

Social Monitoring Report

Project Number: 48424-002
July 2019

KAZ: CAREC Corridors 1 and 6 Connector Road (Aktobe–Makat) Reconstruction Project

Prepared by the Dongsung Engineering Co., Ltd in association with subconsultant Zhol-Sapa LLP for the Ministry of Industry and Infrastructure Development, Republic of Kazakhstan and the Asian Development Bank.

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Project No.: 3416-KAZ

Reporting Period: January–June 2019

REPUBLIC OF KAZAKHSTAN: CAREC Corridors 1 and 6 Connector Road (Aktobe–Makat) Reconstruction Project (section 160-330)

Financed by ASIAN DEVELOPMENT BANK



Prepared by DONGSUNG ENGINEERING CJ., LTD / ZS ENGINEERING Construction
Supervision Consultant

Seoul, Korea / Nur-Sultan, Kazakhstan

For the Committee of Roads of the Ministry of Industry and Infrastructure Development
of the Republic of Kazakhstan

Approved by: PMC JSC "NC "KazAutoZhol" – Zeinullina A.A.

(PMC employee name) and signature, report submission date

Social Safeguards Internal Monitoring Report

Employer: Committee for Roads of the Ministry of Industry and Infrastructure Development of the Republic of Kazakhstan

Financing: Asian Development Bank

Loan 3416-KAZ

Project Management Consultant: "NC "KazAutoZhol" JSC

Consulting and Supervisory Support: DONGSUNG ENGINEERING CJ., LTD/ZS ENGINEERING Seoul, Korea/Nur-Sultan, Kazakhstan

General Contractor:

Lot 1 & Lot 3: JSC "Todini Costruzioni Generali S.p.A." (Italy)
Lot 2: OJSC ICIC Akkord" (Azerbaijan)

Prepared by: Social Safeguards Specialist

Imbarova S.E.

"Agreed by" Project Manager/Resident Engineer

July 2019

Social Safeguards Specialist confirms that this report has been prepared using his experience, thoroughness, diligence and in accordance with professional standards that can be expected from the consultant, experience in the work.

Findings and recommendations contained in the report are based on monitoring reports of workers' settlements and camps, information obtained through site visits, observation of work, meetings and consultations with concerned parties, secondary data (letters, reviews, reports), as well as information provided by third parties that I believe are reliable. The report was prepared for the Committee for Roads of the Ministry of Industry and Infrastructure Development of the Republic of Kazakhstan, Aktobe branch "JSC NC "KazAutoZhol", ADB, PMC.

Report status: 2nd semi-annual and covers period from January to June 2019.

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Abbreviations

RK	Republic of Kazakhstan
MIR	Ministry of Investment and Development
MIIR	Ministry of Industry and Infrastructure Development of the Republic of Kazakhstan
COR	Committee of Roads
ADB	Asian Development Bank
CAREC	Central Asian Regional Economic Cooperation
PMC	Project Management Consultant
DED	Design and estimate documentation
CSP	Crushing and Screening Plant
CBP	Concrete Batching Plant
ACP	Asphalt concrete plant
CSC	Construction Supervision Consultant
RSE	Republican State Enterprise
LLP	Limited Liability Partnership
OJSC	Open Joint Stock Company
EM	Environmental Management
HS	Health and Safety
RS	Road Safety
PH	Public Health
GRM	Grievance Redress Mechanism
PP	Project person
PAP	Project affected person
LARFP	Land acquisition and resettlement framework document
SLR	State land reserves

