



#### **UKRAINE**

#### **JSC UKRTRANSGAZ**

PROJECT "RECONSTRUCTION, CAPITAL REPAIRS AND TECHNICAL RE-EQUIPPING OF THE MAIN GAS PIPELINE "URENGOY – POMARY – UZHGOROD"

**LOAN NO: 42608** 

## STAKEHOLDER ENGAGEMENT PLAN

July 2018





	ORIGINATING COMPANY: SU-YAPI ENGINEERING & CONSULTING INC.
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## ABSTRACT:

This Stakeholder Engagement Plan (SEP) prepared for Reconstruction, Capital Repairs and Technical Re-Equipping of the Main Pipeline Urengoy-Pomary-Uzhgorod and it refers to a document prepared in line with the requirements of the international lending agencies and Ukrainian legislation.

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#### **ABBREVIATIONS**

**AESMR** Annual Environmental and Social Monitoring Report

**CS** Compressor Station

**DBN** Державні будівельні норми України (State Construction Norm of

Ukraine)

**EBRD** European Bank for Reconstruction and Development EIA

**EIA** Environmental Impact Assessment

EIB European Investment Bank
EIB European Investment Bank

ESAP Environmental and Social Action Plan
ESS Environmental and Social Safeguards
IFC International Finance Corporation
IFI International Finance Institutions
IFI International Finance Institutions

**LACF** Land Acquisition and Compensation Framework

NGO Non Governmental Organizations

NTS Non Technical Summary
JSC Joint Stock Company

PR Performance Requirement
PR Performance Requirement
SEP Stakeholder Engagement Plan
SIA Social Impact Assessment
SRR Supplementary Studies Report
UPU Urengoy – Pomary – Uzhgorod

**UTG** Ukrtranzgaz

WBG World Bank Group

#### **DEFINITIONS**

**Stakeholders** refer to social groups whose legitimate interests may be affected by the project and groups interested in discussing the environmental and/or socio-economic aspects of the project.

**Stakeholder Engagement Plan (SEP)** refers to a document prepared in line with the requirements of the international lending agencies and Ukrainian legislation.

**Environmental and Social Impact Assessment** refers to an assessment of the project impact on the natural and social environment undertaken in line with the requirements of the international lending agencies.

**Environmental** / **social aspect** refers to a component of the company's activities, products and services that may interact with the surrounding natural and social environment.

**Public consultations** refer to a suite of activities undertaken as part of the Environmental and Social Impact Assessment and aiming to inform the public about a planned activity and its potential environmental impacts in order to identify public preferences and ensure that there are taken into account in the impact assessment.

International lending (financial) organizations include European Bank for Reconstruction and Development (EBRD); and European Investment Bank (EIB).

**Grievance Mechanism:** is a formal, legal or non-legal (or 'judicial/non-judicial') complaint process that can be used by individuals, workers, communities and/or civil society organizations that are being negatively affected by certain business activities and operations.

**Social Impact Assessment:** Social impacts refer to changes to individuals and communities due to a proposed Project. A Social Impact Assessment (SIA) therefore is a method of analyzing what impact a proposed project or plan may have on the social aspects of the environment.

**Vulnerable Groups:** Vulnerable groups refers to people who, by virtue of; gender identity, sexual orientation, religion, ethnicity, indigenous status, age, disability, economic disadvantage or social status. They can be affected by project impacts than others and who may be limited in their ability to claim or take advantage of project benefits.

#### 1 INTRODUCTION

The previous version of this Stakeholder Engagement Plan (SEP) had been developed by SU-YAPI for the use of Public Joint Stock Company (PJSC) UkrTransGaz (UTG) regarding the engagement activities for the development of the "RECONSTRUCTION, CAPITAL REPAIRS AND TECHNICAL RE-EQUIPPING OF THE MAIN PIPELINE URENGOY-POMARY-UZHGOROD" Project. This document is also required by the international lenders such as European Bank for Reconstruction and Development (EBRD) and European Investment Bank (EIB), which will provide finance to the Project. The document covers the design, construction and operation phases of the Project.

As stated in Environmental and Social Action Plan (ESAP) of the Project and committed by JSC Ukrtransgaz (UTG), revision of this document will continue through the lifespan of the Project and this document presents the latest revision (July 2018) of the main SEP document.

During the construction phase (including pre-construction), it can be revised on a quarterly basis or annually depending on the need and during the operation, it will be revised in a period of five years by taking into consideration of chancing conditions, social structure and engagement methods.

## 2 SCOPE OF THE DOCUMENT

The SEP was prepared on behalf of UTG as part of the modernization of Ukraine's Gas Transmission System. The estimated cost for the Project is EUR 300 million and UTG intends to use loan from the EBRD and EIB for the implementation of this emergency Project.

A Loan Agreement was signed with EBRD and Ukraine and Financial Agreement was signed with EIB and Ukraine on December 2014. In addition to improvement of the Ukrainian gas transfer infrastructure, the Project is also considered as a sample of corporate governance and transparency to the overall Ukraine.

Most of the international finance institutions (IFIs) require implementation of environmental and social safeguards, guidance, policies and requirements in order to ensure sustainable development and minimize the risks. The objective of the finance institutions is to minimize and to mitigate adverse project impacts on the physical, social and biologic environment and assist local companies to strengthen their own safeguard systems and develop the capacity for managing risks of the investment projects.

The UPU pipeline transports natural gas from the Russian Urengoy area to the European Union over a total length of some 4,500 km, of which 1,138 km is across Ukrainian territory. The Ukrainian pipeline extends from the border with Russia in the east, near the gas metering station Sudzha close to the town of Sumy, to Uzhgorod close to the border

with Slovakia in the west. This system can currently transport approximately 28 billion m<sup>3</sup> of gas annually.

Following a review of incident reports relating to past pipeline failures and inline inspections, Ukrtransgaz has identified urgent repair measures in seven pipeline sections between Romny, Grebinky, Bar and Gusiatyn, as well as the replacement of two compressors units at Romny compressor station. Details on the Project are provided in Chapter 3 of this document. The proposed EBRD and EIB loan will fund four of the pipeline sections to be repaired (see Chapter 3), as well as the upgrades at the Romny compressor station, which constitute the Project addressed in this SEP.

In line with EBRD's 2014 Environmental and Social Policy and Procedures, the Project has been screened as Category B, requiring: an environmental and social impact analysis of the proposed investment; a Non Technical Summary (NTS); an Environmental and Social Action Plan (ESAP); a Stakeholder Engagement Plan (SEP), and a Land Acquisition and Compensation Framework (LACF).

This document, the SEP prepared for the Project, presents the planned stakeholder consultation and engagement process for the Project. It outlines a systematic approach to stakeholder engagement that will help the UTG to develop and maintain constructive relationships with their stakeholders throughout the Project lifetime including planning (e.g., pre-construction activities), construction and operations. The document also includes a grievance mechanism for stakeholders to raise their concerns about the Project. The SEP has been produced in accordance with international standards required by the EBRD and the EIB. It is a living document, and it will have to be updated by UTG whenever there is a progress in the stakeholder engagement program and it can be done on a regular basis like every quarter or biannually if no urgent change is required as the Project progresses (particularly when the Project enters into the construction including preconstruction, and operation phases). It is updated by Suyapı according to;

- Site visits in June 2016 and September 2017;
- Public participation meetings;
- Meetings with public relations department, trade union administrative department and other related departments of UTG;
- Review of exiting national design and EIA reports;
- Review of international supplementary studies; and
- Comments of EBRD and EIB for the previous version of the SEP.

## 3 PROJECT DESCRIPTION

The Project consists of the urgent replacement of four sections of the Ukrainian part of the UPU pipeline, as well as the replacement of two compressors units at Romny compressor station with the objective to reduce fuel consumption and to extend operational lifetime. The EBRD and EIB loan will be used to finance the following sections:

- **Section-1:** Replacement of Romny-Grebinky section (26.7 km length: 3,364-3,391 km);
- Section-2: Replacement of Grebinky-Soviivka section (31.51 km length: 3,488-3,519);
- Section-3: Replacement of Bar-Gusiatyn section (33.68 km length: 3,974-4,008);
- Section-4: Replacement of Gusiatyn-Bogorodchany section(27.1 km length: 4,101-4,128);
- Modernization of two compressors units at Romny compressor station;
- Supervision of the above works; and
- Lender's Monitoring Consultant service to monitor the Project on the Banks' behalf.

In addition, the UTG funded separately three other sections under their general repair program. These three sections are not part of the EBRD/EIB funded Project and include the followings:

- Replacement of Illintsi-Bar section (27.60 km in length);
- Replacement of Stavyshche-Illintsi section (20.01 km in length); and
- Replacement of Sofiivka-Stavyshche section (9.80 km in length).

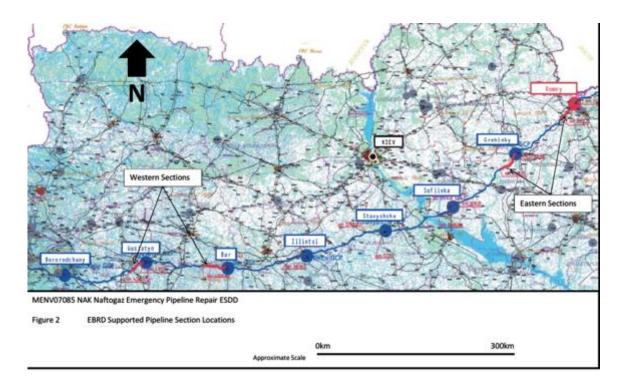
Construction process of these sections was completed in July 2016.

The national Environmental Impact Assessment (EIA, or OVNS per the Ukrainian abbreviation) studies and design documents for the sections have been conducted for all sections. National EIA studies and preparation of design documents of Romny compressor station is still under progress.

Figure 3-1 below shows the location of the pipeline system within Ukraine, while Figure 3-2 presents the location of the pipeline sections and the Romny compressor station that constitute the Project.



Figure 3-1 Pipeline Location



**Figure 3-2 IFIs Supported Pipeline Sections** 

# 4 LEGAL FRAMEWORK FOR INFORMATION DISCLOSURE AND PUBLIC CONSULTATIONS

The present document has been prepared in line with the requirements of the Ukrainian legislation and international lending organizations. The applicable information disclosure requirements are discussed below.

#### 4.1 Ukrainian Legislation

The Law of Ukraine "On the Regulation of Urban Development" (17.02.2011 No. 3038-VI with amendments). introduced a requirement to provide the EIA report and hold public consultations<sup>1</sup> as part of the design process for projects deemed to pose higher environmental risk. As the proposed project may be classified as an activity that may entail higher environmental hazard (the Project Complexity Category IV-V), a requirement to hold public consultations applies to it too.

The requirements to provide information to the public and consider public interests in the EIA process are set out in the State Construction Standard of Ukraine DBN A.2.2-1- 2003 "Structure and Contents of the Environmental Impact Assessment (EIA) Documentation for the Design and Construction of Facilities, Buildings and Structures". Some of the provisions of the Aarhus Convention have been incorporated in this DBN after the ratification of the Convention by Ukraine in 1999. The DBN requires the project sponsor to:

- Disclose information about the intention to develop the Project to the broad public with support from local authorities (this early stage is called the "Declaration of Intent", which is disclosed in local newspapers),
- Conduct consultation on the OVNS;
- Identify the venue and agenda for public hearings;
- Collect and consider comments and suggestions provided by the members of the public; and
- Publish the Statement of Intent and Statement of Environmental Consequences of a Planned Activity through the mass media.

At the same time, in accordance with the Law of Ukraine "On Environmental Impact Assessment" dated 23.05.2017, No. 2059-VIII, it is also envisaged to hold a public participation meeting on the section of the project "Environmental Impact Assessment". In particular, the above-mentioned Law provides:

<sup>&</sup>lt;sup>1</sup> "Public consultation (public hearing or public meeting) is a procedure designed to capture public views and opinions in order to take these into account in decision-making on issues that have or may have adverse impact on the environment (intended release of genetically modified organisms; facility siting, design and construction; development of laws and regulations etc.)" (Article 1.2 of the Regulation on Public Participation in Decision-Making on Environmental Matters, Regulation No. 168 of the Ministry of Environment and Natural Resources of Ukraine of 18.12.2003)

- Preparation of the Draft Report on the Environmental Impact Assessment (EIA) by the Project Owner;
- 2) Public Participation Meeting (PPM) on the EIA Report;
- State Authority's Analysis of information provided in the EIA Report, any additional information provided by the Project Owner, as well as information received from the public during the PPM during the implementation of the cross-border impact assessment procedure, other information;
- 4) Providing a public authority with a reasoned opinion on the environmental impact assessment taking into account the results of the analysis provided for in Item 3 above;
- 5) Taking into account the conclusion on the EIA in the decision on the activities of the Projects.

#### 4.2 Relevant International Conventions Ratified by Ukraine

Ukraine ratified the Aarhus Convention on Access to Information, Public Participation in Decision-Making and Access to Justice in Environmental Matters in 1999. Similarly, Ukraine also ratified the Espoo Convention on Environmental Impact Assessment in a Transboundary Context in 1999.

#### 4.3 International Financial Institutions

The requirements of the EBRD, EIB, WB Group, and the Equator Principles apply to this Project. Complying with this suite of requirements ensures access to loan funding through virtually all-largest banks around the world. If necessary, this suite can be adjusted and amended to meet specific requirements set by some banks.

#### 4.3.1 EBRD Requirements

Key EBRD requirements pertaining to the stakeholder engagement process are set out in Performance Requirement (PR) 10 "Information Disclosure and Stakeholder Engagement" (EBRD, 2014) and in the stand-alone Public Information Policy (EBRD, 2014). EBRD considers stakeholder engagement as an ongoing process that continues throughout the entire lifecycle of the project.

While the EBRD requirements governing the public engagement process are in several respects similar to the relevant requirements of the Ukrainian legislation, there are some significant differences that can be generally summarized as follows:

- Stakeholder consultations are considered as an ongoing process continuing throughout the Project life;
- The Bank requires that stakeholders, their expectations and concerns be identified in a systemic manner; significant emphasis should be placed upon keeping key stakeholder groups informed and engaged; vulnerable groups whose vital interests may be affected by the Project require special attention;
- Establishing and maintaining a grievance mechanism is a mandatory requirement as it helps avoid and resolve any potential conflicts at a very early stage; and

• The identification of stakeholders, the planning of stakeholder engagement activities, and the description of the grievance mechanism should be reflected in a Stakeholder Engagement Plan, to be submitted as part of the Environmental and Social Impact Assessment process; the implementation of this plan should start as of the scoping process in the ESIA process (for Category A projects) or as part of the pre-approval due diligence process (for Category B projects).

EBRD also requires that environmental and social documents (particularly the ESIA for Category A projects, or the Environmental and Social Action Plan (ESAP) and a Non Technical Summary (NTS) for Category B projects should be publicly disclosed by the EBRD Client in a meaningful manner (i.e., in a manner that is accessible to stakeholders).

#### 4.3.2 European Investment Bank Requirements

EIB requirements applicable to this project are contained in the Environmental and Social Handbook (December 2013). Standard 10 addresses stakeholder engagement. Key objectives of this standard are the following:

- Establish and maintain a constructive dialogue between the promoter, the affected communities and other interested parties throughout the project life cycle;
- Ensure that all stakeholders are properly identified and engaged;
- Engage stakeholders in the disclosure process, engagement and consultations in an appropriate and effective manner throughout the project lifecycle, in line with the principles of public participation, non-discrimination and transparency;
- Ensure that the relevant stakeholders, including commonly marginalized groups on account of gender, poverty, educational profile and other elements of social vulnerability, are given equal opportunity and possibility to voice their opinions and concerns, and that these are accounted for in the project decision-making; and,
- Duly verify and assess that the quality and process of engagement undertaken by third parties on the project conform to the provisions included in the present standard.

In addition, Standard 7 addresses specific needs of vulnerable groups, particularly in terms of their participation in the consultation process. Some particular consultation requirements are also contained in Standard 5 (Cultural Heritage) and Standard 6 (Involuntary Resettlement).

#### 4.3.3 World Bank Group Requirements

World Bank Group requirements applicable to this project are the Environmental and Social Safeguards (2016) (ESS's) especially ESS-10 Information Disclosure and Stakeholder Engagement.

For all projects, the Project Company will consult with stakeholders to identify issues and concerns in order to inform the environmental and social assessment and the design and implementation of the project.

Disclosure of relevant project information helps stakeholders understand the risks, impacts and opportunities of the project. If communities may be affected by environmental or social impacts from the project, the Borrower will provide them with access to the following information:

- (a) The purpose, nature and scale of the project;
- (b) The duration of proposed project activities;
- (c) Any risks to and potential impacts on communities and proposed mitigation plans;
- (d) The envisaged stakeholder engagement process, if any, and opportunities and ways in which stakeholders can participate;
- (e) The time and venue of any envisaged public consultation meetings, and the process by which meetings are notified, summarized, and reported; and
- (f) The process and means by which grievances are raised and managed.

The information will be disclosed in local language(s) and in a manner that is accessible and culturally appropriate, taking into account any specific needs of groups that may be differentially or disproportionately affected by the project because of their status or groups of the population with specific information needs (such as, literacy, gender, differences in language or accessibility of technical information).

Similar to EBRD policy and PRs, stakeholder consultations are considered an essential component of the project preparation and implementation process. The purpose of these consultations is to communicate information to stakeholders and receive feedback regarding their expectations, preferences and concerns in order to ensure that the views of the public are taken into account in decision-making.

#### 4.3.4 Equator Principles

The Equator Principles is a risk management framework adopted by 79 financial institutions worldwide (the Equator Principles Financial Institutions, 2013) that provides a minimal set of environmental and social performance requirements for companies. These requirements apply to all new projects where total capital cost exceeds USD10 million that are likely to have significant environmental and social impacts.

For the Category 'A' projects and, if necessary, for those classified as Category 'B', an Environmental and Social Action Plan (Principle 4) and Stakeholder Engagement Plan (Principle 5) are to be developed and maintained. A formal grievance mechanism is also required (Principle 6). The Equator Principles require that each project should meet the applicable policies, performance standards and guidance notes adopted by IFC (Principle 3).

## 5 KEY PROJECT PRINCIPLES OF STAKEHOLDER ENGAGEMENT AND APPROACH

#### 5.1 Key Principles

Meaningful consultation involves a free (from coercion and intimidation), prior (sufficiently early to have influence on choices and design) and informed (based on adequate, relevant and culturally appropriate disclosure) participation process.

The following key principles underlying the organization of the public dialogue have been formulated on the basis of the good international industry practice and take account of the national experience and local specifics:

- Inclusivity: thorough identification of all stakeholders and their active engagement in the consultation process;
- Proactive approach: the Company uses a proactive approach to inform stakeholders about the environmental and social aspects of its current activities and development plans; potential environmental and social risks; and provides mechanisms for receiving feedback from stakeholders; and
- Social partnership: the Company seeks to establish partner and mutually beneficial relations with stakeholders where possible.

#### 5.2 Methodological Approach

## 5.2.1 Stakeholder Identification and Analysis

Stakeholders are those social groups whose legitimate interests may be affected by the project and groups interested in discussing the environmental and/or socio-economic aspects of the project.

