

Almaty International Airport

Environmental and Social Impact Assessment
Report - Chapter 18

September 2025

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Almaty International Airport

Environmental and Social Impact Assessment Report - Chapter 18

September 2025

Issue and Revision Record

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A	12/08/2025	SM	KD	BM	Draft report
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Acronyms and abbreviations

Abbreviation / Acronym	Definition
ALA	Almaty International Airport
CLO	Community Liaison Officer
EBRD	European Bank for Reconstruction and Development
EPC	Engineering, procurement and construction
ESIA	Environmental and Social Impact Assessment
ESR5	Environment and Social Requirement 5
IFC	International Finance Corporation
LARF	Land Acquisition and Resettlement Framework
NIP	Noise Insulation Programme
NTS	Non-Technical Summary
PS5	Performance Standard 5
PSZ	Public Safety Zone
Q&A	Questions and Answers
SEP	Stakeholder Engagement Plan
SPZ	Sanitary Protection Zone

18 Information disclosure and consultation

18.1 Overview

- 18.1.1 This chapter summarises the information disclosure, consultation and participation activities that are planned in accordance with Almaty International Airport's (ALA) Stakeholder Engagement Plan (SEP). It also summarises the outcomes of those activities that have been undertaken to date, and defines those actions planned for future phases in the Project lifecycle. The SEP was shared on the ALA website (<https://www.alaport.com>) as part of the new international terminal project and the updated SEP will be shared on the ALA website for this Project.
- 18.1.2 The Almaty International Airport SEP was first developed in 2021, within the context of the new international terminal construction. It aimed to guide stakeholder engagement and public consultation activities throughout all phases of that development's lifecycle, including the Environmental and Social Impact Assessment (ESIA) process. The SEP was subject to various updates until May 2025, and it has now been updated to consider this Project.
- 18.1.3 The SEP is a strategic document used to plan a comprehensive and culturally appropriate approach to consultation and disclosure. It is underpinned by the principles that community engagement should be free of external manipulation, interference, coercion and intimidation, and conducted on the basis of timely, relevant, understandable and accessible information. Consultation is to be well planned and based on respectful and meaningful dialogue. All consultation activities will be planned to facilitate the active participation in stakeholder engagement of all vulnerable groups identified in this ESIA study, including women, elderly and disabled members.
- 18.1.4 The SEP will remain a live document throughout the life of the Project. It will be regularly reviewed and updated, including at the completion of the ESIA process and during the construction and operational phases, as soon as stakeholders' needs have evolved.

18.2 Stakeholder consultation objectives

- 18.2.1 Public consultation and disclosure are a cornerstone of the approach to the planning and implementation of large infrastructure projects such as this one. Effective dialogue and exchange amongst the full range of stakeholders is a critical element to the success of the ESIA and Project planning processes, and the subsequent realisation of Project objectives. Stakeholder engagement will be used as a tool for two-way communication between ALA (including its managers/team, consultants and contractors) and the public. ALA is committed to active and ongoing communication with all affected communities, organisations, groups and individuals with an interest in the Project.

18.3 Stakeholder identification and analysis

- 18.3.1 In accordance with the European Bank for Reconstruction and Development (EBRD) and the International Finance Corporation (IFC) requirements regarding stakeholder engagement, ALA previously and in an ongoing manner identifies various individuals and groups who are affected or likely to be affected (directly or indirectly) by the Project (affected parties) or having an interest in the Project (other interested parties). The identified stakeholder groups are presented in Table 2 of the SEP.

18.4 Previous stakeholder engagement

- 18.4.1 Over the last five years, ALA has developed a close working relationship with the relevant ministries, regional, municipal and local authorities focused on the previous construction activities which were completed in 2024.
- 18.4.2 Information on the stakeholder engagement carried out during the preparation phase and construction phase for the new international terminal is outlined in Section 4 of the SEP. Information about engagement relating to the Noise Insulation Programme (NIP) and Public Safety Zone (PSZ) and Sanitary Protection Zone (SPZ) is also included in Section 4 of the SEP.
- 18.4.3 Land acquisition and resettlement are not triggered under Project Horizon. A Land Acquisition and Resettlement Framework (LARF) was prepared under the Original Deal, referring to current ALA operations, and remains applicable to Project Horizon. Should any land acquisition be required in future, it will be addressed in accordance with the provisions of the LARF and aligned with IFC Performance Standard 5 (PS5) and EBRD Environment and Social Requirement 5 (ESR5). The LARF will be re-disclosed as part of the ESIA documentation package.

18.5 ESIA stakeholder engagement activities

- 18.5.1 The following sections outline the ESIA disclosure and consultation process.

Draft ESIA Report disclosure

- 18.5.2 Upon completion of the draft ESIA, the disclosure process will commence in line with the plan outlined in this chapter and in line with the requirements of EBRD and IFC. The disclosure process will be led by ALA with the aim of seeking stakeholder and public comments on the ESIA and its findings. This includes making available copies of the ESIA and the Non-Technical Summary (NTS), providing a means of supplying comments that are to be considered, and a public information event where attendees are given the opportunity to hear about the ESIA, ask questions to airport representatives and environmental and social experts, and provide comments.

