

Social Monitoring Report

Project Number: 48424-002
January 2020

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.

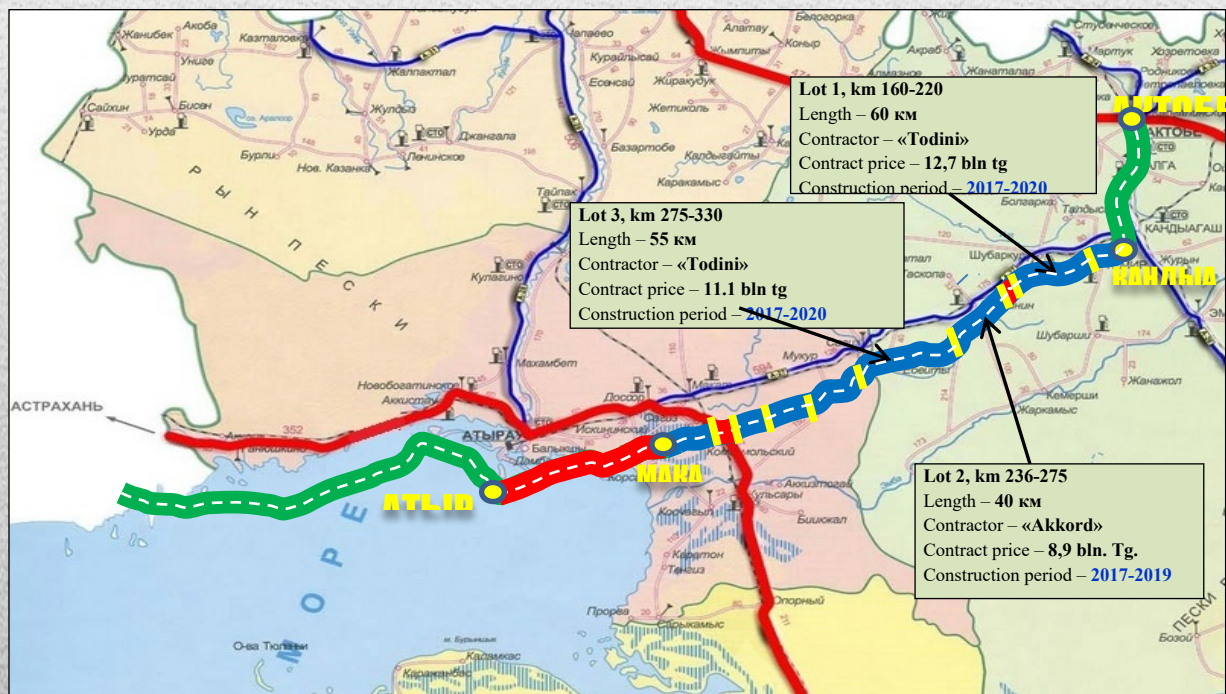
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Project No.: 3416-KAZ
Reporting Period: July–December 2019

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

Financed by Asian Development Bank



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 Safeguard 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.

“Agreed by” Project Manager/Resident Engineer
January 2020

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 “KazAvtoZhol”, ADB, PMC.

Report status: 2nd semi-annual and covers period from July to January 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
ACP	Asphalt concrete plant
CSC	Construction Supervision Consultant
LLP	Limited Liability Partnership
OJSC	Open Joint Stock Company
EM	Environmental Management
HS	Health and Safety
RS	Road Safety
GRM	Grievance Redress Mechanism
PAP	Project affected person
HIV/AIDS	Human Immunodeficiency Virus, Acquired Immune Deficiency Syndrome
STD/STI	Sexually Transmitted Diseases/Sexually Transmitted Infections

GLOSSARY

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.
Resettled 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 procedure	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.
Recovery of income	Recovery of income sources and livelihoods of displaced persons to the previous level before the start of the Project.
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