The Project stakeholders have been identified using the following criteria:

- Impact: the implementation of the project may affect a social group significantly (affected communities);
- Influence: a social group may have significant influence over the project implementation process;
- Partnership: opportunities for building partner relations between the Company and a social group; and
- Interest: a group or individual including those that are not likely to be directly affected by the project may (or may not) show interest toward the project.

Special attention is paid to identifying vulnerable groups.

The initial stakeholder identification and analysis for the proposed gas pipeline repair

project has been undertaken on the basis of data gathered through:

- Interviews with the representatives of local administrations;
- Interviews with local specialists and managers of social facilities and services;
- Review of statistic data; and
- Review of published information (Internet, printed periodicals).

No specific and systematic Project consultations had been held until 2017 except the announcement of the summary of national EIA Reports in accordance with the national legislative requirements. In 2017, Public Participation Meetings (PPMs) have been started in order to inform the local people and enterprises which might be affected by the Project. With this intention, disclosure material comprised of presentation and brochures have been prepared and printed for distribution. On September 7, 2017, the first PPM was held in Rygy Village in Poltavska Oblast in Section 2. With the outcome of the assessment of the performance of the PPM, next PPMs were planned in a better way in terms of disclosure material content, timing of the announcement of the meetings, participant's profile (e.g., inviting NGO's and local authorities and enterprises in agribusiness).

Stakeholder register prepared by UTG is provided in Appendix 1, which was categorized in terms of prioritization of the stakeholders and these listed ones (in particular NGO's) were analyzed in accordance with their influence on and interest in the Project. Analysis of the stakeholders resulted in stakeholder map that can be seen in Section 7.7.

#### 5.2.2 Corporate Level Stakeholder Engagement Procedures and Policies

Naftogaz, of which the UTG is the subsidiary, prepared corporate level "Stakeholder Engagement Procedure". Main aims of this procedure are;

- Preparing project summary, which includes its description, standards of legal regulation, basic parameters, social and environmental impacts (based on the Evaluation of Environmental Impact), deadlines, responsible persons and contacts for communications.
- Determining a manager responsible for ensuring communications relating to the project.
- Determining the scale of the project, feasibility of launching communications and volume of information.
- Determining stakeholder groups for the project.
- Determining effective methods and means of informing acceptable to stakeholder.
- Organization, if necessary, of public hearings in accordance with the laws of Ukraine.
- Allocation of resources and distribution of responsibilities to implement measures

of interaction with stakeholder.

- Regular analysis of the Plan implementation status.
- Monitoring changes in the beliefs of stakeholders.
- Development and implementation of response and correction measures.
- Consultations with stakeholder to obtain recommendations for optimizing the interaction.
- Documenting all of the previous events of interaction with stakeholder within the project.
- Determining the mechanism for submission and consideration of stakeholder complaints.
- Publication of the Plan on the Company's website for information

Naftogaz also publishes annually report on its website and discloses documents related with the corporate governance

The UTG is responsible to provide public information guided by the Law of Ukraine on Access to Public Information and Decree of President of Ukraine.

According to the law, the public is reflected and documented by any means and in any media information that was obtained or created in the course of public authorities of their duties under applicable law or which is owned sub ' objects of power.

The information request, opinion sharing or complaint of stakeholders can be submitted in any form. The application should include:

- Name of the requestor, mailing address or email address, and phone number;
- A description of the information requester would like to receive (type, name or details of the content of the document for which a request);
- Signature and date.

The request for information may be submitted:

Postal address: 01021, m. Kyiv, Klovsky descent, 9/1;

E-mail: presa@utg.ua; Fax: (044) 461-20-95; Phone: (044) 461-22-29.

Other communication methods used by Ukrtransgaz at corporate level include:

 Publishing information through the Internet (http://utg.ua - in Ukrainian), including the periodical magazine "Трубопровідний Транспорт",

- Social networks, including Twitter, which is extensively used by Ukrtransgaz
   (@utg\_ua) with several "tweets" every day and Facebook
   (https://www.facebook.com/utg.ua/)
- Posting announcements and other visual information on community information boards; and
- Producing and disseminating booklets, brochures, and information letters.

The feedback collection methods include the possibility to post a message or question on social media like Facebook, a telephone hotline and a dedicated mailbox, as well as regular interaction with local authorities in the areas affected by the Project.

In addition, for specific projects involving an OVNS process, public hearings are organized to discuss OVNS results as mandated by Ukrainian regulations.

#### 6 CURRENT PRACTICE OF STAKEHOLDER ENGAGEMENT

#### 6.1 Overview

The Project currently has two lines of communication with stakeholders in place, with the priority targets being neighboring communities and affected landowners and land users along the route:

- Routine communication (including PPM's which are explained in Section 6.2);
- Communication related to the land acquisition and allotment process.

#### 6.2 Tools for Routine Communication

The local UTG offices, located at the premises of Compressor Stations (CS), have established the following communication and engagement channels (slight variations may exist from CS to CS), in conformance with Ukrainian environmental and spatial planning regulations and general corporate information and engagement guidelines applied by the Company:

- Official documents related to the planned reconstruction project as required by the environmental legislation of Ukraine, including the "Declaration of Intent" and "Statement on Environmental Effects" were published in local newspapers and are available at every office for perusal by interested stakeholders.
- Public hearings in relation to the OVNS of the proposed project and other Ukrainian law requirements were conducted as required by Ukrainian environmental and spatial planning legislation.
- Announcements are published in local (district level) newspapers as part of the formal application process for initial allocation or renewal of certain environmental permits, such as the Waste Disposal Permit and the Air Emissions Permit. The public announcements contain information about the volumes and contents of the planned disposal / emission / discharge.
- Reception of stakeholders (any interested citizen) at the CS premises by the
  respective CS management teams (the manager of the CS or his/her deputies) as
  per a set schedule (typically one day a week) and following the internal security
  procedure. No formal records of these meetings are kept at this point, although a
  registry of stakeholders is maintained in the local offices, but the Company
  commits to improved record keeping going forward.
- Regular publications in the local newspapers (at district level, once or twice a year)
  about the main gas line and associated community health and safety issues; a
  report of procurement (contracts) at local CS of UTG is included in the publication.

- If requested by CS management or communities, heads of village council can arrange a specific meeting with local council members and residents for UTG to convey information about community health and safety issues in relation to the gas line operation.
- UTG has "line inspectors", who are local residents in charge of inspecting the pipelines on a daily basis in view of the identification of any safety issues (leakages, erosion, corrosion, etc.). These line inspectors live in local communities and are well known in communities neighboring the pipeline. People contact them with any questions or concerns, which they convey to their supervisors at the CS. No formal records are available at this point, but the Company commits to improved record keeping going forward.
- Any incident-related calls to the control room are noted by the dispatch staff in a special logbook and forwarded to the appropriate unit for review.
- Each CS maintains a registry of stakeholders that includes:
  - land owners and land users (physical and legal persons, private and state owners) of the plots intersected by the gas main line;
  - list of members of all village councils in communities intersected by the gas main line and where the CS facilities are located;
  - registry of relevant individuals in local authorities (district state administration, local branch of the state land management agency, district power transmission lines department, etc.).

Once a year, the responsible person of the CS office visits all the stakeholders on the list, provides them with written notifications and information on the sanitary protection zone and protection regimes, and community health and safety rules. These notifications contain contact details of relevant staff at the respective CS. The responsible CS person ensures that all the persons/entities on the list receive the written information and puts associated acknowledgements of receipt on file.

Local CS offices do not have web sites at this point, and as a result no information is posted electronically. In most rural communities around the Project facilities, internet access remains uncommon though and UTG prefers to rely on direct communication and delivery of paper documents.

Appendices 2 and 3 present examples of communication materials disclosed in the local press by UTG as part of its routine communication and information activities.

All the Minutes of Meetings (MoM's) held as Public Participation Meetings (PPM) including participants' list are kept in the UTG's PIU office as evidence of the PPM's. As an example, Appendix-4, presents the MoM held in Sklyarivska Village in Section 1. Also, copy of the brochure distributed to the participants is provided in the same appendix. MoMs for the upcoming programed PPMs in the other villages in all sections will be also

prepared and kept as filed. All these meetings will be recorded in a Consultation Register like Table 6-1 below.

**Table 6-1 Consultation Register** 

	Consultation Register For All E&S Communication With 3rd Parties									
Name of 3rd Party	Location of Meeting	Personnel Present		Time	Topic	Outcome of Communication	Action Required	Responsible Party	Action Closed Out Date	Comment

#### 6.3 Land Acquisition Process

Land acquisition process for Sections 3 and 4 has been completed but process for Sections 1 and 2 is still going on and c.50% of the land acquisition in these two sections has been completed. Teams consisting of a land agent company commissioned by UTG, with Company land management units and representative of village councils are currently interacting with potentially affected landowners to discuss land acquisition and compensation issues and conclude agreements. This allows Project information to be conveyed on an individual basis to every landowner or land-user that is potentially affected by the Project right-of-way.

Land acquisition is carried out in accordance with Ukraine laws and international lenders. The process followed by UTG according to national requirements is given in Figure 6-1.

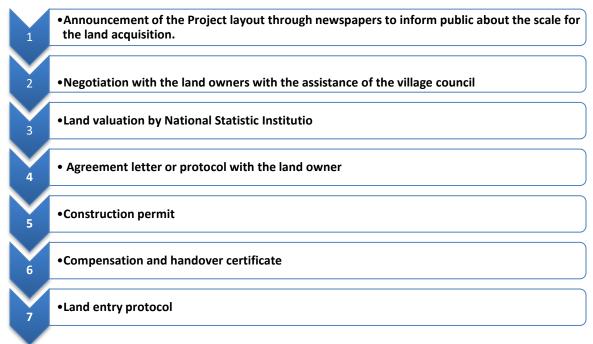


Figure 6-1 Steps of Land Acquisition

## 7 INITIAL STAKEHOLDER ANALYSIS

Naftogaz established a policy for transparency and information disclosure and stakeholder interaction order in July 2016. According to stakeholder interaction order the Naftozgaz defined stakeholder groups, their interest cooperation areas and tools for interaction. Summary of stakeholder interaction order of Naftogaz is presented in Table 7-1.

**Table 7-1 Stakeholder Interaction Tools** 

Interested parties	Connection with the company	Cooperation	Tools of interaction
Shareholders and investors	Sustainable development of the Company; Profitable activities; Improvement of work; Transparency and accountability; Positive company image	Regular information Dialogue	Annual report; Financial statements; Inspection; Consultation;
Staff	Positive image of the Company; Sustainable development of the Company; Improve working conditions; Personal development; Social guarantees and benefits	Dialogue; Regular information; identifying the views and interests	Collective bargaining; Code of Conduct; Public reception; Corporate website; Corporate portal; Electronic network; Letters / responses to requests; Poll / survey; Teaching; Mailing
Trade unions	Implementation of collective agreement Protection of the interests of union members	Dialogue; Regular information; identifying the views and interests	Collective bargaining; Conference of trade unions; Commission on labor disputes; Committee on labor issues;
Public authorities	Sustainable development of the industry and country compliance with laws Project approval	Regular information; Dialogue; Common activity; Participate in events organized by stakeholders	Supervisory Board of the Company; Meetings; Conferences; Reports; Correspondence
Regulatory authorities	Compliance monitoring of permits and approvals	Regular information	Inspection; Reports; Correspondence
Local governments	Implementation of social programs Providing jobs Energy supplies Energy tariffs The issue of land acquisition mitigation of the Company on the environment	Regular information; Dialogue; Common activity	Correspondence; Projects; Shares
Mass Media	Transparency Openness and availability of information Relations with public authorities, governments and the public	Regular information Dialogue	Press releases; Press conference Interview; Newsletters; Reports
Financial Institutions	Contractual obligations Loan repayment	Dialogue Common activity	Talks; Contracts; Memoranda; Financial transactions
Partner organizations	Mutually beneficial cooperation Obligations	Dialogue Common activity	Corporate website; Financial statements;

	Docitivo company imago		Purinace montings:
	Positive company image		Business meetings; Talks;
			Consultation;
			Projects; Shares
	OLE: .:	5: 1	
Contractors, suppliers	Obligations	Dialogue;	Tender procedures;
	Timeliness and reliability of	Study the opinions	Contracts;
	supply	and interests	Acts of acceptance and delivery of works and
	Quality of products (services)		services;
			Poll;
			Correspondence
Consumers	Quality and safe products and	Dialogue;	Corporate site;
	services	Study the views and	Conferences;
	Energy supplies	interests;	Meetings;
	Energy tariffs	Participate in events	Poll / survey;
		organized by	Forums;
		stakeholders	Exhibition
			Publication in the media
			Promotions
Local communities,	Mitigation products and services	Regular	Consultation;
public and charity	on the environment	information;	Public hearings;
organizations	Partnership for joint projects	Dialogue;	Meeting;
		Participate in events	Round tables;
		organized by	Shares;
		stakeholders	Social and charitable programs
Scientific and	Sustainable scientific and	Dialogue;	Memoranda;
educational	technological development	Common activity;	Contracts;
institutions	Improving education	Participate in events	Projects;
		organized by	Scientific research;
		stakeholders	Conferences;
			Round tables;
			Seminars;
			Exhibitions;
			Training courses;
			Teaching

### 7.1 Stakeholder Registries

The project stakeholders identified at this stage are presented in Appendix 1. The identification of relevant stakeholders is of crucial importance for the Project implementation process.

Stakeholders that were not identified during this process should contact the CLO to request their addition to the list.

#### 7.2 Affected Parties

#### 7.2.1 Neighboring Affected Communities

Communities likely to be affected by the environmental consequences of the planned activities and potential social and environmental impacts (both beneficial and adverse) should be considered as the affected communities. The Project's area of impact has been defined through the social and economic analysis and currently includes communities located in the nearest vicinity.

The following Table 7-2 shows the list of potentially affected communities for each of the sections under consideration, with their distance to the pipeline and an estimate of their population.

**Table 7-2 Potentially Affected Communities** 

Administrative Unit	Surface Area, km <sup>2</sup>	Population, thousand people	Urban/ Rural (%)	Average wage level, UAH	Villages Near the Pipeline Route and their populations	Distance of the Village Council to the Pipeline * (km)
	E	astern Sections	- Section 1: 3,3	64.5 km – 3,39	91.2 km	
Sumska Oblast	23834	1125,399	68,4/31,6	2945		
Sumskiy District	1800	62,506	17,4/82,6	2414		
Severinivska	55,41	0,418	0/100		Verbove (92) Sklyarivka (246)	0.4
Stepanivska	75,02	5,150	0/100		Sokoline (18)	0.6
Postolnenska	32,24	0,428	0/100		- Marevka (564) Lintvarivka (77)	0.3
Bilopilskiy District	1500	51,345	59,5/40,5	2450	Golovashivka (349)	
Zhovtneva	122,77	6,361	67,1/32,9		Stepankova (2) Likarske (5)	0.5
Markivska	48,83	0,8	0/100		Arkavske	1.5
	Ea	astern Section –	Section 2: 3,48	8.36 km – 3,51	9.87 km	
Sumska Oblast	23834	1125,399	68,4/31,6	2945		
Bilopilskiy District	1500	51,345	59,5/40,5	2450		
Zhovtneva	122,77	6,361	67,1/32,9		Vesele (231) Vyshneve (8758) Chervonozavods ke (incl. Brysi village) Gyryavi Iskivsti (903)	0.8
Poltavska Oblast	28722	1451,116	61,8/38,2	3133		
Lokhvitskiy Distrcit	1308,24	43,771	46,4/53,6	2850		
Chervonozavodska township council	16,49	9,055	99,6/0,4		Mlyny (592) Lokhvytsya (11801)	0.3
Giryavoiskovetska	116,84	2,020	0/100		Rygy Venslavi	0.3
Lokhvitska town council	31,38	12,806	96,1/3,9		Yablunivka	1.4
Rygivska	40,73	0,716	0/100		- Iskovtsi (542) Ovdiïvka (2)	0.4
Iskovetska	81,87	1,562	0/100		Pestichivske	0.9
Harkivetska	64,69	0,873	0/100		Dryukivschina (199) Arkhypivka (12)	1.3 0.8
		Western Section	ns, Section 3: 3	,974 km - 4,00		
Vinnytsia Oblast	26513	1 614,1	50,4/49,6	2513		
Bar District	1100	53,4	33,2/66,8	2240		
Voinashivka	43512	4,371	0/100	No data	Konanytske (4565)	0.5
Zhuravlivka village council	57400	1,749	0/100	No data	- Seferivka Zhuravlivka Holubivka Myhalivtsi (866)	0.4
Kuzmyntsi village council	14142	1,685	0/100	No data	Mytky Kyianuvka	0.5
Myhalivtsi village council	2,48	1,399	0/100	No data	Semenky Khodaky (248)	0.7

Administrative Unit	Surface Area, km <sup>2</sup>	Population, thousand people	Urban/ Rural (%)	Average wage level, UAH	Villages Near the Pipeline Route and their populations	Distance of the Village Council to the Pipeline * (km)				
Mytky village council	34550	1,280	0/100	No data	Sloboda Khodakivska Bryhydivka	1.9				
Tereshki village council	28100	1,817	0/100	No data	Yaltushkiv (1800) Hryneva (125)	0.5				
Khodaky village council	4465	1,526	0/100	No data	Vinkivtsi (6324) Karyzhyn (513) Dashkivtsi (1060)	0.8				
Yaltushkiv village council	8703	3,198	0/100	No data		0.9				
Khmelnytska Oblast	20 629	1 304,7	44,1/55,9	2520						
Vinkovitsky District	653	28,6	23,2/76,8	2194						
Vinkovitsky township council	86,7	0,86	0/100	No data		1.8				
Dashkivtsi village council	4095	1,310	0/100	No data		0.8				
Oslamiv village council	21350	1,353	0/100	No data						
	Section 4: 4,101.3 km – 4,128.4 km									
Ternopolska Oblast	13823	1070,514	54,4/55,6	2463						
Chortkivskiy District	903,4	45,510	7,6/92,4	2459						
Krivenkivska	29,968	930	0/100			0.5				
Tovstenkivska	23,551	816	0/100		Krivenke (417)	0.7				
Velykochornokinetska	32,209	1125	0/100		Tovstenke (900) Velyky	0.7				
Malochornokinetska	21,70	585	0/100		Chornokintsi (996) Maly	0.3				
Davidkivska	23,216	1082	0/100		Chornokintsi (419) Davidkivtsi (832)	0.7				
Kolindyanska	18,845	1759	0/100		Kolindyani (1671) Zalisya (1210)	0.3				
Zalisnyanska	25,852	1197	0/100		Ulashkivtsi (1200)	3.6				
Ulashkivska	20,545	1423	0/100		Sosulivka (1800)	11.2				
Sosulivska	18,46	1176	0/100			9.4				
		Rom	nny Compressor	Station						
Sumska Oblast	23834	1125,399	68,4/31,6	2945						
Sumskiy District	1800	62,506	17,4/82,6	2414						
Severinivska	55,41	0,418	0/100		Nadyarne (52)	1.0				

<sup>\*</sup> Distance of the nearest house in each village to the pipeline is presented in LACP documents for each section. Source: MICA, "Final Draft Supplementary Studies Report", February 2015.

