

Social Monitoring Report

Project Number: 48424-002
January 2019

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

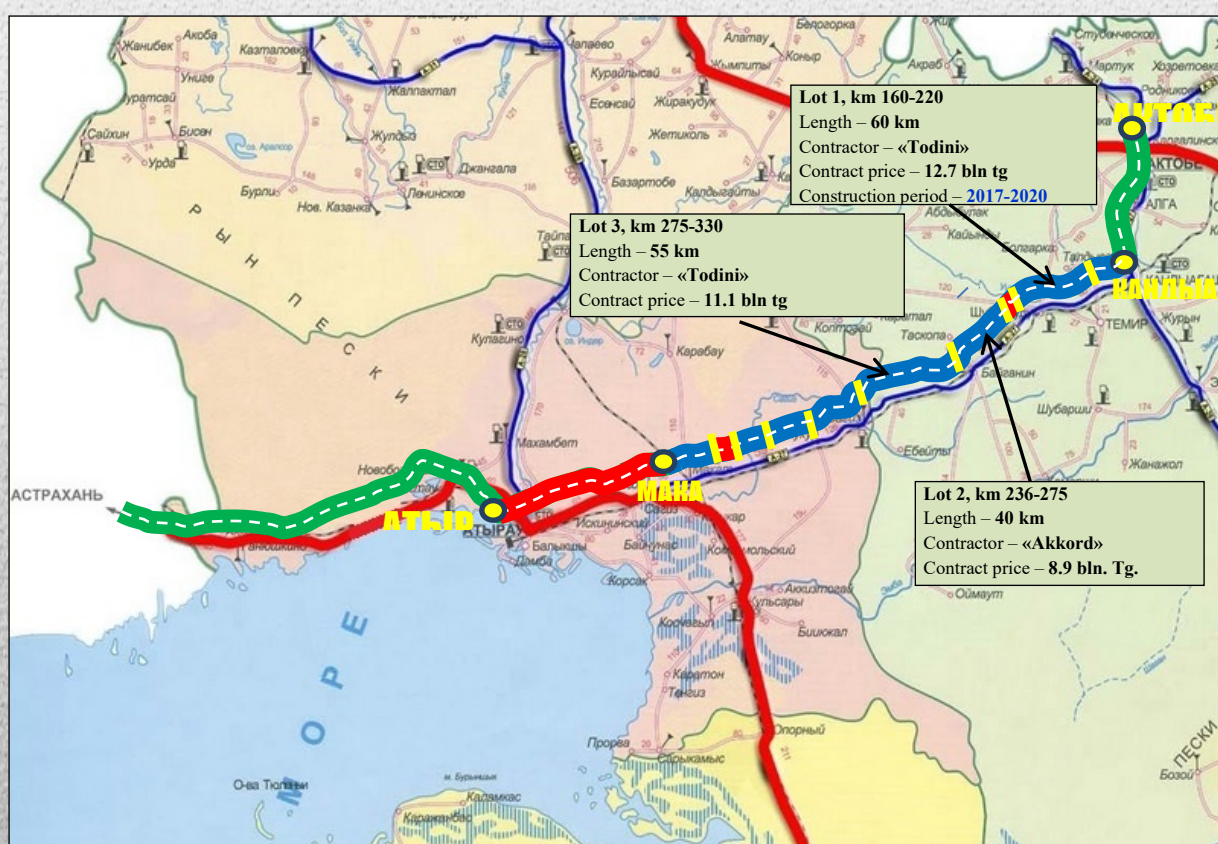
Prepared by the Dongsung Engineering Co., Ltd in association with subconsultant Zhol-Sapa LLP for the Ministry of Investments and Development, Republic of Kazakhstan and the Asian Development Bank.

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Project No.: 3416-KAZ
Reporting Period: July–December 2018

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



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

Seoul, Korea / Astana, Kazakhstan

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

Approved by: PMC JSC "NC "KazAvtoZhol" – Zeinullina A.A.
(PMC employee name) and signature, report submission date

Internal Social Safeguards 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: JSC "NC "KazAvtoZhol"

Consulting and Supervisory Support: DONGSUNG ENGINEERING CJ., LTD/ZS ENGINEERING Seoul, Korea/Astana, 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.