GLOSSARY

Compensation	payment in cash or in kind at the replacement cost of the property to be redeemed.
Impact Corridor	Impact area of road construction works or related to the need to create sites for use in road maintenance. In the context of compulsory purchase of land and resettlement, this is the area where displaced persons who are entitled to receive compensation based on the final term set in the project.
Resettled persons	individuals, households, collective owners or other legal entities resettled physically (resettlement, loss of residential land or housing) and/or economically (loss of land, property, access to property, sources of income or livelihood) as a result (i) compulsory purchase of land or (ii) compulsory restrictions on land use or access to statutory reserves and protected areas that have legally approved status, regardless of their legally rights to the impacted lands.
Grievance mechanism	a process established by law, local regulations or administrative decisions and providing for owners or other PP opportunity to consider issues relating to redemption, compensation or other aspects of resettlement.
Right for compensation	a number of measures, including compensation in cash or in kind for the restoration of income, assistance in moving, replacing income and transferring objects to project persons, depending on the nature of their losses, to restore their socio-economic base.
Grievance procedure	a process established by law, local regulations or administrative decisions and providing the owners or other PP with the opportunity to consider issues related to acquisition, compensation or other aspects of resettlement.
Household	means all persons living together as a unit of society. They are identified in the census process, which is an instrument of their identification and legitimacy for receiving compensation, rehabilitation and assistance under the Project.
Income recovery	recovery of income sources and livelihoods of relocated persons to the previous level before the start of the Project.
Indigenous community	a special social group of socially unprotected people who have a distinctive culture, and characterized by the following features, expressed to a greater or lesser extent: (i) self-identification as members of a separate group with a distinctive culture, and recognition of this feature by other peoples; (ii) collective affiliation with geographically isolated habitats or ancestral territories in the project affected area, as well as natural resources in these habitats and in these territories; (iii) customary cultural, economic, social or political institutions, separate from the institutions of a dominant society and culture; and (iv) a separate language, often different from the official language in Kazakhstan.
Land Acquisition and Resettlement Plan	a planning document describing types of activities that must be performed to solve problems of direct socio-economic impact associated with the forced alienation of land.

Relocation	physical transfer of PP from their previous place of residence and/or doing business before start of the project.
Resettlement	all measures taken to mitigate any and all negative consequences of the Project implementation for property and livelihood of PP, including compensation, transfer (where applicable) and rehabilitation.
Persons whose interests are significantly affected	Persons who: (i) lose 10% or more of their productive assets; and/or (ii) are physically relocated from their home.
Vulnerable Household	Households that may be affected to varying degrees or face risk of further isolation from the effects of resettlement and, in particular, households living below the poverty line, large households with 4 or more children under 18 years of age, households with members with disabilities, households headed by women, and elderly without family support.

I. Introduction

Taking into account the findings on environmental management and social impacts for the project, formulated during development of the EIA, a social action plan was developed, which contains mitigating measures and actions aimed to eliminate identified social negative impacts, problems and gaps. The mitigation measures aim to ensure that the project will work in accordance with the requirements of laws and regulations of the Republic of Kazakhstan, as well as the requirements of the ADB environmental and social policy (2009) in this area. Performance requirements at all relevant stages of project implementation focus on avoiding identified social impacts, where possible, or on measures to minimize consequences or reduce possible consequences to acceptable level.

The purpose of this report is to reflect work on provision of social safeguards during the project implementation from January to June 2019, which contributed to the fulfillment of the requirements and social guarantees of the Republic of Kazakhstan and ADB policy.

Based on items 8 and 9 of the ADB Operations Manual (ADB OM/F1), October 2013, CAREC Corridors 1 and 6 Connector Road (Aktobe–Makat) Reconstruction Project (section 160-330) falls into the category “C”, since there are no consequences of land acquisition and resettlement, and the impact of the project on this site does not exceed 200 persons. There are no problems with land acquisition and resettlement in this project, as the project’s route follows the existing road.

Aktobe–Makat road is a two-lane road of republican significance built in 1970–1980. The length of the section is 459 km, mainly, the road has category III/IV and passes through the territory of Aktobe and Atyrau regions. A complete reconstruction of the pavement with strengthening of its structure will reduce travel time on the road, fuel consumption of vehicles and their cost of operation on the road, and it will also increase transport links and economic development of the region. The road will be reconstructed as per the standards for category II in accordance with the national standard of the Republic of Kazakhstan.