#### 7.2.2 Communities Potentially Affected by Accommodation of Specialist Staff

The repair of the gas pipeline will require the involvement of skilled staff brought in from outside the immediate area where the works are taking place. As a result these staff will have to be accommodated in neighboring towns and other settlements or accommodation camps to be established by the contractors in close proximity to these settlements. These are shown in the following Table 7-3.

Table 7-3 Towns and Other Settlements Where Accommodation of Specialist Staff is Planned

Town / Settlement	Oblast
Severinivka	Sumy
Rigi	Poltava
Venslavi	Poltava
Yaltushkiv, Vinnitska Oblast	Vinnytsia
Sidoriv	Ternopil

#### 7.2.3 Environmental and Social Concerns Raised by Local Communities

## 7.2.3.1 Environmental and Social Concerns Raised by Local Communities During Environmental and Social Due Diligence

During the environmental and social due diligence mission in November 2014, key social and environmental issues that cause concern among the local residents were identified on a tentative basis (given the relatively short time allocated to the interaction with local communities). The list presented below is not exhaustive, and some of the issues are not being directly related to the proposed gas pipeline repair project but could shape the perception of the public regarding the project.

- The use of rail and motor transport: the gas pipeline repair project involves the need for relatively high throughput and transfer capacity at local railway stations which may not be readily available in the Project area. This fact, along with the need to deliver heavy-duty plant and machinery to the construction sites, implies that the construction of new (mainly earth and gravel) roads or upgrade of existing roads would be required. There is a high expectation among local communities that local motor roads will be improved as a result of the Project. If no such improvements take place this may undermine public perceptions of the Project.
- Land use and restoration: negotiations with landowners involve the discussion of compensation payments for temporary use of land and lost harvest (if applicable).
   While the compensation issue is a matter of negotiation, statistics on the average productivity and value of some crops used in these negotiations may be lower than what some landowners expect.
- Water quality: the use of water resources for hydraulic tests would require the

construction of storage, treatment, and disposal pits where water used in pressure tests will be collected, settled and released to the natural water bodies. It is envisioned to use existing water ponds to provide the water required for hydraulic tests. It will need to be checked that any other usage of these ponds (fishing, irrigation water supply, recreation or other) is not going to be affected by water withdrawals for hydraulic testing. Similarly, water discharge sites will have to be discussed with community representatives to ensure that no impacts are experienced (turbidity, water quality).

- Construction sites and construction worker camps: the issue of providing accommodation for construction workers in the villages, or establishing specially designated sites for this purpose, or using existing recreation resorts has not been discussed at this point with the heads of rural councils and local communities and will have to be.
- Community expectations: mainly relate to the improvement of motor roads in the region, additional income and compensation for land use, increased revenues for local budgets in the form of waste disposal fees, more vibrant socio-economic environment if the construction workers will be based in the adjacent villages and temporary unskilled job opportunities for local residents.

#### 7.2.3.2 Environmental and Social Questions Raised by Local Communities During PPMs

#### Section-1

- Q: How (by way) will the construction and other machinery be moved during the construction work?
   A: During the construction and installation work on the facility, the equipment will move mainly on the existing field roads and along the axis of the gas pipeline, but only within the construction lane, which is from 32 to 45 m wide.
- Q: Will roads be trapped and traversed by intersection with the gas pipeline?
   A: Roads with asphalt cover will not be broken, as horizontal drilling (puncture) and laying of the pipeline in the protective case will be implemented underneath.
- 3) Q: How is it planned to move the workers to the Project? If at hotels, then which ones? Or will it be equipped with a temporary camp?
  A: The contractors will have the option of placing workers in local hotels, or arranging a temporary camp. The decision will be taken at the stage of preparatory work (before construction), with the mandatory agreement with the village councils and UTG, based on the current and future load of the hotels, their status, plan and work programs that will be provided by the contractors.
- 4) Q: It was announced that water would be taken from the pond or ponds for the hydrotest. From where exactly?
  A: hydrotests of section 1 will draw water from the pond near the villages of Nadjarnoe and Maryvka. The pond is privately owned, has been studied in detail and from an ecological point of view is in decline, because it is used for breeding fish and every year is completely emptied (full discharge of water is carried out). To minimize the impact on water intake, it is recommended to take water during the period of an action discharge, or before a planned discharge, in agreement with the owner of the pond.
- 5) Q: What will happen to the servitude agreements, if their period of validity expires, and the construction work has not yet been completed?

- A: In this case, an additional agreement is concluded with the owner of the land plot as part of the extension of the contract of land servitude and is registered in accordance with the procedure established by law.
- 6) Q: How to verify the actual compliance of the boundaries of the sites during their transfer from and return to the owners under the servitude agreements?

A: The boundaries of a part of a land plot to which the right of land servitude is established is determined on the basis of the developed documentation on land management. When transferring a land plot for construction and installation work and, accordingly, its return is carried out by forming up an act of reception of the transmission indicating the area and with the participation of representatives of the actual land user (tenant) and the performer of the work. As an example, for the occupied area, the lessee is paid for damages (which are determined by commissions with the participation of specialists from public authorities). Accordingly, control of the area goes to all involved parties.

#### Section-2

- 1. Q: Who will perform construction works?
  - A: The contractor for construction works will be selected according to the results of the tender
- 2. Q: What document shall be the confirmation of the title to land?
  - A: It shall be the Extract from the State Registry of rights for immovable property.
- 3. Q: How do you determine the amount of compensation?
  - A: Depending on the area of the land parcel located within the reconstruction corridor, based on the calculation which is an addendum to the agreement
- 4. Q: Would it be timely to make a servitude agreement with UTG within 1-1,5 month, if a person is to inherit a parcel?
  - A: As soon as a person gains the title to a land plot located within construction corridor, he/she shall have the right to make the agreement.
- 5. Q: How will you perform payment for land plots under construction works?
  - A: The payment will be cashless; the money will be transferred to the card account of the owner.
- 6. Q: After the servitude agreement is signed, when the money will be paid?
  - A: Financial obligations towards the landowner shall start according to the agreement since the beginning of construction and installation works.
- 7. Q: Whom shall we contact in case of any questions related to Project?
  - A: Company contact data and contact persons are mentioned in the brochure and also kept by the village council head
- 8. Q: Will your project somehow affect the interests of the owners of vegetable gardens running their gardens by themselves?
  - A: According to the map information, the works will not be conducted within the land plots assigned for private vegetable gardens of the villagers.
- 9. Q: Where can we (the villagers) take our signed land servitude agreements?
  - A: All the land servitude agreements after signing should be subject to obligatory registration within the local offices of the Ministry of Justice. Upon such a registration, the UTG will deliver the registered agreements to the village council to its authorized specialist where you (the villagers) will be able to take them.
- 10. Q: How will one arrange the traffic of the machinery and other equipment through the village (Rygy)?

  A: Before the works start, all the traffic routes will be coordinated with the local authorities, in particular with the Rygy village council. All the roads will be selected as far as possible from residential areas with maximum load on field (ground) roads in order to minimize asphalt and other road cover and also environmental and social impact on population. However even such ground roads are subject to reinstatement after construction.
- 11. Q: Will the gas transit be stopped for the period of the repair
  - A: No, the gas transit won't be stopped, a connecting line to progress gas pipeline will be used for this purpose

- 12. Q: What is the amount of compensation?
  - A: The amount of compensation depends on the area of the land parcel located within construction corridor.
- 13. Q: Will the land owners be compensated for the loss of payment from the land users after construction works?

A (from enterprise representative): A land parcel located within the construction corridor will be used during construction according to the paid land servitude agreement. UTG will compensate losses to the land users according to the requirements of the Resolution of the CMU of 19.04.1993, No284. So the land user is obliged to follow the conditions of the land lease agreement in terms of the lease payment.

#### Section-3

- 1. Q: Will there be any possibility to check the quality of re-cultivation?
  - A: During construction, there will be a possibility to have a centralized visit to the site of re-cultivation upon preliminary agreement and with adherence to the valid health and safety requirements (complete stop of construction machinery of the Contractor, and after introductory health and safety briefing).
- 2. Q: Will there be any preliminary announcement to the land users before the commencement of construction and installation works in their fields?
  - A: Construction works start only after staking the right of way in a certain section, in particular on the agricultural lands upon preliminary agreement with the land user. Prior to commencement of works, the land user will be additionally informed and also he should sign the land handover act with the construction team after performing respective measurements.
- 3. Q: Will it be possible to observe the construction process within my land plot
  A: Yeas, upon a respective agreement with the Contractor and stop of construction works in a certain time.
- 4. Q: The construction will be executed using heavy machinery. How and who will restore the road cover after the construction is finished?
  - A: First of all, during the state expertise all the design documents were approved by the local branches of the Ukrainian Agency for Roads (in our case Bar office). It means that all the design solutions regarding vehicle or machinery traffic correspond to the legal standards and is within state normative limits in terms of dimensions and capacity. Second is that the machinery shall mainly move by the field roads with ground cover with obligatory periodical restoration during and after construction works.
- 5. Q (from land user / enterprise): When and which way the land will be handover back for our further use?

  A: The land plots will be handover back to the land owner (user) after reinstatement works according to the handover act.
- 6. Q: Will there be a possibility to engage local population into construction and installation works? A: Almost all works should be performed by the qualified personnel. However, some works which do not require qualification may be performed by local population. Information on job opportunities will be provided to village councils.
- 7. Q: Will the gas be shut off during the works?
  - A: The Design provides for uninterrupted gas supply to the consumers during the works.
- 8. Q: What is the approximate date of construction commencement?
  - A: The works should start in summer (June) 2018.
- 9. Q: Which roads and ways will be used by the construction machinery?
  - A: All the traffic routes are provided by the design. First of all it is planned to use field roads. However, road restoration is provided by the design.
- 10. Q: What is the amount of compensation for the land use? What is the amount of compensation in case there are crops?
  - A: The amount of compensation is established by the land servitude agreement and depends on the area to be used for construction works.

11. Q: What is the interaction between the UTG and the land users, as far as the land will be temporarily used by the UTG on the basis of the servitude agreement?

A: The land shall be delivered by the land users to the UTG based on the land plot handover acts. However the land users will be compensated for the losses caused by construction according to the procedure established by the Resolution of the CMU of 19.04.1993, No284.

12. Q: What is the period of construction? When shall it start?

A: The construction works are supposed to last for not more than 18 months. The works should start in the 3 quarter of 2018.

13. Q: Will the compensation be paid for 1 or 2 years of works?

A: The compensation will be paid for the real period of works, i.e. within the timeframe between signing the act of land handover to UTG and the land handover back to the owner, according to the land servitude agreement.

14. Q: What is the width of the right of way each side from the pipeline axis?

A: Within the agricultural lands, the total width of the right of way shall be 45 m. before starting construction works, geodetic experts shall mark the land assigned for construction corridor with special poles in order to prevent both construction workers from going beyond the right of way and land owners or other people from entering the right of way.

15. Q: How will the water be discharged after pipeline testing?

A: First there will be settlement pits for water from the pipeline to settle and free from mechanical contaminants (like dust, sand, clay, iron hydroxide etc.). Afterwards, the water will pass physical and chemical analysis using the laboratory in order to control the water composition before it will be finally discharged to the ponds.

16. Q: What is the process of allocation of the lands used for grazing?

A: Grazing is one of agricultural type of land, and the mechanism for its allocation is the same as for all the agricultural lands.

17. Q: When do you plan to start works?

A: The works should start in 3rd quarter of 2018. The works should last for not more than 18 months.

18. Q: How and who shall restore the road cover after construction?

A: First of all, during the state expertise all the design documents were approved by the local branches of the Ukrainian Agency for Roads (in our case Bar office). It means that all the design solutions regarding vehicle or machinery traffic correspond to the legal standards and is within state normative limits in terms of dimensions and capacity.

19. Q (individual land user): I cultivate my land plots myself. What is the process of land allocation and compensation for me?

A: The land plots that are used by a single person without being leased by an agricultural company will be used for construction the same as the land plots (parcels) handovered according to the servitude agreement. Presence of the land title document is an obligatory precondition for stipulation of the servitude agreement.

#### Section-4

1) Q: What is the amount of payment for the land plot allocated for construction?

A: The amount depends on the area of the land plot under construction. The calculation is attached to the servitude agreement.

2) Q: How will the money be paid?

A: The payment will be performed to the card account according to the amount in the agreement. The account shall be registered in the name of the landowner.

3) Q: What if I don't have any card or account?

A: You need to address any bank and open an account. The copy of the information of account opening should be delivered to the authorized representatives of Ukrtransgaz.

4) Q: How the land plot is handover back to the land user after completion of works?

- A: The land plot will be handover based on the handover act upon re-cultivation. The act should be signed by the Contractor and the Land user.
- 5) Q:\_ Whom shall we contact in case of any questions related to Project? A: Company contact data and contact persons are mentioned in the brochure and also kept by the village council head.
- 6) Q: Will your project somehow affect the interests of the owners of vegetable gardens running their gardens by themselves?
  - A: The land plots under vegetable gardens will be used same as the land plots (parcels) according to the servitude agreement. Presence of the land (vegetable garden) title document is an obligatory precondition for stipulation of the servitude agreement.
- 7) Q: Would it be timely to make a servitude agreement with UTG within 1-1,5 month, if a person is to inherit a parcel?
  - A: As soon as a person gains the title to a land plot located within construction corridor, he/she shall have the right to make the agreement.
- 8) Q: Why were the bank cards assigned for making payment to the land owners according to the servitude agreement blocked?
  - A: As far as construction works have not been started yet, according to the Bank's requirements in terms of money transfer, the accounts were blocked. The accounts will be unblocked before the start of payments from UTG.
- 9) Q: Will there be any preliminary announcement to the land users before the commencement of construction and installation works in their fields?
  - A: Construction works start only after staking the right of way in a certain section, in particular on the agricultural lands upon preliminary agreement with the land user. Prior to commencement of works, the land user will be additionally informed and also he should sign the land handover act with the construction team after performing respective measurements.
- 10) Q: How should the land plot be handover back to the land user after the completion of works? A: The land plot shall be handover based on the act, under the condition of presence of the acts on quality re-cultivation, and also upon signing of the land handover act by the Contractor and the Land user.
- 11) Q: Will the landowners be compensated for the loss of payment from the land users after the construction works?
  - A (from enterprise representative): A land plot (parcel) located within the construction corridor, will be used during construction by the UTG on the basis of the paid servitude. As far as UTG compensates the losses to the land users to the full extent (seeds, cultivation, fertilizers etc.). I.e. the land users are obliged to adhere to the requirements of the land lease agreement towards the owner.
- 12) Q: What is the amount of compensation?
  - A: The amount of compensation depends on the area of the land plot located under the construction corridor.
- 13) Q: Why were the bankcards assigned for making payment to the land owners according to the servitude agreement blocked?
  - A: As far as construction works have not been started yet, according to the Bank's requirements in terms of money transfer, the accounts were blocked. The accounts will be unblocked before the start of payments from UTG.
- 14) Q: Will there be any possibility to check the quality of re-cultivation?
  - A: During construction, there will be a possibility to have a centralized visit to the site of re-cultivation upon preliminary agreement and with adherence to the valid health and safety requirements (complete stop of construction machinery of the Contractor, and after introductory health and safety briefing).

#### 7.2.4 National and Local Government

As part of the design preparation, the Company has held consultations with the national

and regional authorities. The list of governmental bodies involved in the design approval and those that may be interested in the Project is presented below.

#### 7.3 National Government Bodies and Their Regional Branches

At the level of the national government, key agencies that are or will be involved in the Project are the following:

- Ministry of Environment and Natural Resources;
- Ministry of Economic Development and Trade;
- Ministry of Infrastructure;
- Ministry of Agrarian Policy and Food of Ukraine;
- State Environmental Inspectorate;
- State Committee on Land Resources;
- State Road Agency;
- National Statistic Institution.
- In addition, some of these central ministries and agencies have representations at the Oblast level, as follows:
- Oblast branches of the State Environmental Inspectorate;
- Oblast branches Department of Land Resources at the Oblast Level;
- Oblast branches of the State Road Service of Ukraine.

#### 7.3.1 Oblast Authorities

While the above-decentralized agencies are under the authority of their respective ministries in Kyiv, the Oblast governors also have an administration of their own, which reports to the Oblast Governor and is different from the decentralized departments mentioned in the previous section. Oblast level administration departments that are potentially interested in the Project are the following:

- Oblast Administration (Governorate);
- Department of Environment and Natural Resources;
- Department of Economic Development, Trade and International Cooperation;
- Department of Finance;
- Department of Agro-Industrial Development;
- Department of Labour and Social Protection;

- Department of Industry, Infrastructure Development and Tourism;
- Department of Culture;
- Department of Urgent Situations within the Oblast Administration;
- Department of Information Activities and Public Communications;
- Regional Forestry Companies (as applicable);
- Regional Railway Management Departments;
- Regional Energy Companies (generation and transmission);
- Oblast Departments of protection, use and reproduction of aquatic biological resources and regulation of fishing;
- Regional Sanitary Epidemiological Service); and
- Regional Water Management Department.

#### 7.3.2 Local Authorities and Self-Governance Bodies

Local authorities involved in the planned activity preparation and approval process include rural and local councils that have administrative jurisdiction over areas crossed by the pipeline sections planned to be repaired as part of the Project (see Tables 7-1 and 7-2 above in Sections 7.2.1 and 7.2.2).

#### 7.4 Non-Governmental Organizations

As no consultations have been held with non-governmental organizations at this stage, only a preliminary assessment of their potential interest in the Project can be made. The following non-governmental organizations at the national, regional and local level are tentatively identified as likely to be interested in being involved in the discussion of potential social and environmental consequences of the proposed Project:

- International I Non-Governmental Organizations in Ukraine:
  - Bankwatch Network of Ukraine
- National Non-Governmental Organizations of Ukraine:
  - o All-Ukrainian Environmental League;
  - National Environmental Centre of Ukraine;
  - Ukrainian Nature Conservation Society;
  - Ukrainian UNEP Support Committee (UkrUNEPCom);
  - Ukrainian Youth Environmental League;
  - Ukrainian Union for Bird Conservation;
  - All-Ukrainian Organisation of Rural and Local Councils;

- All-Ukrainian Association for Community Self-Organization Assistance; and
- o Green Trident All-Ukrainian Environmental and Civil Rights NGO
- Oblast Non-Governmental Organisations:
  - Vinnytsia Oblast Union of Youth Organisations;
  - Socio-Economic Initiative Foundation (Ternopil Oblast);
  - Eastern Ukrainian Centre of Civil Initiatives;
  - Environment and Social Protection District Organisation (Sumy Oblast);
  - Oblast Branches of the All-Ukrainian Environmental League; and
  - Oblast Branches of the Ukrainian Union for Bird Conservation.

#### Local NGOs:

 Local Branches of the Environment and Social Protection NGO, All- Ukrainian Environmental League, and Ukrainian Union for Bird Conservation.

At this stage, no activist groups have been identified that may be interested in being involved in the Project consultations or that are protesting against the gas pipeline repair. Any non-governmental organizations and/or groups of citizens showing interest toward the Project will be included in the stakeholder inventory and engaged in consultations.