Public consultation meeting

- 18.5.3 A public consultation meeting was convened on 7 September 2025 at the House of Culture, 42 Mailin Street, Almaty, for the purpose of presenting the ESIA findings for Project Horizon. The event was organised by ALA and attended by representatives from ALA, EcoSocio Analysts, and approximately 60 members of the local community, 16 of whom were women. The meeting started at 11:30 and lasted for one hour. Refer to Appendix 18.A: Public consultation announcements for copies of the announcements regarding the public consultation meeting.
- 18.5.4 The session commenced with participant registration, followed by an opening speech delivered by the facilitator which included a health and safety briefing and formal introductions of the panel. The panel included the project team, ESIA consultants, and local authorities. The agenda and procedures for reviewing project-related documentation were outlined, and all information was delivered in both Kazakh and Russian to ensure accessibility. The presentation covered the objectives of the ESIA, an overview of the Project components, the assessment methodology, key findings, and proposed mitigation measures. Following the presentation, a short break was held during which questions were registered. Refer to Appendix 18.C: Public consultation photos and Appendix 18.D: Public consultation materials.
- 18.5.5 The subsequent Questions and Answers (Q&A) session was facilitated with panellists responding directly to the audience. Participants were encouraged to keep comments concise and respectful, and alternative methods for submitting questions were provided, including a QR

code for written submissions. In cases where immediate responses were not possible, contact details were collected for follow-up. During the consultation, community members raised a number of concerns (refer to Appendix 18.B: Public consultation Q&A), including:

- Community disturbance due to the asphalt plant near Almerék
- Planned acquisition of garages along Akhmetova Street for public use
- NIP related questions on which houses are covered by the programme
- NIP related questions on how soundproofing works
- Property legalisation issues
- Intermittent internet connectivity due to flights paths

18.5.6 Eight new volunteers registered for the NIP and received detailed information on the process. No comments were received regarding future impacts related with Project Horizon developments. As such, no new mitigation measures are required to date. The ESIA has already identified the relevant impacts, which adequately cover the topics raised, and has proposed appropriate mitigation actions.

18.5.7 The event concluded with an invitation to refreshments, reinforcing the inclusive and participatory nature of the consultation.

Disclosure of the final ESIA Report

18.5.8 This ESIA Report will be finalised after the 60 days of disclosure and consultation period by incorporating stakeholder comments and queries in the ESIA Report as necessary.

18.5.9 The final ESIA Report and documentation will be disclosed via the ALA website (<https://www.alaport.com>) and will be provided in hard copies upon request.

International disclosure

18.5.10 International disclosure of the draft ESIA package needs to be undertaken via the EBRD (www.ebrd.com) and IFC (www.ifc.org) websites for a period of 60 days starting from the date of ESIA publication, in accordance with the EBRD Environmental and Social Policy and IFC Environmental and Social Sustainability Policy. The final ESIA package will be disclosed on the Lenders' websites via the same links used to disclose the draft ESIA package. Hard copies of the full ESIA documentation will be made available locally at Akhmetova 1b, Hotel Aksunkar, 2nd floor, office 245.

18.6 Stakeholder Engagement planned throughout the lifetime of the Project

18.6.1 The SEP outlines ongoing stakeholder engagement throughout the Project's lifecycle including construction, operation and decommissioning phases. The activities include communications as necessary with community representatives and other key stakeholders at key milestones of the Project such as the beginning and end of construction, regular updating of the ALA website and disclosure via social media/mass media outlets, updating the SEP and annual Project reporting.

18.7 Grievance processes

Grievance mechanism

18.7.1 The Project identifies grievance as an actual or perceived problem that might give grounds for complaint. As a general policy, ALA/the Project Sponsor will work proactively towards

preventing grievances through the implementation of impact mitigation measures (as identified by the ESIA Report and Environmental and Social Management Plan) and ongoing engagement by the Community Liaison Officer (CLO). Anyone will be able to submit a grievance to the Project if they believe a practice is having a detrimental impact on him or her individually, on the community, the environment, or on their quality of life. They may also submit comments and suggestions as set out in the SEP.

Confidentiality and anonymity

- 18.7.2 The Project will aim to protect the person's confidentiality when requested and will guarantee anonymity of persons filing complaints in annual reporting. Anonymous grievances will be accepted. Individuals will be asked permission whether they are comfortable with disclosing their identity if this helps the resolution of a particular grievance, and their identity will be disclosed only if consent has been provided by the individual who submitted the grievance. Investigations will be undertaken in a manner that is respectful of the aggrieved party and the principle of confidentiality. The aggrieved party will need to recognise that there may be situations when disclosure of identity is required, and the Project will identify these situations to find out whether the aggrieved party wishes to continue with the investigation and resolution activities.

Grievance reporting and resolution

- 18.7.3 A grievance mechanism, which is already in place as detailed in the SEP, provides a formalised tool for receiving, acknowledging, investigating and addressing grievances, complaints and concerns from the Project-affected communities and individuals as well as interested stakeholders. This aims to offer predictable, transparent and credible processes for all the parties, producing relatively inexpensive, fair and effective results. It also aims to provide a gender-sensitive, inclusive and culturally acceptable process that will be available to all members of the community. Effective stakeholder engagement aims to build trust and to maintain constructive relationships with the host communities and interested stakeholders, encourage a positive perception of the Project, and contribute to its successful development and implementation

18.8 Community Liaison Officer

- 18.8.1 ALA has appointed a CLO and an assistant. The two staff will be responsible for community liaison and arranging communications with the Project-affected communities throughout the preparation, construction and operational phases.
- 18.8.2 The CLO team will document and record stakeholder engagement as detailed within the SEP and will evaluate stakeholder engagement performance to inform respective SEP updates. The CLO team will be responsible for leading the implementation of the SEP and receiving and channelling comments and concerns. The CLO team will maintain the grievance mechanism and report to the ALA/Project Sponsor management.
- 18.8.3 Contact details of the CLO appointed by ALA are provided in Table 18.1.