1. Aktobe-Makat road is a two-lane road of republican significance and was built in 1970-1980. The length of the section is 459 km, basically 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 cost of operating vehicles on the road and increase transport links and economic development of the region. The road will be reconstructed according to the standards for category II in accordance with the national standard of the Republic of Kazakhstan.
2. There are 13 legal entities at this section in Aktobe Region, who at their own will and voluntarily (due to insignificant area), handed over to the project 95.58 ha of lands leased from the state. Due diligence for this acquisition was conducted in 2017. There are no problems with land acquisition and resettlement in this section of the project as the project's route follows the existing road.
3. 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 Safeguard Policy Statement (2009). 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.
4. The purpose of this report is to monitor any emerging LAR issue related to land acquisition and resettlement or complaints from communities during the implementation of civil works from km 160 to 330. Social Safeguards Specialist of CSC conducted meetings with 8 people between July 18, 2019 and October 12, 2019 during the field visits. Details are provided in Appendix 1.

II. Brief description of the project

5. 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.
6. The length of this project road subject to upgrade and reconstruction is about 299 km of II technical category with an increased level of safety.
7. 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.
8. 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).
9. 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 be on a new road.
10. 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. Other parts of this section, the direction of traffic flow coincide with existing pavement with partial slopes from the embankment in straight and curve area. In this section, the project envisages construction of 1 bridge and 1 overpass.
11. 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 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 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

12. COR MIID entered into an agreement for services with KazAvtoZhol 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 responsible officer for environmental protection and protective measures conducts audits, inspections of the site, interacts with protective measures specialist of the CSC for effective project management in terms of environmental management plans implementation.
13. COR MIID appoints JSC "NK "KazAvtoZhol" as the National Operator for Roads Management, with implementation of Employer's functions from 11.04.2019 on road projects, replacing previously fulfilled this function RSE "AktobeZholaboratory".

III. Methodology and Approaches for Report Preparation

14. 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 those affected by the project. In the work also used data from the contractors' monthly reports. All visits to construction sites and camps were carried out with participation of representatives of the Contractor. Also, 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.
15. In the process of conducting social audit, information was received from specialists responsible for managing and monitoring the project's impact on the social and environmental environment. Information was verified during site visits.
16. Functions of the coordinator for complaints and appeals to 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 detect PAP whose interests were affected by the project.
17. Since January 2019, Contractor's environmental specialists record complaints 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. Comprehensive inspection report

4.1. Impacts related to land during construction work

18. During the reporting period, no additional land plots affected by temporary or permanent acquisition were found, and there were no changes in design. There were no complaints and appeals regarding illegal acquisition, unauthorized land acquisition and no complaints about negative impact on local business, roadside trade, since there are no such places in these areas. Visits to construction sites and observation of works directly at the site did not reveal any negative impacts on the social environment.

V. Internal monitoring indicators

19. ADB social safeguards are set out in the ADB's Safeguards Statement (2009), which aims to analyze key threats to conservation, if possible, to improve level and quality of life of affected people.
20. In course of construction work, all the above requirements of the ADB policy were met and new circumstances were not recorded either on the GRM or during site social audits.
21. Monitoring of the project impact on society is included in work plans of the CSC social safeguards specialist. Earlier in the first semi-annual report for 2019 on internal monitoring of social impact, it was noted about work of collecting, tracking information on a number of indicators. Below is information for the reporting period.

Table 2. Implementation of indicators monitoring

Indicators	Information collected on Lot 1, 2 and 3
information disclosure, information campaign and PP consultation and other interested parties	Contractors participate once a month on meetings of akimats of the settlements of Shubarkudyk, Karaulkeldy and Nogayty. Project managers provide information about progress of construction work, answer questions from local residents, and inform about vacancies at the sites.
compensation for land and affected buildings	During the reporting period, no new PAP was recorded
relocation status of allocated buildings and other property of the PP	No
payment of lost income to small businesses whose interests are affected	no complaints from PAP no such cases
lease of alternative land plots	no such facts.
re-registration of land;	no
restoration of living standards.	no

VI. Results of field studies, consultations with local people

22. During the reporting period, the CSC social safeguards specialist monitored construction site, base camps, and production bases. Interviewed employees among workers and engineers. On a monthly basis, conducted observation of the processes in base camps. The information collected is analyzed, verified with previously issued oral instructions and written nonconformities. Conclusions are presented in the relevant chapter of the report.