II. Brief description of the project

1. Project is financed by the Asian Development Bank (ADB) under the Loan 3416. ADB and the Government of the Republic of Kazakhstan jointly finance this project in the ratio of 88% to 12%.
2. Proposed project includes reconstruction of the Aktobe–Makat road section km 160–km 468, including: (i) km 160– km 330 in Aktobe region; and (ii) km 330 - km 468 in Atyrau region.
3. Length of the road part to be upgraded and reconstructed under this project is about 299 km of II technical category with an increased level of safety.
4. The entire Aktobe–Makat section, 299 km long, was divided into 7 lots, each of which implies a separate contract for construction work. The road section is divided into the following lots: Lot 1 (Km 160–Km 220), Lot 2 (Km 236–Km 275), Lot 3 (Km 275–Km 330), Lot 4 (Km 330–Km 370), Lot 5 (Km 370–Km 418), Lot 6 (Km 418–Km 458) and Lot 7 (Km 487–Km 504). This report provides information on lots 1.2 and 3.
5. Project in Aktobe region is divided into 3 sections. Lot 1 (Km 160–220) and Lot 3 (Km 275–330) were awarded to the Contractor JSC “Todini Costruzioni Generali S.p.A.” (Italy). Lot 2 (Km 236–275) OJSC “ICIC Akkord” (Azerbaijan).
6. Lot 1: Km160–km220 (Shubarkuduk village to Karaulykeldy village): This section includes reconstruction of road from category III to category II with a total length of 60.833 km and construction of one bypass. A bypass of Shubarkuduk village (km 172+600 to km 181+100) will be on a new road.
7. Lot 2: km 236 - km 275 (Karaulykeldy village): This section includes reconstruction of road from category III to category II with a total length of 39 km and construction of one bypass. The bypass of Karaulykeldi (km 236 to km 247) (11.8 km) will pass along a new road. For other parts of this section, the direction of traffic flow coincides with the existing pavement, with partial slopes from the embankment in straight and curve area. In this section, the project provides for the construction of 1 bridge and 1 overpass
8. Lot 3: km 275–km 330 (Zharly v. – Nogaity v.): This section includes the reconstruction of road from category III to category II with a total length of 55 km. For other parts of this section, the direction of traffic flow coincides with existing pavement, with partial slopes from the embankment in straight and curve area.

Table 1: Contractors Contract Information

Contractors name	Contract No.	Section (km)	Length (km)	Contract Date	Sign	Work commencement date
JSC “Todini Costruzioni Generali S.p.A.” (Italy)	№ 001-ADB/CW-2017	160-220	60	07.09.2017		28.11.2018
OJSC “ICIC Akkord” (Azerbaijan)	№ 002-ADB/CW-2017	236 -275	39	16.08.2017		28.11.2017
JSC “Todini Costruzioni Generali S.p.A.” (Italy)	№ 003-ADB/CW-2017	275-330	55	07.09.2017		28.11.2018

9. COR MIID entered into an agreement for services with NC KazAutoZhol JSC (KAZH) for the provision of consulting services for project management in accordance with the terms of reference acceptable to ADB and applicable under the laws of the Republic of Kazakhstan. KAZH remains fully staffed throughout Project. The officer responsible for environmental protection and protective measures conducts audits, site inspections, interacts with safeguards specialist of the CSC for effective project management in terms of environmental management plans implementation.
10. By the Decree of the President of the Republic of Kazakhstan dated December 26, 2018 No. 806 “On measures for further improvement of public administration system of the Republic of Kazakhstan” in order to increase the efficiency of the public administration system, the Ministry of Investment and Development of the Republic of Kazakhstan was reorganized by transforming it into the Ministry of Industry and Infrastructure Development of the Republic of Kazakhstan with the transfer of functions and powers: to the Ministry of National Economy of the Republic of Kazakhstan in the field of formation of the state policy for investment incentives and the Ministry of Foreign Affairs of the Republic of Kazakhstan in the implementation of state policy on investment attraction.
11. In accordance with the Decree of the Government of the Republic of Kazakhstan No. 131 dated March 19, 2019 “On the Reorganization of Some Republican State Institutions”, the Republican State Enterprise “National Quality Center of Road Assets” of COR MIID was established. The main activities of this structure are the examination of work and materials quality in the construction, reconstruction, repair and maintenance of roads, as well as the management of road assets.
12. COR MIID appoints “NC “KazAutoZhol” JSC as the National Operator for Roads Management, functioning as the Employer’s Personnel from 11.04.2019 on road projects, replacing RSE “AktobeZholaboratory” that previously fulfilled this function.

III. Methodology and Approaches for Report Preparation

13. During report preparation, methodologies, tools and participatory approaches were used. A participatory approach involves work of social safeguards specialist, involving concerned parties of the project as well as PAPs. Data from the contractors’ monthly reports was also used in the work. All visits to construction sites and camps were carried out with participation of representatives of the contractor. In addition, to fill in the matrix of the project’s impact on the socio-economic area of the project site, social safeguards specialist used information obtained in consultation with the contractor’s responsible specialists.
14. While conducting social audit, information was received from specialists responsible for managing and monitoring the project impact on the social and environmental environment. Information was verified during site visits.
15. Functions of the complaints and appeals coordinator from the contractors were assigned to responsible specialists. Complaints and appeals on the social sphere are assigned to the work of the Health and Safety Engineer on both Lot 1 and Lot 2. These specialists conduct internal monitoring of the project’s impact to identify PAP whose interests were affected by the project.