"Approved by"

Project manager/Resident engineer

January 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 stakeholders, 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, the RSE "AktobeZholLaboratory", ADB, PMC.

Report status: 2nd semi-annual and covers period from July to December 2018.

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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
RSI	Republican State Institution
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
LARF	Land Acquisition and Resettlement Framework Document
SLR	State Land Reserves

GLOSSARY

Displaced persons	individuals, households, collective owners or other legal entities physically resettled (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 lands.
Grievance Procedures	is the process established under law, local regulations, or administrative decisions to enable property owners and other DPs to redress issues related to acquisition, compensation, or other aspects of resettlement.
Land Acquisition and Resettlement Plan	is the planning document that describes the activities to be done in addressing the direct social and economic impacts associated with involuntary taking of land
Relocation	is the physical shifting of DP from his/her pre-Project place of residence and/or business
Resettlement	all measures taken to mitigate any and all adverse impacts of the Project on DP's property and/or livelihood, including compensation, relocation (where relevant), and rehabilitation.

I. Introduction

Taking into account the conclusions on social impacts for the project, formulated during the development of LARF and DDR, a social action plan was developed that contains mitigating measures and actions aimed at eliminating the identified social negative impacts, problems and gaps. Mitigation measures are designed 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's Safeguard Policy Statement (2009). Performance requirements at all relevant stages of project implementation focus on avoiding the identified social impacts, where possible, or on measures to minimize the consequences or reduce the possible consequences to an acceptable level. Due diligence report prepared in 2017 identified no land acquisition and resettlement impact under this project and the project has been categorized as C for Involuntary Resettlement..

This report for the period from June to December 2018 can be considered as annual, since it reflects project information in the annual cycle.

Aktobe-Makat Road is a two-lane road of republican importance built in 1970-1980. The road is 459 km long. Mainly it has category III/IV and passes through the territory of Aktobe and Atyrau regions. Full reconstruction of road pavement with the reinforcement of its structure, would reduce travel time on road, fuel consumption of vehicles and operating cost of vehicles on road, and would facilitate to increasing the transport connection and economic development of the region. The road will be reconstructed using 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 funded by Asian Development Bank (ADB) under the Loan 3416. ADB and the Government of the Republic of Kazakhstan jointly finance this project in the proportion of 88% and 12%.
2. The Project includes reconstruction of 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. The length of this project road subject to upgrade and reconstruction is about 299 km of II technical category with a high 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: Km 160 – km 220 (Shubarkuduk village - 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 follow 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 village (km 236 to km 247) (11.8 km) will follow a new road. Other parts of this section, the direction of traffic flow coincide with existing pavement, having partial deviations from the embankment in straightening and curving areas. The design provides for the construction of 1 bridge and 1 overpass at this section. Additional land acquisition is not specified for these areas at the present moment.
8. Lot 3: km 275 - km 330 (Zharly v.– Nogaity v.): This section includes reconstruction of road from category III to category II with a total length of 55 km. Other parts of this section, the direction of traffic flow coincide with existing pavement, having partial deviations from the embankment in straightening and curving areas. Additional land acquisition is not specified for these areas at the present moment.

Table 1: Information about Contractors' Contracts

Contractors name	Contract No.	Section (km)	Length (km)	Contract Sign Date	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 MID entered into a contract for project management services with NC KazAvtoZhol JSC (KAZH) 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 implementation. The person in charge of environment protection and social safeguards conducts audits, inspections of the site, interacts with CSC Socials Safeguards Specialist for effective project management in terms of implementation of environmental management plans.
10. In order to increase the efficiency of the public administration system, the Ministry of Investments and Development of the Republic of Kazakhstan was reorganized by Decree of the President of the Republic of Kazakhstan, dated December 26, 2018 No. 806 "On measures for further improvement of the public administration system of the Republic of Kazakhstan", transforming into the Ministry of Industry and Infrastructure Development of the Republic of Kazakhstan, with functions and powers delegated to the Ministry of National Economy of the Republic of Kazakhstan in forming the government policy for investment promotion and to the Ministry of Foreign Affairs of the Republic of Kazakhstan in implementing the government policy for investment promotion.
11. Regional Representative of the Employer at local level is Branch of RSE "AktobeZholLaboratory".

