. Additional efforts may be needed to ensure their equal representation and involvement while engaging and making decisions related to the Project. Vulnerable groups generally include indigenous communities, women, children, physically and mentally challenged individuals, migrants; ethnic, religious and linguistic minorities, as well as families of representatives from each of these groups.

A more detailed description of interest groups can be found below.

3.1 Affected parties

Affected parties include individuals, groups and other entities within the Project's social impact area, who are directly affected by the Company's operations (actual or potential)⁴. Affected parties may be identified as being most sensitive to changes related to the Project and associated facilities. The engagement with these persons should be intensive both in identification and determining the significance of impacts, and in making decisions about impact minimization and organizing the management system (MS).

The list of affected parties features groups, individuals, communities, organizations and other social institutions, potentially affected, directly or indirectly, by planned operations. The affected parties category includes the groups described below.

3.1.1 Land owners and land users, gardening association SOT Kedr-2

Project stakeholders include owners of land plots and land users whose land plots are in close vicinity to the Project construction site. It is known that these plots are used, among other purposes, for cultivation of crops and part-time farming. The lands of this gardening association are classified as agricultural land.

³ Vulnerable status may result from: race, skin colour, gender identity, language, religion, attachment to a particular political or other position, national or social affiliation, property status, origin or other status. Other aspects, including age, ethnicity and culture, literacy rate, physical or mental capacity, poverty or other economic disadvantage, and dependence on specific natural environments and natural resources.

⁴ IFC, Stakeholder Engagement Handbook, 2007.

3.1.2 *Ust-Kut inhabitants in general*

The whole population of Ust-Kut is considered as a party interested in general for the following reasons:

- the project has the potential of adverse impact on the health and safety of the population, the practices of land users among the inhabitants of the city, and it may also stress the urban infrastructure;
- the project has the potential of being beneficial to local communities by providing employment opportunities, increasing cultural and human capital levels, and reducing the emigration of young work force.

3.1.3 *Residents of Yakurim and Mostootryad neighborhoods, and a section of 2-ya Lesnaya street*

The following population groups of Ust-Kut, which are considered as direct stakeholders of the Project, should be identified separately:

- residents of Mostootryad neighborhood;
- residents of Yakurim neighborhood;
- residents of the section of 2-ya Lesnaya street.

These stakeholders reside on the land plots nearest to the Project, classified as urban residential areas of Ust-Kut. The future expansion of the Company's infrastructure will require a new housing development in Ust-Kut. A plot of land adjacent to Mostootryad and Yakurim neighborhoods is considered for housing development as an option. The ESIA presents a more detailed description of these groups and key problems they are facing with.

3.1.4 *Residents of YaGU, Novaya REB and Staraya REB neighborhoods*

As it is mentioned in the previous section, the Company considers multiple alternatives for placing Company's residential complex in Ust-Kut. Among the options under consideration are land plots next to the YaGU, Novaya REB and Staraya REB neighborhoods. A more detailed review of data.

3.1.5 *Population of Ust-Kut district*

In the broader Ust-Kut district, besides the city of Ust-Kut city, the Project's footprint can potentially affect the lands of Podymakhino rural settlement situated in Ust-Kut district.

3.1.6 *Hunters and fishermen (people living in Ust-Kut and Ust-Kut district)*

The Project construction site is surrounded by forest lands, which are a popular place for hunting among residents of both Ust-Kut city and Ust-Kut district. Some of the Project facilities are located along the Lena riverside and may have potential impacts on the local recreational fishermen. Chapter 8 provides detailed information on the importance of hunting and fishing in Ust-Kut district. It is noted that there are no hunting grounds in the vicinity of the Project site, meaning that lots around the polymer plant site are of interest only to amateur hunters.

The interests of local hunters and fishermen are mainly represented by Ust-Kut branch of Irkutsk regional public organization of hunters and fishermen.

3.1.7 *Inhabitants of former Polovinka village*

The village is located in close proximity to the Lena river, 5 km north-east of the Project site. The village is located downstream of the Lena river, Ust-Kut and water treatment plants within the city limits, discharging treated sewages from LPG storage and shipment facility and Irkutsk polymer plant (IPP).

3.1.8 *Project staff and work force*

Project staff and work force, including those of contractors and subcontractors involved, are also classified as affected parties.

3.1.9 *Review of potential impacts on affected parties*

The review of potential impacts on affected parties is given below.

Table 1. Affected parties in the Project area and possible impacts on them

Affected party	Possible Project impact
Landowners and land users, gardening association SOT Kedr-2	The settlement closest to the IPP processing area. the road designed in close proximity (350 m) south-west of the gardening association SOT Kedr-2 may cause impact as this road runs from the site where Project's new facilities are to be erected, to the IPP offload areas; possible air pollution from vehicle exhausts, and noise pollution from the road.
Ust-Kut inhabitants	Impacts caused by the facilities, operational and being erected, owned by OOO "Irkutsk Oil Company", located in the industrial area of Ust-Kut, which also accommodates the Irkutsk mining and chemical works, LPG storage and shipment facility, IPP offload areas, and others.
People living in Yakurim and Mostootryad neighborhoods, Lesnaya-2 section	Possible impact on villages which are close (on the border) to the industrial area of Ust-Kut with the facilities, operational and being erected, owned by OOO "Irkutsk Oil Company".
Residents of YaGU, Novaya REB and Staraya REB neighborhoods	Possible impacts in conjunction with the construction of the residential complex, OOO "Irkutsk Oil Company" (if the option of placing this complex next to YaGU, Novaya REB and Staraya REB neighborhoods is selected).
Population of Ust-Kut district	Effects on labor relations and working conditions, creating new jobs, implementation of social and economic programs.
Hunters and fishermen (people living in Ust-Kut and Ust-Kut district)	Impacts on hunting grounds and fishing areas popular with the local population.
Inhabitants of Polovinka village	Possible impact from discharge stations located upstream the Lena river, risks of water pollution, and fishery may be disturbed.
Project staff and work force	Effects on occupational health (OH), labor relations, working and living conditions, etc.

3.2 Other interested parties

In this category there are individuals/groups/organizations who may not be directly affected by the Project and associated facilities but whose interests may be affected, and who may have an impact on the Project during its implementation.

Interested organizations and persons may include public authorities; supervisory bodies in charge of coordination, expert examination of design documentations, and issuing emission and waste disposal permits, authorizing operation of hazardous production facilities; mass media, public organizations, etc. See below for a more detailed list.

3.2.1 Public authorities and supervisory bodies

Federal level

Ministries and services at the federal level that may be potentially involved or interested in the Project implementation:

- ministries of the Russian Federation:
 - Ministry of Natural Resources and Environment;
 - Ministry for Civil Defense Affairs, Emergencies, and Natural Disaster Response;
 - Ministry of Health;
 - Ministry of Industry and Trade;
 - Ministry of Labor and Social Protection;
 - Ministry of Transport;
 - Ministry of Energy;
 - Ministry of Construction Industry, Housing and Utilities Sector;
- federal regulatory agencies:

- Federal Supervision Agency for Customer Protection and Human Welfare;
- Federal Service for Hydrometeorology And Environmental Monitoring;
- Federal Service for Supervision of Natural Resources;
- Federal Agency for Water Resources;
- Federal Agency for Subsoil Use;
- Federal Agency on Technical Regulating and Metrology;
- Federal Agency for Fishery;
- Federal Service for Environmental, Technological and Nuclear Supervision;
- Federal Agency for Forestry.

