

REPORT N° FINAL

# MAKINSK POULTRY FARM PROJECT

STAKEHOLDER ENGAGEMENT PLAN

CONFIDENTIAL

JANUARY 2016

**MAKINSK POULTRY FARM  
PROJECT**  
STAKEHOLDER ENGAGEMENT PLAN  
**EBRD**

**Final  
Confidential**

Project no: 70017146  
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# 1 INTRODUCTION

## 1.1 REGULATORY CHANGES AND PURPOSE OF SEP UPDATE BACKGROUND

This document is Makinsk Poultry Farm's (MPF) Stakeholder Engagement Plan (SEP) identifying relevant stakeholders, defining communication channels and plans regarding their poultry farm located near to Makinsk in the Akmola region of Kazakhstan.

The SEP provides an overview of national legislation, the European Bank for Reconstruction and Development (EBRD) requirements, European Union (EU) directives and international best practice related to information disclosure and outlines the general approach to stakeholder engagement and public consultation.

The SEP is a living document so it will be reviewed and updated periodically and in line with new activities, changes in Project design and newly identified stakeholders.

Specific objectives of the SEP are detailed below.

## 1.2 OBJECTIVES OF THE PLAN

The SEP aims at summarising the methods, procedures, policies and activities that will be implemented by the Client to inform stakeholders in an inclusive and timely manner about the potential impacts of the Project.

The SEP contains a stakeholder identification table where all relevant stakeholders are identified with the most appropriate communication channels and strategies, information disclosure requirements and grievance processes that will be adopted. If there are stakeholders who are not included in the SEP they can get in contact with the Client to receive information about the Project and be added to the stakeholder engagement programme in this SEP.

## 1.3 SCOPE OF THE PLAN

This document covers the following:

- Section 2 – Project descriptions
- Section 3 – Legal framework for Project disclosure and public consultation
- Section 4 – Identification of stakeholders and other affected groups
- Section 5 – Overview of previous stakeholder engagement activities
- Section 6 – Stakeholder engagement programme and methods of engagement and resources
- Section 7 – Grievance mechanism

## 1.4 STAKEHOLDER ENGAGEMENT AIMS

This Stakeholder Engagement Plan is prepared in line with the EBRD Environmental and Social Policy (2014), specifically its Performance Requirement 10. The EBRD 2014 Environmental and Social Policy and Performance Requirements are available at:

<http://www.ebrd.com/what-we-do/strategies-and-policies/approval-of-new-governance-policies.html>

Stakeholder engagement means building and maintaining constructive relationships over time with both internal and external people who are affected by or interested in the Project and associated infrastructure. The SEP outlines the procedure of communication between the MPF and various stakeholders at different phases of the Project, including the ESIA and preparations, construction, operation and decommissioning. This communication should facilitate for a meaningful consultation with the stakeholders in a culturally appropriate manner during the Project for elaborating and following the best work approach at each phase of the Project.

The goal of the SEP is to ensure the timely provision of relevant and understandable information and to provide for all stakeholders, including those who are vulnerable and/or socially excluded, opportunities for expressing their views and concerns with regard to the Project, so that they could be considered and responded by the MPF. The SEP also aims at reaching out for interested stakeholders such as NGOs, other governmental organisations and civil initiatives.

This stakeholder engagement can take the form of several types of communication such as public consultation meetings / presentations, educational brochures, leaflets, posters, flyers and use of the media (tv and radio and newspapers) and information on the website dedicated to the project. In this regard stakeholders can enquire on the approach to tariffs through the grievance mechanism.

**This SEP should be seen as an active working document. It will be revised and updated by the MPF within the Project duration. The MPF would appreciate your suggestions for improvement of the SEP and the process of communication between the MPF and the Project stakeholders.**

The key contact person representing the MPF as the Project proponent for Stakeholder Engagement Activities is:

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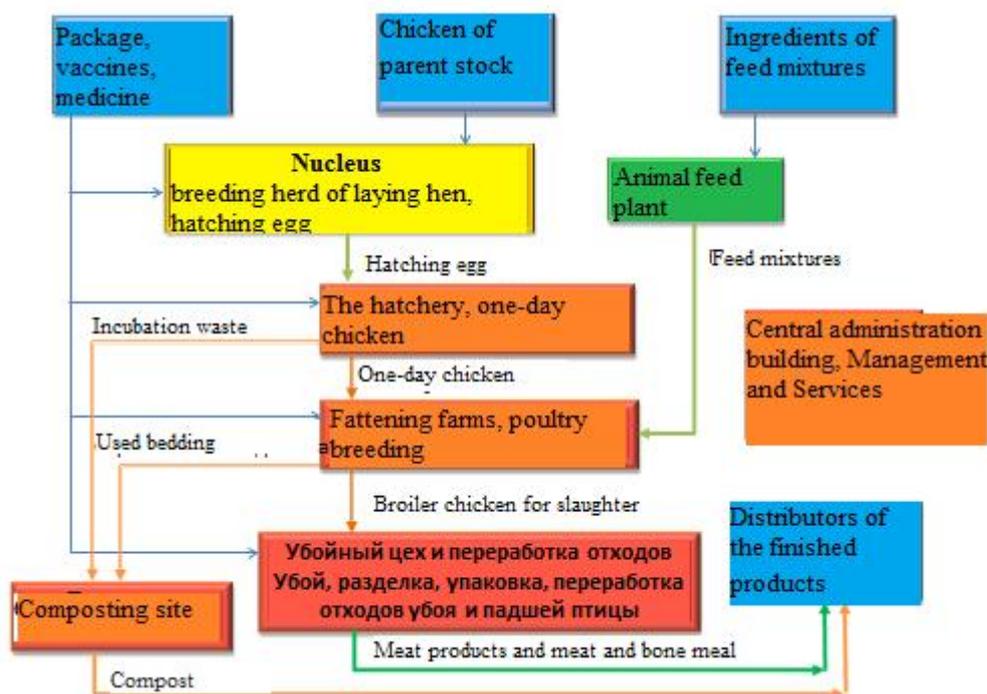
## 2 PROJECT DESCRIPTION

### 2.1 OVERVIEW OF THE PROJECT SITE

UKPF was one of the first local poultry producers, which in 2009 started selling chilled meat as part of its offering to capitalize on the growing demand for higher quality locally produced fresh chicken meat which commands about 20-30% premium to the price of frozen chicken.

The Makinsk Poultry farm (MPF) process begins with the hatching of eggs supply in an Incubator cellar. This is followed by 21 days of the incubation process, and broiler chicks hatching. At the end of the process one day-old chicks are taken by special vehicles to Broiler houses for housing into the poultry houses intended for growing the broiler chickens. For 40-42 days in the poultry houses continues the process of poultry growing in accordance with the production schedule of housing. At the end of the growing cycle poultry should be prepared to slaughter and transported for slaughter to a poultry processing plant. After a series of processes, such as stunning, slaughter, bleeding, scalding, removal of feathers, gutting, cleaning, cooling, cutting, sorting and packaging, the final product should be taken out to the central storage and end product distribution warehouses.