16. Since January 2019, the contractor's Environmental Specialists record complains and appeals in a special form for tracking the complaints resolution process. They reflect environmental impact complaints. There are no coordinators for GRM on the sites.

IV. Due Diligence Report

4.1. Land-related impacts during the construction works

17. There was no acquisition of any rented or private lands from the beginning of project preparation and up to date. Land acquisition was coordinated with all stakeholders in accordance with the established procedure of the Land Code of the Republic of Kazakhstan. Land acquisition was limited to state lands (Akimats' lands). No changes were found, and no PAP were identified at present. During the reporting period, there were no complaints and appeals from Lot 1, 2 and 3 sites regarding illegal seizure, unauthorized land acquisition and no appeals and complaints about the negative impact on local business, roadside trade, since there are no such places in these areas. Site visits and observation of works right on site did not reveal any negative impacts on the social environment.

V. Internal monitoring indicators

18. ADB social safeguards are set out in the ADB's Safeguards Statement (2009), which aims to analyze key threats to preservation and, if possible, to improvement of the level and quality of life of affected people.

Safeguards Policy requirements are:

- (i) to identify and assess potential impact at early stages of the project cycle;
 - (ii) to develop and implement action plans to prevent, minimize, mitigate or compensate for potential negative impacts;
 - (iii) to consult and inform people whose interests and rights were affected during the project preparation and implementation.
19. In the course of construction work, all the above requirements of the ADB policy were met and new circumstances were not recorded either on GRM or during site social audits.
20. Monitoring of the impact on society is included in work plans of CSC's Social Safeguards Specialist. The work on collecting and tracking information on several indicators was noted earlier in the 2nd Semi-Annual Internal Social Impact Monitoring Report. Below is information for this reporting period.

Table № 2. Indicator Performance Monitoring

Indicators	Information collected on Lot 1, 2 and 3
information disclosure, information campaign and consultation of PP and other interested parties;	In Lot 1, Lot 2 and Lot 3 contractors' monthly reports for the reporting period, no information on GRM in the form of acts of box opening is presented since there are no complaints and appeals.
compensation for land and affected buildings	No new PAPs were recorded within the reporting period,
relocation status of allocated buildings and other property of the PP	none
payment of lost income to small businesses whose interests are affected	no complaints from PAPs, no such cases
lease of alternative land plots	no such facts.
re-registration of land;	none
restoration of living standards.	none

VI. Results of field studies, consultations with local people

21. During the reporting period, CSC's Social Safeguards Specialist monitored construction site, base camps, and production bases. Interviewed employees among workers and engineers, as well as conducted observation of the processes in base camps on a monthly basis. The information

collected is analyzed, verified with previously issued verbal instructions and written nonconformities. Findings and conclusions are presented in the corresponding chapter of the Report.

VII. Public consultations and Grievance Redress Mechanism

22. Project-related grievance redress procedures aim to provide an effective and systematic mechanism for the Project in responding to queries, feedbacks and complaints from affected persons, other key stakeholders and public.
23. GRM Guidelines on environmental and social safeguards for Road Sector Projects were prepared and approved by the CoR in August 2014.

Grievance Redress Mechanism aims to:

- ✓ reduce conflicts, risk of unjustified delays and complications in the project implementation;
 - ✓ improve the quality of project activities and results;
 - ✓ ensure respect for the rights of PAPs;
 - ✓ identify and respond to unforeseen project impacts on individuals;
 - ✓ maximize the participation, provide support and benefits to local communities.
24. The proposed GRM does not replace the public grievance and conflict redress mechanisms provided by the legal system of the Republic of Kazakhstan but attempts to minimize its use to the extent possible. Overall responsibility for timely implementation of GRM lies on COR and NC “KazAutoZhol” JSC supported by teams of consultants, such as PMC and CSC, involved in managing and supervising the civil works. Contractors carry out the actual civil works. Relevant region, district and village Akimats authorized by law to perform grievance-related tasks, and mediators/non-governmental organizations involved in facilitating amicable resolution of grievances should be included in GRM as well. Meanwhile, information regarding GRM and members of GRC is communicated to public through meetings in villages. On May 22, 2019, CSC held a seminar in Nogaity village (Baiganin district of Aktobe region) for contractors' specialists of all 3 lots regarding the provision of occupational health, safety and social safeguards to PAPs. In addition, materials on the introduction of GRM, contacts for appeals were presented at the seminar.
 25. GRM provides two levels of grievance redress for road sector projects implemented under the supervision of COR: Grievance Redress Committee (GRC) at the regional (oblast) and central (Nur-Sultan) levels as per GRM Guidelines. GRM consists of members appointed from COR, akimats, “NC KazAutoZhol” JSC, PMC, CSC and contractors. GRC meetings at the regional and central levels are chaired by officers responsible for the overall work of GRM and its effective and timely implementation, while coordinators are responsible for involving relevant parties and coordinating the work of GRM at the regional/central level.
 26. PAPs and other stakeholders may visit, call or send a letter or fax to GRC at the regional level in Aktobe region. There are boxes for grievances and suggestions at all construction sites (camps) that are checked on monthly basis. There were changes in the composition of committee members in the reporting period. The Table 3 below lists GRC members and their contact details.

Table 3 Contact information of the GRM in Aktobe region (regional level)

Organization/representative name	Address	Contacts
Aktobe regional branch of “NC “KazAutoZhol” JSC Alzhanov Aksanat – Head of Department	Aktobe, Maresieva Str. 89.	8 (7132) 55-50-15, 54-76-29, 54-98-838 Fax: 8 (7132) 54-65-71 e-mail: aktobe.info@kazautozhol.kz
PMC Zeinullina Aliya Amantaevna Social Safeguards Specialist	Nur-Sultan, Kunayev Str. 10, Emerald Towers BC	8 701 982 66 57 e-mail: a.zeinullina@kazautozhol.kz
Imbarova Sara Social Safeguards Specialist, CSC	CSC, Aktobe region, Baiganin district, Shubarkudiy, Zheleznodorozhnaya str. 2 a	8 771 754 13 55 8 701 362 36 12
Akimat of Aktobe region	Address: Aktobe, Abilhayir	8 (7132) 56-77-82

	Khan Avenue, 40	e-mail: info@akto.kz
Akimat of Baiganin district	Address: Baiganin district, Karaulykeldi village, Konayev, 36	(8-71345) 2-28-74 e-mail: baiganin@akto.kz
Akimat of Temir district	Address: Temir district, Shubarkudyk village, Zheltoksan street	(8-71346) 2-24-95 e-mail: temir@akto.kz

Contact information of the GRM (central level):

Address: 32/1 Kabanbai Batyr Ave., Nur-Sultan, 010000, Kazakhstan

Committee of Roads

Ministry of Investment and Infrastructure Development of the Republic of Kazakhstan

Tel: +7 (7172) 75-46-41

e-mail: m.bayakhmet@miid.gov.kz

7.1. Status of complaints and appeals

27. During reporting period, there were no complaints and appeals about the illegal seizure, unauthorized land acquisition from Lot 1, 2 and 3 sites. There were no appeals and complaints about the negative impact on local business, roadside trade, since there are no such places in these areas. Visiting construction sites and observing work directly at the site did not reveal negative impacts on external social environment.
28. For the reporting period on GRM for Lot 1 and Lot 2, no complaints and appeals were registered. For Lot 3, 1 appeal was registered regarding an internal conflict between engineers and technical personnel of the subcontractor. Attachment No. 3 provides detailed information.

7.2. Social audits and missions

29. During the reporting period, visits to construction sites of Lot 1, Lot 2 and Lot 3 were conducted. Information on trips and observations is reflected in the findings and conclusions.