III. Methodology and Approaches for Report Preparation

12. Methodology, tools and participation approaches have been used in preparation of this report. The participation approach consists of the work of social safeguard specialist, involving project stakeholders, as well as persons affected by the project. Data from the Contractors' monthly reports were used as well. All visits and inspections of construction sites and labor camps were carried out with the participation of the Contractors' representatives. In order to fill out the Project's social and economic impact matrix for the implementation area, social safeguard specialist used the information received from Contractors' persons in charge.
13. Project's specialists in charge of social and environmental impact management and monitoring submitted information in the course of social audit. The information was verified during site visits .
14. The Contractors' GRM Coordinators were assigned to responsible specialists. Social grievances and requests are attributed to the duties of the health and safety engineer. These specialists carried out internal monitoring to find PAP. More information is provided in Section VII and Annex 1.

IV. Due Diligence Report

4.1. Land-Related Impacts during the Construction Works

15. 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). These lands used for the road were poorly productive pastures. No lands owned by individuals or rented by land users from the state fell under acquisition for road construction. Detailed information about land acquisition and resettlement was submitted earlier in the 1st Semi-Annual Report 2018. No changes were found and no PAP were identified within the reporting period.

4.2. New Conditions

16. No new land use-related grievances, including those related to permanent and temporary land acquisition, were found in the course of social audits and site visits within the reporting period. There were no changes in the design, which passed the State Expertise, for the road under construction.

V. Internal Monitoring Indicators

17. ADB's social safeguards are listed in ADB's SPS (2009), which is aimed to analyze major threats to saving and, if possible, raising living standards and quality of the persons affected by the project. Action plan was developed for this to prevent, minimize or mitigate potential damage and risks, and as the last possible means, to resort to appropriate compensatory measures for positive impact on the social environment of the project.

Safeguards Policy requirements are:

- (i) to identify and assess potential impact at early stages of the project;
 - (ii) to develop and implement an action plan to prevent, minimize, mitigate or compensate potential negative impacts;
 - (iii) to consult and inform people whose interests and rights were affected during project preparation and implementation.
18. In course of construction work, all the above requirements of ADB policy were met and new conditions were not recorded either under GRM or during site social audits.
19. Monitoring of the impact on society is included in work plans of CSC's Social Safeguards Specialist. The work on gathering and tracking information on a number indicators was noted earlier in the 1st Semi-Annual Internal Social Impact Monitoring Report. Below is information for the reporting period.

Table 2. Indicator Performance Monitoring

Indicators	Information collected on Lot 1, 2 and 3
Information disclosure, information campaign and consultation of DPs and other stakeholders;	Monthly reports of Lot 1, Lot 2 and Lot 3 Contractors for the reporting period present information on GRM in the form of acts that certify opening of the boxes for grievances and appeals.
Payment of compensation for land and affected buildings	No new PAPs were recorded in the reporting period
Relocation status of acquired buildings and other property of DPs	None
Payment of lost income to small businesses whose interests are affected	No complaints from PAPs, no such cases have been identified
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

20. In the reporting period, CSC's social safeguards specialist monitored construction site, base camps, and production bases, as well as carried interviews among workers and engineers, conducted observation of processes in base and field camps on monthly basis,. The information collected is analyzed, verified with oral instructions and written comments issued earlier. Conclusions are presented in the relevant chapter of the report.

VII. Public Consultations and Grievance Redress Mechanism

21. 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.
22. GRM Guidelines on environmental and social safeguards for Road Sector Projects were prepared and approved by the CoR in August 2014.

The 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 persons affected by the Project;
- ✓ identify and respond to unforeseen project impacts on individuals;
- ✓ maximize the participation, provide support and benefits to local communities.