Table 18.1: CLO contact details

Project CLO	Information
Name	Mariya Pozdnyakova
Address	1b Akhmetov Str., 2 Floor, Office 245
Telephone	+7 708 115 05 14
Email	Mariya.Pozdnyakova@tav.aero
Website	https://alaport.com/en-EN/

- 18.8.4 The Engineering, Procurement and Construction (EPC) Contractors will assign their own CLO to interact with sub-contractors' workforce and local communities as necessary. Grievances and comments should be sent to the ALA CLO (contact details provided in Table 18.1), where possible by using the form provided in the SEP.

Appendix 18.A: Public consultation announcements

Общественные обсуждения

Информируем вас о проведении общественной консультации по оценке воздействия на окружающую среду и социальную сферу (ОВОСС) инвестиционного проекта Горизонт – комплексной программы модернизации Международного аэропорта Алматы (МАО).

Проект модернизации МАО призван обеспечить рост пропускной способности, сохранить качество сервиса и поддержать устойчивое развитие.

ОВОСС выполнена компанией Mott MacDonald Ltd при поддержке TOO EcoSocio Analysts согласно международным стандартам.

Дата и время: 7 сентября 2025 года, 11.00.

Место: ул. Майлина, 42, Дом культуры.

Материалы будут размещены на официальном веб-сайте МАО и портале EcoPortal. Комментарии и отзывы принимаются до 6 октября 2025 г. на эл. почту ESdepartment@tavairports.onmicrosoft.com или по тел. +7 708 115 05 14.

ҚОҒАМДЫҚ ТАЛҚЫЛАУ

Сіздерді «Горизонт» инвестициялық жобасының – Алматы халықаралық әуежайын (АХӘ) жаңғыртуға арналған кешенді бағдарламасының қоршаған ортаға және әлеуметтік салаға әсерін бағалау (ҚОӘСӘБ) бойынша қоғамдық талқылауға шақырамыз.

АХӘ жаңғырту жобасы өткізу қабілетін арттыруға, қызмет көрсету сапасын сақтауға және тұрақты дамуды қамтамасыз етуге бағытталған.

ҚОӘСӘБ халықаралық стандарттарға сәйкес Mott MacDonald Ltd компаниясы және EcoSocio Analysts ЖШС қолдауымен дайындалды.

Күні мен уақыты: 2025 жыл, 7 қыркүйек, сағат 11.00.

Өтетін орны: Майлин көшесі, 42, Мәдениет үйі.

Материалдар АХӘ ресми веб-сайтында және EcoPortal порталында орналастырылады. Пікірлер мен ұсыныстар 2025 жылғы 6 қазанға дейін ESdepartment@tavairports.onmicrosoft.com электрондық поштасы немесе +7 708 115 05 14 телефоны арқылы қабылданады.

Appendix 18.B: Public consultation Q&A

The questions asked and answers provided during the public consultation meeting on 7 September 2025 are provided in the table below:

ID	Comments / Questions / Suggestions	Response
1	The asphalt plant near our house is noisy, and we cannot sleep. My child has asthma, and we cannot open the windows. There is a smell of tar, and they have placed a Maylina near us, and road repairs are underway, blowing in our direction. We cannot sleep, and we have not had enough air for a week, so we came here. My child is disabled and hasn't been able to sleep for a week. He has high blood pressure. We went to the doctor, who said the plant was the cause. We live in Kyzyltu (Almerik). The dust and tar are unbearable.	ALA recorded the concern, exchanged contact details with the residents, and committed to investigating the source of the odour. The CLO will provide follow-up feedback. (The CLO has checked the area and could not find the source of the odour, but predicted the options of the odour in that area, but it is not from airport. The plant will be in that area, it is the mobilization stage).
2	1. Are you from the airport or from council? 2. I have a question about the garages. How will it work and when will it happen? Has it been decided? What will it look like? Will it happen at all? What will be there?	1. There are representatives from the airport and the council's office here, so you can ask your questions, and we will try to answer them. 2. Good afternoon, the issue of garages is not included in this project as a whole. However, we have submitted an application to purchase these garages on Akhmetova Street, 600 garages. We plan to make the purchase because we do not have enough space. Currently, we are receiving numerous complaints about taxis; people cannot park in their yards because everything is blocked by people picking up and dropping off passengers. The airport has limited space where they can park, so a decision was made to submit a proposal to buy these garages. This is a matter for the city council; it does not concern the airport. The meeting is only about the expansion of the airport; the garage issue is not relevant here.
3	Does the noise insulation program include regular houses or apartment buildings as well? Are the old apartment buildings on Akhmetova Street included? So, you will come at the beginning to see how noisy it is?	This is only for private homes. We will stay in touch with you, we will inspect where the house is located, what it looks like, and what can be done. First, we will check two maps with your address, see what impact it has, and then inspect the house with our technical service colleagues and consult with them.
4	How can you soundproof a three-story house? Is this technically possible or not? I have the house on the very edge. How can you soundproof a three-story house?	Our technical office is not present today. These are the people who participate in the inspections of all houses, and we can also contact them and see where they are located. On our red map. We will consult with specialists. By replacing the windows with double-glazed ones with thick glass and large openings.
5	We contacted the Talgar district council regarding house legalization. We have all the documents; we just wanted to update them. I already asked Mariya this question. My brother came to the Talgar district council about this issue, and they sent us to the airport to get a certificate from the airport stating that we are in the red zone and that they allow us to do so. The house was built in the 1940s and is still there. These were divided plots, and they won't give	You need to visit Guldala council, we will re-solve the issue. There is no need to contact the airport