Figure 2-1 Process Layout of Makinsk Poultry Site



Note:

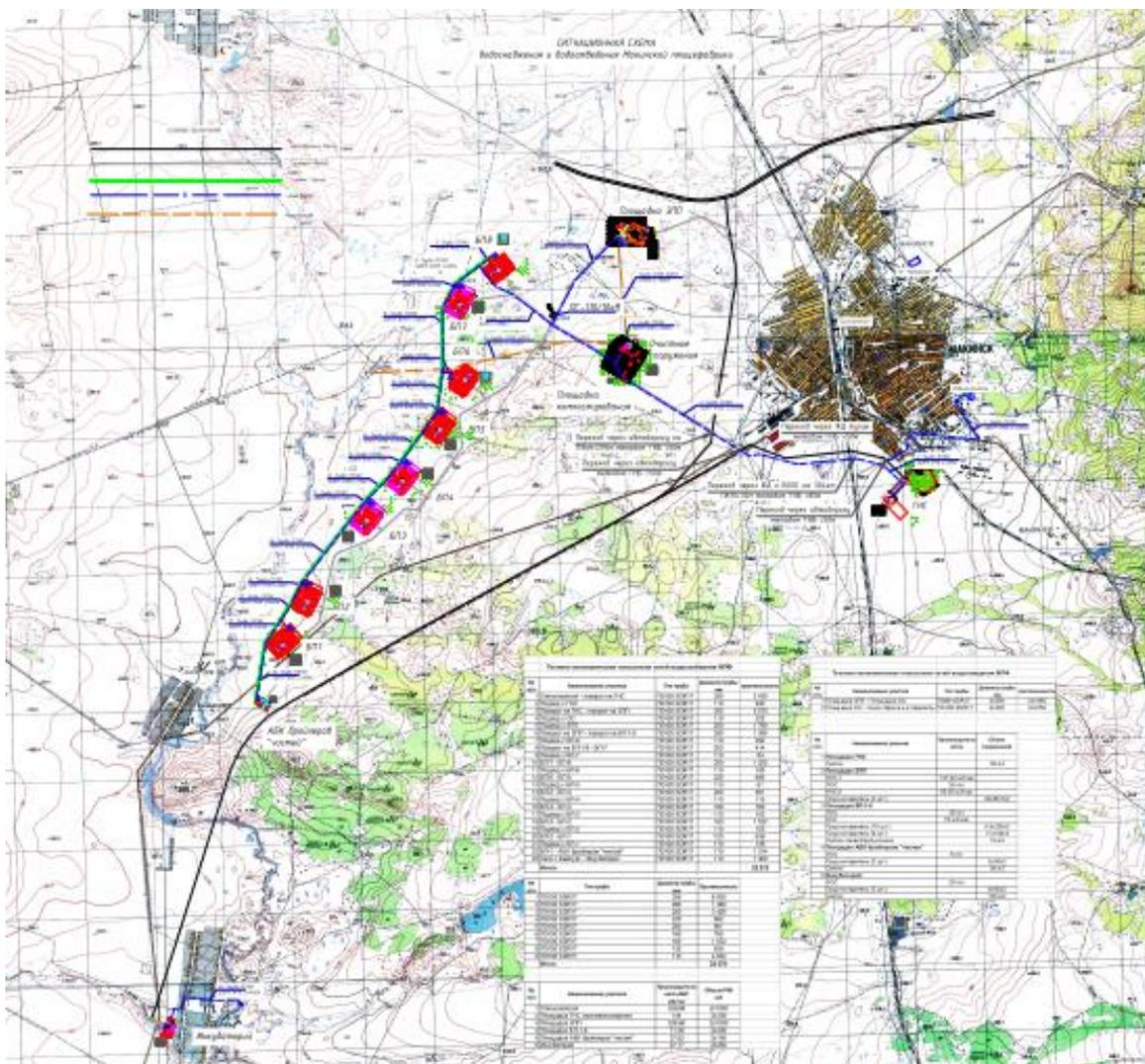
- Brown color indicates the units of the projected Poultry farm;
- Green color designates the objects constructed at the first stage, parallel to the construction of Poultry farm on individual projects;
- Orange color designates the objects, constructed at the second stage on individual projects
- Blue color designates the organizations, performing a contract.

The key farm activities are detailed below:

- 8 broiler farms with 12 houses each comprising 184,320 m<sup>2</sup> with their own associated checkpoint building for biosecurity control;
- Chickens for slaughter;
- Incubator for day old chicks;
- Incubator for hatching eggs;
- slaughter floor;
- Administrative building- there are two administrative areas for the production process - clean and dirty area, which are served on the territory of administrative and household facilities "clean", located in front of the broiler houses, and administrative and household facilities "dirty", located on the poultry processing plant territory. These territories are used for compliance with sanitary and epidemiological and hygienic standards of production;
- Dirty and clean roads to ensure biosecurity;
- Feed mill- Feed is delivered to the farm with 3-4 days margin. The grain elevator, located in Makinsk, was acquired where it is planned to build the feed mill with the capacity of 20 tonnes per hour. Feed mill launch is planned to run simultaneously with the launching into operation of the first stage of the poultry farm. It is planned that this plant will provide 100% of the feed for the poultry farm;
- Rendering facility;
- Laundry;
- Central warehouse;
- Garage for 12 cars;
- Gas fired hot water boilers with a capacity of 6.8MW. Gas fired boiler providing 15 tons of steam per hour;
- Wastewater treatment plant incorporating dissolved air flotation. Waste water comes to an open reservoir designed for separation of solid particles from water using air. Flakes float to the surface of the reservoir which automatically removes them using a drag mechanism. Flotation uses plastic plates, which increase the surface area and guarantees that this even the smallest flakes are removed from the wastewater. Built-in recirculation/aeration ensures the required air-water mixture. Physico-chemical cleaning methods are by coagulation. As a result of physico-chemical treatment are formed three streams: treated sewage water is sent into the buffer capacity before biological treatment facilities. Removed floating material is sent for recycling in the shop on manufacture of meat and bone meal. Sludge goes to mechanical strainer and is later transported by truck to be composted to manure.
- Composting- litter from houses is shipped using litter dump trucks to composting pad with a frequency according to the production schedule of the MPF. Litter stored in windrows, size 2.6 m high and 6 m in width (in accordance with the terms and conditions of the manufacturer of equipment for turning clamp). The length of the pile selected 100 meters based on production schedule. Composting period is 42-55 days. The subsidiary is spreading manure on the fields of the consumer and approximately lasts 60 days a year, from the moment of harvest season (August-September) to moment when snow falls. Two compost spreaders with a capacity of 20 tons per hour, based on one tractor and forklift carrying load of compost in the spreader on the edge of the field.

See figure 2-2 below which shows the layout of the proposed development.

**Figure 2-2 Proposed Layout of Makinsk Poultry Site**



This document is Makinsk Poultry Farm's (MPF) Stakeholder Engagement Plan (SEP) identifying relevant stakeholders, defining communication channels and plans regarding their poultry farm located near to Makinsk in the Akmola region of Kazakhstan.

# 3 LEGAL FRAMEWORK FOR PROJECT DISCLOSURE AND PUBLIC CONSULTATION

## 3.1 EBRD REQUIREMENTS

The EBRD considers information disclosure, public consultation and stakeholder engagement as an on-going process which should be started at the earliest stage of the Project preparation, and should be continued during its implementation.

The SEP has been prepared and implemented in accordance with the EBRD Environmental and Social Policy (2014), particularly with its Performance Requirement 10, and the EBRD Public Information Policy (2014).