VII. Public consultations and consideration of appeals

23. The procedures for complaints handling related to the project are designed to provide effective and systematic mechanism for the Projects to provide answers to questions, provide feedback and address complaints from individuals whose interests are affected, as well as other interested parties and the public.

24. Guidance on the grievance redress mechanism for environmental and social safeguards in road projects was developed and approved by the COR in August 2014. The grievance redress mechanism aims to:
- ✓ reduction of conflicts, risk of unjustified delays and complications in the implementation of the project;
 - ✓ improving the quality of project activities and results;
 - ✓ ensuring the observance of the rights of persons affected by the activities of the Project;
 - ✓ identification and response to unforeseen impacts of projects on individuals;
 - ✓ maximizing participation, providing support and benefits for local communities.
25. Proposed GRM does not replace public complaints and conflict resolution mechanisms provided for by the legal system of the Republic of Kazakhstan, but tries to minimize its use as far as possible. Overall responsibility for timely implementation of GRM lies with the COR and JSC “NC “KazAvtoZhol” with support of project consultants such as PMC, CSC involved in the management and supervision of construction works. Relevant region, district and township akimats, authorized by law to carry out tasks related to handling complaints, and mediators / non-governmental organizations that are involved in assisting in the conflict-free resolution of complaints should also be included in the GRM.
26. The GRM provides two levels of resolution of complaints on road sector projects implemented under the supervision of the COR: the Grievance Review Committee (GRC) at the regional (oblast) and central (Astana) levels, in accordance with the GRM Guidelines. GRM consists of members appointed from the COR, akimats, JSC NC Kazavtozhol, PMC, CSC and Contractors. GRC at the regional and central levels is chaired by the leaders responsible for the overall work of GRM and its effective and timely implementation, while the coordinators are responsible for involving relevant parties and coordinating the work of GRM at the regional / central levels.
27. At the same time, information regarding GRM, GRC members are communicated to the public through meetings in villages. The leaders and specialists of the contractors participate in monthly meetings in the settlements of Shubarkudyk, Karaulkeldy and Nogayty, where they present the progress of construction work, information on vacancies and answer questions from the population.
28. Persons affected by the project, as well as other interested parties, can visit, call or send a letter or fax to the GRC at the regional level in the Aktobe region. Also, at all construction sites (shift camps) there are boxes for complaints and suggestions, which are checked monthly. During the reporting period there were changes in the composition of the members of the commissions. Table 3 below provides a list of GRC members and their contact details.

Contact information of the GRC in Aktobe region (regional level)

Table 3

Organization/representative name	Address	Contacts
Aktobe regional branch of JSC “NC “KazAvtoZhol” Alzhanov Aksanat - Head of Department	Aktobe, Maresieva 89, Str	8 (7132) 55-50-15, 54-76-29, 54-98-838 Fax: 8 (7132) 54-65-71 e-mail: aktobe.info@kazavtozhol.kz
PMC Zeinullina Aliya Amantaevna Social safeguards specialist	Astana Residential area Ak Bulak 2, st. Amman 8	8 701 982 66 57 e-mail: a.zeinullina@kazautozhol.kz
Imbarova Sara Social safeguards specialist, CSC	CSC, Aktobe region, Baiganinsky district, Shubarkudyk, Zheleznodorozhnaya str. 2 a	8 771 754 13 55 8 701 362 36 12 e-mail: imbarovas@mail.ru
Aktobe region Akimat	Address: Aktobe, Abilhayir Khan Avenue, 40	8 (7132) 56-77-82 e-mail: info@akto.kz

Baiganin district akimat	Address: Baiganin district, Karaulykeldi village, Konayev, 36	(8-71345) 2-28-74 e-mail: baiganin@akto.kz
Temir district akimat	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., Astana, 010000, Kazakhstan
Committee of Roads
Ministry of Investment and Development of the Republic of Kazakhstan
Tel: +7 (7172) 75-46-41
a.karymbaeva@miid.gov.kz

7.1. Status of complaints and appeals

29. 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.
30. No complaints were recorded in the register at this report during the reporting period.