us a certificate from the airport. And they won't let us move for-ward, we have all the documents, we just need to update them. Where can we go with this issue?

- 6 Your connection drops when the plane flies over our house. The internet doesn't work at all. We're working on the computer, the plane takes off, and the internet drops. We contacted the operator, and they said there were no problems on our end. Cell service drops.
- Just when the plane takes off, when I'm talking on the phone, the phone drops. The phone shows a malfunction.
- When construction began two months ago, our internet started to completely fail. It doesn't work at all. I called Tele2, and they told me that it was probably due to the airport nearby. There are jammers at the airport, and because of this, the connection is lost. Technicians from the company came and said that there was nothing wrong on their end, everything was fine, and we had no problems. The connection is poor. You can add this to the list.
-

We have not been approached with this question or issue before. It would be wrong to say anything now; you are the first to ask this question. We will discuss this issue with our colleagues at KazAeroNavigation and get back to you.

Appendix 18.C: Public consultation photos



Appendix 18.D: Public consultation materials

PROJECT HORIZON ESIA PUBLIC CONSULTATION



AGENDA

1 Welcome and Health and Safety Briefing

2 Panel introduction

3 Project Horizon

4 ESIA process and findings

5 Questions and answers

Purpose of this public meeting

- This public consultation meeting is being carried out as part of the **Environmental and Social Impact Assessment (ESIA)** process.
- The ESIA for Project Horizon is conducted to meet international lender requirements (e.g., IFC, EBRD, DEG).
- This process is separate to the national Environmental Impact Assessment (EIA), which has been conducted to meet Kazakhstan's legal requirements.
- This ESIA consultation is additional and does not replace the national EIA process. Both are important and complementary.

Why are we here?

- To provide information about the project
- To listen to your views and concerns

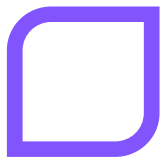
Why are you here?

- To participate in the ESIA consultation process
- To find out about the project's potential environmental and social impacts and planned mitigations
- To share your opinions, ideas, and concerns

Panel introduction

Almaty International
Airport

The Project Proponent: responsible for the Project Horizon
development and operation.

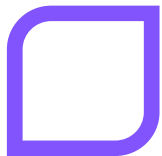


Represented by:



The ESIA Consultant

Mott MacDonald and the local sub-consultant EcoSocio
Analysts: developed the ESIA



Represented by:





A diagram illustrating a project horizon. On the left, a solid purple area is shaped like a descending staircase, with three steps of decreasing width from left to right. A thick black arrow points horizontally from the right side of the purple area towards a circle on the right. The circle has a black outline and contains the text "PROJECT HORIZON" in black, uppercase, sans-serif font, centered within it.

PROJECT
HORIZON

Project Horizon – Project components

Project Horizon aims to expand and upgrade key infrastructure at the airport to enhance its capabilities and improve services. These developments include:

- Full depth reconstruction of main runway
- New taxiway
- New cargo apron
- Full depth reconstruction of existing VIP apron
- New de-icing pad
- Rehabilitation of parking stands
- New in-flight catering facility
- Fuel farm storage expansion and improvements to existing fuel farm
- Domestic terminal (T1) renovation
- Drainage and wastewater treatment
- New head office and training centre
- Aerodrome and ground handling village
- New landside and airside warehouses
- Other improvements