Table 4. information Site visits

JSC Todini Costruzioni Generali S.P.A. (Italy) Lot 1		ICIC Akkord OJSC (Azerbaijan) Lot 2		JSC Todini Costruzioni Generali S.P.A. (Italy) Lot 3	
Date of visit	Findings	Date of visit	Findings	Date of visit	Findings
04.03.2019	Audit of documentation on temporary land acquisition for camp	04.03.2019	Audit of documentation on temporary land acquisition for camp	04.03.2019	Audit of documentation on temporary land acquisition for camp
12.03.2019	Audit of documentation on temporary land acquisition for base camp	11.03.2019	Social audit	14.03.2019	Social audit
18.04.2019	Object passport no contact details	18.04.2019	GRM status. Bring boxes in base to proper condition	18.04.2019	GRM status. Bring boxes in base to proper condition
08.05.2019	Boxes in the akimat should be replaced, indicate contacts	08.05.2019	Social audit	08.05.2019	Social audit
20.05.2019	Checking documents of for	16.05.2019	Survey of employees. 3 people hired from a	16.05.2019	Railway dead end documents

	Shubarkuduk bypass road		roadside cafe		checking, there is no land acquisition, either temporary or permanent. Dead end leased
28.05.2019	ADB mission	28.05.2019	ADB mission	28.05.2019	ADB mission
5.06.2019	GRM procedures and status	5.06.2019	Dust suppression plans near Karaulkeldy village need to be reviewed to increase dust suppression rate	7.06.2019	Dust suppression plans near Nogaity village and RMD need to be reviewed to increase the frequency of dust suppression

IX. Conclusions and recommendations

30. During the reporting period, social development specialist conducted a monitoring of work camps/bases equipped for the Project on all three Lots. Main key points for sites monitoring are:

Lot 1 & Lot 3:

- Contractor engages residents from the nearest settlements to work, and observes principles of gender balance in matters of equal pay for work, in matters of leisure and living conditions;
- Base camp has created conditions for women in terms of sanitary and hygienic requirements. Lot 3 base camp is located on lands of the state reserves fund. Territory is provided by the local akimat;
- At ACP: distribution of dairy products is organized for workers operators, repairmen, service personnel, and in the areas with negative impact on health of workers, since these facilities have negative impact on health of workers and for local population;
- First aid station for lot 1: fully equipped first aid base, has climate control to maintain a temperature of +20°C inside the building. The Engineer must ensure availability and readiness of the emergency medical service.
- The contractor coordinates this work with local health authorities and there is a documented agreement with them about use of local hospitals and other local institutions;
- In base camp and in the akimat, there are boxes for appeals.

Lot 2

- The contractor has eliminated nonconformities in terms of ensuring health and safety of labor at base camp and construction sites. Work of medical center is adjusted for such points. Drug registering logs are provided and maintained; information boards are installed in leisure places;
- As a good practice, work on formation of interested environment is noted. The contractor participates in public life of Karaulkeldy village, provides special equipment. It is necessary to record and reflect in monthly reports the provision of such assistance to local population;

31. On May 22, 2019, CSC organized and conducted training for contractors of Lot 1, 2 and 3 on environmental and social standards, Attachment 1 contain training information.
32. Next social safeguards monitoring report is due for disclosure by 31 January 2020.

Attachment 1.

Report on “Environmental and Social Safeguards” Training

Date and venue: May 22, 2019, the conference hall of the Lot 3 office, Nogaity.

Participants: 11 participants from Lot 1, 2 and 3. List in the attachment

Program: in attachment

Training topics: Standards and regulations, ensuring compliance with standards and documenting information.

Trainers: Sarah, Zhenisgul (CSC)

Training program

11.00 Introduction. Issues of safety, safeguards

11.15-11.45 Session 1. Standards and regulations for ensuring safety, safeguards

11.45-12.15 Session 2. Organization of work on compliance with standards

12.15-13.15 lunch

13.15-14.00 Session 3. Documentation of work, preparation of analytical reports.

14.00 Session 4. Feedback, questions/answers

Process:

The room was provided by Lot 3, in Todini office at Nogaity base camp. The room is bright, comfortable. Water, lunch, coffee breaks were provided for participants. Trainers decided to hold sessions on environmental and social safeguards in full force, since it was necessary to provide information to the entire contractors' personnel on environmental education, and sessions on Health, Safety and Road Safety should be held in a narrow composition only with the participation of specialists in this field. Therefore, after sessions on social and environmental safeguards, the composition of environmental specialists from all Lots left the hall and went to inspect the site, with the permission of the Lot 3 environmental specialist, to follow up on previously given verbal notices to correct.

Content:

A presentation of the material is provided for the sessions. A general discussion was held interactively. Upon review of socio-environmental standards, trainer presented site photos for general group work to identify inconsistencies and determine necessary measures to mitigate/prevent negative impacts on environment and population. Then the final part was spent on questions, answers, and feedback from participants and trainer.