7.2. Social audits and missions

31. 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 5. Site visits information

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
06.07.2019	The contractor timely pays for the lease of land for the base camp and production base. On the passport of the object made contacts for appeals.	06.07.2019	No discrepancies have been identified.	10.07.2019	A box with contacts of responsible specialists is available, no complaints or appeals.
09.08.2019	Social audit on the impact on public safety. No discrepancies found	09.08.2019	The social audit did not reveal any inconsistencies, there are boxes with contacts of responsible persons, there are no complaints	13.08.2019	Social audit did not reveal any discrepancies.
14.09.2019	No discrepancies	14.09.2019	GRM status in operation	18.09.2019	GRM status in operation boxes in the camp are in good condition.
03.10.2019	Boxes in the akimat and in the base with contacts of	03.10.2019	Social audit. No discrepancies	08.10.2019	Social audit did not reveal any discrepancies

Second semi-annual Social Safeguards Report 2019. Reconstruction of the "Aktobe-Makat" road CAREC Corridors 1 and 6 Connector (Road section km 160—330)

	responsible persons, there are no appeals				
18.11.2019	Social audit revealed no inconsistencies	18.11.2019	A survey of workers showed that the contractor complies with labor laws.	20.11.2019	No discrepancies

VIII. Conclusions and recommendations

32. During the reporting period, social development specialist monitored 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;
- Survey in base camps did not reveal discrimination by gender, religion and other forms of discrimination;
- In base camps: in dormitories, in canteens, as well as in akimats of Shubarkudyk and Nogayty, boxes for appeals are installed. Responsible contractor specialists open boxes for removal of content in boxes
- The work on the GRM is coordinated by the environmental specialist in terms of complaints and appeals to the environment, and the OHS specialists in other types of complaints
- Hotline phones of NK KazavtoZhol JSC were posted on the site for additional communication and providing feedback for the interested project implementation environment.

Lot 2

- As a good practice, work on formation of interested environment is noted. The contractor participates in public life of Karaulkeldy village, provides special equipment to clean the village from solid waste;
- The work on the GRM is coordinated by a OHS specialist i; there is a complaints register
- Hotline phones of NK KazavtoZhol JSC were posted on the site for additional communication and providing feedback for the interested project implementation environment

The next monitoring report on social safeguards should be submitted on or before July 30, 2020.

Attachment 1

Attachment 1. List of People Met During Site Visits

Date	Goal and subject of consultation	Note
July 18, 2019	Maintaining a register of grievances, levels of grievance review, algorithm for reviewing grievances and appeals.	Nurgul Budan, GRM Coordinator, Lots 1 and 3. Specialist of the Akimat of Zhaksymai Village. Consultation in office in Zhaksymai Village at Lot 1.
July 21, 2019	Working with the interested third parties, assistance to local communities at requests from the Akimat. The operation of GRM at the level of Contractor and local Akimat,	Anuar Yembergenov, GRM Coordinator, Lot 2. Specialist of the Akimat of Karaulkeldy Village. On-site consultation during the monitoring of works at Lot 2.
August 22, 2019	Consultations on newly discovered developments during the construction process and people whose interests were not included in the LARP at the design stage.	Nurgul Budan, GRM Coordinator, Lots 1 and 3. At the places for diversion roads, temporary storage of aggregates and soil disposal.
September 06, 2019	Consultation on temporary acquisition of land for quarries, if necessary, additional quarries. Coverage of issues and risk prevention for archaeological excavations/finds. Procedures and algorithm of actions in case of archaeological finds and burials.	Nurgul Budan, GRM Coordinator, Lots 1 and 3. Anuar Yembergenov, GRM Coordinator, Lot 2. Specialist of the Akimat of Shubarkudyk Village. Joint consultation in the Engineer's office in Shubarkudyk Village.
October 12, 2019	Consultations on the execution of social audits at the sites: comparison of bills for culverts, cattle passes and temporary places for cattle passage.	Nurgul Budan, GRM Coordinator, Lots 1 and 3.