23. 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 the CoR and RSI “AktobeZholLaboratory” 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 April 9, 2018, CSC held a seminar in Aktobe for contractors’ specialists 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. There are boxes for grievances and suggestions at all construction sites (camps) that are checked on monthly basis. Moreover, consultations were held on March 10, 12, May 10, June 6, June 12, 2018, during site visits by CSC’s social safeguards specialist (Sara Imbarova). Announcements of public consultation are published through local media (newspapers). In the reporting period, there were no changes in the composition of the commissions. The table below lists GRC members and their contact details.

Contact Information of GRC in Aktobe Region (regional level)

Table 3

Organization/Representative	Address	Contacts
RSI “AktobeZholLaboratory” Tlenbayev M.T.	1 Centralnaya Str., Zarechnyi 2 Village	8 (7132) 99 06 71 8 (7132) 99 06 29 e-mail: aktjollab@mail.ru
Aktobe Regional Branch JSC “NC” KazAvtoZhol”	89 Maresiyev Str., Aktobe	8 (7132) 55-50-15, 54-76-29, 54-98- 838 Fax: 8 (7132) 54-65-71 e-mail: a.muhanbetkaliev@kazautozhol.kz
PMC Zeinullina Aliya Amantayevna social safeguards specialist	8 Amman Str., Ak Bulak 2 Residential Area, Astana	8 701 982 66 57 e-mail: a.zeinullina@kazautozhol.kz
CSC Imbarova Sara social safeguards specialist	CSC 2a Zheleznodorozhnaya Str., Shubarkudyk District, Bayganin Village, Aktobe Region	8 771 754 13 55 8 701 362 36 12
Akimat of Aktobe Region	Address: 40 Abilhayir Khan Ave., Aktobe	8 (7132) 56-77-82 e-mail: info@akto.kz
Akimat of Bayganin District	Address: 36 Konayev Str., Karaulkeldi Village, Bayganin District	(8-71345) 2-28-74 e-mail: baiganin@akto.kz
Akimat of Temir District	Address: Zheltoksan Str., Shubarkudyk Village, Temir	(8-71346) 2-24-95 e-mail: temir@akto.kz

	District	
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Contact Information of GRC (central level):

Address: 32/1 Kabanbai Batyr Ave., Astana, 010000, Kazakhstan
 Committee for Roads
 Ministry of Industry and Infrastructure Development of the Republic of Kazakhstan
 Tel: +7 (7172) 75-46-41
 a.karymbaeva@miid.gov.kz

7.1. Status of Grievances and Appeals

24. In the reporting period from July to December 2018, no grievances and appeals concerning illegal seizure, unauthorized land acquisition from Lot 1, 2 and 3 sites, including those related to temporary or permanent land acquisition and resettlement in accordance with ADB Safeguard Policy Statement 2009, were identified. There were no appeals and grievances concerning the negative impact on local business, roadside trade, since there are no such places in these areas. Site visit and direct observation of work at the site did not reveal negative impacts related to social safeguards.

7.2. Social safeguards audits

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

VIII. Conclusions and recommendations

26. In the reporting period, Social Development Specialist conducted monitoring of work camps/camps built for the Project at all three Lots. Main key points of sites monitoring are:

Lot 1 & Lot 3:

27. In the reporting period, Contractor eliminated points of non-conformities issued by CSC Engineer at the time of social safeguards monitoring:
- Contractor engages residents from the nearest settlements to work and observes principles of gender balance in matters of equal pay for work and leisure and living conditions;
 - The Contractor has provided facilities for women as per sanitary and hygienic requirements, though it should bring them to the necessary quality based on the requirements of sanitary and hygienic standards for such facilities. Lot 1: Rental of toyhana (complex) area of "Globas Service LTD" LLP. A contract has been drawn up with the owner of land and buildings for the period from 2018 to 2020 to rent living space, office and canteen. Total area is 2,384 hectares, of which 2,177 hectares are leased. Owner of the complex and land is Kulyasov Sabit Khamitovich, contacts 8 701 449 27 81. Lot 3, base camp is located on the lands of the State Reserves Fund. The area is provided by the local Akimat;
 - There are Grievance Boxes installed at Base Camp and Akimat.