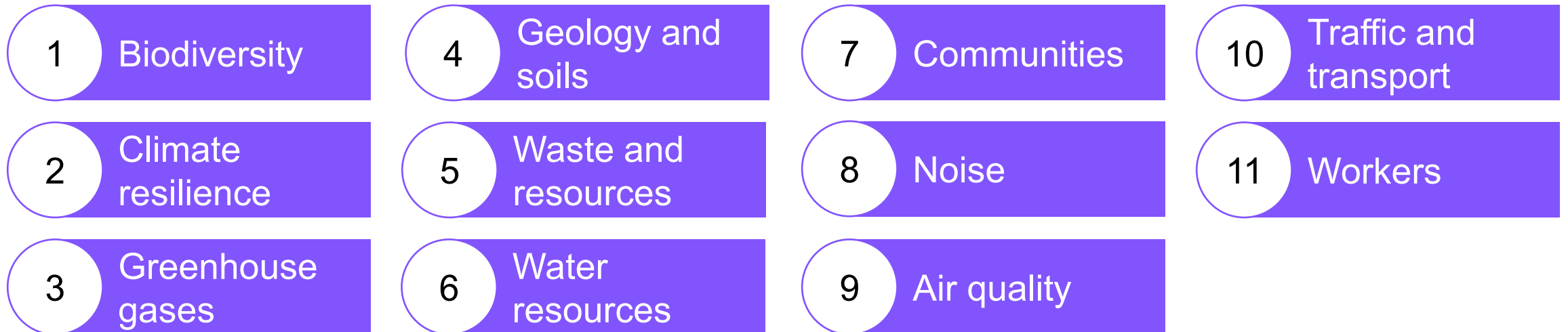




ESIA
PROCESS

The ESIA

- Undertaken to comply with international best practice guidance for the development of international ESIAs (in particular the IFC Performance Standards and the EBRD Environmental and Social Requirements).
- Has taken into consideration the existing environmental and social conditions.
- Identifies possible impacts and measures that can be taken to avoid, minimise, and mitigate any adverse impacts.
- Covers the following topics:



The ESIA must:

- ✓ Present clearly an assessment of the impacts based on the terms of reference established during scoping
- ✓ Identify potential direct, indirect, cumulative and transboundary impacts on the environment and social context, covering the pre-construction, construction and operation stages
- ✓ Provide mitigation, enhancement, management and monitoring measures to address the impacts identified



ESIA
FINDINGS

Biodiversity

The biodiversity assessment considered impacts on habitats, plants and animals. The current airport habitats consist of hardstanding and areas of vegetation that are managed in order to reduce the risk to airport operations from wildlife movements. No ecologically protected sites or rare habitats are anticipated to be affected by the Project.

Construction impacts:

- Minimal impact on habitats
- Disturbance to wildlife due to increased noise levels, artificial lighting and vibration, and exposed excavations during construction

Operational impacts:

Mainly relate to the increased risk of birds strikes due to the increased number of air traffic movements.

To manage this impact, wildlife management procedures, such as regular bird watch patrols and the use of chemical, auditory, visual deterrents for birds, will continue to be implemented to discourage bird species from the airport area. The results will be monitored to ensure their effectiveness is maintained.

Construction Environment Management Plan Wildlife Hazard Management Plan

Following the implementation of the mitigation measures, in both construction and operation phases, there will be no significant effects on habitats, plants or animals.

Climate Resilience

An assessment was undertaken to determine the impacts of climate change on the operation of the Project. **The construction phase was not assessed**, since construction is planned to be complete by 2028 and therefore will be subject to the current climate.

During operation, it is expected that changes in weather patterns (higher temperatures, reduced rainfall, drought, heavy rainfall and high winds) will negatively affect the airport infrastructure and systems, through overheating, deterioration and potential failure of infrastructure components, as well as altered bird activity increasing risk of bird strikes. People, particularly vulnerable groups and outdoor workers may face related health risks. However, winters will tend to be less cold which may offer benefits by lowering the need for snow and ice management.



Climate Change Risk Assessment (CCRA)

Following the implementation of the CCRA study mitigation measures, no significant effects are expected on the airport, workers and passengers from climate change.

Greenhouse gases

Construction impacts:

- Carbon emissions resulting from the manufacturing and transportation of materials to be used for constructing the project, and fuel use for construction machinery and equipment.

Operational impacts:

- Emissions resulting from operational electricity consumption and the increase in flights.

Despite the implementation of mitigation measures, the effects associated with greenhouse gas emissions remain significant during both construction and operation.

Geology and Soils

- The fuel farm and other construction areas are being assessed for potential historic contamination.
- During both construction and operation, there may be accidental spillages and leaks with potential to result in ground and/or groundwater contamination. These will be managed by the Spill Prevention Plan.

Natural Hazards

- The Project is located in a region with known seismic activity. To reduce risks from earthquakes, national regulations require all construction to follow strict building codes that improve safety and resilience. A government-led monitoring system is in place across the country to track seismic events and support emergency response.

Emergency Preparedness and Response Plan (EPRP)

Following the implementation of mitigation measures, no significant effects are expected for geology and soils.

Waste and Resources

- **During construction**, a significant volume of construction waste is expected to be generated by the Project (construction waste, mishandling/surplus construction material, packing material, municipal solid waste). This will be managed according to Waste Management Plan.
- **During operation** there will be additional capacity for passengers and cargo. Therefore, the volume of waste from the catering and hospitality of workers and passengers, packaging, maintenance and cleaning will be increased.
- Effects associated with waste during both construction and operation include contamination of the environment due to mismanagement of waste; dust from poor handling and storage; visual impacts from poor storage; health and safety hazards from poor storage; and increased pressure on existing landfill capacities and increase in waste transportation.



Waste Management Plan

Following the implementation of mitigation measures, no significant effects are expected for waste and resources.

Water Resources

Construction impacts:

- Increase in the risk of contamination to surface water through accidental spills and dust generation.
- Increase in flood risk due to construction activities altering the flow paths of the surface water or increasing the amount of surface water runoff in localised areas.
- Disturbance of the ground from piling could lead to disruption of natural groundwater flow paths.



Sampling location for ALA Ground water monitoring.

Operational impacts:

- Higher levels of pollutions due to the increase in the number of aircraft and support, particularly through routine surface runoff, potentially damaging the water quality of both surface water and groundwater.
- Increase in impermeable surfaces impacting flow and runoff, resulting in a requirement for improved drainage. A new drainage system will be constructed as part of the project.
- Rising passenger numbers over the Project's lifetime are expected to increase the demand for drinking water.