Regional level

Regional services that could potentially be involved in the Project implementation process include regional branches of federal ministries and services:

- regional ministries/offices of Irkutsk region:
 - Ministry of Agriculture of Irkutsk Region;
 - Ministry of Culture and Archives of Irkutsk Region;
 - Ministry of Education of Irkutsk Region;
 - Ministry of Health of Irkutsk Region;
 - Ministry of Property Relations of Irkutsk Region;
 - Ministry for Regulation of Contract System in Procurement of Irkutsk Region;
 - Ministry of Housing, Energy and Transport of Irkutsk Region;
 - Ministry of Natural Resources and Environment of Irkutsk Region;
 - Ministry of Social Development, Care and Guardianship of Irkutsk Region;
 - Ministry of Sport of Irkutsk Region;
 - Ministry of Construction and Road Management of Irkutsk Region;
 - Ministry of Economic Development of Irkutsk Region;
 - Ministry of Forestry of Irkutsk Region;
 - Counter-Narcotics Commission in Irkutsk Region;
- offices of federal regulatory agencies at the regional level:
 - Main Directorate of the Ministry for Civil Defense Affairs, Emergencies, and Natural Disaster Response of Russian Federation in Irkutsk Region;
 - Administration of the Federal Service for Supervision of Consumer Protection and Welfare (Rospotrebnadzor) in Irkutsk Region;
 - Administration of the Federal Service for Supervision of Natural Resource Management (Rosprirodnadzor) in Irkutsk Region;
 - Administration of the Federal Agency for Veterinary and Phytosanitary Supervision (Rosselkhozadzor) in Irkutsk Region and Republic of Buryatia;
 - Yenisei Directorate of the Federal Service for Environmental, Technological and Nuclear Supervision;

- directorates/services of the regional level:
 - Forestry Directorate of Irkutsk Region
 - Interregional Directorate of the State Road Supervision in Republic of Buryatia and Irkutsk Region, Federal Service for Supervision of Transport (Interregional Directorate of the SRS in Republic of Buryatia and Irkutsk Region, Federal Service for Supervision of Transport) (Rostransnadzor);
 - State Housing Supervision Service of Irkutsk Region;
 - State Construction Supervision Service of Irkutsk Region;
 - Architecture Service of Irkutsk Region;
 - State Supervision Service of Irkutsk Region for Technical Condition of Self-Propelled Machines and Other Types of Machinery;
 - State Financial Supervision Service of Irkutsk Region;
 - Service of Irkutsk Region for Wildlife Protection and Use;
 - Service for Protection of Cultural Heritage of Irkutsk Region;
 - Education Supervision and Control Service of Irkutsk Region;
 - Tariff Service of Irkutsk Region;
 - Consumer Market and Licensing Service of Irkutsk Region;
 - Federal State Healthcare Institution "Irkutsk Regional Center for Disaster Medicine";
 - Federal State Healthcare Institution "Irkutsk Department of Hydrometeorology and Environmental Monitoring";
 - Regional State-Financed Institution "Fire and Rescue Service of Irkutsk Region".

District level

At the regional level, the stakeholders of the Project are self-governance bodies of two municipal entities:

- Ust-Kut Municipal District Administration (including Podymakhino rural settlement);
- City of Ust-Kut Municipal District Administration.

Both municipal entities have a similar structure, namely:

- Head of Administrations (currently, Tamara Klimina in Ust-Kut District, and Alexander Dushin in the city of Ust-Kut), with their deputies and staff;
- a number of divisions/committees, including, but not limited to, economy, education, healthcare, emergency, culture, sports, security;
- the Board of Deputies with which certain administrative decisions are agreed, formed from community-based representatives elected from party lists;
- educational institutions in Ust-Kut and Ust-Kut district;
- public libraries in Ust-Kut and Ust-Kut district;
- Ust-Kut Intermunicipal Division of the Ministry of Interior;
- Municipal Public Institution "Ust-Kut Museum of History";
- Ust-Kut sports center.

3.2.2 Companies and entrepreneurs

Local companies are stakeholders of the Project. OOO "Irkutsk Oil Company" currently uses the services of a number of local companies. It is expected that local businesses will be able to participate in the Project as subcontractors for major contractors. In this regard, the Project is expected to support in the future the development of local enterprises when it reaches the full construction stage.

In addition, the facilities operated by OOO "Ind Timber" are located next to the planned Project sites and associated facilities. OOO "Ind Timber", in particular, runs a waste disposal facility (cuttings and sawdust) comparatively close to the main Project site. Some of OOO "Ind Timber" facilities are also in the vicinity of Company's assets, such as the LPG complex and planned moorings. Alrosa, too, owns a berthing close to the future location of the moorings. Additional engagement with these businesses may potentially be required.

3.2.3 *Non-governmental organizations*

The Company is active in its engagement with non-governmental organizations, both at the level of the city of Ust-Kut and Ust-Kut district, and at the level of Irkutsk region in general. OOO "Irkutsk Oil Company" considers the following organizations to be stakeholders of the Company in general and which can potentially be viewed as stakeholders, in particular, in conjunction with the Project:

- Irkutsk Regional Public Organization of Hunters and Fishermen and its Ust-Kut office;
- "My Land" civic association;
- veterans organization of Ust-Kut district;
- Evenk National Cultural Center;
- charity foundations of Irkutsk region;
- Irkutsk regional civic association "Union for Assistance to Indigenous Peoples of the North of Irkutsk Region";
- East Siberian Office of the National Non-Government Organization "Russian Geographical Society" in the northern districts of Irkutsk region;
- National Society of Nature Preservation;
- Russian Children Foundation.

3.2.4 *Press and mass media*

The following mass media operate in Ust-Kut and its district:

- newspapers:
 - "Nash Sever";
 - "Lenskiye Vesti";
 - "Dialog TV";
 - "Delo";
 - Moskovskij Komsomolets "MK-Baikal";
 - "Oblstnaya";
 - "Argumenty i Fakty", Irkutsk;
 - "Vostochno-Sibirskaya Pravda";
- news agencies:
 - "Siberia News Agency" (SNA);
 - News Agency "Baikal 24";
 - News Agency "Vostok-Teleinform";
 - News Agency "Irkutskmedia";
- radio:

- Lena FM;
- television channels:
 - "Dialog TV" Television and Radio Company;
 - "Aist" Television Company;
 - "Irkutsk" State Television and Radio Company;
- AS "Baikal TV".
- internet sites:
 - www.irk.ru;
 - <http://www.ust-kut24.ru/>.

3.2.5 Scientific community

This category may preliminary include:

- Sochava Geography Institute, Siberian Branch of the Russian Academy of Sciences;
- Limnological Institute, Siberian Branch of the Russian Academy of Sciences;
- R & D Center "Baikal Region", a branch of Irkutsk State University.

Assumptions

Following consultations with stakeholders, the category of interested parties representing organizations and individuals may be further updated and expanded. Stakeholders may be placed to other category if properly substantiated.

3.3 Vulnerable groups

This section describes groups of residents of the Ust-Kut district and the city of Ust-Kut that are defined as vulnerable, meaning that groups "that may be directly and particularly or disproportionately affected by the project due to their disadvantaged or vulnerable position"⁵. The following criteria were taken to determine the status as vulnerable:

- economic situation;
- material status;
- social status;
- physical disabilities;
- age;
- exposure to existing adverse factors;
- health status.

It should be noted that these factors can interact and increase the vulnerability of a group. For example, people having HIV/AIDS are vulnerable due to the combination of their material, economic and social statuses, including poor health. The following vulnerable groups have been identified in total so far:

- people with disabilities, seniors and children;
- people having HIV/AIDS;
- citizens with low income.

A more detailed discussion of the problems experienced by vulnerable groups, as well as the rationale for the exclusion of groups from this category, is presented in the subsections below.

⁵ IFC Performance Standards on Environmental and Social Sustainability (2012).

3.3.1.1 People with disabilities, seniors and children

There is an essential number of people with disabilities living in Ust-Kut district. According to official statistics provided by the Ust-Kut district administration, in 2016 in Ust-Kut district there were 8,357 people with records of disability (16.86 % of the total number of inhabitants), of which 5,131 were elderly people (seniors), and 279 children. The infrastructure in Ust-Kut, including essential elements of urban infrastructure, does not ensure overall access for people with disability and still needs much improvement, according to the information provided to us.

It should be noted that in general, in 2016, people with disabilities in Russia made 8.74 % of the total number of the nation, which is significantly less if compared with Ust-Kut District.

In 2017, senior citizens and children Ust-Kut made 31.4 % and 7.5 %, respectively, in Ust-Kut. The average pension amount for 6 months of 2018 in Ust-Kut was 15,288.7 rubles. There were 2,180 pensioners whose pensions were below the subsistence rate.

During consultations with stakeholders, a representative of the local Veterans Board noted that there is a problem with taking children to and from educational institutions due to the city infrastructure not developed enough and because of the city having a specific layout (stretches 40 km). Thus, in some cases children have to get to school by river (using a boat) in summer or right on ice in winter.