## 3.2 INTERNATIONAL CONTEXT

The following international documents are also relevant for the SEP preparation:

- UNECE Convention on Access to Information, Public Participation in Decision-making and Access to Justice in Environmental Matters (Aarhus Convention, 1998); and
- The EU Directive 2011/92/EU, amended by the Directive 2014/52/EU, on the Assessment of the Effects of Certain Public and Private Projects on the Environment.

Kazakhstan is a party to a number of conventions and international treaties providing a framework for the public consultation process with regard to the Project, including the following relevant acts:

- Convention on Environmental Impact Assessment in a Trans-boundary Context (Espoo, 1991).

According to the Convention, the parties shall, to the extent possible mitigate, if not prevent the hazardous transboundary impact. According to the requirement of the Convention, the environmental impact assessment document shall include the description of the given activity, its goals, including the option of rejecting the given action, the environmental objects subject to the adverse impact of the action, list of preventing measures, etc.

- Protocol of Strategic Environmental Impact Assessment of the Convention on Environmental Impact Assessment in a Trans-boundary Context (Kiev, 2003).

The Protocol intends carrying out Strategic Ecological Assessment (SEA) and obligation of parties at national and regional levels regarding this process. According to this Protocol, projects and designs worked out for the development of various fields, and if possible, also policy and legislation shall be subject to SEA.

## 3.3 KAZAKHSTAN LEGISLATION

Construction must be conducted in compliance with the RoK construction standards, international agreements ratified by the Republic of Kazakhstan and other regulations some of which are given below:

- Environmental Code #212-III from 9 January, 2007
- Concept of Environmental Safety for 2004-2015

- Water Code #481-II from 9.07.2003 amended on 24.12.2012
- Land Code from #442-II 20.06.2003 with changes and additions from 08.01.2013
- Act on People's Health and Health Care System #193-IV 3 from 18.09.2009
- Act on Industrial Safety on Dangerous Industrial Facilities #314-II from 3.04. 2002
- Fire Safety Act #48-I from 22.11.1996
- Act on Technical Regulation #1232 from 14.12.2007
- Act on Protection, Reproduction and Use of Wildlife #593-II from 9.07.2004
- Resolution of the Government of the Republic of Kazakhstan #245 from 12.03.2008 on the list of best available technologies.
- Sanitary epidemiological requirements for industrial buildings and facilities #93 from 17.01.2012
- Sanitary epidemiological requirements for water sources, potable water intake and supply points, places of cultural and household water use and safety of water bodies #104 from 18.01.2012

Regulations issued before the enforcement of the Environmental Code are applied unless they contradict the Code.

International agreements ratified by the RoK have a priority over its local laws and are applied directly unless it requires enactment of corresponding law by the Constitution (Art. 4).

The Company has prepared detailed design and environmental impact assessment. After review of the design the power distribution and water supply companies have given technical conditions for connection to the grid and mains. The EIA and the 1 km Sanitary Protection Zone around the development has been approved by the Regional Consumer Rights Protection Department. At the time of this assessment the State Environmental Expertise was reviewing the EIA. The Expertise positive conclusion would allow the Company to Proceed with the development. On the basis of the approved EIA, the Company will have to obtain the Emission Permit during the calendar year after the start of the construction.

# 4 STAKEHOLDER IDENTIFICATION

## 4.1 STAKEHOLDERS

The stakeholders are the organisations and individuals, who are responsible for, interested in or affected by the proposed Project. The employees of the company associated with the poultry production, slaughtering and processing of the chickens, rendering, wastewater treatment, feed production, transport and composting are the internal stakeholders of the Project. Other parties are the external stakeholders.

## 4.2 IDENTIFIED STAKEHOLDERS

The stakeholder identification is carried out during the project formulation, during the Feasibility Study and during the ESIA process.

The following groups of stakeholders have been identified so far:

- International organisations - they include the EBRD as the key financing institution for the Project, and other international organisations supporting various activities for environmental and social improvements in Kazakhstan;
- National ministries and other governmental institutions - they have the national authority functions and responsibilities related to the Project preparation, implementation and opportunities for replication;
- Regional administration institutions in the town of Makinsk or Bulandy District - they have the regional public authority functions and responsibilities related to the Project preparation and implementation;
- Municipal and local administrations in Bulandy District and Makinsk town;
- Residents of Bulandy District and Makinsk town - it is envisaged that the local communities and individual households in towns and rural areas could be affected by the poultry farm and associated infrastructure due to odour, emissions to air/water and noise as well as transport movements. There are actions within the Environmental and Social Action Plan in order to mitigate and minimise the potential impact. The residents would also be interested due to the employment opportunities offered through the project;
- Land owners/users and residents of settlements located close to the poultry farm and associated infrastructure regardless of formal land titles- they will be affected by the Project activities related to establishment and operation of the farm associated infrastructure as well as land spreading operations;
- NGOs - a number of local and international NGOs have interest in Projects within the mass production side of the food sector;
- Kazakhstan consulting companies, research centres - they are involved in urban planning, in preparation and review of various projects, including food sector projects;
- General public - as an international project it could be of interest for the general public in other regions;
- Mass media - the mass media companies in Kazakhstan are typically active in obtaining and presenting any news about international projects of interest for general public;
- Contractors and suppliers - various construction companies and equipment suppliers could be interested in the Project as providing them a business opportunity;

- Consumers, whether they be national for the chilled chicken products, or export markets for the rendered chicken material.

List of identified stakeholders with the contact details known so far is provided in Appendix A.

During the Project preparation and implementation the list and the roles of various stakeholders will undergo certain changes. For example, the staff of contractors involved in the construction of the poultry farm and associated infrastructure and the staff of the MPF should also be addressed as the internal stakeholders of the Project.

# 5 SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

## 5.1 NATIONAL EIA MEETING IN DECEMBER 2015

A meeting was held on the 4<sup>th</sup> December 2015 at Akmolinskaya oblast, g. Nekrasov str. Makinsk, 19, 3 floor. The meeting was in order to discuss the findings of the draft environmental impact assessment entitled “*Construction of Poultry broiler breeding productivity of 60 thousand. tons live weight per year with engineering infrastructure in the Bulandynskom area of Akmola oblast of the Republic of Kazakhstan*”.

The public meeting was arranged by Makinsk Poultry Farm LLP jointly with the Akimat of Bulandynskogo district of Akmola oblast. The meeting was open to the public with the main panel to address the questions or represent local people being the following:

1. Representative of Makinsk Poultry Farm LLP
2. Smagulov D.c. -Deputy akim of Bulandynskogo district
3. A.v. Gladkov-Fe tabigat, developer of the Project EIA;
4. The Representative Of "Astanatehstrojèkspert" LLP
5. Kim, S.p.-public representative
6. Bertaeva-public representative

The questions and comments were briefly responded to by the Consultant during the meeting. A summary of questions from the meeting participants is included in the minutes of the meeting.

A list of the attendees was not included with the minutes of the meeting.

## 5.2 PUBLICATIONS IN THE MASS MEDIA

According to minutes of the meeting information with regards the holding of public hearings was brought to the attention of the public through a Classified advertisement in the local newspaper Akmolinskaya Pravda newspaper Date published: No. 139 (19212) of 14.11.2015.

## 5.3 DRAFT NATIONAL EIA PRESENTATION

The previous draft national EIA report was completed and put in public domain in June 2011. Its conclusions were presented to stakeholders for comments at a meeting facilitated by MPF as described in 5.1 above.