Water Management Plan

Following the implementation of mitigation measures, no significant effects are expected for water resources.

Communities






Social Impact Assessment (SIA)



Survey Areas for Community Consultation

To understand how airport operations might affect nearby communities, we carried out surveys in four neighborhoods: Turksib, Guldala, Almerék, and Panfilovo.

These areas were chosen because they are expected to experience the most noise once the project is operational. We collected local data through household surveys, interviews, and community mapping. In total, 430 people took part in Zone A (including 213 women), and 160 in Zone B, helping us gather valuable insights into community concerns and priorities.

-  Almaty International Airport
-  Airport boundary 1.5km buffer
-  Zone A survey location
-  Zone B survey location
-  Future impacted area

Communities

Construction impacts:

- Generation of opportunities and revenue for local/regional and national suppliers, which will boost the local economy.
- Minor disruption to existing businesses in or around the airport such as congestion, higher levels of noise and air pollution which may affect customer access.
- Temporary increase in traffic around the airport during construction.
- Temporary disturbance to local community due to noise, dust, increased road traffic and waste generation.

Operational impacts:

- Creation of direct jobs within the airport itself as well as indirect employment in sectors like hospitality, retail, and transportation.
- Potential increase in air traffic noise affecting local communities, mitigated by ALA's Noise Insulation Program.
- Potential increase in road traffic in and around the airport.
- If there are any land acquisition impacts related to public health and safety, they will be decided by relevant authorities, will be kept minimal and announced beforehand to allow adequate consultation with any affected community member.

Community Management Plan

+co-related topics management plans (e.g. air quality, noise, road traffic)

Following the implementation of mitigation measures, no significant construction effects are expected, however significant operational effects are expected, both adverse and beneficial. A Noise Insulation Program is already in place since 2023 and its implementation is expanding starting with the highest impacted households.

Noise

Construction impacts:

Noise and vibration is expected to arise during construction activities including:

- Critical infrastructure: reconstruction of the runway, new taxiway, VIP apron reconstruction and de-icing pad
- Operational enhancement: Cargo apron, parking stands, catering facility, fuel infrastructure
- Supporting infrastructure: Renovation of T1, drainage, head office and training centre, aerodrome and ground handling

Operational impacts:

Changes in operational noise are expected to arise due to:

- Projected growth in passenger numbers and aircraft movements
- Transfer of use from the southern runway to the rehabilitated northern runway
- Transfer of use from western take off and landing routes to eastern take off and landing routes
- Modernisation of the aircraft fleet, eliminating the noisier Chapter 3 aircraft types and introducing quieter Chapter 14 aircraft

Noise Management Plan (including Noise Insulation Program)

A Noise Management Plan will be in development 2025 to 2026

The Noise Insulation Program mitigates eligible buildings (exposure to aircraft noise $L_{night} > 60 \text{ dB(A)}$) and prioritises vulnerable receptors.

Noise

Noise Monitoring and Insulation Program



ALA Almaty International Airport  a TAV and Groupe ADP airport

ТҰРҒЫН ҮЙЛЕРДІ ШУДЫ ОҚШАУЛАУ БАҒДАРЛАМАСЫ

Бұл не?
Тұрғын үйлерді Шуды оқшаулау бағдарламасы (ШОБ) – «Алматы халықаралық әуежайы» АҚ әуежайы маңында орналасқан тұрғын үйлерге авиациялық шудың әсерін азайтуға бағытталған бастамасы. Бағдарлама әуежайдың қаржысы есебінен жүзеге асырылады.

Қалай өтініш беруге болады?
Төменде көрсетілген байланыс нөмірлері арқылы әуежай қызметкерімен хабарласып, бағдарламаға қатысу ниетіңізді білдіріп, өз атыңыз бен үйіңіздің мекенжайын хабарлауыңызды сұраймыз.

Бағдарламаның негізгі кезеңдері:
Үй ішіндегі шу деңгейін өлшеу;
Үйдің құрылымын мердігер тарапынан тексеру және жұмыс жоспарын әзірлеу;
Әуежай, мердігер мен сіздің арасындағы келісімшартқа қол қою;
Жәнеу жұмыстарының басталуы;
Үйдегі шу деңгейін қайта өлшеу.

Жиі қойылатын сұрақтар:
1. Бағдарламаға кімдер қатыса алады?
Түнгі уақытта шу деңгейі 60 дБ-ден асатын Алматы әуежайының маңында орналасқан тұрғын үйлер.
2. Бұл қанша тұрады?
Барлық жұмыстар тұрғындар үшін тегін жүргізіледі, шығындарды әуежай өтейді.
3. Қандай жұмыстар атқарылады?
Негізгі жұмыстарға қолданыстағы терезелерді жақсартылған терезелерге ауыстыру, сондай-ақ қажет болған жағдайда шатыр мен төбенің шу оқшаулауы кіреді.

Байланыс ақпараты: 

Noise Insulation Program

Total participants: 167 houses.
61 houses completed insulation.
75 houses will be completed by end of 2025. 31 houses will be inspected.

<https://alairport.com/kk-KZ/passenger-guide-kz/terminal-construction-kz/page/noise-insulation-program-kz>

<https://alairport.com/ru-RU/passenger-guide-ru/terminal-construction-ru/page/noise-insulation-program-ru>

Air Quality

Construction impacts:

- Dust generated from construction activities, which will be managed with measures such as minimising dust from on-site sources, using dust suppression techniques, containment of dusty processes, etc.
- Emissions from mobile sources (on-road and off-road vehicles) and generators, however these are considered to be negligible.