The children living in the neighborhood called "Mostootryad" can form a separate vulnerable group because their health is at risk which due to heavy air pollution in that area.

Consequently, due to physical and age restrictions, including poorly-developed urban infrastructure of Ust-Kut, people with disabilities, the elderly and children are considered vulnerable groups.

3.3.1.2 People having HIV/AIDS

As it was mentioned above, there is a pressing situation with the spread of HIV/AIDS infection in Irkutsk region. By 2019, however, there was a slight decline in new HIV/AIDS cases. At the same time, in 2018 the morbidity rate in Irkutsk Oblast was twice as high as the Russian average (69.0 per 100,000 population) and 1.1 times higher than in the Siberian Federal District (121.6 per 100,000 population).

The Irkutsk Regional AIDS Center believes Ust-Kut district does not belong to the municipal entities with the average regional indicator exceeded (12.4 per 100,000 population).

However, the primary HIV incidence between 2013 and 2016 does not show any decline. During consultations in 2017, the deputy chief physician of Ust-Kut District Hospital also stressed the urgency of this problem.

3.3.1.3 Citizens with low income

In Ust-Kut district there is a significant share of the population (14.88 % as of 2016) having an income below the subsistence rate of 12,074 rubles. In 2017, the subsistence rate was reduced to 11,895 rubles. (Table 8.39).

Table 3.2. Subsistence rate and pensions in 2016/2017

Categories of vulnerable population groups	Number of persons
	Ust Kut district, total
Subsistence rate amount per capita, rubles	12,074/11,895
People with income below the subsistence rate	7,452 (as of 01.01.2016)
Average pension rate, rubles	14,432/15,282

Source: Ust-Kut District Administration, 2017, Strategy of socio-economic development of Ust-Kut municipal district (urban settlement) until 2030

The number of population in Ust-Kut municipal entity with incomes below the subsistence rate is decreasing: in 2018 this figure was 3,710 people, which is 18 % lower than in 2017 (in 2017 – 4,523 people)⁶.

People with low income are considered vulnerable because of the following trends:

- they are less capable of adapting themselves to changing living conditions, which may be associated with the implementation of infrastructure projects;
- they are less educated and have fewer economic opportunities to start a business;
- limited resources to provide for themselves and their families.

In particular, it should be noted that for low-income citizens a key role in their diet can be played by household farming. In general, the IFC requires that support be provided to communities that are more vulnerable to the project.

⁶ Report by the Mayor of Ust-Kut Municipal District for 2018.

4. CONSULTATIONS HELD TO DATE

4.1 Consultations held by the Company

4.1.1 *Held public discussions (public consultations and hearings)*

As part of the development of its gas program, the Company organizes regular meetings with stakeholders. It should be noted that the Company has long been holding public hearings and consultations as required by the national legislation. First hearings were in 2005.

During the period from 2005 to 2013, the agenda for public hearings featured such projects as the construction of Verkhnemarkovo – Ust-Kut pipeline, the oil transportation system, Danilovskoye oil and gas condensate field; as well as the issues of industrial development and construction of facilities on the Yarakta and Markovskoye oil and gas condensate fields. The main issues discussed addressed such topics as employment opportunities for the local people at future enterprises and installations, technical features, project safety issues, as well as material support to the local public organizations.

In 2016, the Company held 5 public discussions dedicated to the assessment of environmental impact of planned construction projects, as well as 3 unscheduled discussions to hear public complaints.

In addition, as part of the implementation of its gas program, OOO “Irkutsk Oil Company” has engaged with stakeholders to discuss issues as described below.

Public hearings to discuss the construction of the LPG Complex (July 2013)

The hearings were held in Ust-Kut in July 2013. Prior to the hearings, citizens received a notification about the forthcoming meeting, which was attended by representatives of the Company, Ust-Kut district, local community, public associations and supervisory bodies. Among the issues discussed were potential crossings with third-party infrastructure, employment of local people, waste disposal issues, logistics issues, and construction of treatment facilities.

Public hearings on EIA documents when constructing the pipeline system for transportation of products of natural and associated petroleum gas processing on the Yarakta and Markovskoye fields (May 2014)

The hearings were held in the offices of Ust-Kut District (Ust-Kut) Administration and Verkhnemarkovo Settlement Administration on May 20 and 21, 2014. During the meetings the issues of pipe laying technology, materials used, social and economic cooperation, impact on the environment and fishery resources, access to hunting areas, employment of members of the indigenous community were discussed.

Public hearings on EIA documents when constructing industrial and solid domestic waste landfill on the Yarakta OGCF (June 2015)

The hearings were held on June 16, 2015, in the office of Ust-Kut District Administration (Ust-Kut). The developers of the project presented to the participants of the hearings the materials and technologies used in the construction. The environmental impact of the facility and possible assistance of the Company to social institutions were discussed.

Public hearings on EIA documents when drilling exploration well 602 on the Markovskoye field (October 2016)

It is important to note that within its gas program development framework OOO “Irkutsk Oil Company” also cooperates with the communities of the districts bordering the Ust-Kut Municipal District. Thus, public hearings were held in the office of Kirensky District Administration on October 18, 2016. The attendance was 55 people. The issues raised were the impact of drilling on fishery resources in adjacent rivers, employment, and assistance to the social institutions of the municipality.

Public hearings on plans for further development of OOO "Irkutsk Oil Company" gas program at the Yarakta and Markovskoye oil and gas condensate fields (OGCF) (March 2017)

The hearings were held in the office of Ust-Kut District Administration (Ust-Kut), March 9, 2017. The representatives of the project developing company presented to the audience the information on equipment and technologies used for the construction of plants and about the environmental impact parameters of the project. Local people expressed a number of concerns, which included the possible impact of the project on the atmospheric air, assistance to social institutions of Verkhnemarkovo settlement, and employment of local residents at the new facility.

Public discussions (public hearings) on EIA assessment of planned operations when implementing design solutions for the Ust-Kut Gas Fractionation Plant, OOO "Ust-Kut GPP" (December 2017)

The public hearings were held in the office of Ust-Kut District Administration (Ust-Kut), December 12, 2017. The representatives of the Company and the project developer submitted the results of the environmental impact assessment when implementing design solutions on the facility: Ust-Kut Gas Fractionation Plant. Representatives of the Company and the project developer were asked a number of questions, such as possible noise pollution, and fire safety of the plant. The people from audience also asked whether they needed a degree in order to be hired at the facility, whether there were any priorities in selecting a faculty for teenagers planning to be employed in the company. After hearing the presentations and discussing them, the participants approved the impact assessment report. The construction project "Ust-Kut Gas Fractionation Plant" of OOO "Ust-Kut GPP" was recommended for implementation. The voting results: "yes" – 21, "abstained" – 2, "no" – 0.

4.1.2 Other activities conducted

Meeting with residents of Verkhnemarkovo village (April 2017)

In April 2017, the Company representatives held a meeting with the residents of Verkhnemarkovo village. At the meeting the Company presented a report on the work performed at the production facilities on the Markovskoye oil and gas condensate field. Further, the Company announced its agenda for the next few years. The audience asked a few questions regarding social partnership, employment, industrial safety and environmental impact. On the part of the Company, it was stated that the Company pays closer attention to occupational health (OH) issues, process safety, and continuously monitors water and air pollution. In addition, the Company allocates funds to maintain social infrastructure of the settlement (repair of schools, hospitals, community centers, etc.).

Meeting of OOO "Irkutsk Oil Company" representatives with the members of the local Duma (Ust-Kut Municipal District) and Ust-Kut Municipal District Administration officials (April 2019)

The meeting of the delegation representing OOO "Irkutsk Oil Company" with the members of the local Duma representing Verkhnemarkovo village, administration officials and local community activists to discuss the Company's operations in Verkhnemarkovo was held on April 17, 2019. Besides representatives of the Duma and the Administration, the venue was also attended by people living in the community (about 40 persons). The Head of the Verkhnemarkovo Rural Settlement asked several questions to the representatives OOO "Irkutsk Oil Company", in particular about the contractor to build and maintain the gas pipeline in their settlement. The local area planning scheme was reviewed and the certification issues with the local boiler house were discussed. The villagers asked the representatives of OOO "Irkutsk Oil Company" a range of questions that included the safety system used on the Markovskoye OGCF and the reasons why the Company uses so much land for drilling. The Administration, Duma and residents of the village put forward a number of requests and proposals to create the most comfortable environment in the settlement and in the surrounding area.