#### 7.5 Other Civil Society Institutions

Other civil society institutions may be interested in taking part in the discussion of environmental and social issues including research, educational and scientific organizations and other associations. The detailed list of these organizations will be compiled before (and kept updated during) the Project construction and operations phases. The results of the stakeholder identification process were used to develop and maintain the Stakeholder Registry that will be updated by the Project Entity on a regular basis.

#### 7.6 Potentially Vulnerable Groups

- . Potentially vulnerable people may include:
- The elderly, particularly if they live alone;
- Chronically ill or physically or mentally disabled individuals; and
- Low-income group.

The Ukrainian welfare system takes care of vulnerable people through an allocation system that provides allowances to invalids. Destitute individuals and elderly persons experiencing specific difficulties are known and taken care of by local authorities, who can provide assistance on an ad hoc basis.

Vulnerable people are unlikely to be disproportionately affected given the nature of the Project environmental and social impacts. The aspect that will require attention in regards

to potential impacts to vulnerable people is land acquisition. Where preliminary contact with certain households in respect of land acquisition indicates that these affected households may potentially be vulnerable, Project land officers will be in contact with local administrations in villages and towns such that these can support enhanced communication with vulnerable people (specific face to face explanation sessions, more time for land related negotiations), and devise specific assistance measures where needed.

Similarly, specific monitoring measures will be implemented with support from local authorities to ensure that vulnerable people are not left worse-off as a result of land acquisition.

It was intended to establish a registry of potentially vulnerable people through review of the questionnaires distributed to the village heads and collected for further follow-up during the land negotiation and monitoring stages.

During the assessments and the preparation of this SEP, groups were examined (through review of the questionnaires distributed to the village heads) who might be affected by the projects differently due to their gender, age, ethnicity, religion, physical or mental disability or other attributes. According to the assessment that there seems to be no vulnerable groups to be affected by the Project who might require different channels of communication. Nevertheless, during the Project implementation, the CLOs may identify vulnerable groups who will then be added to the SEP and appropriate communication methods will be identified and implemented.

### 7.7 Stakeholder Mapping

A list of the organizations and individuals identified to date is presented in Appendix-1 with their contact details. This list will be kept up to date if new stakeholders are identified during the course of the Project. Figure 7-1 illustrates how each stakeholder is connected to the Project according to the their interest and influence level.

Figure 7-1 Stakeholder Map

ANAGE	
GH INFLUENCE, HIGH INTEREST	
rade Unions roject mployees voject Owner coal nterprives and users)  Lintvarivka Golovashivka Stepankova Likarske Arkavske Kalinivka Zhelobok Sushylyne Markovka Section-3 Konanytske Seferivka Thoubivka Holubivka Myhalivtsi Mytky Kyianuvka Semenky Khodaky Sloboda Khodakivska Bryhydivka Yaltushkiv	Section-2  • Vesele  • Vyshneve  • Chervonozavods ke (incl. Brysi village)  • Gyryavi Iskivsti  • Mlyny  • Lokhvytsya  • Rygy  • Venslavi  • Yablunivka  • Iskovtsi  • Ovdiïvka Pestichivske  • Dryukivschina  • Arkhypivka  • Krasnoe  • Section-4  • Krivenke  • Tovstenke  • Velyky  • Chornokintsi  • Maly  • Chornokintsi  • Maly  • Chornokintsi  • Kolindyani  • Zalisya  • Ulashkivtsi  • Sosulivka
	ade Unions oject opect opect opect opect opect opect opect opect Owner ocal ocal ocal ocal ocal ocal ocal ocal

#### **MONITOR**

### **LOW INFLUENCE, LOW INTEREST**

- Media
- Universities

#### **INFORM**

### LOW INFLUENCE, HIGH INTEREST

#### **National Governmetal Bodies**

- Ministry of Energy and Coal Industry of Ukraine
- Ministry of Finance of Ukraine
- Ministry of Economic Development and Trade of Ukraine
- National Energy and Utilities Regulatory Commission
- Ministry of Infrastructure of Ukraine
- Ministry of Ecology and Natural Resources of Ukraine
- Ministry of Agrarian Policy and Food of Ukraine
- State Ecological Inspection of Ukraine
- State Service of Ukraine on Geodesy, Cartography and Cadastre
- State Agency of Motor Roads of Ukraine
- State Emergency Service of Ukraine
- State Statistics Service of Ukraine

#### 8 STAKEHOLDER ENGAGEMENT PROGRAMME

#### 8.1 Engagement Methods

In the context of the Project, UTG will resort to different engagement methods, most of which have already been used by staff in charge of community information and liaison in the CS offices, but which require to be formalized, including through improved record keeping. These methods are described below:

- Community level meetings gather together different local stakeholders usually in the presence of the local authority and within a formal framework (such as a public hearing, which is chaired by the local authority and duly minutes taken). While during these type of meetings only a few would express freely or easily their opinion, the meetings are nonetheless useful as they reassure the local public on the support the Project has from the authorities; they are appreciated as an effort of transparency and information sharing; and they reassure the local public that communication exchanged in more focused meetings correspond to the "official" one.
- Focus group meetings allow grouping people interested in the same issues (e.g. land compensation). It is important to ensure that (i) the different opinions are all expressed; (ii) the discussion is focused; and (iii) to wrap up with concrete progresses made and next steps.
- Community liaison meetings are a good way to build personal relationships, and are often used in engaging local authorities and local leaders. It is important to set expectations with the interlocutor on how the information will be used and the range of other people to be consulted, so no one is disappointed if all of his/her ideas are not reflected.
- Information centers are a good way (i) to ensure continuing presence at local level;
   (ii) to keep available documentation at the public disposal; and (iii) to give the public a physical place where they can express their queries or opinion and bring their complaints. The centers can have a post-box where the public can leave messages or complaints.
- Surveys are a cost-efficient way to gain input from a large number of people. They
  have been used in the land acquisition process. To become an effective
  consultation tool, surveys need to be followed up with mechanisms for dialogue
  and consensus building.
- Forums and workshops (for example at the Oblast level) bring together various stakeholders and are powerful tools for sharing ideas, building consensus and developing commitment. The key is to structure these sessions so they are not a series of speeches representing entrenched formal positions, but genuine

workshops with a combination of speeches and less formal brain storming sessions. Thematic workshops can be organized around a specific topic of broad interest where stakeholders at local and national levels are involved.

- Study tours and visits consist in taking small groups of stakeholders to visit similar projects or other sections of the same project and can be very effective in conveying information on impacts and mitigation measures (for example, to show how the reinstatement of the right of way is done after construction). The visit of Project facilities and offices by groups of young people and school Children can also children can also be effective as it can give an idea of the broad purpose of the Project and develop interest and ownership.
- Committees and commissions can be established at local, regional, national and even international level in order to monitor some sensitive activity (for example, local recruitment and land acquisition at local level; impact on minorities at national or international level). These platforms can allow regular and effective engagement with stakeholders.

#### 8.2 Information- Disclosure Methods

As mentioned above in this document, not all communities or households have reasonable Internet access in the Project area, and publishing documents on websites is therefore not sufficient. To be effectively accessible, Project documents have to be published in paper form, made available at public places such as libraries or local administration offices, with accompanying notices in the local press to inform stakeholders that fresh documents are available.

Specificities of communication with vulnerable groups are discussed above in Section 7.6.

#### 8.3 Stakeholder Engagement Activities

The Table 8-1 below presents activities that will be undertaken by UTG throughout the Project.

Table 8-1 Stakeholder Engagement Program

No	Action	Target	Documents	Place	Responsibility	Time frame
Corpo	rata Laval	stakeholders	available/records		,	Status
	rate Level					
1.	Develop and publish Annual Environmental and Social Report (AESMR) and brief summary of the AESMR with focus on both corporate and Project level activities.	All affected parties and interested parties	AESMR and summary	Corporate Website	Ukrtransgaz	Annual reporting within the construction phase
2.	Round table meetings with key institutional stakeholders to present the Project and the environmental and social mitigation plans (including the ESAP and this SEP)	Interested parties (mainly Government at national and Oblast levels, as well as NGOs)	Environmental and Social Report, SEP	Kyiv and concerned Oblast capitals	Ukrtransgaz	Certain dates to be agreed with the mentioned stakeholders during preconstruction and construction phases.
3.	Develop Media Plan (identify key publications and events from both a stakeholder engagement and general Public Relations perspective)	All	UTG has a website and a magazine which are currently accessible. This information channels are being used to share information regarding to; News Journal "Pipeline Transportation" Information about transmission lines Access to Public Information and Museum of pipeline		Ukrtransgaz	Available
4.	Publish environmental and social due diligence documents, including the Non Technical Summary (NTS) covering Rapid Social Impact Assessment (SIA), Rapid Biodiversity Impact Assessment (BIA) and Rapid Water Resource Impact Assessment (WRIA) Reports and this Stakeholder Engagement Plan (SEP)	All	NTS, SEP,	Company Website Hardcopies available locally	Ukrtransgas	Starting from the Preconstruction Phase (2018) and should continue throughout the construction works.

No	Action	Target	Documents	Place	Responsibility	Time frame
Local	Level Operational Phase	stakeholders	available/records	1 1000	recoponicionity	Status
	•			T	Τ	T
5.	Reception of interested citizens at the CS premises by the respective CS management	Any local stakeholder interested or affected by the Project	Booklets, presentation materials/ Meeting records	Local Ukrtransgaz offices at Compressor stations	Local environmental or social manager/ deputy Head	Permanently (on weekly basis)
6.	Publications on the Project in general and on environmental and social issues in regional and local mass media	All stakeholders at Oblast and local levels	Press articles Before the process of land acquisition mass media is used to disclose Project information	Local press in Oblast and district centres	Local management (head and Deputy Head)	2015-Ongoing
7.	Community safety meetings in local Councils to present and discuss emergency preparedness measures with local councils, local firefighting brigades, and local branches of the Ministry of Urgent Situations	Local councils in neighbouring communities Firefighting brigades in neighbouring communities Regional and local branches of the Ministry of Urgent Situations	EHS briefings Emergency preparedness plans	Local villages	Local management (head and Deputy Head)	Once a year
8.	Oblast level stakeholder meetings and workshops	Representatives of local councils in neighbouring communities Representatives of Oblast governments	Annual environmental and social reports and booklets focused on local environmental and social activities	Local villages/ District Centres according to List)	Ukrtransgas and local divisions	Once a year
9.	Maintain and update the local Stakeholder Register	All	Stakeholder register	CS offices	CLOs and local managers in CS's	Permanently
Local	level, Prior to Mobilizatio	n				
10.	Public Participation Meetings (PPMs) to inform village heads and the local residents about the environmental and social impacts and the timescales of the Project activities.	Local councils in neighbouring communities other stakeholders	Brochures Minutes of PPM meetings, Presentations	Local villages	Local CLOs, UTG Representatives	Prior to construction and it is on-going (First set of PPMs were conducted in all four Sections. Similarly, another set of PPM's will be conducted in order to cover the rest of the villages in those sections. In other words, these meetings will be continued in these sections until covering the entire sections – all villages – See Appendix 5 for next PPMs' program).
11.	Inform local people about local procurement	Local councils in neighbouring communities	Community meetings	Local villages	Local CLUs	Before construction

No	Action	Target stakeholders	Documents available/records	Place	Responsibility	Time frame Status
	opportunities	other stakeholders				
Local	level, During the Mobiliza	ation				
12.	Actively communicate with village heads, community members and other stakeholders on the planned activities, and to work collaboratively on any potential issues including road safety, access safety, community security and interaction.	Local councils in neighbouring communities	Annual environmental and social reports, Consultation records, Records of community awareness trainings.	Local villages	Local CLOs and CLOs of Contractor	Permanently
Local	level, Reconstruction phas	Se .				
13.	Continue individual consultations on land acquisition and compensations, as planned	Landowners and land users	Individual compensation agreements	At affected landowners' residence and in local councils	Local managers Land agent	Started in 2015 and it will continue during the re-construction
14.	Put in place and operate grievance mechanism (see Chapter 8)	All	Grievance register, Grievance acknowledgement of receipt, Grievance resolution letters.	CS Offices	Local managers Land agent	2015 and further during project construction and operations

## 9 GRIEVANCE MECHANISM

#### 9.1 Overview

EBRD, EIB and other international standards require the establishment and maintenance of a grievance mechanism open to all stakeholders. This mechanism should be established at very early stages of the Project and maintained throughout the Project lifecycle.

The grievance mechanism is meant to providing a fair and prompt registration and redress system for any complaint linked to the Project. The process will include the following steps:

- Filing and registration;
- Allocation for review and resolution;
- Review and resolution;
- Notification of the proposed resolution;
- Appeal (if applicable); and
- Closure.

JSC "UKRTRANSGAS" has approved and put in force the Instruction on the Procedure for reviewing the appeals of citizens, developed in accordance with the legislation of Ukraine. The document covers both the people residing in the area of Project impact and all the workers involved during the construction and operation stages of the Project.

Within the framework of the project, an additional grievance mechanism has been developed in order to ensure compliance with the principles of PR No. 10 by EBRD.

UTG appoints officers who will provide the registration of each grievance and will forward them for consideration and resolution, and then will inform the complainant on the suggested resolution for the issue that is subject of appeal. Community Liaison Officers (CLO) are designated to interact with all stakeholders of the Project "Reconstruction, Capital Repairs and Technical Re-Equipping of the Main Pipeline Urengoy-Pomary-Uzhgorod", as defined under the Stakeholder Registry during construction and operation phases. They also must interact with any persons and organizations, etc., which are not related to the project, but show interest in it.

There are three CLOs appointed under the Project: Chief CLO, working at UTG Administration, who will be responsible mostly for implementing the Stakeholder Engagement Plan, and two local CLOs appointed from the branch employees of the Directorate for construction and rehabilitation of the gas transport system – the first one should be responsible for the eastern Sections 1 and 2 of the Project ("Romny – Grebinky" and "Grebinky – Sofiivka") and reconstruction of the Romny CS, and the second one – for the western Sections 3 and 4 of the Project ("Bar – Gusiatyn" and "Gusiatyn – Bogorodchany") The main function of the local CLO is to establish connections with local communities and manage the grievance mechanism (see Appendix 6 for CLO Duties).

Depending on the type, complaints may be resolved right on the spot or forwarded to the Chief CLO.

#### 9.2 Filing and Registration

Complaints may be filed using any of the following options:

- By sending letters or e-mails to the following addresses, or by calling on the following phone number:
- Visit to Company offices or Administration and direct interaction with a CLO.

•

Contact details of local CLOs can be found Table 9-1 below.

**Table 9-1 Information Details of Local CLOs** 

Name	Chief CLO, UTG head office	CLO Eastern Sections 1 & 2 and CS Romny	CLO Western Sections 3 & 4
Responsible Officer	Mrs. Shymko Oksana Romanivna, Deputy Head of Investment Projects Department of UTG	Mr. Davydenko Valery Ivanovich, Branch «Directorate for Construction and Reconstruction of UTG»	Bakalina Valery Vitaliyovych Branch «Directorate for Construction and Reconstruction of UTG
Address	Kiev, Klovsky Descent 9/1	Cherkasy street Sumgayskaya, 3	Cherkasy street Sumgayskaya, 3
Phone	+380 44 461 20 71	+38(0472) 58-25-55 050-464-04-00 067-191-31-00 093-500-87-00	+38(0472) 58-22-32 095-284-22-32
Fax	+380 44 461 20 95	+38(0472) 32-8073	+38(0472) 32-8073
e-mail	shimko-or@utg.ua	davydenko-vi@utg.ua	bakalina-vv@utg.ua
Web-site	www.utg.ua	www.utg.ua	www.utg.ua

UTG shall review the workload of the CLOs and provide further resource if needed to fulfil the requirements of the SEP. CLOs will be involved in preconstruction, construction and commissioning phases as well as the start of operation phase. UTG will monitor and adjust resourcing as required.

Any aggrieved individual is free to write a complaint in any format and retain anonymity if so requested (see Appendix 7 for forms of submission of complaints and comments by the public). It is however important to specify an address that can be used by the Company to send a reply.

The Company will record all incoming complaints in electronic data exchange system "Megapolis" (see Appendix 8 for Sample of the Register of Complaints) established at each CS, and acknowledge receipt in writing, informing the complainant about the reference number assigned to his/her complaint, either on the date of filing (if a complaint is delivered personally or over the telephone) or within seven days of receipt (if a complaint is sent by ordinary or electronic mail).

The electronic logbook or Public Grievance Form presented will also allow the filing of the following information:

- The reference number, date and signatory of the acknowledgement of receipt letter;
- The individual within the company to whom the complaint is allocated for review and resolution;
- The reference number, date and signatory of the letter proposing a resolution or any other mail exchanges with the complainant;

- Categorization of the grievance, according to one of the following categories:
  - Land acquisition and compensation;
  - Land reclamation (after construction);
  - Recruitment and employment;
  - Environmental nuisance (dust, noise, vibration);
  - o Water issue (water quality, discharges, issues with water resource);
  - Biodiversity issue (impacts to flora and fauna); and
  - o Information issue (no information available).

#### 9.3 Allocation for Review and Resolution

Each complaint is directed by the grievance officer to a designated individual within the Company, depending on the technical issues that the complaint raises (for example principal engineer in charge of construction for a given spread, officer in charge of land acquisition and compensation, environmental engineer, etc.).

If the resolution of the complaint is deemed to be within the responsibility of a construction or other contractor, a responsible individual should still be designated within the UTG to monitor the satisfactory resolution of the problem by the contractor in question.

#### 9.4 Review and Resolution, and Notification of the Proposed Resolution

Each complaint is considered within 30 days of receipt and the reply is communicated using the address/telephone number specified by the complainant. The Company keeps copies of all complaints and replies.

The grievance officer is in charge of ensuring that a response is given within the above timeframe, and monitors agreement of the complainant on the proposed resolution and its further implementation.

#### 9.5 Appeal

If a complainant is not satisfied with the proposed resolution, further negotiations can take place until the matter of the complaint is resolved. If negotiations between the Company and the complainant do not achieve a satisfactory result leading to the closure of the complaint, a conciliatory committee will be established on an *ad-hoc* basis, including, for example one or several of the following individuals:

- Local council head and/or local counsellors;
- Regional representative of the Environment department if the complaint is about an environmental issue (noise, dust, water quality, etc.);
- Local civil society representative where possible (e.g. local environmental protection association); and
- Representative of the Company.

Where such a conciliatory committee fails to reach resolution, the parties may take the dispute to court. Resorting to the Company's amicable grievance resolution does not prevent the complainant to resort to Justice at any stage in the process.

#### 9.6 Closure

Only once the complainant has agreed to the proposed resolution (if possible in writing, using a form to be provided by the Company), and this resolution has been implemented to the complainant's satisfaction can the grievance be registered as closed in the grievance logbook.

Each CS office will generate quarterly grievance statistics as follows:

- Number of grievances opened in the quarter;
- Number of grievances closed in the quarter;
- Number of outstanding grievances as of the end of the quarter and comparison with past quarter; and
- Categorization of new grievances (per categories listed above in Section 8.2).

#### 10 MONITORING AND REPORTING

The following indicators will be used to monitor and assess the efficiency of the stakeholder engagement activities:

- Number of meetings of various kinds (public hearings, workshops, face to face meetings with local leaders, etc.) held with each category of stakeholders and number of participants
- Number of stakeholders included in the Stakeholder Register;
- Number of suggestions and recommendations received by the Company using various feedback mechanisms;
- Number of publications covering the Project in the local, regional and national mass media; and
- Grievances per statistics detailed above (see Section 9.6).