## 5.4 MEETING DECEMBER 2015

The WSP | PB team visited the site in December 2015 and organised a meetings with MPF the Client, and Regional Council representatives who have been working on the Project. The team

also visited the slaughterhouse and hatchery areas which had commenced construction along with the headquarters of the company undertaken the construction of the farm.

## **5.5 FUTURE PUBLIC CONSULTATION EVENTS**

MPF will organise a further public consultation meeting where information on the project and supplementary information will be disseminated.

There will be further support provided by MPF during the public consultation activities as part of the disclosure package with the supplementary information provided. The details of this further meeting will be provided through local and national media outlets.

## **5.6 DISCLOSURE OF INFORMATION IN HARD COPIES**

Hard copies of the national EIA documents in Russian and English along with the additional environmental and social supplementary information reports will be available for reading during the office hours in MPF office in Makinsk and in Makinsk Regional Council offices.

Printed information leaflets about the Project will be provided to all households together with bulletins and vacancies flyers.

Information boards with posters and leaflets about the Project will be established in the MPF office in Makinsk and in Makinsk Regional Council offices.

## **5.7 GRIEVANCE MECHANISM**

A Project grievance mechanism will be set up according to this SEP. This grievance mechanism will be implemented by the MPF. The grievance mechanism provided opportunities for stakeholders and the general public during all stages of the Project to submit their comments, complaints and requests for information and to receive the feedback via a convenient communication channel. The MPF have provided an email address, telephone number and a grievance form for stakeholders to communicate any comments, complaints and grievances.

MPF's grievance mechanism will have three aspects: 1) for external stakeholders, 2) for internal stakeholders and 3) for employees. The SEP will provide a mechanism through which affected people can contact MPF or the local offices with any questions, comments or grievances about the Project. The grievance log is not yet available but it has been confirmed by MPF that comments and grievances will be systematically collected in a database.

## **5.8 COMPLIANCE WITH EBRD'S PR 10**

It is planned that stakeholder activities are conducted in line with EBRD's requirements. MPF has disclosed the relevant information and worked in close collaboration with the local authorities. Stakeholder meetings have been organised with the participation of local communities and other interested parties.

MPF has set up the necessary grievance mechanism for external stakeholders to address all Project related comments, complaints and grievances through this SEP. The grievance log is to be kept separately and detail the complaints from the key affected people.

# 6 PROJECT CONSULTATION AND DISCLOSURE PROGRAM

MPF as the Project proponent will make sure that potentially affected population in the Bulandy District and Makinsk town, the local community organisations, NGOs, and local governmental agencies are informed about the Project and are involved in the process of identifying the important issues and analysis of alternatives of the Project. This involvement is particularly essential during the ESIA process, which will allow incorporating the relevant recommendations into the Project design. However, the Project related information and consultation activities will be also carried out during all other phases of the Project preparation and implementation.

The information provided to the stakeholders should be sufficient at least for describing what changes will be caused by the Project, where these changes are expected and when they are expected.

For each of the project phases and each of the stakeholders or stakeholder groups identified, the SEP will include relevant information and consultation activities. The MPF will keep a record of the stakeholder engagement activities, e.g. in a table form included in Appendix D. MPF will ensure that stakeholder engagement activities are meaningful and inclusive of all segments of affected populations.

## 6.1 DISCLOSURE OF INFORMATION IN ELECTRONIC FORM

Information about the Project and relevant documents have been presented in Russian and English on website of the EBRD & MPF at:

### WEB ADDRESSES TO BE INSERTED

The updated documents will be made available on the same website:

- Stakeholder Engagement Plan
- Land Acquisition and Livelihood Restoration Framework
- Environmental and Social Action Plan
- Environmental and Social Management Plan
- National Environmental Impact Assessment &
- Environmental and Social Supplementary Information Reports
- Non-Technical Summary

## 6.2 TELEPHONE COMMUNICATION

People in Kazakhstan typically prefer to ask questions and express their opinions on phone. Questions regarding the Project preparation and requests for additional information will be received during the office hours on the following phone lines:

Tel: +7 777 535 59 64

At the stage of construction and operation the comments, questions and possible complaints will be addressed within the grievance mechanism as described in Chapter 7 below.

### **6.3 RECEIVING AND PROCESSING COMMENTS ON THE UPDATED ESIA**

The comments and suggestions to the national EIA and Environmental and Social Supplementary Information Reports (SIR) will be maintained.

Within one week after receipt of a comment in written form the author of the comment will be notified (if the contact details are provided) about the receipt of the submitted comment. The MPF staff will address the relevant comments to the national EIA and Supplementary Information Report (SIR) or provide additional information. The comments will be registered in a central database together with actions taken.

### **6.4 FUTURE STAKEHOLDER ENGAGEMENT ACTIVITIES**

Table 6-1 below summarises the identified stakeholders, communication methods and information to be disclosed to them after the update of the various Project documents. Previously the feasibility studies, the Environmental and Social Impact Assessment, Environmental and Social Action Plan and Stakeholder Engagement Plan have been disclosed to the relevant stakeholders as discussed in the previous chapters that provide information on disclosure, consultation and stakeholder engagement activities that have been carried out to date.

The future stakeholder engagement activities summarised in the table below only focus on the updated ESIA, ESAP, SEP and other Project documents that have been produced or updated in 2015/6. This program covers stakeholder engagement activities prior to the start of construction and during the construction and operation phases.

Table 6-1 Future Stakeholder Engagement Program

STAKEHOLDER	WHAT TO DISCLOSE	WHERE	HOW	WHEN
The Ministry of investment and development Investment Committee Department of entrepreneurship and Industry Department of the Akmola oblast	All Project documents (including new and updated documents) and annual monitoring reports	Astana Office The regional office Project website	Correspondence, soft and hard copies of documents website	Prior to and during construction Regular updates
Ministries: Environmental Protection, Health and Social Development, Energy, Labour, National Economy, Agriculture	National EIA, new LALRF and future LRP, NTS, ESAP, ESMP, SEP and SIR documents	Astana office and regional offices	Correspondence, formal e-mails, meetings, telephone	Prior to construction Periodic updates on the Project
Akmola Region administration	National EIA, new LALRF and future LRP, NTS, ESAP, ESMP, SEP and SIR documents, vacancies and bulletins	Municipality buildings	Meetings, telephone, e-mail, information board	Stakeholder meeting prior to construction Quarterly updates and on-going communication during construction and operational phase
Makinsk Town area and Bulandy district municipalities	National EIA, new LALRF and future LRP, NTS, ESAP, ESMP, SEP and SIR documents, vacancies and bulletins	Municipality buildings	Meetings, telephone, e-mail, information board	Stakeholder meeting prior to construction Quarterly updates and on-going communication during construction and operational phase
Local businesses and other private sector organisations in the Makinsk Town and Bulandy District area	Information on Project, updated NTS, updated SEP	Bulletins, municipality buildings	Information board	Prior to construction Periodic updates during construction and operational phase
Residents of affected villages, customers of land spreading operations	Project summary and grievance mechanism	Municipality buildings in village	Information board with post box	Check boards box for grievances weekly
	National EIA, new LALRF and future LRP, NTS, ESAP, ESMP, SEP and SIR documents	Municipality buildings in village	Personal visits to the village hall locations	Prior to construction On-going communication during construction and operational phase
Informal land users and landowners affected by land	National EIA, new LALRF and future LRP, NTS, ESAP, ESMP, SEP and SIR documents	Municipality buildings in towns and villages, information boards on dumpsites and personal visits	Personal visits, e-mails, telephone, focus group discussions	Prior to construction Regular updates and on-going communication during LALRF and LRP implementation