Discussing expert review of design estimates for the construction of a gas pipeline for the boiler house installed in Verkhnemarkovo (May 2019)

The discussion on the expert review of design estimates for the construction of a gas line for the boiler operated in Verkhnemarkovo was held in the office of the Ust-Kut District Administration (Ust-Kut), May 13, 2019. Officials from the Ust-Kut District Administration and the delegation of OOO "Irkutsk Oil Company" took part in the meeting. The scope of discussion included identifying financing sources for revising design estimates on pipeline construction to be submitted for expert review. The parties also discussed whether

OOO "Irkutsk Oil Company" could participate in operating the pipeline planned for construction together with the boiler house already used.

It was decided at the meeting to recommend OOO "Irkutsk Oil Company" to hire a contractor who would be capable of revising the available design estimates on Verkhne-markovo gas pipeline project and pass them for review by state experts. The possibility of building the pipeline at the Company expense was discussed too.

In the second part of the discussion the administration of Ust-Kut district and Verkhne-marko rural settlement suggested OOO "Irkutsk Oil Company" participate in operating the new gas pipeline, and also in operating the existing boiler house and gas line on mutually beneficial conditions, because as for today the contractor operating the boiler house and gas line does not have qualified personnel for the planned gas line. OOO "Irkutsk Oil Company", on its part, sounded a conclusion that the company does not either possess needed competences to operate the municipal gas lines and the gas boiler house. No final decision was taken on this matter.

4.2 **Activity in the field of corporate social responsibility (CSR)**

OOO "Irkutsk Oil Company" holds a number of social events aimed at supporting the social and economic development in Irkutsk region. In 2017, the Company was involved in a building renovation program. Repairs were performed in administrative, educational, cultural and recreational institutions of Verkhne-markovo and Zayarnovo villages. Assistance was also provided to medical institutions (purchase of vehicles for the Markovo district hospital), to sports classes (e. g., Thai boxing classes, Ust-Kut sports center), to museums (to the historical museum to purchase equipment), to veterans organizations, and etc. Thanks to the Company's sponsorship the community in Ust-Kut district can enjoy educational, cultural, sports venues, recreational activities and other events.

Apart from the Company's social responsibility effort, taken locally, in Ust-Kut district, in 2017 OOO "Irkutsk Oil Company" took social measures in Nizhneilimsk, Katanga and Kirenskiy districts, and also throughout Irkutsk region. The operations were aimed at supporting educational, cultural, medical, sporting and other organizations to improve the social infrastructure in Irkutsk region. The Company helps organize such social venues as a festival of poetry on the Baikal, international theater and cinema festival "In the Family Circle", and "Clean water — social water protection movement" relay.

There is a positive dynamics in financing social and charity programs by the Company (in 2017 there was almost a 43-fold increase compared to 2006)⁷.

The Company is also active in supporting spiritual culture in Irkutsk region. Orthodox churches were built in Ust-Kut and other municipalities have been built thanks to the Company's sponsorship. The Company has been supporting the Buddhist and Jewish communities for years⁸.

4.3 **Consultations when designing ESIA according to international standards**

When working over the early version of ESIA documentation package in 2017, Ramboll consultants engaged with stakeholders, on a number of occasions, first and for all to collect background information on social and economic conditions of project implementation, and also to know the state of the environmental components. The meetings were held with the following officials and representatives of organizations:

- Head of Administration of Ust-Kut municipal district, Irkutsk region;
- First Deputy Mayor of Ust-Kut municipal district, Irkutsk region;

⁷ <https://irkutskoil.ru/society-and-ecology/social-responsibility/>.

⁸ *Ibidem*.

- (Chairman of Emergency Situation Commission for Ust-Kut district);
- Head of Sector for Economic Analysis and Forecasting (Ust-Kut municipal district);
- Deputy Chairman of the Committee on Economy, Social and Labor Relations and Prices (Ust-Kut municipal district);
- Head of the Environment Sector (Ust-Kut municipal district);
- Head of Architecture Department;
- Department of Youth Policy;
- Head of Natural Resources Department;
- Civil Defense and Emergency Consultant (Ust-Kut municipal district);
- Director of the municipal public institution "Universal Control and Dispatch Service";
- Chairman of Property Committee (Ust-Kut municipal district);
- Deputy Chief Physician, Regional State Funded Healthcare Facility "Ust-Kut District Hospital";
- General Director, Ust-Kut Dialog Television and Radio Company;
- Chairman of the Board of Irkutsk Regional Public Organization of Hunters and Fishermen, Ust-Kut Branch;
- Senior State Inspector, Service of Irkutsk Region for Wildlife Protection and Use;
- Chief of Ust-Kut Intermunicipal Division of the Ministry of Interior, Lt. Colonel of Police;
- Deputy Chief Physician, Federal State-Funded Healthcare Institution "Center of Hygiene and Epidemiology in Irkutsk Region", Ust-Kut Branch, operating in the city of Ust-Kut, Ust-Kut, Kazachinsko-Lensky and Kirensk districts;
- Chairman of the Veterans Board, Lena neighborhood primary organization;
- Director of Municipal Public Institution "Ust-Kut Museum of History".

Further details of the meetings can be found below.

Date	Location	Event	Brief description and key issues	Approximate number of participants
05.17.2017	Ust-Kut	Interview	Discussing the strategic importance of the Project for the city, the Company's contribution to the city budget, the issue of gas processing development, major economic activities of the city, discussing the issues of urban space, environmental pollution, compensation for damage caused to infrastructure by companies. The lifestyle of the local population (hunting, fishing, farming) was also noted. Complaints from the local community, the water supply system, and city's redevelopment program were discussed. It was found during the meeting that all individuals representing small indigenous peoples of the North have been assimilated.	4 persons (3 persons representing Ramboll and Head of Ust-Kut Administration)
05.17.2017	Ust-Kut	Interview	Such topics as city population and income growth, waste disposal problems, lowering of the Lena water level and deteriorated water quality (oil films) were pointed out. The main problems of the city were identified (e.g. burning landfill owned by Trans-Siberian Timber Company), including complaints from citizens.	4 persons (3 persons representing Ramboll and First Deputy Mayor of Ust-Kut municipal district, Irkutsk region)
05.18.2017	Ust-Kut	Interview, presentation	Information about the Project (sites, products, environmental impacts, and etc.) was provided, raw data collection and focus areas were discussed. The issues of the city and its development, stakeholders involvement, and recommendations to be considered in impact assessment were discussed. The members of administration also expressed their desire receive more detailed information when available.	21 persons (3 persons representing Ramboll, First Deputy Mayor of Ust-Kut municipal district, Irkutsk region, and 17 officers of the same institution)
05.18.2017	Ust-Kut	Interview	Issues of unstable navigation, city cleanliness, resource depletion, reselling forests and deforestation, strong winds, problems of industrial and traffic loads were discussed. It was found out that small business are growing in the city. It was found out the city has its own redevelopment program and home improvement for young families.	4 persons (2 persons representing Ramboll, Head of Sector for Economic Analysis and Forecasting (Ust-Kut municipal district), Deputy Chairman of the Committee on Economy, Social and Labor Relations and Prices (Ust-Kut municipal district))
05.18.2017	Ust-Kut	Interview	Shortcomings in the city's water supply system and, at the same time, health problems among local residents (kidney diseases) were identified. Environmental problems were discussed (lowering of Lena water level, deteriorated air quality, collection construction wastes collection and disposal, violation of forest use regulations, changes in wind pattern, and etc.).	2 persons (1 person representing Ramboll and Head of the Environment Sector (Ust-Kut municipal district))
05.18.2017	Ust-Kut	Interview	Issues related to high migration flow were discussed, and employment problems were identified.	3 persons (2 persons representing Ramboll and Head of Architecture Department)
05.18.2017	Ust-Kut	Interview	Cultural life of the local population (festivals, forums, interest clubs, etc.), migration outflow among younger population due to problems lack of jobs, lack of career growth and a limited choice of higher education institutions (River Navigation College). An officer from the Department of Youth Policy put forward a suggestion to organize meetings with young people who may seek employment at the Company.	2 persons (1 person representing Ramboll and another representing the Department of Youth Policy)