Indicators pertaining to grievances will be gathered on a quarterly basis per section 9.6. Other indicators above will be gathered on a yearly basis. All indicators will be reflected in the Annual Environmental and Social Monitoring Report submitted to the EBRD and other lenders as applicable.

This SEP will be updated on yearly basis during planning and construction, and on a five-year basis during operations.

The block diagram of the complaint procedure is provided in Appendix 9.

### **APPENDICES**

## Appendix 1 –Stakeholder Registry prepared by UTG

Stakeholder Groups	<b>Interested Parties</b>	Contacts
	EBRD	Business center "Dynasty", 3rd floor,
Representatives of		Antonovycha str. 46-46-A, Kyiv 03150
banks (EBRD and		(+38 044) 277-11-00
EIB)		(+38 044) 277-11-60
		FilippoJ@ebrd.com
		http://www.ebrd.com/ukraine.html
	EIB	Volodymyrska str. 101, Kyiv, 01033 Ukraine
		(+38 044) 390-80-18
		kiev@eib.org
		http://www.eib.org/
	Ministry of Energy and Coal Industry	Khreshchatyk str. 30,
	of Ukraine	Kiev 01601
	Ministry of Finance of Ukraine	(+38 044) 531-36-89
	Ministry of Economic Development	kanc@mev.gov.ua
	and Trade of Ukraine	M. Hrushevskoho str. 12/2,
	NJSC Naftogaz of Ukraine	Kyiv 01008
	National Energy and Utilities	(+38 044) 206-57-07
	Regulatory Commission	infomf@minfin.gov.ua
	JSC "UKRTRANSGAZ"	M. Hrushevskoho str. 12/2
	Ministry of Infrastructure of Ukraine Ministry of Ecology and Natural	Kyiv 01008, Ukraine
		(+38 044) 253-93-94,
	Resources of Ukraine	fax (+38 044) 253-63-71
<b>Employers and</b>	Ministry of Agrarian Policy and Food	meconomy@me.gov.ua
contractors	of Ukraine	Public Joint-stock Company "National Joint-
	State Ecological Inspection of Ukraine	Stock Company "Naftogaz of Ukraine""
	State Service of Ukraine on Geodesy, Cartography and Cadastre State Agency of Motor Roads of Ukraine	B. Khmelnytskoho str. 6,
		Kyiv 01601, Ukraine
		Smolenskaya str. 19,
		Kyiv 03057
	State Emergency Service of Ukraine	1 -
	State Statistics Service of Ukraine	website: www.nerc.gov.ua
		e-mail: box@nerc.gov.ua
		Klovsky uzviz 9/1,
		Kyiv 01021
		(044) 461-20-95
		forletter@utg.ua
		Prospekt Peremohy 14,
		Kiev 01135
		+38 044 351-50-09
Public authorities		miy@mtu.gov.ua
i done admorned		Metropolit Vasyl Lypkivsky str. 35,
		Kyiv 03035
		Public Reception:
		(+38 044) 206 31 00

		Fax (+38 044) 206-33-02
		gr_priem@menr.gov.ua (+38 044) 206-31-74,
		press@menr.gov.ua
		Khreshchatyk str. 24,
		Kyiv 01001
		(+38 044) 279-84-74,
		info@minagro.gov.ua
		Novopechersky prov. 3, building 2,
		Kyiv 01042
		(+38 044) 521-20-40
		info@dei.gov.ua
		Narodnoho Opolchennya str. 3,
		03151 Kiev
		(+38 044) 244-82-47
		land@land.gov.ua
		Fizkultury str. 9,
		03150 Kyiv
		(+380 44) 287 23 46
		press@ukravtodor.gov.ua
		O. Honchara str. 55, Kyiv 01601
		oper@mns.gov.ua
		Shota Rustaveli str. 3,
		01601 Kyiv
		(+38 044) 287-24-22
Non-governmental	All-Ukrainian Ecological League	Office 33, Saksahanskoho str. 30-B,
organizations	National Ecological Center of Ukraine	Kyiv 01033
	Ukrainian Society for the Protection	(+38 044) 251 13 32
	of Nature (Ukrpryroda)	(+38 044) 289-31-42
	All-Ukrainian Committee for Support	vel@ecoleague.net
	of the UN Programs for the	Saksahanskoho str. 52-A,
	Environment (UkrUNEPcom)	Kyiv 01033
		(+38 044) 238-62-60;
		(+38 044) 238-62-59
		necu@necu.org.ua  Presidium: Anri Barbyusa str. 5-B,
		Kyiv 03150
		Tel. (044) 289-71-73,
		tel / fax (044) 289-73-82.
		office@ukrpryroda.org
		Shelyah-Sosonko Yuri Romanovich
		Kutuzova prov. 3, apt. 56, Kiev 01011.
		Tel.: (044) 290-1887
		unepkomu@hotmail.com
	Eastern Sections: Section 1: 3364.5	5 km - 3391,2 km
Public authorities and	Sumy Regional State	
local self-government	Administration	Y IN Y
bodies in regions,	Department of Ecology and Natural	Kryvozub Ihor Volodymyrovych
districts and	Resources Protection	(0542) 62-97-99

settlements, crossed by the gas pipeline sections. Territorial branches of	Department of Civil Protection of Population	Mylash Oleksandr Mykoliovych (0542) 61-13-96
central executive authorities	Administration of information and public relations	Nadyarnyi Serhiy Volodymyrovych (0542) 63-13-21
	Central Administration of the State Geological Cadaster	Petropavlivska str. 108, Sumy 40021 tel. (0542) 70-09-15 fax: (0542) 70-09-28 Head - Usyk Natalya Anrdiivna
	State Ecological Inspection in Sumy Oblast	Chief - Bazarov Gennadiy Ivanovich First Deputy - Iryna Vladimirovna Kashpur Mailing address: VPZ Sumy, a/c 1, 40000 Actual address: Sumy, st. Gerasim Kondratiev, 25, 9th floor sumy@dei.gov.ua tel/fax (0542) 77-10-15
	Administration of Civil Service for Emergency Situations	Volik Genadiy Borisovich Paryzhskoi kommuny str. 70, Sumy 40016 fax: (0542) 66-55-90, tel. (0542) 66-55-09
	Sumy Regional Department of Water Resources	Gordijko Olexiy Petrovich Gerasyma Kondratyeva str. 27, Sumy 40016 fax: (0542) 78-83-08, tel. (0542) 61-12-94
	Bilopillya District State Administration	Chairman - ZarkoYuri Vasylyovych. Staroputivlska, 35 Bilopillya, Sumy region 41800. Tel.: (05443) 91335, fax (05443) 91565 bilop-rda@ukr.net
	Mykolayiv settlement (village) council Subordinate villages: Arkavske, Zholobok, Sushylin,	Head - Ignatiev Ivan Anatolievich Svobody Boulevard 2, smt. Nikolaevka, Belopillya district, Sumy region (054 43)-97234, (054 43)-71696 http://mykolaivska-gromada.gov.ua
	Kalynivka  Markivka village council	Head: Melnik Nikolai Sergeevich Lenin str. 7, village Markivka, Belopillya district, Sumy region. Tel.: (054 43)-9-44-87
	Sumy District Administration	Gennady Vladimirovich Doroshenko Ilyinskaya str. 97, Sumy 4009
	Severin village council Villages in subordination: Verbove Sklyarivka	Severin Vira Mykolayivna Molodizhna str. 1a, village Severinovka, Sumy district, Sumy region, 42301 (+38 054) 269-32-01

	I ~	
	Sokolyne	
	Mar'ivka	
	Lintvarivka	
	Stepanivsky village council	Volodymyr Aleksandrovich Lukash
	Villages in subordination:	Centralna str. 46,
	Golovashivka	village Stepanivka, Sumy region,
		Tel. (0542)-691620
	Dostolno villo se conneil	` '
	Postolne village council	Bilinsky Roman Mykolayovych.
	Villages in subordination:	Village Postolne 89,
	Likarske, Stepanenkove	Sumy district, Sumy region
		Tel.: (05426)-99735
All landowners and	Landowners and farmsteads of the	Landowners according to concluded contracts
land users, territories	villages:	of servitude + a list of farms
of which are crossed by	Severynivka (?)	
pipeline sections	Verbove	
1 1	Sokolyne	
	Sklyarivka	
	Maryivka	
	Golovashivka	
	Likarske	
	Stepanenkove	
	Arkavske	
	Zholobok	
	Sushylyne	
	Kalynovka	
	Markovka	
	Farming enterprises:	SAP "Rodyuchist" – Director - Gederm Yuriy
	SAP "Rodyuchist"	Yuryevich
	Agrofirm "Severynivska"	Mob. +38 095-63-124-99; tel. 0542-693-106;
	FG "Naton"	Chief accountant - Tetyana Vasylivna –
	TOA "Agrarne"	(+38 050)-84-15-251
	PSP "Slobozhanschina-Agro"	roduchist_bz@ukr.net
	TOV "Agrofirma "Victoria"	Toddemst_bz@dxt.net
	TOV 'Agrofffilla Victoria' TOV "Druzhba 6"	AF TOV Severinovka:
	TOV "Agrofirma Vladana"	Director – Khozov Ivan Sergeyevich
	TOV "Khlibodar"	Tel: 0542-693-200
		tovararne_bz@ukr.net
		TOY IN A II F
		TOV "Naton" – Executive Director
		Kursa Vitaliy Vasylovych,
		Mob. +38 050-48-67-881;
		Owner – Maxim Guzenko;
		Chief. Accountant - Larisa Viktorovna –
		mob. +38 099 948 03 91
		office@agrohp.com.ua
		TOV "Agrarne",
		Ch. Accountant
		Belokon Lyudmila Alexandrovna
		<u>*</u>
		mob. +38 050-21-79-132

		L.Nazarenko@mhp.com.ua
The limited population		
of certain villages,		
whose farms are closest		
to the pipeline sections		
	Eastern Sections: Section 2: 3488.30	6 km - 3519.87 km
D-11:1	<del>,</del>	T
Public authorities and local self-government	Sumy Regional State Administration	
bodies in the regions, districts and settlements, territories	Department of Ecology and Natural Resources Protection	Kryvozub Igor Volodymyrovich 62-97-99
of which are crossed by the gas pipeline	Department of Civil Protection of the	Milash Alexander Nikolayevich
sections. Territorial CEB bodies	Population	61-13-96
	Administration of information and public relations	Naderiv Sergey Vladimirovich 63-13-21
	Central Administration of the State	Petropavlivska str. 108,
	Geological Cadaster	Sumy 40021
		tel. 70-09-15 fax: 70-09-28
		Head - Natalya Usyk
	State Ecological Inspection in Sumy	Head - Bazarov Gennady Ivanovich
	Oblast	First Deputy - Iryna Vladimirovna Kashpur
		Mailing address: VPZ Sumy, a/c 1, 40000
		Actual address: 9th floor, Gerasima
		Kondratieva st. 25, Sumy sumy@dei.gov.ua
		tel / fax: (0542) 77-10-15
	Administration of Civil Service for	Paryzhskoi kommuny str. 70,
	Emergency Situations	Sumy 40016
	Zineigeney situations	fax: (0542) 66-55-90, tel. (0542) 66-55-09
		Volik Genadiy Borisovich
	Sumy Regional Department of Water	Gordijko Olexiy Petrovich
	Resources	Gerasyma Kondratyeva str. 27,
		Sumy 40016.
	B.L. W.L. B. C. C.	fax: (0542) 78-83-08, tel. (0542) 61-12-94
	Belopol'skii District	Chairman - ZarkoYuri Vasylyovych.
	Stateadm inistratsiya	Staroputivlska, 35 Bilopillya, Sumy region, 41800.
		bilop-rda@ukr.net
	Mykolayiv settlement (village)	Head - Ignatiev Ivan Anatolievich
	council	Svobody Boulevard 2, smt. Nikolaevka,
	Subordinate villages:	Belopillya district, Sumy region
	Vesele	(054 43)-9-72-34, (054 43)-7-16-96
		http://mykolaivska-gromada.gov.ua
	Poltava Regional State	
	Administration	Sobornosti str. 45, Poltava

Department of Ecology and Natural Resources	Zigina str. 1, Poltava 36000. Tel.: (0532) 56-95-08 <a href="http://www.eco-poltava.gov.ua">http://www.eco-poltava.gov.ua</a>
Department of Civil Protection	Steblyanko Victor: (053-22) 56-07-53, 50-04-24 (t / f) uns@adm-pl.gov.ua
Central Administration of the State Geological Cadaster	Uyutna str. 23, Poltava 36038 poltava@land.gov.ua
State Ecological Inspection in Poltava Region	Kotsyubinskogo str. 6, Poltava 36039. Phone: (0532)-60-68-01 polt@dei.gov.ua http://deipl.gov.ua Chief - Kravchenko Sergey Vladimirovich
Administration of Civil Service for Emergency Situations	Volodymyr Anatoliyovych Salogub Head of the Main Directorate of the Ukrainian SSR of the Poltava region Phone: (05322) 2-92-33 E-mail: nach_udsns@mnspolt.gov.ua
Poltava Regional Department of	M. Kotsubinskogo str. 6,
Water Resources	Poltava 36039 tel / fax: (05322) 2-29-69, 56-37-82 mail@poltavavodgosp.gov.ua Fomichov Vladimir Opanasovich
Lokhvytsya District State Administration	Victory Str. 1, village Lokhvytsia, Lokhvitskiy district, Poltava region 37200. (053 56) 31590 Head: Ryazanov Volodymyr Volodymyrovych
Lokhvitskiy District Council	Khrapal Anatoly Alexandrovich Victory Str. 1, village Lokhvytsia, Lokhvitskiy district, Poltava region 37200. Tel. (05356) 3-22-31 rayradalh@ukr.net
Zavodska City Council (including Chervonozavodske town, village Vyshneve)	Poltava str. 4/16, town Zavodske (Chervonozavodske), Lokhvitskiy district, Poltava region. (053 56)-37087 Head: Sidorenko Vitaliy Vladimirovich
Gyryavi Iskivtsi village council (villages: Hyryavi Iskivtsi, Mlyny)	37223 Poltava region, Lokhvytskyi district, village Gyryavi Iskivtsi Phone (+380 (053 56)) 9-31-31, 9-31-42 Bezpalko Mykola Mykhailovych
Rygi village council (Villages: Rygy, Venslavy)	Address: village Rygy, Lokhvytskyi district, Poltava region 37250 Tel.: (053 56)-96342 Head: Kutetsky Oleksiy Parfenovich
Iskovetsky village council	village Iskivtsi, Lokhvytskyi district,

	(villages: Dryukivshchyna,	Poltava region 37251.
	Ovdiyivka, Skorobagatki,	Tel.: (053 56)-96742
	Yablunivka)	Head: Makarenko Sergiy Mykolayovych
	Kharkivtsi village council	Teslenko str. 40, Lokhvitskiy district,
	(villages Arhypivka, Zapadyntsi?)	Poltava region.
		Tel: (053 56)-9-42-42, (053 56)-9-42-31
		Head: Totska Lyudmila Anatolievna http://harkivci.rada.org.ua/
All landowners and	Landowners and Farmers	Landowners according to concluded contracts
land users, territories	Farms:	of servitude
of which are crossed by	- TOV "Ahroperemoha"	+ a list of farms
pipeline sections	- PrJSC "Rise Maksymko"	
	- TOV "Chornuhynskyyregion»	
	- PE "Stokolos"	
	- SFG "Barvinok"	
	- SFG "Victoria"	
	- SFG "Niva 2014"	
	- FG "Vira"	
	- Baryshivka grain company	
The limited population	, , ,	
of certain villages,		
whose farms are closest		
to the pipeline sections		
Western Sections: Section		
Public authorities and	Vinnytsya Regional State	
local self-government	Administration	Soborna str. 15-A, Vinnytsya 21100
bodies in the regions,	Department of Ecology and Natural Resources Protection	(0432) 67-08-20
districts and settlements, territories	Resources Protection	(0432) 67-08-39,
of which are crossed by		Tkachuk Mykola Fedorovich
the gas pipeline		
	Liberartment of Civil Protection of the	Monastyrskava (Volodarskogo) str. 26
	Department of Civil Protection of the Population	Monastyrskaya (Volodarskogo) str. 26, Vinnytsya
sections.	Population Protection of the	Vinnytsya
	_	Vinnytsya (0432) 67-11-38
sections.	_	Vinnytsya
sections.	Population	Vinnytsya (0432) 67-11-38 upr_nad_sit@vin.gov.ua
sections.	Population  Administration of information and	Vinnytsya (0432) 67-11-38  upr_nad_sit@vin.gov.ua Vovchenko Sergey Dmitrievich  Teatralna str. 14,
sections.	Population	Vinnytsya (0432) 67-11-38  upr_nad_sit@vin.gov.ua Vovchenko Sergey Dmitrievich  Teatralna str. 14, Vinnytsya 21100
sections.	Population  Administration of information and	Vinnytsya (0432) 67-11-38  upr_nad_sit@vin.gov.ua Vovchenko Sergey Dmitrievich  Teatralna str. 14, Vinnytsya 21100 (+38 0432) 52-09-92
sections.	Population  Administration of information and	Vinnytsya (0432) 67-11-38 upr_nad_sit@vin.gov.ua Vovchenko Sergey Dmitrievich  Teatralna str. 14, Vinnytsya 21100 (+38 0432) 52-09-92 depinformcom@vin.gov.ua
sections.	Administration of information and public relations	Vinnytsya (0432) 67-11-38  upr_nad_sit@vin.gov.ua Vovchenko Sergey Dmitrievich  Teatralna str. 14, Vinnytsya 21100 (+38 0432) 52-09-92  depinformcom@vin.gov.ua Vasylyuk Svetlana Mikhailovna
sections.	Administration of information and public relations  Central Administration of the State	Vinnytsya (0432) 67-11-38  upr_nad_sit@vin.gov.ua Vovchenko Sergey Dmitrievich  Teatralna str. 14, Vinnytsya 21100 (+38 0432) 52-09-92  depinformcom@vin.gov.ua Vasylyuk Svetlana Mikhailovna Keletska str. 63, Vinnytsya 21027.
sections.	Administration of information and public relations	Vinnytsya (0432) 67-11-38 upr_nad_sit@vin.gov.ua Vovchenko Sergey Dmitrievich  Teatralna str. 14, Vinnytsya 21100 (+38 0432) 52-09-92 depinformcom@vin.gov.ua Vasylyuk Svetlana Mikhailovna Keletska str. 63, Vinnytsya 21027. (0432) 51-39-60
sections.	Administration of information and public relations  Central Administration of the State	Vinnytsya (0432) 67-11-38 upr_nad_sit@vin.gov.ua Vovchenko Sergey Dmitrievich  Teatralna str. 14, Vinnytsya 21100 (+38 0432) 52-09-92 depinformcom@vin.gov.ua Vasylyuk Svetlana Mikhailovna  Keletska str. 63, Vinnytsya 21027. (0432) 51-39-60 vinnytsia@land.gov.ua
sections.	Administration of information and public relations  Central Administration of the State	Vinnytsya (0432) 67-11-38  upr_nad_sit@vin.gov.ua Vovchenko Sergey Dmitrievich  Teatralna str. 14, Vinnytsya 21100 (+38 0432) 52-09-92 depinformcom@vin.gov.ua Vasylyuk Svetlana Mikhailovna  Keletska str. 63, Vinnytsya 21027. (0432) 51-39-60 vinnytsia@land.gov.ua Kozak Yuri Vladimirovich - the head of the
sections.	Administration of information and public relations  Central Administration of the State	Vinnytsya (0432) 67-11-38  upr_nad_sit@vin.gov.ua Vovchenko Sergey Dmitrievich  Teatralna str. 14, Vinnytsya 21100 (+38 0432) 52-09-92  depinformcom@vin.gov.ua Vasylyuk Svetlana Mikhailovna  Keletska str. 63, Vinnytsya 21027. (0432) 51-39-60  vinnytsia@land.gov.ua Kozak Yuri Vladimirovich - the head of the Head Administration of the State Geological
sections.	Administration of information and public relations  Central Administration of the State	Vinnytsya (0432) 67-11-38 upr_nad_sit@vin.gov.ua Vovchenko Sergey Dmitrievich  Teatralna str. 14, Vinnytsya 21100 (+38 0432) 52-09-92 depinformcom@vin.gov.ua Vasylyuk Svetlana Mikhailovna  Keletska str. 63, Vinnytsya 21027. (0432) 51-39-60 vinnytsia@land.gov.ua Kozak Yuri Vladimirovich - the head of the