Residents of other villages in the area	Project summary, grievance mechanism Bulletins and vacancies	Local library, public notes in local newspapers	Information boards, mass media, internet	Quarterly updates during construction phase
	National EIA, new LALRF and future LRP, NTS, ESAP, ESMP, SEP and SIR documents	Local library, public notes in newspapers, municipality buildings	On request at reading room	For Project duration
Regional public	Project summary, grievance mechanism, bulletins, vacancies	Newspapers, internet, municipalities, job centre	Public notices in newspapers and online, vacancies online, forms for submission	Quarterly updates during construction
Regional mass media	Bulletins and detailed Project information	NA	Internet and public document access	
Local NGOs	National EIA, new LALRF and future LRP, NTS, ESAP, ESMP, SEP and SIR documents	administration offices, EBRD, MPF websites	Telephone, newspaper, internet	Update upon request
International NGOs	National EIA, new LALRF and future LRP, NTS, ESAP, ESMP, SEP and SIR documents	EBRD, MPF websites	Internet	60 days before EBRD Board discussion and for the loan duration

## 6.5 UPDATING OF SEP

The Company will be responsible for keeping the SEP updated and available for the public.

The SEP should be from time to time subject to review and updated to ensure adequate engagement of the Project stakeholders during various stages of construction, commissioning and operation of the Project facilities.

The annual reports on health, safety, environment and social issues will be issued in the first quarter of each following year. These summary reports will be published on website (e.g. on the website of the company operating the MPF) and submitted to the relevant environmental authority. The reports will include information regarding the grievances received with regard to the Project. The grievance mechanism is described in the following chapter.

This SEP was undertaken by WSP | PB in January 2016 based on the recent ESDD visit to Kazakhstan.

# 7 GRIEVANCE MECHANISM

## 7.1 GRIEVANCE MECHANISM APPROACH

MPF will set up a grievance mechanism as detailed below to cover all stages of the Project, providing the stakeholder an opportunity to submit their comments, complaints and requests for information and to receive the feedback via a convenient communication channel. The channels and the communication procedures have been established and were announced during the feasibility study stage. The mechanism might be adjusted during the Project if needed, and information on any changes regarding the process will be provided to the stakeholders.

The term “grievance” implies that there may be a problem. In practice, however, the communities often find it appropriate to use the same channels to communicate not only grievances but also questions, requests for information, and suggestions. Communities may also use these channels to convey their positive feedback.

The Project proponent should keep in mind that unanswered questions or ignored requests for information have the potential to become problems and should, therefore, be addressed promptly. The person(s) who asked the question or sent the request should be notified as to who will respond and by when.

The Project SEP includes mechanisms for receiving and addressing the grievances from the external stakeholders and from the internal stakeholders.

## 7.2 GRIEVANCE MECHANISM FOR EXTERNAL STAKEHOLDERS

A grievance mechanism for external stakeholders is a process focused mainly on receiving, evaluating, and addressing project-related grievances from affected communities at the level of the Project. The grievance mechanism differ from other forms of dispute resolution (e.g. courts, administrative systems, etc.) in that it offers the advantage of a locally based, simplified, and mutually beneficial way to settle issues within the framework of the relationship between the Project and the community.

Properly designed and implemented grievance management processes can benefit both the Project and communities by increasing the likelihood of resolving minor disputes quickly, inexpensively, and fairly - with solutions that reasonably satisfy both sides without taking the grievances to other (formal) dispute resolution body. Grievance mechanisms can help to identify and resolve issues before they are elevated to formal dispute resolution methods, including the courts.

For a grievance mechanism to function effectively, it is important to define the grievance processing structure and to assign responsibilities for the mechanism’s implementation and make them clear for the stakeholders.

Contact details for questions, complains and recommendations from the external stakeholders of the Project are as follows:

**Larissa Nazyrova**  
HR service director of Aitas-Group LLP (social sphere)

Tel: +7 777 535 59 64

E-mail: Larissa.Nazyrova@aitas-group.kz

A form for public grievance is included in Appendix E.

The focus of the grievance mechanism on the needs of affected communities is substantiated by the fact that they are directly, and in some cases significantly, affected by project operations but often lack viable options or capacity for raising their concerns through formal structures such as the courts. This is especially true for disadvantaged groups within communities. The Project grievance mechanism provides a readily accessible means for communities to address issues involving them and the company - directly, rapidly, and at no cost to complainants.

For a grievance mechanism to be effective, all project stakeholders need to understand and support its purpose. Affected communities must be aware of and understand the grievance mechanism's benefits to them.

Depending on the Project impacts on local communities, grievances will vary by the Project stage. In many cases, grievances are minimal at the preconstruction stage, then peak during construction, and will be comparatively moderate during operation or closure. Typically, during the construction stage the scale of impacts is elevated and communities' expectations of economic benefits are on the rise.

The Project grievance mechanism must also deal with types of grievances that have not been anticipated. The Project should periodically review the adequacy of the grievance process, with the participation of communities, and agree on modifications.

The contact details of NGOs will be provided in announcement on TV, in posters and information leaflets distributed in the project affected communities during the public consultations. Questions and comments expressed during the public meetings will be recorded and addressed during the design and implementation of the Project.

### **7.3 GRIEVANCE MECHANISM FOR INTERNAL STAKEHOLDERS**

The Project will establish a grievance mechanism for internal stakeholders of the waste management companies and the employees of contractors involved in the Project.

### **7.4 GRIEVANCE MECHANISM FOR EMPLOYEES**

According to section 18 of the EBRD PR 2 the MPF will provide a grievance mechanism for workers (and their organisations, where they exist) to raise their reasonable workplace concerns. The MPF will inform the workers of the grievance mechanism at the time of hiring, and make it easily accessible to them. The mechanism should involve an appropriate level of management and address concerns promptly, using an understandable and transparent process that provides feedback to those concerned, without any retribution.

The grievance mechanism should not impede access to other judicial or administrative remedies that might be available under law or through existing arbitration procedures, or substitute for grievance mechanisms provided through collective agreements. Section 19 of PR 2 also states that a grievance mechanism should also be made available to non-employee workers.

The formal grievance mechanism is described in the Labour Code. The mechanism should also be part of the employment contracts of the staff of the poultry farm and associated infrastructure. These documents regulate the roles, rights and responsibilities of the employer and the Trade Union organisation. The employees should know these roles, the terms of the collective agreement, and the contact details of the relevant Trade Union organisation Chairman.

Grievances are complaints and problems that employees raise with their employers. These may relate to various major and minor issues, e.g. how employees have been treated, actions that an employer is contemplating taking, discrimination in the workplace, more minor day-to-day

disputes such as a poor relationship between two employees or a disagreement over holiday arrangements, etc.

It is important that employees have a course of action available, should they have a complaint. Procedures are necessary to ensure that everybody is treated in the same way in similar circumstances and to ensure issues are dealt with fairly, reasonably and in a timely manner.

Principles of grievance mechanism for employees are presented in Table 7-1 below.