Date	Location	Event	Brief description and key issues	Approximate number of participants
05.18.2017	Ust-Kut	Interview	Problems of high industrial load on the Cape Tolsty, pollution, lowering water level in the river and deterioration of its quality were discussed.	3 persons (2 persons representing Ramboll and Head of Natural Resources Department)
05.18.2017	Ust-Kut	Interview	Main types of possible emergencies in the area were articulated, changes in water level in the Lena river, and the Ust-Kut hydrological station were discussed.	2 persons (1 person representing Ramboll and Civil Defense and Emergency Consultant (Ust-Kut municipal district))
05.18.2017	Ust-Kut	Interview	Engagement with the Company was discussed, Company representatives expressed readiness to do control and monitoring on a contractual basis.	2 persons (1 person representing Ramboll and Director of the municipal public institution "Universal Control and Dispatch Service")
05.18.2017	Ust-Kut	Interview	Cooperation with the Company on land allocation was established.	2 persons (1 person representing Ramboll and Chairman of Property Committee (Ust-Kut municipal district))
05.18.2017	Ust-Kut	Interview	Healthcare issues were discussed (hospital accommodation, list of district and city hospitals, lack of medical specialists, most frequent diseases in the district, inoculations, and etc.). The representatives of the district hospital expressed their wishes to the project regarding medical examination of workers prior to their arrival at the site, as well as organization of medical services.	3 persons (2 persons representing Ramboll and Deputy Chief Physician, Regional State Funded Healthcare Facility "Ust-Kut District Hospital")
05.18.2017	Ust-Kut	Interview	Environmental challenges of the city were discussed (waste collection and removal, old landfill, and etc.), problems with postal services, employment problems, poor condition of transport infrastructure. The mass media most popular with locals were found out.	3 persons (2 persons representing Ramboll and General Director, Ust-Kut Dialog Television and Radio Company)
05.18.2017	Ust-Kut	Interview	This interview allowed to learn about the current conditions with wildlife protection and use of hunting grounds. Focus areas and performance of the Society and the Service were clarified. Major issues with wildlife protection and wildlife use in the district were outlined. The interviewed provided evidence of and reasons for illegal hunting and trespassing on hunting grounds. Also became known cases of bears attacking local residents.	3 persons (1 person representing Ramboll, Chairman of the Board of Irkutsk Regional Public Organization of Hunters and Fishermen, Ust-Kut branch; Senior State Inspector, Service of Irkutsk Region for Wildlife Protection and Use)
05.18.2017	Ust-Kut	Interview	The status of high-security prison was discussed, localities in Irkutsk region with highest crime rates were revealed (Cheremkhovo and Ust-Kut); percentage of cases solved, nature of crimes, and the local housing rental market.	3 persons (2 persons representing Ramboll, Chief of Ust-Kut Intermunicipal Division of the

Date	Location	Event	Brief description and key issues	Approximate number of participants
				Ministry of Interior, Lt. Colonel of Police)
05.18.2017	Ust-Kut	Interview	The state of water intakes used by the city and water quality were discovered during the interview. The officer from the Federal State-Funded Healthcare Institution wished to do a dispersion evaluation. Also discussed was the epidemiologic situation (respiratory diseases, tuberculosis HIV/AIDS, and etc.).	3 persons (2 persons representing Ramboll, Deputy Chief Physician, Federal State-Funded Healthcare Institution "Center of Hygiene and Epidemiology in Irkutsk Region", Ust-Kut Branch, operating in the city of Ust-Kut, Ust-Kut, Kazachinsko-Lensky and Kirensk districts)
05.18.2017	Ust-Kut	Interview	The representatives of the Board recommended to hold hearings and watch project presentation. The urban development issues were discussed (expressed the need to improve transport infrastructure, to solve environmental problems, and etc.), noted the reduced crime rates, opportunities for social and cultural life for seniors. The Company expressed its readiness to finance the Board to help it hold more leisure and recreational events.	9 persons (2 persons representing Ramboll, Chairman of the Veterans Board, Lena neighborhood primary organization; 6 veterans who are members of the Board)
05.19.2017	Ust-Kut	Interview	The interview was dedicated to the Museum's activities. Received historical information on land use in Ust-Kut city and Ust-Kut district. The interviewers were told about the assimilation of Evenks in the district. Company representatives were given a guided tour around the Museum to look at exhibits. The director outlined the plans for the Museum. It was noted that the Museum funds are replenished every year, including artifacts obtained from construction sites, and etc.	4 persons (3 persons representing Ramboll, Director of Municipal Public Institution "Ust-Kut Museum of History")

As a result of the engagement undertaken when working on the Preliminary ESIA, stakeholder representatives expressed their particular concern about the following issues:

- the shallowing Lena river resulting in less navigation, shorter navigation period; problems associated with the river transport in general;
- deforestation related issues: harvesting, export sales and other operations not meeting environmental regulations;
- waste collection, storage and utilization in the city, waste incineration at the landfill owned by Trans-Siberian Timber Company, waste disposal on the old landfill;
- poor quality of transport infrastructure (bad road pavements, bad bridges, and etc.);
- lowering water level and quality of water in the Lena river, oil films on the surface, depleted fish stock, and etc.;
- changed wind pattern (north-west winds prevail instead of north winds); massive deforestation causing strong winds in the area;
- deteriorated air quality due to boilers using coal and sawdust for fuel, plus due to garbage burning in the landfill, and due to dust from dirt roads;
- employment issues when applying for jobs that require high skills, and youth employment problems;
- healthcare related issues: lack of medical specialists, infection morbidity rate, and etc.;
- wild life preservation and use in the district.

In drafting the main ESIA according to the 2019 international standards, Ramboll consultants held a number of meetings with stakeholders. The agenda of the meetings, in brief, can be found below.

Date	Location	Event	Brief description and key issues	Participants
03.19.2019	Ust-Kut	Meeting with representatives of the Administration of Ust-Kut municipal district	<p>The following issues were discussed with the officers from the Administration of Ust-Kut municipal district at this meeting:</p> <ul style="list-style-type: none"> • indicators and key economic activities in Ust-Kut; • key demographics; • Ust-Kut general development plan and its implementation; • key economic activities in Mostootryad, Yakurim, REB, YaGU; • major issues with environment protection (including household waste processing); • housing and utility services, housing policies, including key issues with housing and utility services in Mostootryad, Yakurim, REB, YaGU; • transport infrastructures and state of the public road system; • Ust-Kut demographics, trends over the previous 5 years; • existing strategies, plans and programs for social and economic development; • condition of social infrastructure facilities (educational institutions, cultural and leisure facilities). 	3 persons representing Ramboll, First Deputy Mayor of Ust-Kut, Deputy Mayor of Ust-Kut on Economy
03.19.2019	Ust-Kut	Meeting with Chief Physician, Regional State Funded Healthcare Facility "Ust-Kut District Hospital"	Equipment of Ust-Kut medical institutions, staff shortages, general trends in population morbidity in Ust-Kut and Ust-Kut district.	3 persons representing Ramboll and Chief Physician of the hospital
03.19.2019	Ust-Kut	Meeting with an officer from the Territorial Department of the Board of Forestry in Irkutsk Region, Ust-Kut forest district	Forest development and use in the Project footprint area.	3 persons representing Ramboll and Deputy Head of the Department
03.19.2019	Ust-Kut	Meeting with Director of Municipal Public Institution "Ust-Kut Museum of History"	The potential for incidental finding of cultural heritage objects and artifacts on the Project construction sites.	3 persons representing Ramboll and Director of the museum
03.19.2019	Ust-Kut	Meeting with the veterans organizations in Ust-Kut (e. g., with members of Veterans Board)	Discussing main challenges to vulnerable groups in Ust-Kut (primarily senior citizens): income, accessibility of urban facilities, forms of cooperation between senior citizens, the role of OOO "Irkutsk Oil Company" in supporting vulnerable groups, and etc.	3 persons representing Ramboll and Chairman of the Veterans Board, Lena neighborhood primary organization; 10 veterans who are members of the Board
03.21.2019	Ust-Kut	Meetings with representatives of the Administration of Ust-Kut municipal district	<p>The meeting agenda included the following issues:</p> <ul style="list-style-type: none"> • social and economic situation in the areas adjacent to the Projects; • administrative identity and Social and economic situation in Polovinka village; • indicators and key economic activities in Ust-Kut district; • environmental (including household waste processing); • housing and utilities services, housing policies; • transport and public road system; • demographics in Ust-Kut district, trends over the previous 5 years; • existing strategies, plans and programs for social and economic development; • education sector (educational institutions and competence level among the population in Ust-Kut district); 	3 persons representing Ramboll, Mayor of Ust-Kut Municipal District, Deputy Mayor on Economy, officials representing the following administrative subdivisions: Department of Culture, Sports and Youth Policy; Committee on Economy, Social and Labor Relations and Prices; Civil Registry Office in Ust-Kut and Ust-Kut district; Department of Natural Resources; Committee on Housing Policy, Utilities, Transport and Communications;