Vinnytsya Oblast	(0432) 51-31-49
Vinnytsya Obiast	
	http://dei.gov.ua/
	vin@dei.gov.ua
	Dubovy Yuriy Vladimirovich
Administration of Civil Service for	600-richya str. 11, Vinnytsia 21021,
Emergency Situations	Vinnytsia region
	vinnytsya@mns.gov.ua
	www.vn.dsns.gov.ua
	Shevchuk Ruslan Bogdanovich
Sumy Regional Department of Water	Khmelnitske shosse 13, Vinnytsia 21100
Resources	Tel.: (0432) 52-09-00; 52-09-29
	buvr.vn@gmail.com
	Krysko Volodymyr Grygorovych
Bar Regional State Administration	Sv. Mykolaya maidan 18, city of Bar,
	Vinnytsya region, 23000.
	tel.: (04341) 2-24-63
	Fax: (04341) 2-24-63
	e-mail: rda bar@vin.gov.ua
	Volodymyr Vasyliovych Savolyuk
	Vokzalnaya Street 1, village Voynashivka
Voynashivka village council	Barsky district, Vinnytsya region 23031
(Konanitske village)	(04341) 3-43-31
	Skopchak Vasiliy Alekseevich
	Shevchenko str. 1, vil. Zhuravlivka,
Zhuravlivka village council (v.	Barskij district, Vinnytsya region., 23025
Seferivka, Zhuravlivka)	(04341)-3-65-17
	Dolynny Vasily Alexandrovich
	Lenina str., 14-B., vil. Kuzmintsy,
	Bar district, Vinnytsya region.
Kuzmintsy village council (v.	(04341)-3-75-18
Golubivka)	
	Milenkiy Viktor Nikolaevich
	Lenina str. 36, vil. Migalivtsi,
Mygalivetska village council	Bar district, Vinnytsya region.
(Mikhailivtsi village)	(04341)-3-64-49
	Kazik Vladimir Stepanovich
	V.Vashenyaka str. 12A, v. Mytki,
Moulei willows a servicia	Bar district, Vinnytsya region.
Mytki village council	(04341)-3-71-68
	Kolodiy Peter Boleslavovich
	Lenin str. 13, Tereshki, Bar district, Vinnytsya
Towarkless will	region.
Tereshky village council	(04341)-3-33-85
	Borodaty Alexander Mikhailovich
	Lenin str. 10, v. Hodaky, Bar district,
	Vinnytsya region.
Hodaky village council	(04341)-3-66-31
	Valery Vasyliovych Kolomiichuk
Voltukskiy villaga asynail	
Yaltukskiv village council	Lenin str. 43, v. Yaltushki, Bar district,

	Vinantana na si an
	Vinnytsya region. Gvatkov Sergey Dmitrievich
	(04341)-3-53-85
	(04341)-3-33-63
Khmelnitsky Regional State	
Administration	
Department of Ecology and Natural	Franko str. 2/2, Khmelnitsky 29001
Resources Protection	Tel. 79-41-01
	38714934@mail.gov.ua
Department of Civil Protection of the	Sergey Mykhajlovych Vavrinchuk
Population	
- op manes	House of Councils, building 2, Majdan
Administration of information and	Nezalezhnosti, Khmelnitsky 29005
public relations	fax 76-51-19,
<b>T</b>	hmns_upr@ukrpost.ua
	Danylyuk Yevgeny Dmitrievich
	Bunjiyak Tevgeny Binanevien
	House of Councils, building 2, Maidan
	Nezalezhnosti, Khmelnitsky 29005
	Fax 76-57-36,
	uidkg@adm-km.gov.ua
	Mikhailova Inna Grigorievna
Central Administration of the State	Institutskaya street, 4/1,
Geological Cadaster	Khmelnytsky 29000.
	Tel. (0382) 726 506
	Vasilenko Vasyl Nikolaevich
State Ecological Inspection in	Ivan Franko str. 2/2,
Khmelnitsky Oblast	Khmelnytsky city 29000
	tel / fax (+38 0382) 70-28-39
	Gumenyuk Vitalij Vasylyovych
	(0382) 70 28 39
Administration of Civil Service for	29000, Khmelnitsky city, Heroes of Chernobyl
Emergency Situations	str. 1/2
	odsokc@mns.km.ua
	Bratko Eduard Petrovich
Khmelnitsky Regional Department of	Soborna str., 29,
Water Resources	Khmelnytsky 29013
	Tel. / fax (+38 0382) 795798,
	mail@homov.ukr
	Diminsky Yuri Marianovich
Vinkovetsky District State	Soborna Ukraine street, 2, Vinkivtsi,
Administration	Khmelnytsky region, 32500.
	Lelyuk Vitaliy Borisovich
	Sobornosti Ukrainy str. 20,
Vinkovetsky settlement (village)	town Vinkivtsi, Vinkovetsky district,
council	Khmelnytsky region.
Council	Ananchuk Vasyl Oleksandrovich
	(+38 03846)-213-45, (+38 03846)-214-28
Dashkivtsi village council	Zatonskogo str.1, vil. Dashkivtsi,

		Vinkovetsky district, Khmelnytsky region.
		Ryabenky Yuri Vladimirovich
		Tel. (+38 03846)-273-94
		Lenina str., 1, vil. Oslamiv,
	Oslami Village Council	Vinkovetsky district, Khmelnytsky region. Tel. (+38 03846)-214-24 Ivashchuk Igor Nikolaevich
All landowners and	Landowners and Farmers	Landowners according to concluded contracts
land users, territories	Farms:	of servitude
of which are crossed by	TOV "Mizhlissya"	+ a list of farms
pipeline sections	TOV "Kyanivka"	
	SFG "Bogdanyuk"	
	FG "Sadok Podillya	
	TOV "Krayevyd Podillya" Agrofirm "Rubansky"	
	SFG "Sadivnyk"	
	FG "Tri B +"	
	TOV "Kernel".	
	TOV "Agro-Vim"	
	TOV "Podillya-Agroservice"	
The limited population		
of certain villages,		
whose farms are closest		
to the pipeline sections		
	Section 4: 4101.3 km - 41	28.4 km
Public authorities and	Ternopil Regional State	
local self-government	Administration	Shashkevich str. 3, Ternopil, 46008
bodies in the regions,	Department of Ecology and Natural	tel / fax (0352) 25-95-93
districts and	Resources Protection	eco_ter@tr.ukrtel.net Singalevych Orest
settlements, territories		Vasilyevich
of which are crossed by	Department of Civil Protection of the	
the gas pipeline	Population	Rodyny Barvinskykh str. 10,
sections.	Administration of information and	Ternopil, 46000.
Territorial CED boules	public relations	tel. (0352) 52 10 05. Fax 52 01 04
	puone romanone	uczntr@gmail.com
		Lyubiy Igor Volodymyrovych
	Central Administration of the State	
	Geological Cadaster	
	State Ecological Inspection in	Office 702, Grushevskogo str. 8,
	Ternopil Oblast	Ternopil 46021.
	Administration of Civil Service for	(0352) 52-67-37
	Emergency Situations	OCC 205 H 1 1 1 2 7 7
	Ternopil Regional Department of	Office 305, Hrushevskogo str. 8, Ternopil,
	Water Resources	ternopil@land.gov.ua Mortywyuk Viktor A patoliyoyyoh
	Chortkiv Regional State	Martynyuk Viktor Anatoliyovych Reception Telephone: (0352) 52-23-49
		1 INCOMPRIOR LEIGHNUNG, 1(1,1,1,2,1,1,1,2,1,2,1,2,1,2,1,2,1,2,1,
	Administration	• • • • • • • • • • • • • • • • • • • •
	Administration	E-mail: te.martyniuk@land.gov.ua

		Shashkevicha str. 3, Ternopil, 46000.		
		(0352) 259 582		
		Ferenz Eduard Nikolaevich		
		(0352) 25-96-33, fax (0352) 25-95-82		
		Lesia Ukrainka str. 6, Ternopil, 46011		
		ternopil@mns.gov.ua		
		www.ternopil.dsns.gov.ua		
		Masley Victor Mikhailovich		
		Tel.: (0352) 24-14-62		
		Za Rudkoyu str. 35, Ternopil 46003.		
		Tel./fax: (0352) 52-64-22		
		Gonchar Vitalij Vasylyovych		
		Shevchenko str., 23, Chortkiv 48500.		
		Acting head: Stashko Mikhaylo Fedorovych		
		Tel. (03552)-2-27-32,		
		Reception: (03552)-2-35-32		
		vil. Kryvenke, Chortkiv district,		
		Ternopil region		
		Dobrovolskaya Olga Anatolievna		
		Tel.: (03552)-628-31		
		Mob.: (+38 068)-032-58-51		
		vil. Tovstenke, Chortkiv district,		
		Ternopil region.		
		Kachmarsky Boris Petrovich		
		Tel. (+38 03552)-621-31		
		Mob. (+38 097)-981-07-39		
Kr	ryvenke village council	vil. Colindyany, Chortkiv district,		
	ovstenke village council	Ternopil region, 48552.		
	Velyka Chernokinets village council Mali Chornokintsi village council	Klapkiv Roman Petrovich		
		Tel. 5-55-31		
	avydkiv village council	vil. Mali Chernokintsy, Chortkiv district,		
	olyndany village council	Ternopil region, 48525		
	dissya village council	Yanitskaya Olga Kirillovna		
	Ulashkivtsi village council Sosulivka village council	Tel. (03552)-6-33-31		
		vil. Davydkivtsi, Chortkiv district, Ternopil		
		region,		
		(03552)-5-67-31		
		Head / chief: Semchyshyn Viktor Adamovich		
		vil. Colindyany, Chortkiv district, Ternopil		
		region		
		(+38 03552)-5-55-31		
		Head / chief: Klapkiv Roman Petrovich		
		Zalissya, Chortkiv district, Ternopil region		
		Kopistinskaya Olga Vasylivna		
		Tel. (+38 03552)-5-72-31		
		Mob. (+38 095)-827-91-05		
		vil. Ulashkivtsi, Chortkiv district, Ternopil		

All landowners and land users, territories of which are crossed by pipeline sections	Landowners and farmers Farms: FG "Lezhanivske" FG NVO "Mriya" PAP "Obriy" FG "Nichlava" PAP " Nichlava" PAP "Dobrobut" SK "Dobriy Sad" TzOV "Mriya Farming Ternopil" PAT "Berezina" TzOV "Agrosintez Podillya"	region Deriy Vladimir Vasylyovych Tel. (+38 03552)-6-52-31 Mob. (+38 096)-661-64-49 vil. Sosulivka Pavlyuk Vasily Petrovich (+38 03552)-65442  Landowners according to concluded contracts of servitude + a list of farms
The limited population of certain villages, whose farms are closest		
to the pipeline sections		

