

## *Stakeholder Engagement Plan* WHSD Central Section Construction

**Final version**


**October 2011**

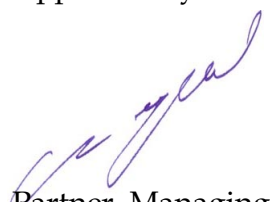
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***Stakeholder Engagement Plan***  
**WHSD Central Section Construction**

**Final version**

12 October 2011

Project Manager, Technical Director, ERM		M.N. Popov
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Approved by  S.A. Bourtsev Partner, Managing Director Moscow Branch Office, ERM Eurasia Limited 12 October 2011
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This Report has been prepared in accordance with the terms of the contract concluded with the Client and the generally accepted consulting practices and for intended purposes stated in the Contract. The conclusions and recommendations made in this Report are based upon information obtained directly by *ERM Eurasia Ltd*, as well as information provided by third parties, which we believe to be accurate.

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### *LIST OF ABBREVIATIONS*

<b>Abbreviation</b>	<b>Definition</b>
EBRD	European Bank for Reconstruction and Development
ESIA	Environmental and Social Impact Assessment
ESAP	Environmental and Social Action Plan
JSC “WHSD”	Joint-Stock Company “Western High-Speed Diameter”
CJSC	Closed Joint-Stock Company
LLC	Limited Liability Company
MC “Marine Façade”	Managing Company “Marine Façade”
NGO	Non-Governmental Organization
OVOS	Environmental Impact Assessment in accordance with requirements of RF legislation
PAP	Project Affected People
PEA	Public Environmental Assessment
PCDP	Public Consultation and Disclosure Plan
PPP	Public-Private Partnership
PR	Performance Requirement of the EBRD
SEP	Stakeholder Engagement Plan
SPZ	Sanitary Protection Zone
ToR	Terms of References
VOA	All-Russian Association of Automobile Owners

## **1 INTRODUCTION**

### **1.1 BACKGROUND INFORMATION**

In February 2011, the Russian Government and the Government of St. Petersburg announced a PPP tender for the construction and operation of the Central Section of the Western High-Speed Diameter (WHSD) motorway in St. Petersburg.

The motorway will form a part of the Pan-European Transport Corridor IX (connecting Helsinki, St. Petersburg, Moscow, Kiev and South-Eastern European countries), and will provide access to the Big Port of St. Petersburg and a new ferry-passenger complex.

The Central Section includes the fourth and most of the fifth Phases of the motorway and will go along the Neva Bay and Vasilievsky Island (Figure 1.1-1).

A Partner, will be responsible for building the Central Section, operating the entire motorway from the southern junction with the St. Petersburg Ring Road (KAD) to the E-18 "Scandinavia" Federal Motorway on the North, and transferring it to the Granting Authority after the PPP agreement will expire.

This document constitutes a *Stakeholder Engagement Plan (SEP)*. The Plan has been developed with participation of an independent Consultant (ERM) in compliance with the requirements of the *European Bank for Reconstruction and Development (EBRD)*, and in particular, with the guidelines for project-related information disclosure and public consultations adopted by the EBRD<sup>1</sup>. This Plan is intended for the implementation by the JSC "WHSD" and further, upon signing the PPP agreement, by the Partner.

The Plan will be updated and revised in the process of the Project implementation.

### **1.2 OBJECTIVES OF THIS PLAN**

The present Plan has the following objectives:

- To introduce information disclosure activities on the progress of the Project implementation;
- To prepare recommendations relating to the composition and sequence of actions aimed at resolving existing conflicts associated with the Project;
- To develop a Grievance Mechanism (feedback mechanism for reception and consideration of complaints) and obtain recommendations from stakeholders;
- To introduce a mechanism for taking into account comments by stakeholders in the process of development of the working design documentation and subsequent Project implementation (construction and operation).