**Table 7-1 Principles of grievance mechanism for workers of companies involved in the Project**

<b>PRINCIPLE</b>	<b>DESCRIPTION</b>
Worker and manager awareness	All workers should be informed about the grievance mechanism at the time they are hired, and details about how it operates should be easily available, in employee handbooks for example. Employees must know to whom they can turn in the event of a grievance and the support that is available to them. Managers who will be dealing with grievances, and workplace representatives who may become involved, should all be familiar with the procedures and receive training in implementing them.
Simplicity and necessity	Procedures should be kept as simple as possible, avoiding unnecessary administrative stages. Lodging a formal grievance should be seen as a last resort, after informal methods have been exhausted. Ordinary, day-to-day issues can often be better dealt with informally in meetings with line managers. If discussions with line managers fail to resolve the issue, it is still possible to pursue an informal approach without triggering a formal procedure. For example, an HR manager could host an informal meeting or discussion. However, the mere presence of an employee 'suggestions box' does not constitute an adequate alternative to a clear and direct grievance mechanism, whose operation and findings should be clear to employees.
Keeping it up to date	The process should be regularly reviewed and kept up to date by referencing any new statutory guidelines, changes in contracts or representation.
Confidential and impartial process	The process should ensure that a complaint is dealt with confidentially. While procedures may specify that complaints should first be made to the employees' line manager. There should also be the option of raising a grievance first with an alternative manager, for example, a human resource (personnel) manager. The findings of the process should be explained clearly to all parties.
Non-retribution	Procedures should guarantee that any employee raising a complaint will not be subject to any reprisal.
Reasonable timescales	Procedures should allow for time to investigate grievances fully, but should aim for swift resolutions. The longer a grievance is allowed to continue, the harder it can be for both sides to get back to normal afterwards. Time limits should be set for each stage of the process, for example, a maximum time between a grievance being raised and the setting up of a meeting to investigate it.
Right of appeal	An employee should have the right to appeal to a higher level of management if he or she is not happy with the initial finding.
Right to be accompanied	In any meetings or hearings, the employee should have the right to be accompanied by a colleague, friend or union representative.
Sensitive to vulnerable staff	The procedure should be designed so that employees that may feel particularly vulnerable (e.g. women, ethnic/religious minorities, migrant workers, younger workers, employees with disabilities) are not deterred from lodging a grievance. The process for lodging grievances should be discreet to allow employees make a grievance without everyone else knowing. It is also good practice to have both a male and female staff member available for receiving and processing grievances so that employees can make a choice whom to speak to. Confidentiality and non-retribution (see above) are particularly important to the most vulnerable staff who may, therefore, wish to remain anonymous. However, grievances lodged anonymously may prevent the employer from resolving the matter and providing feedback. Nevertheless, employees wishing to lodge grievances anonymously should be allowed to do

PRINCIPLE	DESCRIPTION
	so.
Keeping records	Once a grievance has been raised formally, it is important that proper written records are kept, to aid transparency and allow for any review of the process or decision to be undertaken. If possible, the original complaint should be in writing. The employer's response should also be recorded. Any actions taken along with reasons should also be recorded, for example, a grievance hearing and finding.
Relationship to collective agreements & regulation	Grievance procedures may be included in collective agreements. Grievance processes are set out in the Labour Code. Workplace processes should be compliant with these.

Workers of MPF as well as the workers of the contracted companies could submit their questions, complaints and recommendations (e.g. in a form included in Appendix I) to the following representative:

Alexey Victorovich Shevchenko,  
 Makinskaya Poultry Farm Director  
 Makinskaya Poultry Farm LLP  
 Kamennyi Karyer,  
 Makinsk,  
 Bulandy District,  
 Akmola region,  
 Republic of Kazakhstan.  
 Tel: +7 777 535 59 53  
 e-mail: Alexey.shevchenko@aitas-group.kz

## 7.5 GRIEVANCE MECHANISM FOR CONTRACTORS

Availability of a grievance mechanism for contractor employees and for the affected communities can be considered as an indicator of good practice and corporate social responsibility. Availability of the grievance mechanism could be included as a requirement for selection of contractors, as this is recommended in the EBRD labour requirements for the construction contractors (see Appendix G).

## 7.6 MONITORING AND EVALUATING THE GRIEVANCE MECHANISM

Depending on the extent of Project impacts and the volume of grievances, monitoring measures can be as simple as tracking the number of grievances received and resolved. Grievance records should provide the background information for regular monitoring, both informal and formal. Therefore, even a simple tracking system should provide an opportunity to aggregate information and recognise patterns in the grievances the Project receives, and how they are being resolved.

# Appendix A

**LIST OF STAKEHOLDERS FOR MAKINSK POULTRY FARM  
PROJECT**

APPENDIX A-1

**LIST OF STAKEHOLDERS FOR MAKINSK  
POULTRY FARM PROJECT**

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NAME OF STAKEHOLDER	CONTACT PERSON	CONTACT
<b>International organisations</b>		
EBRD	Environment and Sustainability Department	One Exchange Square London EC2A 2JN United Kingdom
	Environmental and social enquiries	Tel: +44 20 7338 7158 Fax: +44 20 7338 6848 Email: environmentandsocial@ebrd.com
EBRD office in Kazakhstan	Head of office	Astana Resident Office  "SAAD" BC 10th Floor, 2 Dostyk street, Yesil district, Astana, Republic of Kazakhstan  Tel. +7 7172 554246 Fax.: +7 7172 554245
<b>Governmental organisations</b>		
The Ministry of investment and development of the REPUBLIC of KAZAKHSTAN	Minister Asset Issekeshv	+7 7172 24 13 14
Investments Committee	Committee Chairman Hairov Erlan Kartaevič	+7 7172 24 15 40/ +7 7172 24 21 24
	Head of investment preferences Gulnar Tuleubekvoa	+ 7 7172 754 532
<b>Regional Administration in Akmola Region</b>		
Akim of akmolinsk region	Kulagin Sergey Vitalevich	+7 7162 29 72 00 Reception
The first Deputy akim of Akmolinkoj area	Otarov Kadirhan Mahmutovic	7 7162 29 72 78 Reception
State establishment «Department of entrepreneurship and Industry Department of the Akmola oblast»	Head Mustafin Berik Luhmanovič	+7 7162 40 17 08 Reception
	Chief of Department of development of small and medium-sized businesses Sandugash Mendegalievna	+7 705 456 76 12
<b>Regional Administration in Bulandy District</b>		
Bulandynskogo Akim district	Ispergenov Kuandyk Khaidarovich	+7 716 46 2 12 92 Reception
Deputy Mayor of Bulandynskogo district	Smagulov Oraz Kairkenovič	+7 716 46 2 27 57 Reception