Operational impacts:

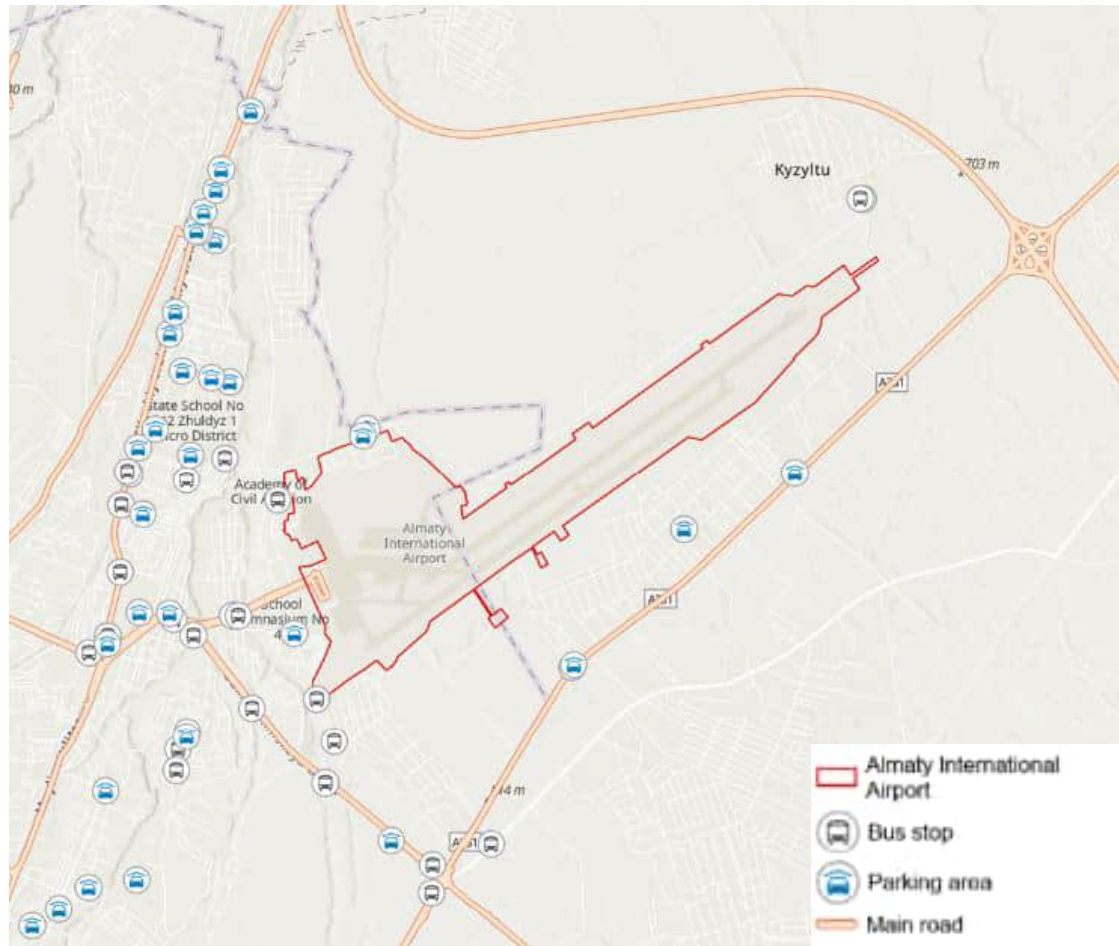
- Expected increase in operational traffic (air and road) will result in an increase in pollutant concentrations for nearby receptors. To manage these impacts, a strategy will be developed and implemented to reduce emissions associated with increased operational traffic.
- Increase in emissions from airport activities on airport workers and on receptors located in nearby villages, however these are considered to be negligible.