Lot 2

28. In the reporting period, work was carried out at Lot 2 to eliminate nonconformities:
- The Contractor has eliminated non-conformities in terms of ensuring health and safety of labor at base camp and construction sites. Operation of medical point was improved in accordance with requirements 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 concerned environment is noted. The Contractor participates in public life of Karaulkeldy village, provides special equipment. Provision of such assistance to local population should be documented and reflected in monthly reports;
 - Throughout the construction period of 2018, the Contractor has employed 7 students majoring in "Transport Construction" to fulfill its contractual obligations. Table 5 below provides information on the construction period 2018. 4 students were employed in first half of the year and 3 students

– in the second. The Engineer is provided with copies of employment contracts of recruited students. 6 out of 7 employed students are residents of Karaulkeldy village.

**Table 4. List of Students Employed by ICIC AKKORD OJSC
Aktobe, Republic of Kazakhstan**

№	Name	Position on project	Employment date
1	Tlesh Zangar Kalykbergenuly	Unskilled Worker	06.06.2018
2	Zhasar Maksat Kalykbergenuly	Car Repair Mechanic	08.06.2018
3	Baktybay Manat Zhanatuly	Unskilled Worker	27.06.2018
4	Bazarbekov Akniet Nurlanbekuly	Unskilled Worker	02.07.2018
5	Serikov Erkebulan Erikuly	Unskilled Worker	16.07.2018
6	Berkinsary Kanatzhan Serkeshbayuly	Unskilled Worker	20.06.2018
7	Sarsenbay Anes Kairatuly	TED Engineer Assistant	04.07.2018

29. Next social safeguards monitoring report is due for disclosure by 31 July 2019.

IX. ANNEXES

Annex 1

Grievances List - records of Construction Supervision Consultant and Contractor, Lot 1

Grievance registration number	Filing date	Name of applicant	Name of the person, who registered the grievance	Grievance form	Main problem	Summary of the problem	Actions delegated	status	When closed
GRM 001	28.12.2017	Head of the Department of architecture and urban planning Aktobe region, Shubarkuduk vill., Zheltoksan str., 5 2 32 49 temirarhstroi@mail.ru	Nurgul Aituganova	in writing	Lack of project information/ social	request for assistance in obtaining project documentation 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 project information/social	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	Health and Safety	Abdykadyrov Bakhytzhan claims that he and at least one other person are forced to resign because they expressed dissatisfaction with the conditions of providing drinking water, the process of handing over empty containers from under the water, the unvaried food. 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	Health and Safety	he was forced to resign under duress for being outraged by the quality of food and interruptions 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	Labor contract, health and safety	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	

Grievances List - records of Construction Supervision Consultant and Contractor, Lot 3

№	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	11.06.2018	Kadyrov Adil, Senior inspector of ODTI 8 702 492 21 90 8 7777 67 4886	Temirbek Zh.T. CSC Engineer of TS and OHS	Verbally by the phone	Environment	passing the site at 23.00 he paid attention to the dust. The area is not specified.	Imbarova S. E.	closed	12.06.2018

Photos



During conversation with workers on site, Lot 3 Km 259. Dining facility.



Meals are delivered to remote areas in individual thermoses.

Second Semi-Annual Social Safeguards Report 2018. CAREC Corridors 1 and 6 Connector Road (Aktobe–Makat, Section 160-330) Reconstruction Project
Lot 2 base camp, Km 239. During inspection of the canteen for the contractor's personnel



Construction of foundation for underpass CH 162+39,42



Underpass installation CH 140+29



Concrete pouring for underpass CH 182+58



Underpass units installation CH 179+64



Protection of existing communications Lot 1, Km 180+800



Installation of foundation for RMD administrative building at Lot 1



Relocation of gas line Lot 1, km 172+650.



Snow clearance on bypass road Lot 1.



Preparatory work on bridge bypass, km 182+306



Underpass at Lot 3 km 299