NAME OF STAKEHOLDER	CONTACT PERSON	CONTACT
State Department of business, industry and tourism Bulandynskogo district "	Head of Department Nurkanova Dinara Mynbaevna	+7 705 291 62 27
<b>Municipal Authorities in Makinsk</b>		
Makinsk city Akim	Keženev Marat Kamitovič	+7 701 400 46 46
<b>Commercial companies (contractors, industries, recyclers, service companies, local SME, etc.)</b>		
LLP "Saryarka-Jer KZ" (engineering and geodetic survey)	Yerbol Aldybaev	+7 701 523 6337
LLP "GEO" (Geological Engineering)	Ignatova Kira Viktorovna	+7 705 221 8986
LLC "Astanatehstrojèkspert" (drafting of FEASIBILITY STUDIES and CAP)	Head kasenov Anuar Saparovish	+ 7 701 532 88 09
LLP "Asian environmental-audit company" (involving development)	Head Of Križanovskaâ Olga Lvovna	+7 777 378 28 02
Llp "Kazmunaigaz-Onimderi" (Pol)	The main SCADA specialist	+7 747 170-38-60 +7 705 211-10-15
RSE "SPC land cadastre" (land parcel boundaries defining the rateable value of the lot, production of identification documents)	Ermek Abaevich	8 7162 40-18-72
LLP "Otrar travel" (flights)	Accountant Aitmagambetova Zhanar	+7 7172 21 55 27
LLC "firma Altyn Su" (drinking water delivery)	delivery Department	999-292
LLP "b2b" Astana "(stationery)	Sales Manager Makpal Zhunusova	+7 7172 978 978, 978 822 +7 701 262 38 75
Mavitek BV Netherlands (technological equipment for the mâsokostnogo Branch)	The Director Wang Hojmen Mako	+31 72 574 59 88 + 31 6 539 291 54
Marel Stork poultry processing (technological equipment of slaughter)	Sales Manager Jan Wouterse	Tel: +31 485 586 877 Mobile: +31 612 894 994 Jan.Wouterse@marel.com
	A company representative in Kazakhstan Justus Natalia	Mobile: +7 701 336 99 29 yustus.n@inbox.ru
LLP "building Corporation Sary-ARKA" (General construction organization)	Chernikov Alexander Vladimirovich	+7 771 305 44 09
JSC "Kokšetaugidrogeologiâ" (drilling)	Solovyev Sergey Fedorovich-President	+7 7162 41 00 04 Reception
LLP "design and construction kompaniâ"PPK "	Director Anatoly Afanasievich Kochetov, Chief project engineer Basil	+7 701 484 88 11 +7 701 511 81 96
Pas Reform B.v. (technological equipment of the incubator)	Nadezhda Sopova Manager on work with clients	+31 342 78 76 78 +7 4722 58 90 50 +7 910 323 46 44

NAME OF STAKEHOLDER	CONTACT PERSON	CONTACT
LLP "Kazakhstan Biosphere Research Centre" (the project of establishing the boundaries of water protection zones and stripes RV Dry (about incubator)	Dušenko Evgenia	+ 7 777 570 24 52
ECO-Astana HP (drafting of a Declaration on industrial safety)	Specialist Julia	+7 701 300 17 55
BRIF Research Group LLP ("independent evaluation of the commercial project for elaboration of Development Bank of Kazakhstan JSC	Specialist Peter Walter	+7 701 726 76 07
Investkonsalting Company LLP "(independent technical assessment of readiness and procurement for the project of Development Bank of Kazakhstan JSC	Vice President Baykenov Aset Karkabatovič	+7 701 721 03 96
Rse "Gosexpertiza"	Ceo Smankulov a.s.	+7 7172 52 14 77 Reception
<b>Owners and users of areas located close to Project sites in Bulandy District</b>		
All owners and land users		
<b>Residents of Bulandy District and Makinsk town</b>		
All residents		
<b>General public in Kazakhstan</b>		
Tolkacheva E.R.	-	-
Kabdulov A. N.	-	-
Kamelyinov A.B.	-	-
Mukhametzhanova D.I Nurkanova D.A	-	-
Smagulov O.K Deputy District Councilor	-	-
Lyashev M.T.	-	-
Kazymbetov Sh. Zh.	-	-
Gladkova A.V. Design Developer Tabigat Individual Enterprise	-	-
Smagulova I.S.	-	-
Estay S.	-	-
<b>Mass media</b>		

NAME OF STAKEHOLDER	CONTACT PERSON	CONTACT
Newspaper "Vesti Bulandy"		+7 71646 2 11 63
<b>Employees of MPF</b>		
Director	Shevchenko Alexey Viktorovič	8 771 305 44 14
Administrator	Kseniya Verba	
Office Manager	Zdol'nikova Anastasia	8 771 305 44 06
Financial Manager	Pavlova Lubov	8 771 305 44 17
Chief Accountant	Taldybaeva Zaire Muratovna	8 771 305 44 03
Accountant	Bajmbetova Nazgul Altynbekovna	8 771 305 44 12
Chief VET	Sharipov Serik Arkaševič	8 771 305 44 04
Engineer PTO	Trubanova Svetlana Nikolaevna	8 701 550 50 86 8 771 120 65 54
Engineer PTO	Polovko Larisa Vladimirovna	8 777 535 03 12
Engineer PTO	Tûpanova Tamara	8 771 120 65 53
Chief Building Engineer	Ralko Ivan	8 771 305 44 16
Lead civil engineer	Geldings Sergej Viktorovich	8 771 350 79 55
Supervision engineer	Žaksybergenov Maksut Kajratuly	8 771 120 65 52
Engineer designer	Yevhen Serhiyovych Prokopenko	8 771 535 59 02
Initial materials engineer	Džambasov Rustem Turysbekov	8 771 120 65 51

# Appendix B

**RECORD OF STAKEHOLDER ENGAGEMENT ACTIVITIES FOR  
MAKINSK POULTRY FARM PROJECT  
(TO BE UPDATED REGULARLY)**

APPENDIX B-1

**RECORD OF STAKEHOLDER ENGAGEMENT  
ACTIVITIES FOR MAKINSK POULTRY FARM  
PROJECT**

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NO	DATE	ACTIVITY DESCRIPTION	DOCUMENTATION AVAILABLE
1	Dec 2015	Meeting with regards the findings of the national EIA	National EIA
2			
3			
4			
5			

# Appendix C

**RECORD OF THE MASS MEDIA PUBLICATIONS RELATED TO THE  
PROJECT**  
(TO BE UPDATED REGULARLY)

**NO HEADLINE, THE NEWSPAPER OR WEBSITE NAME CONTENT IN BRIEF  
AND DATE OF ISSUE**

	HEADLINE, THE NEWSPAPER OR WEBSITE NAME	CONTENT IN BRIEF
1	Classified advertisement in the local newspaper Akmolinskaya Pravda newspaper Date published: No. 139 (19212) of 14.11.2015	Advertising meeting with regards the findings of the national EIA

# Appendix D

**FORMS FOR COMMENTS AND SUGGESTIONS**

APPENDIX D-1

**FORM FOR COMMENTS AND SUGGESTIONS**

**Makinsk Poultry Farm LLP**  
 Kamennyi Karyer,  
 Makinsk,  
 Bulandy District,  
 Akmola region,  
 Republic of Kazakhstan.  
 Tel: +7 777 535 59 53  
 e-mail: Larissa.Nazyrova@aitas-group.kz

**Makinsk Poultry Farm Project**

**FORM for COMMENTS and SUGGESTIONS**

**Contact details of person submitting the comments and suggestions**

We would like you to provide your name, address and e-mail, if possible. If you wish to remain anonymous, this is not a problem. Please just write ANONYMOUS in the box below. Your comments will still be considered by the Makinsk Poultry Farm Project team. You can write on the reverse side or on additional pages. You do not need to fill in the gray section of this form. It is for our registration of your comment and response to it. After you have filled in this form, it can be submitted by letter, by fax or by e-mail to the Makinsk Poultry Farm Project team (see the contact details above).

Name

Address

Telephone

E-mail address

**Comments and suggestions concerning the Makinsk Poultry Farm Project**

Would you like to receive information on the Project developments?  Yes  No  
 If yes, how would you like to receive it:  TV  letter  poster  e-mail  website  
 Which contact language you prefer:  Kazakh  Russian  English

**STATUS OF COMMENT**

How was the comment received:  
 In person  By phone  At reading room  By mail  By email  Other (please describe).....