Along with the development of this Plan, the following individual documents are being also prepared:

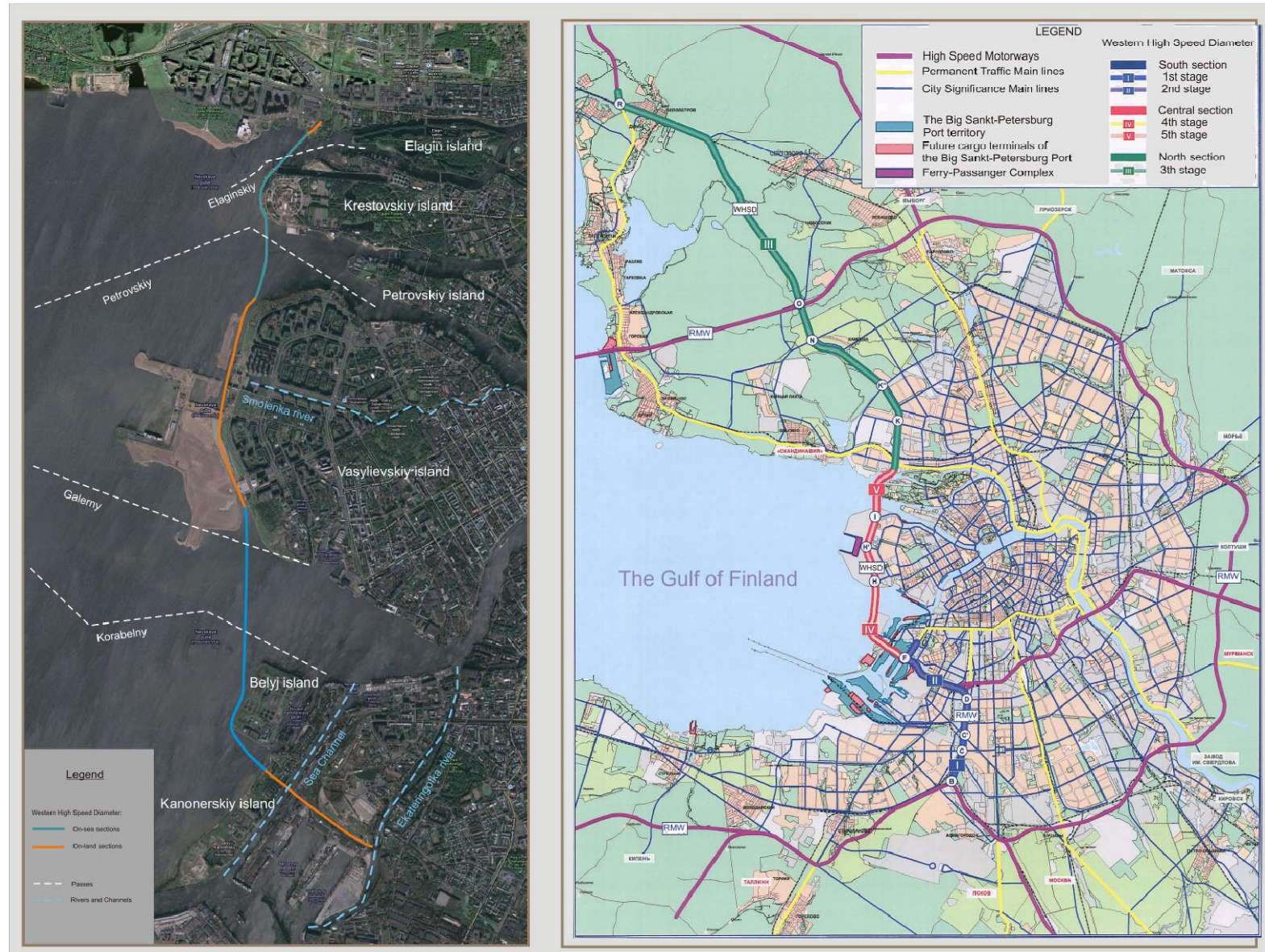
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<sup>(1)</sup> EBRD Environmental and Social Policy of 2008 and the associated project implementation requirements (IR), in particular IR 1 and IR 10.

- Scoping Report;
- Environmental and Social Impact Assessment (ESIA) document;
- Environmental and Social Action Plan (ESAP);
- A non-technical summary of the ESIA;
- Appendices to the ESIA.