Photo

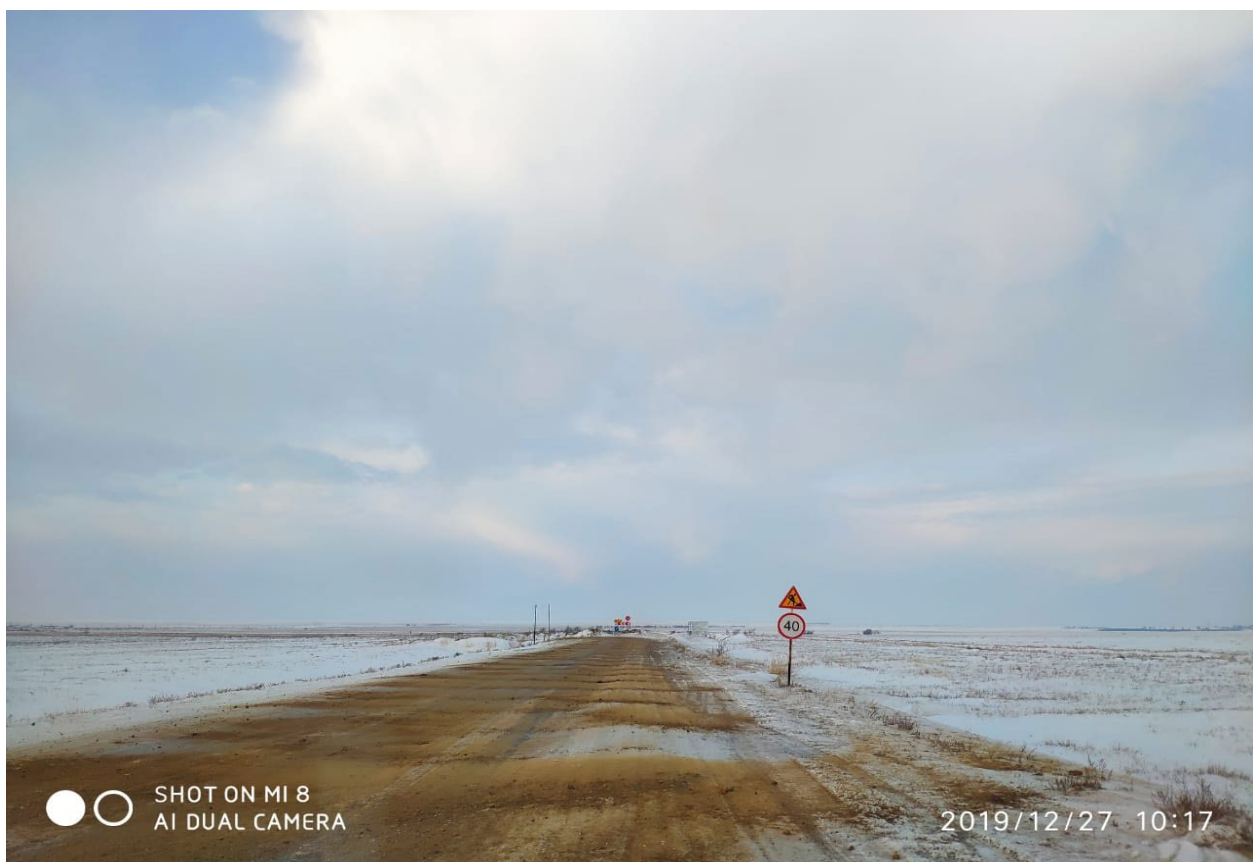
Attachment 2



PK 608+00 installation of safety signs



Activities for winter maintenance of the bypass road at PK 608+00



Bypass road Lot 1, Shubarkuduk village



Bypass road Lot 2, Karaulkeldy village



Bypass road Lot 3, Nogaity village