Date	Location	Event	Brief description and key issues	Participants
			<ul style="list-style-type: none"> civil defense and emergency: major risks (risk of fire and exposure to flooding). 	Committee on Housing and Utilities Services; Department of Architecture
03.21.2019	Ust-Kut	Meeting with an officer from Ust-Kut Intermunicipal Division of the Ministry of Interior	Discussing the crime situation in the city of Ust-Kut and security issues, in particular, trends in crimes committed, structure of offenses and crimes, problems associated with illegal logging, potential problems associated with the inflow of shift personnel (only rare cases were registered).	3 persons representing Ramboll and Chief Ust-Kut Intermunicipal Division of the Ministry of Interior
03.21.2019	Ust-Kut	Meeting with the Chairman of the Board of Irkutsk Regional Public Organization of Hunters and Fishermen, Ust-Kut branch and with the Senior State Inspector, Service of Irkutsk Region for Wildlife Protection and Use	The participants of the meeting discussed the issues of allocating lands for hunting grounds, number of hunters and fishermen in Ust-Kut district, major concerns from members of this public organizations, both in conjunction with the Project and due to industrial development of the district in general.	3 persons representing Ramboll, Chairman of the Board of Irkutsk Regional Public Organization of Hunters and Fishermen, Ust-Kut branch and Senior State Inspector, Service of Irkutsk Region for Wildlife Protection and Use
03.22.2019	Ust-Kut	Meeting with a representative of Ust-Kut Dialog Television and Radio Company	The participants of the meeting discussed the key issues of social and economic development in Ust-Kut and Ust-Kut district.	3 persons representing Ramboll and news program editor

5. ENGAGEMENT ACTIVITIES AND CONSULTATION AND DISCLOSURE PLAN

This section provides details on the methods of engagement with stakeholders and on planned activities on consultations and disclosure of information related to the Project.

The approach to engagement outlined herein will help implement the principles of informed consulting and participation of affected communities and other interested parties.

5.1 Methods of engagement with stakeholders

This section describes the main methods of engagement that have been recognized as effective in international practices⁹ and potentially can be used when engaging with stakeholders in the context of the Project. The Consultation and Disclosure Plan presented in Section 6.2 sets out the methods to be used virtually and planned so far.

5.1.1 Public meetings

Meetings with members of local communities involve gathering of various local stakeholders, organized in a formal manner (e. g., public hearings). Activities in this format ensure information disclosure transparency, while allowing to communicate information to a larger number of individuals.

5.1.2 In-person meetings with representatives of local communities

In-person meetings are a good way to establish direct contact with representatives of the local administration, local land users (herders, fishermen), local opinion shapers and community leaders. This method can be combined with the opinion poll method (refer to Section 5.1.3).

5.1.3 Opinion poll

The opinion poll method, in the form of interviews or survey, helps collect information about the affected communities: their composition, interests, economic activities, opinion on the Project, and etc. The method is good for exchanging views and collecting additional data on stakeholders such as local government, public organizations, and affected land users.

5.1.4 Direct engagement with representatives of mass media

Direct engagement with mass media at federal, regional and local levels gives an opportunity for information broadcast, including press releases, to inform the media about key aspects of the Project development.

5.1.5 Information center and public reception offices

The Information Center is located in the Company's office in Ust-Kut and provides (i) access to documentation for interested communities; (ii) a space where visitors can express their opinions or make comments and submit complaints. There is a box in the center to which interested parties can cast their appeals and complaints.

5.1.6 Primary contact

To ensure its Information Center proper operation, the Company will designate the primary contact person the stakeholders can communicate with (see Section 8). Having a contact allows representatives of local communities to directly discuss planned activities with Project officials.

⁹ International Association for Public Participation "The IAP2 Public Participation Toolbox", 2000–2004.

5.1.7 *Distribution of printed publications with information to the public (including brochure)*

Project details, including environmental and social aspects of its implementation, will be communicated through the corporate newspaper. Additionally, various presentation brochures of various may be prepared for the Project, including information about the ESIA according to international standards, general description of the Project and its components, and a procedure for filing appeals and complaints.

The brochure can be posted on the Company's website and will also be available in the Company's office. If needed, the brochure can be made available from multiple locations (e. g., schools, libraries, etc.). The brochure will be updated when necessary.

5.1.8 *Corporate website*

Information on the development of the Project throughout its life cycle will be shown on the official website www.irkutskoil.ru. The website contents are regularly updated, and it includes a page with a feedback form using which interested parties will be able to submit their appeal or complaint.

5.1.9 *Collection of appeals and complaints on the Project*

A procedure for filing appeals and complaints has been put in place to continuously engage with stakeholders and provide them with an opportunity to express their views, complaints and suggestions regarding planned activities. Interested parties may submit appeals or complaints in person, by email, phone or using the official postal address (refer to Section 8).

5.1.10 *Site visiting*

This method assumes visits to Project sites and facilities, to be organized for a small group of interested individuals (separate representatives from the Administration of Ust-Kut district and of the city of Ust-Kut, journalists, representatives of public organizations), and can be effective in communicating information on environmental and social impacts and their mitigation (e. g., demonstration of disturbed lands being restored following completion of construction works).

5.1.11 *Round tables*

Holding round tables can be an effective way to interact with government bodies, local authorities and public organizations. Round tables facilitate the exchange of information and views on the status of planned activities, allowing to collect necessary data.

5.2 **Consultation and Disclosure Plan**

5.2.1 *Methods of disclosure*

The following methods of disclosure may be used in the Project:

- distribution of the Project presentation brochure (quarterly or every 6 months) among affected communities and other stakeholders;
- disclosure of the Project ESIA Report prepared by Ramboll;
- disclosure of the Project SEP;
- disclosure of the non-technical summary (NTS) based on the Project ESIA.

The stakeholder engagement activities and the disclosure format within ESIA framework according to the international standards are described in more detail in the Stakeholder Engagement Plan that has been prepared for the Project.

5.2.2 *Consultations and disclosure within ESIA framework*

Consultations with stakeholders when working on the ESIA according to the international standards, will be conducted in three phases:

- a. **August 2020 – September 2020.** Following completion of the ESIA, SEP, and Non-Technical Summary (NTS) a report will be disclosed from the Ust-Kut office of OOO "Irkutsk Oil Company", from the organized public reception office in Ust-Kut (hosted in the Ust-Kut Museum of History), from the corporate HQ in Irkutsk, and from the corporate website. Comments and suggestions on disclosed documents will be received within 30 days.

- b. **October 2020 – November 2020.** Holding a face-to-face meeting in Ust-Kut to discuss with stakeholders the ESIA documentation package subject to the international standards. The location is to be determined by the Company together with the officials of the Ust-Kut municipal and district administrations, with other stakeholders engaged.
- c. **December 2020.** Following a review the final versions ESIA, SEP, and NTS, based on comments and suggestions, will be disclosed from the Ust-Kut office of OOO "Irkutsk Oil Company", from the organized public reception office in Ust-Kut (hosted in the Ust-Kut Museum of History), from the corporate HQ in Irkutsk, and from the corporate website.

The disclosures and consultation provided are indicative and subject to change.

5.3 Consultation and Disclosure Plan

A common approach to stakeholder engagement, including the list of activities that Company representatives will undertake throughout the Project life cycle, are presented in the raw version of the Consultation and Disclosure Plan below.