# Appendix 2 - Announcement in Local Press of Gusyatin compressor station "Careful: Main Gas Pipeline of High Pressure"



# Appendix 3 - Notification and information on the sanitary protection zone and protection regimes distributed by the

Охоронна зопа об'єктів магістральних трубопроводів встановдюються охоронні зопи.  Охоронна зопа об'єктів магістральних трубопроводів та іс споруд по обидва боки від крайніх слементів конструкції магістральних трубопроводів та по периметру наземних споруд на визначеній відстані, на якій обмежується провадження господарської та іншої діяльності.  РОЗМІРИ ОХОРОННИХ ЗОН  об'єктів магістральних газопроводів  Показник  До 300 Від 301 до Від 1201 до Від 1201 до Від проводу До 300 Від 301 до Від 1201 до Від 120	Публічне акціонерне това Філів управління магістральних Барське лінійне виробниче управ.	FOR THEFT AND ADDRESS OF THE PARTY OF THE PA	44	тато водів
Ставимо Вас до відома, що на землях Вашого господарства розташовані магістральні газопровод високого тиску— та магістральні газопроводів відалину до населених пунктів  Відповідно до ст. 73 Земельного Кодексу України, Закону України «Про правовий режим земель охоронних тон об'єктів магістральних трубопроводів», постанови Кабінету Міністрів України № 1747 в 16.11.2002 р. «Про затверджения Правил охорони магістральних трубопроводів» з метою забезпечення безпечної експлуатації та виключення можливості ушкодження об'єктів магістральних газопроводів, удловк наземних, надземних і підземних трубопроводів в такопорноготься охоронні зони. Охоронна тона об'єктів магістральних трубопроводів та то периметру наземних споруд на визначеній відстані, на якій обмежується провадження господарської та іншої діяльності.  РОЗМІРИ ОХОРОННИХ ЗОН  об'єктів магістральних тазопроводів  Показник  До 300 Від 301 до Від 1201 до включно бобо включно боб'єктів магістральних газопроводів  Умовний діаметр газопроводу  Показник  До 300 Від 301 до Від 1201 до включно оборожі і, метрів  Ромпр охоронної зони для компресорних станцій (від огорожі ), метрів  В охоронній зоні об'єктів магістральних газопроводів встановлено ряд обмежень, які передбаче аконом України «Про правовий режим земель охоронних зон об'єктів магістральни рубопроводів», затвердженням постановою КМУ № 1747 від 16.02.2002 р. (п.11 Правил)  До зальних обмежень належимь заборона:  Понкоджувати та рубинрати водопропускій, берегоукріпловальні, земляні, протикролійні, протиножем та інші споруди, що захницають об'єкти магістральних трубопроводів від руйнування, а також прилегеропорів на місцевості, поцкоджувати в будь-який спосіб знаки закріпления магістральних трубопроводів на місцевості, поцкоджувати в будь-який спосіб знаки закріпления магістральних трубопроводів на місцевості, поцкоджувати в будь-який спосіб знаки закріпления магістральни трубопроводів на місцевості, поцкоджувати в будь-який спосіб знаки закріплення магістральни трубопроводів на місцевості, поцкоджувати за будь-який	повідомлення №		())	2014 p.
Відповідно до ст. 73 Земельного Кодексу України, Закону України «Про правовий режим земель охоронних тон об'єктів магістральних трубопроводів», постанови Кабінету Міністрів України № 1747 в долженнях отмерать на правил охорони магістральних трубопроводів» з метою забезпечення развил охорони магістральних трубопроводів» з метою забезпечення развил охорони магістральних трубопроводів» з метою забезпечення развил охорони магістральних трубопроводів» з метою забезпечення развильна зона об'єктів магістральних трубопроводів в такопороться охоронні зони. Охоронна зона об'єктів магістральних трубопроводів та іх споруд по обидва боки від крайніх галементів конструкції магістральних трубопроводів та іх споруд по обидва боки від крайніх галементів конструкції магістральних трубопроводів та по периметру наземних споруд на визначеній відстані, на якій обмежується провадження господарської та іншої діядьності.  РОЗМІРИ ОХОРОННИХ ЗОН  об'єктів магістральних газопроводів  Показник  Показник  Умовний діаметр газопроводу  Показник  Умовний діаметр газопроводу  Показник заброводу метрів  Розмір охоронної зони для компресорних станцій (від огорожі), метрів  В охоронній зоні для компресорних станцій (від огорожі), метрів  В охоронній зоні об'єктів магістральних газопроводів встановлено ряд обмежень, які передбача вконом України «Про правовий режим земель охоронних зон об'єктів магістральних рубвироводів». Затвердженнямі постановою КМУ № 1747 від 16.02.2002 р. (п. 11 Правил)  Дозальних обмежень належинма заборона:  Пошколжувати та розбирати об'єктів магістральних трубопроводів, земляні, протисрозійні, протиножеж та інші споруди, що захищають об'єкті магістральних трубопроводів від руйнування, а також прилегтериторії від аварійного витікання продуку  Переміщувати, руйнувати та пошкоджувати зб руйнувати дінійну частину ших трубопроводів, тасомежнів, ; кидати у родні об'єкти магістральних трубопроводів, засобі технологічного зажиху і дінійн тральним; Прошкажи на об'єкти магістральних трубопроводів, засобі технологічного зв'яку і діній	Ставимо Вас до відома, що на землях Вашого			істральні газопрово
16.11.2002 р. «Про затверджения Правил охорони магістральних трубопроводів» з метою забезпечення убеннечної експлуатації та виключення можливості ушкодження об'єктів магістральних газопроводів. Охоронна зона об'єктів магістральних трубопроводів встановлюються охоронні зона. Охоронна зона об'єктів магістральних трубопроводів та їх споруд по обидва боки від кравних газопроводів, галовж наземних, надземних і підземних трубопроводів та їх споруд по обидва боки від кравініх газопроводів та їх споруд по обидва боки від кравініх газопроводів та їх споруд по обидва боки від кравініх газопроводів та їх споруд по обидва боки від кравініх газопроводів та їх споруд на визначеній відстані, на якій обмежується провадження господарської та іншої діяльності.  РОЗМІРИ ОХОРОННИХ ЗОН  Об'єктів магістральних газопроводів  Показник  Показник  До 300 Від 301 до Від 1201 до включно бою 1400  Включно 600 1400  Показник  Показник  Тро з50  Тоо ромі ), метрів  В охоронної зони для компресорних станцій (від огорожі), метрів  В охоронній зоні об'єктів магістральних газопроводів встановлено ряд обмежень, які передбачь вклюми України «Про правовий режим земедь охоронних зоно об'єктів магістральних рубопроводів». В 3041-VI від 17.02.2011р(ст. 22 Закону) та «Правилами охорони магістральних рубопроводів». Затвердженням постановою КМУ № 1747 від 16.02.2002 р. (п.11 Правил)  До задальних обмежень належнить заборана: Пошкоджувати та рубнувати поб'єкти магістральних трубопроводів від руйнуватиня, протиножем та інші споруди, що захнидають об'єкти магістральних трубопроводів від руйнування, а також прилег та інші споруди, що захнидають об'єкти магістральних трубопроводів від руйнуватиня, протиножем та інші споруди, що захнидають об'єкти магістральних трубопроводів від руйнуватиня, протиножем та інші споруди, що захнидають об'єкти магістральних трубопроводів за руйнуватиня а пошкоджувати зб руйнувати лінійну частину щих трубопроводів, засопактичня на місцепоті, пошкоджувати зб руйнувати лінійну частину щих трубопроводів, засопактими;  Промивати на				
Показник  До 300 Від 301 до Від 1201 до	10.11.2002 р. «Про затвердження Правил охорони маг безпечної експлуатації та виключення можливості уш у довж наземних, надземних і підземних трубопровод Охоронна зопа об'єктів магістральних трубопровод у довж наземних, надземних і підземних трубопроводів то в дементів конструкції магістральних трубопроводів то підстані, на якій обмежується провадження господарс РОЗМІРИ ОХ	<ul> <li>постанови к гістральних трі клів встановлюю говодів — терина дів та їх споруда а по периметрі вьюї та іншої д ОРОННИХ 3</li> </ul>	абінету Міністр убопроводів» з з ктів магістральі оться <i>охоронні</i> 'юрія, обмежена д по обидва бокі у наземних спор ціяльності.	ив України № 1747 г метою забезпечення них газопроводів, зони. умовними лініями
Показник  До 300 Від 301 до Від 1201 до Включно Включно Включно Включно Включно Від 1201 до Включно В	оо сктів магістра			monosy
Піврина охоронної зони з обох боків від осі тазопроводу, метрів  Ромпір охоронної зони для компресорних станцій  500 500 700  Ромпір охоронної зони для компресорних станцій  500 500 700  Ромпір охоронної зони для газорозподільних газопроводів встановлено ряд обмежень, які передбаче аконом України «Про правовий режим земель охоронних зон об'єктів магістральни рубопроводів», затвердженими постановою КМУ № 1747 від 16.02.2002 р. (п.11 Правил)  До закальних обмежень належить заборона: Понколжувати та розбирати об'єкти магістральних трубопроводів; Розбирати та рубнувати водопропускиї, берегоукріплювальні, земляні, протисропійні, протипожеж та інші споруди, що захнидають об'єкти магістральних трубопроводів від руйнувания, а також прилег території від аварійного витікання продукту. Переміщувати, руйнувати та пошкоджувати в будь-який спосіб знаки закріплення магістральни трубопроводів на місцевості, пошкоджувати в будь-який спосіб знаки закріплення магістральни трубопроводів на місцевості, пошкоджувати в будь-який спосіб знаки закріплення магістральни трубопроводів на місцевості, пошкоджувати во руйнувати лінійну частниу цих трубопроводів на місцевості, пошкоджувати закннутими якорями, заниюгами, лотами, волокушами тральми; Кидатя у водні об'єкти якорі, проходити їз закннутими якорями, заниюгами, лотами, волокушами тральми; Провикати на об'єкти магістральних трубопроводів;	Показник	До 300	Від 301 до	Від 1201 до
Розмір охоронної зони для газорозподільних станцій ( від огорожі ), метрів  В охоронній зоні об'єктів магістральних газопроводів встановлено ряд обмежень, які передбачо аконом України «Про правовий режим земель охоронних зон об'єктів магістральни рубопроводів», затвердженими постановою КМУ № 1747 від 16.02.2002 р. ( п.11 Правил)  До засальних обмежень належеннь заборона: Попкоджувати та розбирати об'єкти магістральних трубопроводів; Розбирати та руйнувати водопропускиі, берегоукріплювальні, земляні, протисрозійні, протипожеж та інші споруди, що захніщають об'єкти магістральних трубопроводів від руйнування, а також прилег території від аварійного витікання продукту. Переміщувати, рубнувати та пошкоджувати в будь-який спосіб знаки закріплення магістральних трубопроводів на місцевості, пошкоджувати або руйнувати лінійну частину цих трубопроводів, засог слектрохімічного захнету від корозії, запірну арматуру, засоби технологічного зв'язку і лінійн телемеханізм; Кидати у водні об'єкти якорі, проходити із закннутими вкорями, данногами, лотами, волокушами тралами; Проникати на об'єкти магістральних трубопроводів;	газопроводу, метрів	73555		
В охоронній зопі об'єктів магістральних газопроводів встановлено ряд обмежень, які передбачо вконом України «Про правовий режим земель охоронних зон об'єктів магістральні рубопроводів» № 3041-VI від 17.02.2011р(ст. 22 Закону), та «Правилами охорони магістральні рубопроводів», затвердженими постановою КМУ № 1747 від 16.02.2002 р. (п.11 Правил)  До загальних обмежень належить заборона: Пошкоджувати та розбирати об'єкти магістральних трубопроводів; Розбирати та руйнувати водопропускні, берегоукріплювальні, земляні, протисрозійні, протипожеж та інші споруди, що захищають об'єкти магістральних трубопроводів від руйнування, а також прилег території від аварійного витікання продукту. Переміщувати, рубнувати та пошкоджувати в будь-який спосіб знаки закріплення магістральні трубопроводів на місцевості, пошкоджувати або руйнувати лінійну частину цих трубопроводів, засоб слектрохімічного захисту від корозії, запірну арматуру, засоби технологічного зв'язку і лінійн телемханізм; Кидати у водні об'єкти якорі, проходити із закннутими якорями, данногами, лотами, волокушами тралами; Проникати на об'єкти магістральних трубопроводів;	(від огорожі ), метрів	500	500	700
аконом Украйни «Про правовий режим земель охоронних зон об'єктів магістрально рубопроводів» № 3041-VI від 17.02.2011р(ст. 22 Закону), та «Правилами охорони магістрально рубопроводів», затвердженими постановою КМУ № 1747 від 16.02.2002 р. (п.11 Правил) — До загальних обмежень належить заборона: Пошкоджувати та розбирати об'єкти магістральних трубопроводів; Розбирати та руйнувати водопропускиі, берегоукріплювальні, земляні, протисрозійні, протипожеж та інші споруди, що захищають об'єкти магістральних трубопроводів від руйнування, а також прилег території від аварійного витікання продукту. Переміщувати, рубнувати та пошкоджувати в будь-який спосіб знаки закріплення магістрально трубопроводів на місцевості, пошкоджувати або руйнувати лінійну частину щих трубопроводів, засой електрохімічного захисту від корозії, запірну арматуру, засоби технологічного зв'яжу і лінійн телемеханізм; Кидати у водні об'єкти якорі, проходити їз закниутими якорями, данцюгами, лотами, волокушами тралами; Проникати на об'єкти магістральних трубопроводів;	станцій ( від огорожі ), метрів		100000	37.0
	рубопроводів» № 3041-VI від 17.02.2011р(ст. 22 рубопроводів», затвердженням постановою КМУ № До загальних обмежень належить заборона: Пошкоджувати та розбирати об'єкти магістрадьних Розбирати та руйнувати водопропускиї, берегоукр та інші споруди, що захищають об'єкти магістральн території від аварійного витікання продукту. Переміщувати, рубнувати та пошкоджувати в бу трубопроводів на місцевості, пошкоджувати або ругележтрохімічного захисту від корозії, запірну ар телемеханізм; Кидати у водні об'єкти якорі, проходити їз закнну тралами; Проникати на об'єкти магістральних трубопроводів;	Закону). та «І 1747 від 16.02 трубопроводій іплювальні, за ших трубопроводій трубопроводій удь-який спос йнувати ліній матуру, засоб	Іравилами охо 2 2002 р. ( п. 11 1 в; емляні, протиср одів від руйную іб знаки закрії ну частину цих ві технологічно п. данцюгами, з	орони магістральн Правил) полійні, протипожез миня, а також приле плення магістральн трубопроводів, засс ого зв'язку і ліній потами, волокушам

**Gusyatin Compressor Station (Gusyatin-Borogodchany section)** 

## Appendix 4 – MoM of the PPM held in the Village of Sklyarivka in Section 1.

**Project Name:** Reconstruction, capital repairs and technical re-equipping of the main gas pipeline Urengoy-Pomary-Uzhgorod

Subject of the Meeting: Public Participation Meeting for	Dates:
the pipeline Section 1 (km 3,364.5 – km 3,391.2).	26.10.2017
Place: Skylaviska Village Meeting Hall, Sumskiy district,	Time: 13:00-
Sumy Region.	15:00

#### Participants:

<u>JSC UKRTRANSGAZ (UTG):</u> Mr. Dmitry Busienkov, Mr. Bogdan Sagaydak, Mr. Valeriy Davidenko, Mr. Valeriy Bakalyna.

<u>PIU Consultant (Su-Yapi Engineering and Consulting Inc. company):</u> Mr. Gunal Ozenirler, Ms. Lena Zaremba (Translator)

<u>Stakeholders:</u> Villagers from villages along the section, directors and their representatives from several farmer private companies, authorities' representatives (Attachment 1).

### Subjects

Around 20 people from the villages (Verbove, Sklyarivka, Sokolyne, Maryevka, Stepanivka) took part in meeting. The participants' list of the villagers is in Attachment 1.

Public consultation/participation meeting was held in the Village Club Meeting Hall of Sklyarivka. It started at 13:00 am as it was planned according to Invitation notices, which were published on information boards in Villages, bus stations and village stores, sent as invitation letters to Severynivka and Postolne village councils and regional authorities related to the project development (Attachment 2). The Invitation notices and letters were published/sent in 8 days before meeting.

An electronic presentation was held at the meeting. And before the meeting, all the local residents present were distributed an informative brochure on the major repair of the gas pipeline at Section 1 (see Attachment 3).

The meeting was performed in the following sequence:

- 1) Started with the opening speech of Mr. Dmitry Bushenkov from UTG PIU Team Office and Mr. Valeri Ivankovich (New CLO for Eastern Section from Cherkassy branch of UTG), who were made the introduction part and talked about description of UPU Project and particular characteristics of the Section 1 of capital repair of the main gas pipeline (km 3,364.5 km 3,391.2).
- 2) Then, Mr. Sagaydak (Environmental Manager of UTG) made the "National EIA Studies" part of the presentation particular to the Section 1.
- 3) Then, Mr. Gunal Ozenirler (Environmental & Social expert) presented his part in the presentation and he explained the lenders' E&S safeguards and requirements.
- 4) After him, Mr. Valeriy Davidenko and Mr. Valeriy Bakalyna (CLO for western sections) made the presentation about the land acquisition process and compensations.

2

After presentation, in the end of meeting it was proposed to attendees to ask some their questions about Project and/or Section 1 issues.

The record list of those questions and answers made by UTG is following:

- 1. Q: How is it planned to accommodate the workers in the Project? If you are planning to accommodate them in hotels, then which ones? Will it be arranged by temporary camps?
  - A: Contractors will choose whether to place workers in local hotels or to arrange a temporary camp. The decision will be taken at the stage of preparatory works (before construction), with mandatory agreement with village councils and UTG, based on current and future capacity of hotels, their status, plan and program of work to be provided by contractors.
- 2. Q: It was announced that for hydrotests, water would be taken from the ponds or lakes. Where exactly?
  - A: For hydrotest in Section 1, water will be taken from the pond near the villages of Nadyarne and Mariivka. Privately owned pond has been thoroughly investigated from an ecological point of view. The pond is extensively used for fish breeding and each year it is completely emptied (full water drainage is carried out). In order to minimize the impact on the water quality, it is recommended to carry out water sampling and analyses during the discharges (before scheduled discharges), in agreement with the owner of the pond.

Other than the question and answers session, mapping of the important assets of the communities along the pipeline route (if any) in the close proximity to the villages was made by showing the attendees the route of the pipeline proceeding in close proximity to the villages and letting them to mark those important areas like a tree possessing cultural importance or a pond used by the villagers or any other locales which are important for the daily life of the villagers. Photographs taken during this session can be seen below:









General photographs record of the meeting is in Attachment 4.

#### 1 - Invitation notices and letters

#### **Notices**

#### оголошення

Шановні громадяни - жителі с.Склярівка, повідомляємо, що в 13 год. 00 хв. 26 жовтня 2017р. в будинку культури с.Склярівка буде проведена презентація об'єкту будівництва «Капітальний ремонт магістрального газопроводу «Уренгой — Помари-Ужгород». Дільниця км 3364,5-3391,2», обговорення соціально-екологічної політики під час реалізації проекту, порядку оформлення тимчасового користування земельними ділянками та проведення компенсації за відшкодування посівів, вплив на навколишне середовище.

Просимо бути присутніми власників земельних ділянок, які підпадають під трасу проходження магістрального газопроводу в адміністративних межах Северинівської та Постольненської сільських рад, землекористувачів, а також всіх бажаючих прийняти участь у обговореннях.

Для перевезення учасників до місця проведення слухань з сосідніх сіл буде задіяно автотранспорт (конт. телефони шодо автотранспорту (конт. телефон для уточнення часу відправлення 099-98-36-215 - Павло Олексійович).

Списки власників земельних ділянок, які частково будуть задіяні при будівництві, додаються.

#### оголошення

Шановні громадяни - жителі с.Мар'ївка, повідомлисмо, що в 13 год. 00 хв. 26 жовтия 2017р. в будинку культури с.Склирівка буде проведена препентація об'єкту будівництва «Капітальний ремонт магістрального

3364,5-33 політики тимчасов проведен на навко

> Просі ділинок, магістра: Северині землекор участь у Для

слухань надано з 12год.\_\_ відправля Списки и задіяні пр

#### оголошення

Піановні громадяни - жителі с.Над'ярне, повідомлисмо, що в 13 год. 00 хв. 26 жовтия 2017р. в будинку культуря с.Склярівка буде проведена презентаців об'єкту будівництва «Квиїтальний ремонт магістрального газопроводу «Уренгой — Помари-Ужгород». Дільниця км 3364,5-3391,2«, обговорении соціально-екологічної політики від час реалізації проекту, порядку оформления тимчасового користувания земельними ділянками та проведення компенсації за відшкодувания посівів, вилив на навколнини середовяще.

Просимо бути присутніми власників земельних ділинок, які підпадають під трасу проходженни магістрального газопроводу в адміністративних межах Севервийської та Постольненської сільських рад, землекористувачів, а також псіх бажаючих прийняти участь у обгопорениях.

Дли перевезения учасників до місця проведения слухань з с.Над'ярне та в зворотньому напрямку буде надано автотраненорт (с.Над'ярне, вул.Тургенсва, 9) в 12год.\_\_хв. (конт. телефон для уточнения часу відправления 099-98-36-215 - Павлю Олексійович).

Списки власників земельних ділинок, які частково будуть задіяні при будівництві, додаються.

#### Letters

#### оголошення

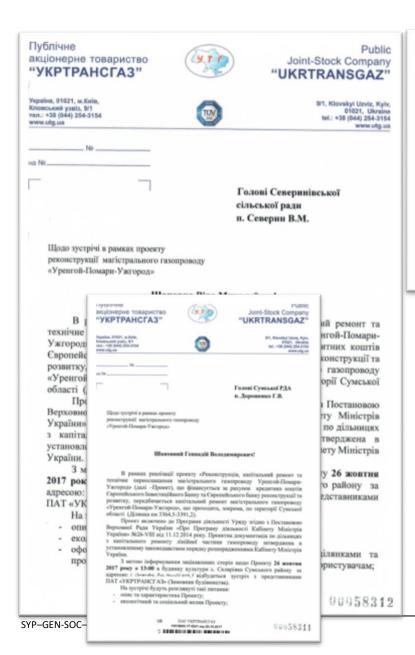
Нановні громадяни - жителі с. Лікарське, повідомлисмо, по в 13 год. 00 хв. 26 жювтия 2017р. в будивку культури с.Склярівка буде проведена превитаців об'єкту будівнинтва «Капітальний ремонт магістрального газопроводу «Уренгой — Помара-Ужтород». Дільниця км 3364,5-3391,2», обговорении соціально-скалогічної політики під час реалізації проєкту, порядку оформлении тимчасового користувания земельними ділянками та проведения компенсації за відшкодувании посівів, вилив на навколиние серсловище.

Просимо бути присутніми власників земельних діляюк, які пілядають піл трасу проходження магістрального газопроводу в адміністративних межах Северннівської та Постольнецької сільських рад, землекористувачів, а також всіх бажаючих прийняти участь у обговореннях.

Для перепезения учасників до місця проведення слухань від перкви с.Лікарське (перехрести вулиць Болгарської та Салової) та в зворотньому напримку буде надано автотранснорт в 12 год.30 кв. (конт. телефоня щодо автотранснорту (конт. телефон для уточнення часу відправлення 099-98-36-215 - Павло Олексійович).

Списки власників земельних ділинок, икі частково будуть задіяні при будівництві, додаються.

е. Лікарське – 4 отвлюжения: біли школи, біли меднункту, біли перкин, біли магазин



 механізм розгляду можливих скарг, які можуть виникну реалізації Проекту.

Планується, що у зустрічі візьмуть участь власники земельні які підпадають під тимчасовий землевідвід для проходже магістрального газопроводу в адміністративних межах Северин Постольненської сільських рад, землекористувачі, а також всі бажа участь у обговореннях.

3 огляду на вищезазначене, просимо сприяти в організації зустрічі та запрошуємо Вас особисто, а також представників Севе сільської ради до участі.

3 повагою,

Головний інженер



Ю.Д. Зя



#### 3 - Informative brochure

ІНФОРМАЦІЯ ПРО ВІКОНАВІЯ ПРОЕКТУ Пукітке заповерає зоварастве «УКРТРАЙСТАІ» (УІТ), пакет яклій вогоє заповать Напіовальній актіонерок компанії «Нафтота» Україню», є опіратором гаметракствутної система України. Осякові якля діятамості УІТ вистумі.

- Транспортупания прородного газу споязывачам Укаріва;
   Транспортупания прородного Укаріва;
   Запілня і Зап
- Транцит гизу через територію України в Західну і Центральну Європу.
- Зберігання природного газу в підземних сманицих.
- Експлуатиція, реконструкція і сервісне обслуговування нагістральних газовренодів і об'єктів на нек;
- Будівняттво і монтаж газопроводія, і
- Науково-послідкі, конструкторскаї і проектні роботи в галукі транспортумники і эберігники галу.

#### KOHTAKTHA IHOOPMAIIIR

3 петовъ будь-яких скарт, не можете пертотики до компастної особи і никористовуюти вей-сторікку, им падасться ников:

Комтактия особа: Давканию Ваперій Івановач Філія «Люченлія в Філіянията» то рекомпрукції ГТС» Е-яаві: футовію—«Патакти» прекомпрукції ГТС» Адрека: ж. Черакая вух. Сумпійская.3 Т.Е...—28 (ФРТ) 58-25-55, 200-464-0-00, 067-191-31-00;

Веб-сторіяка для подачі скарт: этум 172 ш

#### ВАГАЛЬНА ХАРАКТЕРИСТИКА ПРОЕКТУ

матистральной газопровід «Уректой-Повери-Уагород-(УПУ) є одном і посовном газопроведів газопровізоритей системи Уарабих, по забезпечує тражитерузьком природного таку і Ресійської Федеродії до спяжижита барожи та Уарабих.