Comment registration date:  
 :

Comment number:

Registered by:

Response required Yes/No

Person responsible for preparing the response:

Response sent (date):

Response registered (date):

# Appendix E

**PUBLIC GRIEVANCE FORM**

APPENDIX E-1

**PUBLIC GRIEVANCE FORM**

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<b>Makinsk Poultry Farm LLP</b> Kamennyi Karyer, Makinsk, Bulandy District, Akmola region, Republic of Kazakhstan. Tel: +7 777 535 59 53 e-mail: Larissa.Nazyrova@aitas-group.kz	
<b>Makinsk Poultry Farm Project</b>  <b>PUBLIC GRIEVANCE FORM</b>	
<b>Contact details of person submitting the comments and suggestions</b> We would like you to provide your name, address and e-mail, if possible. If you wish to remain anonymous, this is not a problem. Please just write ANONYMOUS in the box below. Your grievance will still be considered by the Makinsk Poultry Farm Project team. You can write on the reverse side or on additional pages. You do not need to fill in the gray section of this form. It is for our registration of your grievance and response to it. After you have filled in this form, it can be submitted by letter, by fax or by e-mail to the Makinsk Poultry Farm Project team (see the contact details above).	
Name	
Address	
Telephone	E-mail address
<b>Grievance concerning implementation of the Makinsk Poultry Farm Project</b>	
What happened?	
How this became a problem for you? How this disturbs you?	
Where did it happen?	
When did it happen? Once (date) _____ Several times (how many?) _____ On-going problem _____	
What would you like to see happen to improve the situation?	
Which contact language you prefer: <input type="checkbox"/> Kazakh <input type="checkbox"/> Russian <input type="checkbox"/> English	
<b>STATUS OF GRIEVANCE</b> <i>How was the grievance received:</i> <input type="checkbox"/> In person <input type="checkbox"/> By phone <input type="checkbox"/> By mail <input type="checkbox"/> By email <input type="checkbox"/> Other (please describe).....	
Grievance registration date:	Grievance number:
	Registered by:
Response required Yes/No	Person responsible for preparing the response:
Response sent (date):	Response registered (date):

# Appendix F

**GRIEVANCE FORM FOR EMPLOYEES AND NON-EMPLOYEE  
WORKERS**

APPENDIX F-1

**FORMAL GRIEVANCE**

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A grievance is defined as an act, omission or occurrence which an employee feels constitutes an injustice and can be established on factual information. It may relate to any condition arising out of the relationship between an employer and an employee, including but not limited to, compensation, working hours, working conditions, and membership in an organisation of employees or the interpretation of any law, regulation or disagreement. It does not include position allocation, involuntary transfers, dismissals, demotions, or suspensions.

Name of Grievant: Job Title: Date of Hire:	Work Phone: Home Phone: Mobile Phone: e-mail:
--	--

Home Mailing Address:	Work Mailing Address:
-----------------------	-----------------------

Date, time and place of event leading to grievance: _____	Date you became aware of the event _____
--	---

Detailed description of grievance including names of other persons involved, if any:

Applicable sections of Labour Code, laws, regulations or the Collective Agreement:

Date of contacting the workers' organisation (if relevant)

Proposed solution to grievance:

Please file a copy of this form with your immediate supervisor and retain a copy for filing at possible next step or steps. If you do not receive a response within 10 working days or disagree with the action taken, you may file a copy of the form with the next level supervisor.

Step	Name of supervisor receiving the grievance	Date	Signature of the Grievant	Signature of the supervisor receiving the grievance
1				
2				
3				
4				

# Appendix G

**EBRD LABOUR REQUIREMENTS FOR CONSTRUCTION  
CONTRACTORS**

APPENDIX G-1

**EBRD LABOUR REQUIREMENTS FOR  
CONSTRUCTION CONTRACTORS**

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### *Prohibition of Forced Labour*

'The Contractor shall ensure that there shall be no use of forced or compulsory labour, including bonded or involuntary prison labour, in any form. Forced or compulsory labour consists of all work or service not voluntarily performed that is extracted from an individual under threat of force or penalty. Workers shall not be required to lodge deposits or their identity papers with their employers.'

### *Prohibition of Child Labour*

'The Contractor shall ensure that you people are not employed below the appropriate national age for employment in Georgia, namely 16. Young people who are employed between the ages of 16 and 18 shall not be employed on hazardous work and a risk assessment shall be carried out in respect of any work carried out by such employees.'

### *Non-discrimination and equal treatment*

'The Contractor shall ensure non-discrimination and equality of opportunity and treatment in respect of employment and occupation, training and working conditions, in compliance with national law. The Contractor shall ensure equal remuneration for men and women for work of equal value.'

### *Freedom of association*

'All workers shall have the right to form and join trade unions and to bargain collectively, as provided for under Georgian national law (Trade Union Act, 1997). The Contractor shall ensure that workers representatives shall not be discriminated against and shall have access to all workplaces necessary to enable them to carry out their representation functions.'

### *Record-keeping*

'The Contractor shall keep a complete register of all staff and workers, giving their name, age, sex, the class of work the person is employed to carry out, hours worked, wages payments made and any deductions made. This register shall be updated monthly and made available to the Bank's appointed representative during working hours.'

### *Wages*

'The Contractor shall pay rates of wages and benefits that shall meet at least statutory or agreed industry minimum rates. Deductions from wages for disciplinary measures shall not be permitted nor shall any deductions from wages not provided for by national law be permitted without the expressed permission of the worker concerned. Deductions must never lead to an employee receiving less than the applicable minimum wage.'

'All workers shall be provided with clearly understandable verbal and written information about the conditions in respect of wages before they enter employment and of the particulars of their wages for the pay period concerned each time that they are paid. Wages shall be paid in legal tender in full, on time and directly to the workers concerned. The Contractor shall maintain records of all payments and deductions made.'

### *Hours of Work*

'Hours of work shall comply with applicable laws, collective agreements, and industry standards. Overtime shall be voluntary wherever possible, shall not be demanded on a regular basis and shall always be compensated at a premium rate.'

### *Health and Safety*

'The Contractor shall provide the Bank's appointed representative with a written Health and Safety Policy and a project-specific Health and Safety Plan before the commencement of work.

'The Contractor shall ensure that a safe and healthy working environment is provided and that best occupational health and safety practice is promoted. The Contractor shall provide regular information and training to all staff, labourers and persons entitled to be on site regarding the potential hazards to health and safety, and on the measures in place to prevent accidents, injuries and ill health.'

### *Social Security*

'The Contractor shall ensure that that obligations to staff and labour under labour or social security laws and regulations arising from the employment relationship shall be respected, and that such obligations shall not be avoided through the use of labour-only contracting arrangements.'

### *Grievance mechanism*

'The Contractor shall ensure that a grievance mechanism is available to all workers to use without fear of intimidation or retaliation.'

### *Reports*

'The Contractor shall record occupational accidents and occupational diseases, and shall provide information to workers and their representatives concerning the recording system. The Contractor shall notify the competent authorities of occupational accidents and occupational diseases, and provide appropriate information to workers and their representatives concerning the notified cases.'

'The Contractor shall provide regular reports – frequency to be agreed with the Bank – on its management and monitoring of working conditions of direct and indirect employees on the Works Site.'