Table 4. Consultation and Disclosure Plan

No.	Stakeholder	Consulting work	Disclosure activities	Target timeframe	Responsibility
1	All interested parties	Creating a webpage dedicated to the Project at the corporate website , which will be on throughout the entire Project lifecycle.	Disclosure at the Project webpage.	Prior to construction	Company
2	All interested parties	Opening a makeshift public reception office in Ust-Kut, as part of the ESIA framework . The public reception office will be operating in the time of ESIA and SEP disclosure. The public reception office can be hosted by the Ust-Kut Museum of History. Project Information Center will be open in Ust-Kut throughout the entire Project lifecycle. The information center can be hosted by the corporate branch office in Ust-Kut.	Placing information in the public reception office and information center.	Q4 2020	Company
3	All interested parties	Holding public hearings according to the national regulations in Ust-Kut and other settlements of the district.	Using the mass media to make announcements concerning public hearings. Disclosing relevant documents prior to public hearings.	Prior to construction	Company or contractor in charge
4	All interested parties	Maintaining the procedure for filing appeals and complaints , which will be on throughout the entire Project lifecycle.	Disclosure of the SEP to make the local community be aware of a procedure for filing appeals and complaints, distributing the Project brochure, making public the application form and the procedure to be used via the information center and the Internet.	Current operations	Company
5	Residents of Ust-Kut, including the people living in Mostootryad, Yakurim, YaGU, Staraya REB and Novaya REB neighborhoods Residents of Ust-Kut district	Consulting services when working on SEP and ESIA. <u>At the design phase:</u> <ul style="list-style-type: none"> consulting services when working on SEP and ESIA; holding meetings with the local community formalized subject to the national regulations (public discussions, public hearings, citizens meetings, etc.). <u>At the construction phase:</u> <ul style="list-style-type: none"> holding meetings with the local community to give updates on the Project status, and to receive feedback from stakeholders (if necessary). <u>At the operation phase:</u> <ul style="list-style-type: none"> holding meetings with residents of Ust-Kut and their representatives. 	Making available the SEP, ESIA, Project brochure and other necessary information via public reception offices and the information center. Disclosure of the SEP, ESIA and Project brochure on the Internet. Providing information by publishing it in printed and electronic mass media. Placing announcements on holding consultations in public venues (shops, bus stops), local mass media, and on social networks. If applicable, sending information directly to members of local communities (e. g., to residents in Mostootryad and Yakurim neighborhoods).	Consultations when working on the SEP and ESIA — Q4 2020 Regular consultations throughout the entire Project lifecycle	Company

No.	Stakeholder	Consulting work	Disclosure activities	Target timeframe	Responsibility
6	Affected landowners and land users, including hunters, fishermen, and members of the gardening association SOT Kedr-2	<ul style="list-style-type: none"> Consulting work with representatives of Irkutsk Regional Public Organization of Hunters and Fishermen to specify measures to reduce negative impacts on recreational hunters and fishermen. Consulting work with land users in the gardening association SOT Kedr-2 to specify possible mitigation measures to reduce adverse impacts (noise, vibration) on their farming and recreational activity. If necessary, holding regular meetings with land users to receive comments and complaints submitted by stakeholders or to provide additional details on the Project. 	Disclosure of basic information (brief description and locations of facilities) and Project timeframe.	Throughout the entire Project lifecycle	Company
7	Project contractors and subcontractors	<p>Engagement with prospective contractors and subcontractors to communicate opportunities related to the Project and to make known corporate employment/procurement policies.</p> <p><u>At the construction and operation stages:</u></p> <ul style="list-style-type: none"> providing to prospective contractors and subcontractors information on the Internet (including bidding procedures) or during private meetings/round tables organized specially for local entrepreneurs (if necessary). 	<p>Distributing the Project brochure in the public reception office, information center, and at the corporate website.</p> <p>Publishing corporate procurement policies via the information center, mass media and official website.</p> <p>Sending emails with details on corporate bidding procedures.</p>	Throughout the entire Project lifecycle	Company
8	Project staff and work force (including prospective employees)	Engagement with existing and prospective employees of the Project by communicating to them employment opportunities and procedures, how their appeals and complaints can be filed and processed, and relevant Project policies (or relevant policies of the Company).	<p>Communicating to Project employees the appeals and complaints filing mechanism, Company's internal regulations in terms of labor relations and working conditions through the information center, posters and boxes for receiving complaints and comments.</p> <p>Distribution of the Project brochure, information about vacancies and employment procedures through the information center, corporate website, mass media.</p>	Prior to construction	Company
9	Administrations of Ust-Kut and Ust-Kut district	<p>Engagement when working on SEP and ESIA.</p> <p>Engagement in the form of public discussions according to the national regulations.</p> <p>Holding regular meetings (frequency of which to be agreed with the administration).</p> <p>Holding private meetings with officials in charge of specific issues to be discussed whenever required.</p>	<p>Submitting SEP and ESIA materials and ESIA processes associated documents.</p> <p>Submitting materials on public discussions according to the national regulations.</p> <p>Distribution of the Project brochures.</p> <p>Submitting Project details when requested directly by officials in charge.</p>	<p>Consultations when working on the SEP and ESIA – Q4 2020</p> <p>Regular consultations throughout the entire Project lifecycle</p>	Company

No.	Stakeholder	Consulting work	Disclosure activities	Target timeframe	Responsibility
10	Public authorities of the constituent entity of the Russian Federation	Engagement when working on SEP and ESIA as part of the ESIA process. Engagement in the course of public discussions according to the national regulations. Holding private meetings with officials in charge of specific issues to be discussed whenever required.	Submitting Project details as required by the national regulations and whenever requested directly by officials in charge.	Over the entire Project lifecycle	Company
12	Federal government authorities and their regional offices	Holding private meetings with officials in charge of specific issues to be discussed whenever required. Engagement within the scope of the national legislation (e. g., within the scope of approvals and licenses).	Submitting documents and information as required by the national regulations and whenever requested directly by officials in charge.	Over the entire Project lifecycle	Design phase — Company/Project Operator Construction and operation phase — Project Operator
13	Federal, regional and local (printed and electronic) mass media	Regular engagement with journalists. Organizing media tours.	Publishing press releases. Providing materials for publishing in the mass media.	Over the entire Project lifecycle	Design phase — Company/Project Operator Construction and operation phase — Project Operator
14	Non-governmental organizations	Engagement when working on SEP and ESIA as part of the ESIA process. Engagement (when appropriate or if there is interest) in the course of public discussions according to the national regulations. Holding meetings with representatives of non-governmental organizations showing their interest in the Project.	Disclosure of the Project, its implementation schedule, SEP and ESIA materials as part of the EIA process. Submitting Project details as required by the national regulations. Publishing press releases. Posting Project's details on the Internet.	Consultations when working on the SEP and ESIA — Q4 2020 Regular consultations over the entire Project lifecycle	Company

6. RESOURCES AND RESPONSIBILITY

The implementation of this Plan will be coordinated by the Public Relations Division of the Department for Regional Policy and Interaction with State Authorities, which reports to the Deputy Director General for Law, Environment and Regional Policy. In particular, the Department performs the following functions:

- processing of complaints and appeals from citizens;
- conducting and coordinating engagement with all external stakeholders on the Project related issues;
- holding and organizing public hearings;
- coordinating the process for filing appeals and complaints;
- communication with external stakeholders.

Professionals in other disciplines and contractor representatives will be engaged in the process whenever required.

7. ENGAGEMENT MONITORING AND REPORTING

The Company will be monitoring stakeholder engagement by using the following criteria:

- nature, frequency and scope (locations) of materials to be disclosed;
- nature, frequency and location of meetings with stakeholders;
- attendance of the Project Information Center;
- number and nature of comments regarding ESIA;
- quantity and nature of complaints categorized by complaint type and stakeholder category (refer to Section 8);
- measures taken by the Company after processing complaints and appeals.

Reporting on monitoring criteria will be formed annually, at least. Reporting may be disclosed to affected communities and stakeholders upon their request.

Based on the results of engagement with stakeholders, the Stakeholder Engagement Plan will be updated (at least every six months at the construction phase and yearly at the operation phase or whenever required).