Развілисія проекту Теконструкція, китігальний рокоот і текатіми проекту Теконструкція, китігального трубопрокту чурактові Інпактря Уатгора, перадотиви Програмою вікльності Клеінету Міністрія України сильненою постаномою Веромняю Разву України за із 11 12 2004 разву 9416-VІІІІ. Для фінансування проекту вядисться кредит Сароняйського Інвастиційного Інвату та Сароняйського бламу реконструкції та рокатну. Осковною метою Проекту є покращення бенненя експлуатації для транскоротування тамого інкогомії пакосорокії УТІУ 1, таким чанняя, аменяновая поченційного визатапана. випки из полей і евапогію, гарантія беннеки постачання плу. Проект силаветься з каптального ревонту 4-ях пільного заковог частово такопровогу, катального закажного близью 118 км та реконструкції констресоряю списції Ромки. 4 окремі ділики такопровогу закільного за блидові (слідній частиких пубоспровогу 7117), а слок:

- Powers-Creekings.
- Гребікка-Софіївка;
   Бар-Гуситок
- Exp-l'yermen;
   l'yermen-Boropogramm;

Матоков 1: Ділюки Проекту

Відповідне до кратерії Міжнародових фіжнасових октабацій Провіт відноситься до Клотерії В. Понавтим, до відта Провіту відноситься до Клотерії В. Понавтим, до відта Провіту відносіться то соціально срадовище є тиловим для відсових умов і за патемок порівжимо з провітами Клитерії В. Попата провітами Клитерії В. Попата провітами Клитерії В. Відтомить подівжи за наколітами середавище (ОВІС), для провіто будо заверносі д'єми підтомина бідта до водок підносії провіту. Ком того, підно за завостномі підносії провіту буд регільно осідовий як з госяді провіту відтомі провіт за тогові по підносії відтомі провіту буд регільно осідовище відтомі провіт за підности провіт за посідовище за підности провіт за посідовище за потідности ріста за посідовище провіти за посідовище провідно за посідовище дідтомі провід посідовище дідтомі провіть за посідовить дітомі провіть за посідовить поміння дітомі підності підності за посідовить поміння дітомі підності дідтомі за посідовить поміння дітомі підності підності посідовить поміння дітомі підності підності посідовить поміння дітомі підності поміння дітомі підності поміння дітомі поміння дітомі підності поміння дітомі підності поміння дітомі підності поміння дітомі поміння дітомі підності поміння дітомі поміння дітоміння поміння дітомі поміння дітоміння поміння поміння дітоміння поміння поміння дітоміння поміння





УКРАЇНА ПАТ УКРТРАНСТАЗ

РЕКОНСТРУКЦІЯ, КАПІТАЛЬНІЙ РЕМОНТ І ТЕХНІЧНЕ ПЕРЕОСНАЩЕННЯ МАГІСТРАЛЬНОГО ГАЗОПРОВОДУ УРЕНГОЙ-ПОМАРІІ-УЖТОРОД<sup>®</sup>

ІНФОРМАЦІЯ ПО ПРОЕКТУ

Жовтевь 2017

Прочимент проможением предменяем прет чем сме македонием поможением предменяем предменяем поможением пом

KOMITEHCAIDE SEMTEBRACHIKAM AGO REAURPOINDOPRIBHKAM DA EX RITPATH Дотнора парадбивата папту за кораступания повышного приступан, на спитутеться на первы фактичного вязонного

Розобо плитея за поприступнова заменалани севатичуюм выпактанства відпосавано за пенена частення ненальня іштельня, на кой провеспитенняться филіменам-монтация роботи то середамні поприститься филіменам-монтация роботи то середамні поприститься у приститься приститься до приститься до приститься приститься приститься выпактивства до приститься приститься приститься рекультанованняму став, і в приститьсями пененам діятом рекультанованняму став, і в приститьсями пененам рекультанованняму став, і в приститьсями пененам рекультанованняму став, і в приститьсями пененам приститьсями пристит редочесті для ведельного сільськогосподпромого воходистиком

Поряд 1 том, з метом примеряния энектамих датамих у стак, такализмой дата полазационто менорализмо за на админизмом покализмом рабочности менованих датамих, акт бизуть покрупами замельности робет, ПАТ «"ЭТЕУМЕТ, ТАТ затежности поткот покализмом рабочности проекта за замежностичности покализмом рабочности проекта за нежичествующей рабочности покализмом рабочности р

У випладу конесення эбеткій класиняли зексі (зектемористичного іди кимоница будансько-ментакого робіт, каданатичноки ід вартисті буда дайсноватися в пораду, виплеченного Тастиновию Коблету Мілестрії України кід 15 об 1000 дону № 234.

Розейри эбитий визокумости комбління, стаоринови рибоковий деражування адміністраційня за підставі спрадок статичня і учасавіння задмінівання сідставічня статичня і учасавічня задмінівання сідставічня задмінівання ізглава, що аттиражуваться органива, до станоція за комблі.

ПВ чест поечасноей забилисти земельних ділинов дід чес фидинализа, геограного обститовування і ремонту заківної честном кательноми труборовород, по промент заківної честноми кательноми труборовород, по промент ва промент траспоми в придорі, забитає визнечаються за туговою між законовання вене дое несетористурателен за туговою між установання і організациона-законовання таком робе, а обуможеннями рожерія забиталі порежату в падпилализацию за договорі. При вироженнямі подвет рожерія вінтий законовання замістноми.

Вистопу компенскої некрановстуантам буде оргазільного до почетку виконової будантьких робіт ктідно з вимогнох Макафедина фоносових організацій

Кероткой вислед висионай издіонального звіту СВНС

Будівстьні роботи з реконструкції будуть проводятися на цій ділищі ущими інпричист трубопроводу. В проврсі земляних posite symmetries therefore the headerthic inverse this is a solution of the position of the symmetries and the symmetries of the symmetr

Пр роботы будуть маги янана на мемлю, тому для высишения валиць, верхияй шар грусту будь зберігатись зущеми ораби сторома въромеру промеряния будів-вымих робот шаб використите й для заклицы транцыі після прокладивня воюй труби.

Тиком ческих, родочной пир гочиту буди являжном ческих повержуто на місле для відновлення обробия менті Плагуються заходя з рекультевації і вояє засвітаємі в національному звіті ОВНС по Діленці-1. Під час проведення рысотижнох робіт існуючого тробопроводу буде везмичняй тенчасовой висод метаку и этносфору з трубокроводу. Пексор від будівельної техніки, зициональної верохолів, фарбунання выжинться забрудновачных повітри, дле вояк теж будуть исполивном і тек-часовных. Всі вижда оцінні у національних зейтал ОБОС і оциношться як мінімальні, за умене правильного поличного обслуговування і експлуатації обладания. На цій ділищі венью перетинів великох річня. З іншиго боку, джирила віди (наприклад, станок, свера) будуть. використопуватиля для проведения гідравлічних випробунана. Буде проведений порівильний аналіз між об'ємом забору води і об'ємом води в дворолал води, в такти ісиуюче споживання води для життових потреб і тільки після цього буде привимч рішник з якого джерель воде буде проводиться забір воде і В окружня. Необхідне запичети, що провес сходина воде після гідомилічних випробувань, буди відповідать положинням наріонального засоподавства з пятиль специяни води. Біль того, 30 уваля брались набараніі доступні міжнародні технології під час підготовко планію управління для поразняли, ясі мають коруватися имен під час проведення



## 4 - Photos from the meeting in Sklyarivska













#### Appendix 5 –Time Schedule for PPMs held

Додаток № 2.

Орієнтовна програма проведення громадських слухань в рамках реалізації проекту «Реконструкція, капітальний ремонт та технічне переоснащення магістрального газопроводу «Уренгой-Помари-Ужгород».

The indicative program of conducting public hearings in the framework of the project "Reconstruction, overhaul and technical re-equipment of the main gas pipeline" Urengoy-Pomary-Uzhhorod ".

#### Громадські слухання №1 (18-22 ГРУДНЯ) по Сумському району Сумської обл.

Public Hearing No.1 (December 18-22) in the Sumy district of the Sumy region.

- а) Степанівська селищна рада:
- 1. с.м.т. Степанівка.
- 2. с.Головашівка.
- б) Миколаївська сільська рада:
- 1. с.Степаненкове.
- 2. с.Лікарське.
- 3. с.Постольне.
- 4. с.Линтварівка.
- a) Stepanivsky settlement council:
- 1. Stepanivka
- 2. Golovashivka
- b) Mykolayiv village council:
- 1. Stepanenkovo.
- 2. Likarske
- 3. Postolnava.
- 4. Lintvarivka.

#### Громадські слухання №2 (18-22 ГРУДНЯ) по Білопільському району Сумської обл.

Public Hearing No.2 (December 18-22) in the Belopilskiy district of the Sumy region.

- А) Миколаївська селищна рада:
- 1. с.Веселе.
- 2. с.Аркавське.
- 3. с.Калинівка.
- 4. с.Жолобок.
- 5. с.Сушиліне.
- 6. с.Марківка.
- 7. с.м.т. Миколаївка.
- A) Mikylaivska Village Council:
- 1. Vsele
- 2. Arkavske
- 3. Kalinovka
- 4. Zholobok
- 5. Sushiline
- 6. Markivka
- 7. Mikolaevka

## Громадські слухання №3 (22-26 СІЧНЯ) по Чортківському району Тернопільської обл.

Public Hearing No.3 (22-26 JANUARY) in the Chortkivskiy district of the Ternopil region.

- 1. с.Улашківці.
- 2. с.Залісся.
- 3. с.Малі Чорнокінці.
- 4. с.Сосулівка.
- 1. Ulashkivtsi
- 2. Zalissya
- 3. Mali Chernokintsy.
- 4. Sosulivka

## Громадські слухання №4 (22-26 СІЧНЯ) по Віньковецькому району Хмельницької обл.

Public Hearing No.4 (22-26 JANUARY) in the Vinkovetsky district of Khmelnytsky region.

- 1. с.Гринева.
- 2. с.Віньківці.
- 3. с.Карижин.
- 4. с.Дашківці.
- 5. с.Осламів.
- 1. Grineva
- 2. Vinkivtsi
- 3. Karizhin
- 4. Dashkivtsi
- 5. Osalimiv

#### Громадські слухання №5 (19-23 ЛЮТОГО) по Барському району Вінницької обл.

Public Hearing No.5 (19-23 FEBRUARY) in the Barsky district of Vinnitsa region

- 1. с.Журавлівка.
- 2. с.Сеферівка.
- 3. с.Терешки.
- 4. с.Семенки.
- 1. Zhuravlivka
- 2. Seferivk.
- 3. Tereshky
- 4. Semenky

#### Громадські слухання №6 (19-23 ЛЮТОГО) по Барському району Вінницької обл.

Public Hearing No.6 (19-23 FEBRUARY) in the Barsky district of Vinnitsa region

- 1. с.Ходаки.
- 2. с.Слобода-Ходацька.
- 3. с.Бригадівка.
- 4. с.Ялтушівка.
- 1. Hodaki.
- 2. Sloboda-Khodatska
- 3. Brygadivka
- 4. Yaltusivka

#### Public Hearing No.7 (March 12-16) in the Lokhvytskyi district of the Poltava region.

- 1. с.Гиряві Ісківці.
- 2. с.Харківці.
- 3. с.Млини.
- 4. м.Заводське, с.Вишневе.
- 1. Giryava Ishkivtsi.
- 2. Harkivtsi
- 3. Mliny
- 4. Zavodske, Vyshneve

## Громадські слухання №8 (12-16 березня) по Лохвицькому та Чорнухинському районах Полтавської обл.

Public Hearing No.8 (March 12-16) in the the Lokhvitsky and Chornukhinskiy districts of the Poltava region.

- 1. с.Архипівка.
- 2. с.Ісківці.
- 3. с.Яблунівка.
- 4. с.Дрюківщина.
- 5. с.Овдіївка.
- 6. с.Красне (Вороньківська сільська рада Чорнухинського району).
- 1. Archipivka
- 2. Iskivtsi
- 3. Yablunivka
- 4. Druykivshchyna.
- 5. Ovdiivka
- 6. Krasne (Voronkivska village council of Chernukhinskiy district).

## Про час та місце проведення кожного громадського слухання буде повідомлено окремо.

Time and place of each public hearing will be reported

**Начальник ВТВ** Head of the VTV

€.Ю.Фернебок

#### **Appendix 6 – Community Liaison Officers' Duties**

Community Liaison Officers of Ukrtransgaz are appointed to interact with all stakeholders under the project "Reconstruction, Capital Repairs and Technical Re-Equipping of the Main Pipeline Urengoy-Pomary-Uzhgorod" (the Project), determined by Stakeholder Registry during the construction and operational phases. They shall also interact with any persons and organizations, which are not related to the Project, but show interest in it.

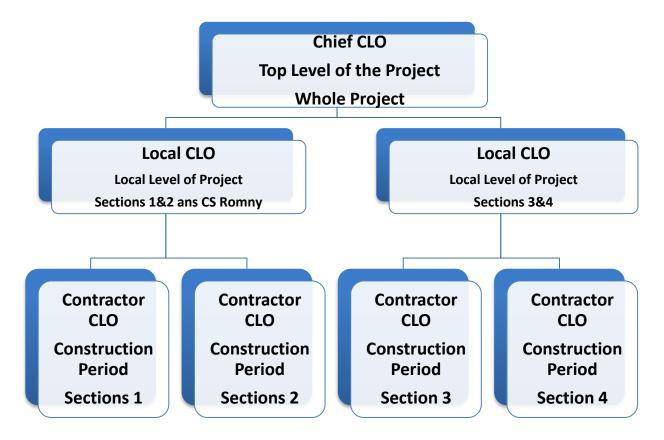


Figure 1. Structure and interaction of CLOs

There are six CLOs to be appointed under the Project: Chief CLO, working at the UTG Administration, who will be mostly responsible for implementing the Stakeholder Engagement Plan, and two local CLOs appointed from the branch employees of the Directorate for construction and rehabilitation of the gas transport system – the first one shall be responsible for the eastern Sections of the Project ("Romny – Grebinky" and "Grebinky – Sofiivka") and reconstruction of the Romny CS, and the second one – for the western Sections of the Project ("Bar – Gusiatyn" and "Gusiatyn – Bogorodchany"), as indicated in Figure 1 below. Each contractor that will be responsible for the construction will have a separate CLOs to deal will the pre-construction, construction and reinstatement issues.

The main function of the abovementioned CLOs is to establish connections and interact with stakeholders, and participate in the grievance mechanism during construction and operation. Local CLOs have to work directly at the Project site (mainly in the construction areas) to ensure their accessibility to the local stakeholders.

#### Duties and responsibilities of the Chief CLO:

- Interaction with the top-level stakeholders (central executive authorities, representatives of IFOs, NJSC Naftogaz, etc.)
- Coordination and support of the local CLOs.
- Coordination and monitoring of implementation of the stakeholder interaction program under the Stakeholder Engagement Plan. Development of measures to improve cooperation with the stakeholders.
- Disclosure of the Project information, particularly regarding interaction with stakeholders (publications on the corporate website, in UTG publications, in the corporate brochures, etc.)
- Responsibility to handle complaints/comments, submitted to the UTG Administration, and respond to any of such complaints/comments.
- General responsibility for grievance handling.
- Summarizing appeals and decisions taken on complaints after the consultation period. Writing a summary report published on the UTG website.

#### Duties and responsibilities of the local CLO:

- Attends meetings of district and village councils (if necessary), meets nongovernmental organizations.
- Collaborates with internal (PIU team, PIU consultants, contractors) and external stakeholders (rural residents, village heads, village and district councils, nongovernmental organizations, local authorities, including licensing authorities, etc.) in order to create effective communication and strengthen relations;
- Recommends appropriate measures/action plan as a result of interaction with external stakeholders, ensuring effective communication to achieve strategic goals and tasks.
- In collaboration with the Chief CLO at the UTG Administration, local CLO develops, plans and/or coordinates different systems of measures (for example, measures for interaction with public, mass media, etc.) aimed at strengthening relations with communities, improving effectiveness of public relations under the Project and promoting positive overall image of UTG.
- In cooperation with the Chief CLO and PIU Head develops measures to improve Stakeholder Engagement Plan (SEP) and forecast future demands of a district or a community in order to ensure feedback from external stakeholders.
- Provides information on security to public organizations and schools, as required by the Environmental and Social Action Plan, before construction begins and the movement of trucks and / or construction equipment increases.
- Visits citizens to improve environmental and social awareness and prevent any emergencies or accidents. In addition, the staff of the Public Relations and Press Department of the UTG Administration may also participate in regular meetings of the community.
- Bears responsibility for handling complaints. Reports on available complaints from the local stakeholders, in accordance with the Complaints Register, to the Chief CLO, and helps to find a solution to the complaints.
- Facilitates promotion of various district and school programs (aimed to achieve good health and safety level in terms of, for example, traffic management) and activities (for example, public relations programs, school meetings, etc.) to communicate with internal and external stakeholders.
- Prepares and delivers written and verbal messages to various stakeholders to identify issues and recommendations, and acts as a representative of the UTG in local community relations.
- Recommends various communication mechanisms for communicating with

- stakeholders to develop a creative and innovative approach aimed at clear and precise reflection of the activities according to goals and objectives.
- Sharing all information, messages and notices related to his level engagement and contacts (for the Project purposes only).
- Prepare the list of local suppliers and update the list six monthly basis to enhance local procurement and local economy
- Inform the community on local procurement opportunities before the construction period.

#### **Duties and Responsibilities of Contractor CLO**

- To introduce Grievance Mechanism to the affected communities and the Project workers through regular meetings;
- To record all grievances including reached by e mail, verbal, phone or letter;
- To check the registration of verbal or written complaints received by other personnel;
- Informing the complainant about the situation of the complaint and recording progress;
- Make sure your complaints are recorded in appropriate way;
- To follow the process of the grievance from beginning till the end of the closure by considering the time schedule
- Informing the complainant in the manner specified in the Grievance Mechanism,
- To supervise the complaints management process by guiding the public relations team on the resolution of complaints;
- To decide on corrective actions if necessary, to discuss with third parties where this is not the case:
- Ensuring that third parties perform all necessary actions to resolve the complaint;
- Ensure that all parties have agreed on corrective action in the solution process; and
- To ensure about the management of the complaints of the sub-contractors.

## Appendix 7 - Grievance Mechanism Form (as example)

Document No.		
Full name		
Contact details		By post: indicate your postal address:
Please indicate your preferred way of		By email:
communication (by post, phone, email).		
Your preferred language:		Ukrainian
		English
		Russian
Describe a case or complai	nt:	What happened? Where did this happen? With whom did it happen? What was the result of the problem?
Case/complaint date:		
		☐ Single case/complaint (date:)
		☐ It happened more than once (how many times?)
		☐ Current problem solving
How would you like this pr	oble	m to be solved?
Signature:		
Date:		<del></del>
Please send this form to	the	following address:
Klovsky uzviz 9,		<b>~</b>
Kiev, 01021/		
or E-mail:		

## Appendix 8 – Sample of the Register of Complaints<sup>2</sup>

## **Sample Grievance Register**

Registration No., Grievance classificatio n	Date received	Name of the person who sent the acknowledge ment of the receipt of grievance	Content of the grievance / appeal	Responsible person / executive	Measures taken:	Grievance status	Closure date

.

<sup>&</sup>lt;sup>2</sup> This register will be kept in an excel format to be able to conduct statistical data analyse.

### Appendix 9 Grievance mechanism flow chart