Upon completion of training, environmental specialists went to the base camp site.

Training photos:



Photo 1. In the general group, an exercise to identify violations on the presented photo



Photo 2. During discussion of risks and their consequences

«Реконструкция автомобильной дороги республиканского значения А-27
«Актобе-Атырау-граница РФ (на Астрахань)»»

СПИСОК УЧАСТНИКОВ

Тема тренинга: Обеспечение безопасности, охраны здоровья и безопасности труда.
Экологические и Социальные защитные меры

22.05.2019г.

городок Ногайты
Актюбинская обл., р-н Байганин

№ п/п	Ф.И.О.	Организация/должность	Контактные данные	Роспись
1	Митярова Сара	КНС специалист по Сол.-энергет. спец.	87013623612 87717541355	Фигис
2	Темурбек Мешков	КНС - и.о.о.о.	87055967134	Темурбек
3	Алибекова Наталья	СМС инженер ОК.	87022868473	Алибекова
4	Игнатьев Владислав	КНС. СТ-БД.	87025316872	Игнатьев
5	Ермагамбетов Азамат	Аккорд Менеджер по продажам	87024262162	Ермагамбетов
6	Абитов Темур	Аккорд Менеджер по продажам	87059187993	Абитов
7	Вартаманов Данияр	Аккорд Менеджер по продажам	87016049514	Вартаманов
8	Пугинманов Аманжол	Аккорд Инженер ТБ.	87016145714	Пугинманов
9	Карасаулин Ахмет	Аккорд Инспектор ТБ.		Карасаулин
10	Аскараров Едил	Аккорд Инженер ТБ.	87010827173	Аскараров
11	НАСБАН КИКАС	НГЕ-ТОДИ	87019565386	НАСБАН
12	Будаконья И.К.	эконом. с.м.а.	87014446998	Будаконья
13	Карамидиев Е.Б.	СМС ассист. Рухов Тр.а.и.	87789664248	Карамидиев

Attachment 2

Complaints register - records of Construction Supervision Consultant and Contractor, Lot 1

Grievance registration number	Filing date	Name of applicant	Name of the person, who has registered the grievance	Grievance form	Main problem	Summary of the problem	Actions delegated	status	When closed
GRM 001	28.12.2017	A. Bialiyev, Head of the Department of architecture and urban planning Aktobe region, Shubarkuduk vill., Zheltoksan str., 5 2 32 49 temirarhstroj@mail.ru	Nurgul Aituganova	in writing	Lack of information	Request for assistance in obtaining design documents for 160 -- 220 m	Imbarova S.	closed	30.12.2017
GRM 002	10.01.2018	Salimgerei K., head of Department of land matters of Temir area Shubarkudyk vill., Zheltoksan str., 5	Nurgul Aituganova	in writing	Lack of information	Request for information on the borders of the project road at km 140 – 204, the location of cattle crossings, junctions	Imbarova S.	closed	11.01.2018

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GRM 003	27.07.2018	Abdykadyrov Bakhytzhan Shubarkuduk vill. 87019129334	Imbarova S.	Verbally, during site inspection	Social	Abdykadyrov Bakhytzhan claims that he and at least one other person are forced to resign because they expressed dissatisfaction with the conditions of provision of drinking water, the process of handing over empty containers from under the water, the unvaried food. In response to the shared outrage of workers, SMS worker threatened with dismissal, at the time of filing one employee dismissed	Imbarova S.	closed	7.08.2018
GRM 004	28.07.2018	Iztleuov Tolegen Shubarkuduk vill.	Imbarova S.	Verbally, during site inspection	Social	He was forced to resign under duress for being outraged by the quality of food and disruptions in the delivery of drinking water	Imbarova S.	closed	7.08.2018
GRM 005	12.09.2018	Group of workers Base camp	Imbarova S.	Verbally, during base camp monitoring	Social/ health protection	Complain of involving to works in the days off without compensation measures (additional payment or providing days off)	Imbarova S.	Not closed The Contractor did not submit information on request	

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GRM 006	12.04.2019	Nadezhda, cleaner in base camp (local staff)	Imbarova S.	Verbally in Engineer's office	health protection	Conflict of local staff with the head of the HR Department of SMS Lot 1	Imbarova S.	closed	reconciliation of the parties. Analysis of the incident within the company.
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PK 245+00 – 270+00 Bypass road