8. MECHANISM FOR FILING APPEALS AND COMPLAINTS FROM EXTERNAL STAKEHOLDERS

8.1 Key principles

IFC Performance Standards, Equator Principles, OECD General Approaches and other similar international standards require a complaints and appeals mechanism, accessible to all external stakeholders, be established and enforced. This mechanism is implemented during early phases of the Project and will be maintained throughout the life cycle of the Project.

When disclosing ESIA materials, the Company is responsible for functioning of the mechanism for filing appeals and complaints in conjunction with the Project and associated facilities. In the event the complaints and appeals that have been received do not relate to the Project or associated facilities, the Company will make every effort to refer the complaint/appeal to the relevant organizations and government authorities, to receive a response from them on the complaint/appeal and to provide feedback to the individual or organization who filed it.

This mechanism for filing appeals and complaints is based on the Instruction "On the procedure for consideration of public complaints and appeals to OOO 'Irkutsk Oil Company'" developed subject to the national regulations and international standards (in particular, EBRD TR No. 10). This mechanism for filing appeals and complaints will create a fair system for registering and addressing any complaints and appeals related to the Project.

Managing and resolving a complaint/appeal includes the following steps:

- submission, filing and classification;
- submission for consideration and subsequent decision;
- consideration and decision making;
- notification about proposed solution;
- appeal (if applicable);
- closing complaint/appeal.

8.2 Submission and filing of stakeholders' complaints and appeals

Interested persons may submit appeals or complaints directly, by email, phone or to the postal address of the Information Center using the following contacts:

- Company's Ust-Kut office address (coincides with that of the Project Information Center): OOO "Irkutsk Oil Company", Kalinin st. 6, Ust-Kut, 666780, Russia;
- address of OOO "Irkutsk Oil Company" in Irkutsk: Bolshoy Liteiny Prospekt 4, Irkutsk, 664007, Russia;
- office hours: weekdays 10.00 till 12.00 and 15.00 till 17.00;
- contact person: Vladimir Elyasov;
- phones: +7 (39565) 60-233 (Ust-Kut), +7 (3952) 211-352 (Irkutsk);
- email: pr@irkutskoil.ru.

Any person has the right to state his or her complaint or appeal, in any form, and to remain anonymous if he or she deems it necessary. The Company, however, recommends complaints or petitions be signed by the person or manager of the reporting organization and provided with contacts such as address and telephone number. The presence of a signature and contact details will facilitate further communication of the Company with the person or organization forwarding their appeal. The form of appeal or complaint provided in Annex 1 will be preferred.

If the complaints refer to the environmental, social and production operations of the Company and may cause public outcry, the Head of Public Relations Department will immediately inform the management about the complaint.

The following appeals and complaints will be automatically excluded from processing (without informing the person who submitted the appeal/complaint about its rejection) and will be classified as "Spam" if correspondence includes:

- advertisements;
- coarse language;
- not related to the Project and Company's business.

All received complaints/appeals (except those classified as "Spam") will be recorded by the Company in a special log. Received complains/appeals will be acknowledged in writing. The person who submitted the complaint/appeal, as long as he or she provided their feedback contacts, will be informed of the incoming number assigned to the complaint, either on the day of submission (if the complaint was submitted in person or by phone) or within seven days after complaint is submitted (if the complaint was sent by regular mail or submitted electronically).

The log (in paper or electronic form) will also allow entering the following details:

- incoming number, date and details of the employee who signed the confirmation letter of complaint;
- details of the Company's employee to whom the complaint was communicated for consideration and decision making;
- incoming number, date and details of the employee who signed the letter with the solution proposed or any other correspondence with the complainant;
- if the appeal/complaint refers to one of the following categories:
 - withdrawal of lands from users and related compensations;
 - land reclamation (following construction);
 - hiring and employment;
 - factors causing discomfort (dusting, noise, vibration);
 - issues related to water resources (water quality, wastewaters, and etc.);
 - biodiversity issues (impacts on flora and fauna);
 - access to information (absence of accessible information);
 - other.

Requests from media outlets and appeals for charitable assistance are considered subject to the Instruction "On the Procedure for informing the mass media, domestic and foreign communities on operations run by OOO 'Irkutsk Oil Company'" and " Social and economic engagement policies, charity (sponsorship) by OOO 'Irkutsk Oil Company'".

8.3 Submission for consideration and subsequent decision

Following receipt and registration, the complaint or appeal delivered to the Head of Public Relations Department. The Head of the Department then decides on further actions as for the appeal/complaint:

- to send the details of appeals to structural divisions or management of the company for making decisions and taking measures as required by corporate documents;
- to send a reasoned response about the measures taken or reject the appeal in writing, by email or phone.

If the complaint resolution is the responsibility of one of the construction contractors, a responsible person within the Company should be appointed to monitor the progress of the named contractor until a solution to the problem has been found.

8.4 Consideration and decision making, and communicating solution to the complainant

The Company replies to the appeal in writing, within 30 days upon receipt, to the postal or email address specified by the person who submitted the complaint. The Company keeps copies of all complaints and responses to them in an electronic or paper archive designed for this purpose, where complaint materials are chronologically organized. The reply to the appeal that requires consideration by the Board of Directors of the Company, is sent to the addressee within 10 days upon a scheduled meeting of the Board of Directors.

Ensuring a response within the above deadlines, and monitoring the consent of the complainant to the proposed decision, is the responsibility of the specialist charged with handling the complaint (or public relations specialist performing such duties). This specialist's duties also include checking the decision on the complaint or appeal will be executed.

8.5 Appeal

If the person submitting the complaint/appeal is not satisfied with the proposed solution, the negotiation process may continue until the matter is resolved. In cases where the Company's negotiations with the complainant failed and the complaint cannot be closed, a special mediation committee is to be formed, which may include the following persons (one or more):

- local administration official;
- representatives of local public organizations, where possible and/or appropriate;
- company's representative.

If the complaint still cannot be resolved through such mediation committee, the parties may go to court, the parties may take legal action. As soon as one of the parties takes legal action, the procedure presented in this document ceased to be effective with respect to the complaint or appeal concerned.

8.6 "Closing" a complaint/appeal

The complaint/appeal status in the complaint log is changed to "closed" if:

- the complainant agreed to the proposed solution (in writing if possible), and actions, subject to the proposed solution, have been taken to satisfy the complainant /appellant;
- the Company has made every effort to resolve the matter yet has not been able to reach an agreement with the complainant/appellant, in which case the complainant has the right to challenge the Company's decision in court, while this mechanism for filing petitions and complaints ceases to be effective.

8.7 Complaint/appeal reporting and monitoring

A data report on complaints will be compiled quarterly and will be based on the following indicators:

- quantity of complaints/appeals "opened" by the quarter;
- quantity of complaints/appeals "closed" by the quarter;
- quantity of unresolved complaints/appeals by the end of the quarter and comparing this indicator with that of the last quarter.

Breaking down new complaints/appeals by categories (provided in Section 10.2 above).

APPENDIX 1. THE FORM FOR FILING APPEALS AND COMPLAINTS

Complaint/appeal form				
Incoming number <i>[to be filled by authorized officer representing OOO "Irkutsk Oil Company"]</i> :				
Full name <i>Note: If you wish, you can leave this field blank (thus submitting an anonymous form) or request your personal details not be disclosed to third parties (check the box)</i>	I ask for the confidentiality of my personal details.		<input type="checkbox"/>	
	I would like to submit an ANONYMOUS form.		<input type="checkbox"/>	
Contacts	Address:			
	Phone:			
	Email:			
Which feedback form do you prefer? <i>Please check the relevant box</i>	By post <input type="checkbox"/>	By phone <input type="checkbox"/>	By email <input type="checkbox"/>	Pick up the response in the Information Center <input type="checkbox"/>
Details of your appeal/complaint: <i>[please describe the problem, to whom it happened, when, where and how many times, whichever is applicable]</i>				
Your suggested solution to the problem, if you have one:				
How to submit this form to OOO "Irkutsk Oil Company"	By post or in person: OOO "Irkutsk Oil Company", Kalinin st. 6, Ust-Kut, 666780, Russia			
	By email: please send an email with your complaint, proposed solution and your contact information to this address: pr@irkutskoil.ru (contact person – Vladimir Elyasov)			
Signature		Date		