Air Quality Management Plan

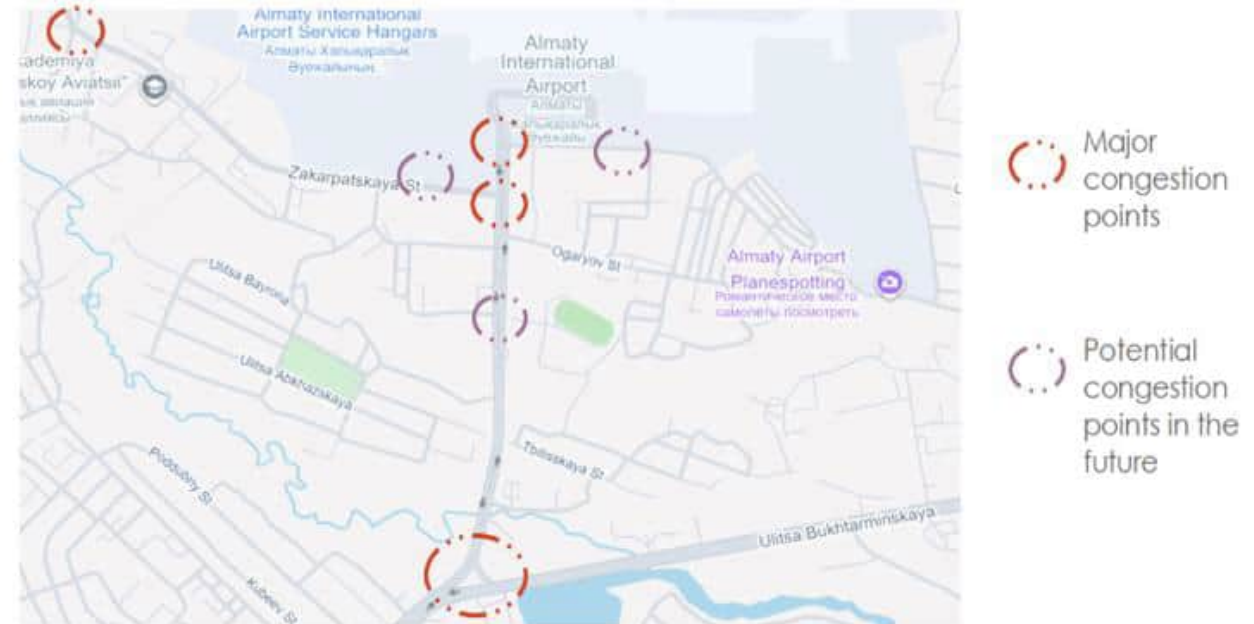
Following the implementation of mitigation measures, the construction effects are considered negligible, however operational effects associated with the increase in pollutant concentrations on air quality as a result of operational traffic (air and road) remain significant.

Traffic and Transport

Transport network around Almaty International Airport



Congestion points - current and potential future



Traffic and Transport

Construction impacts:

- Increase in traffic due to construction activities.
- Potential deterioration of roads due to truck movements.
- Decrease in road safety with the likely increase in truck movements.
- Increased nuisance on sensitive receptors

Operational impacts:

- Additional traffic load on the existing road network (albeit lower than construction) primarily due to truck movements related to cargo transport and airport servicing activities.
- Road traffic is expected to grow due to passenger movements including the use of private cars, shuttle buses and taxis, which will increase stress on an already congested local road network outside of the airport.

Traffic Management Plan

Following the implementation of mitigation measures, no significant effects are expected for traffic and transport.

Workers

Construction impacts:

- Temporary employment opportunities; at present over 400 workers are estimated to be needed for the construction of some elements of the project
- Project induced in-migration
- Potential temporary increase in noise, dust and construction related traffic
- Risks to workers' occupational health, safety and wellbeing, and labour rights during construction.

Operational impacts:

- Permanent and longer-term employment opportunities; as of June 2025, ALA was recruiting for almost 400 new positions
- Risks to operational workers' occupational health, safety and wellbeing during operation

Occupational Health Safety and Wellbeing Management Plan

Following the implementation of mitigation measures, no significant construction effects are expected and a significant beneficial effect during operation is expected.

Summary of residual effects

Topic	Construction effects	Operational effects
Biodiversity	Not significant	Not significant
Climate resilience	N/A	Not significant
Greenhouse gases	Significant (adverse)	Significant (adverse)
Geology and soils	Not significant	Not significant
Waste and resources	Not significant	Not significant
Water resources	Not significant	Not significant
Community	Not significant	Significant (adverse and beneficial)
Noise	Not significant	Significant (adverse)
Air quality	Not significant	Significant (adverse)
Traffic and transport	Not significant	Not significant
Workers	Not significant	Not significant (adverse) and Significant (beneficial)

Cumulative Impacts

Key findings:

- **Noise & Air Quality:** Combined impacts from aircraft, traffic, and construction may affect health and wellbeing.
- **Traffic Congestion:** Increased vehicles from the airport and nearby projects may worsen road conditions.
- **Community Wellbeing:** Long-term exposure to stressors like noise, pollution, and legal uncertainty may reduce quality of life.
- **Safety & Security:** Overlapping risks from construction and operations may challenge emergency response systems.

Mitigation includes:

- Expanding the Noise Insulation Programme (NIP)
- Improving traffic planning and public transport links
- Strengthening community engagement and grievance mechanisms
- Coordinating with city planners to manage cumulative risks





Environmental and Social Framework

Almaty International Airport has a certified environmental management system (ISO 14001) to manage environmental and social risks. This system will be updated to include specific measures for the new project.





A dedicated team will:

- Oversee the Environmental and Social Management Plan (ESMP)
- Coordinate with contractors and consultants
- Supervise construction-related E&S plans
- Ensure compliance with regulations and commitments
- Provide training and support for continuous improvement

Stakeholder Engagement and Public Consultation

Stakeholder Engagement Plan (SEP)

- ALA has updated its SEP (originally prepared in 2022) to include the Project Horizon. The SEP provide guidance for ongoing inclusive and respectful consultation.
- The Project Horizon Draft ESIA and Non-Technical Summary (NTS) will be available online on Lender's and ALA's website, in English, Russian and Kazakh languages.
- The documents will also be available in hard copy at Akhmetova 1b, Hotel Aksunkar, 2nd floor, office 245.
- The disclosure date is planned to be on 15 September 2025.
- Stakeholders can submit feedback during a 60-day disclosure period.
- A Grievance Mechanism is in place to handle concerns confidentially and fairly.
- A Community Liaison Officer (CLO) is available to support communication and engagement.

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QUESTIONS
& ANSWERS



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THANK YOU