Figure 1.1-1. Western High Speed Diameter (WHSD) location



## 2 **BRIEF DESCRIPTION OF THE PROJECT**

### 2.1 **PROJECT DESCRIPTION**

This section presents the current description of the Project (as of June 2011), which is subject to continuous refinement and amendment as the Project is implemented, including its adjustment in the process of preparation of working documentation for construction operations.

The Project incorporates the construction of the Central Section of the toll highway under the name of Western High-Speed Diameter (WHSD).

This highway was planned for construction in 1966. The **Southern Section** of the WHSD route begins in the southern outskirts of St. Petersburg from the Ring Road and further runs across city districts for a distance of approximately 6 km northward along the current trunk-railway (mainly within the railway land areas). The route turns to the north-west, runs for approximately 3 km and reaches the embankment of the Ekateringofka river.

The **Central Section** of the WHSD starts with the embankment of the Ekateringofka River. The construction of this section is the key task of the Project under consideration. The final section length is 11.7 km.

From the embankment of the Ekateringofka river, the Central Section runs north-westward across the Marine Canal territory (approximately 1.5 km), crosses the Marine Canal (the main navigable waterway of the St. Petersburg Big Port) and then crosses the residential area on Kanonersky Island.

The marine section of the designed route began from Kanonersky Island crosses the Neva Bay, turns to the western shore of Bely Island and runs at a distance of approximately 70 m from the island shore. Beyond Bely Island the route turns north towards the south-western end of Vasilievsky Island. On the way to Vasilievsky Island the route crosses the Korabelny waterway.

Further the route runs along the western edge of Vasilievsky Island (created in the late 2000s), crosses the Petrovsky waterway, turns around the western edge of Krestovsky Island, crosses the Elaginsky waterway north-eastward and reaches the onshore area of the north-western zone of the city of St. Petersburg.

The WHSD Central Section ends at a distance of approximately 300 m to the north of the Neva Bay shoreline.

The first part of the Northern section, which is of 3 km in length, was constructed on the land between residential areas. It crosses two motorways. Then the route turns to the northwest and runs across forest and agricultural lands. Here the minimal distance between the route and the Yuntolovsky wildlife reserve (situated to the west of the route) is 180 m.

After crossing the northern part of the Ring Road, the route runs north-westward and reaches the E-18 "Scandinavia" Federal Motorway.

The WHSD route was designed more than 40 years ago to ensure:

- effective traffic flows between the northern and southern districts of the city;



- reducing traffic in the city's central districts which are of great historic and cultural importance;
- effective cargo transportation from the Port zone in order to minimize traffic of trucks through residential areas.

During this period, for the Central Section, only engineering optimum solutions relating to the particular route of a future highway within the previously designed corridor were made.

Other considered alternatives for this section dealt with the following issues only:

- design of bridges or bridge/tunnel alternatives;
- design of WHSD section running along Vasilievsky Island – either as an open trench road or as an overland road;
- locations and lay-out of interchanges (including long-term planning ones);
- materials to be used for the road surface construction;
- structure of auxiliary facilities and services.

After completing pre-design studies, in 2000 the St. Petersburg Government approved the WHSD Route Selection Act for the whole length of the highway, including its Central Section.

The WHSD Construction Project was elaborated from 2004 through 2007.

In 2008, design documentation was slightly refined and amended in response to comments issued by the State Review Department (RF Glavgosexpertiza). According to the Project design documentation, the Central Section would have four lanes in each direction with calculated normal speed of up to 120 km per hour with limitations down to 80 km per hour in non-straight sections.

The initial overland portion of the Central Section (from the Ekateringofka river to Kanonersky Island) will be constructed as two-tier flyovers (one traffic direction above the other). Two on-ramps/off-ramps will be constructed on the embankment of the Ekateringofka river (two more off-ramps to this embankment shall be constructed in 2011 as part of the WHSD Southern section). Toll collection booths are being constructed in two off-ramp areas.

A two-tier bridge with a raised middle section will be constructed across the Marine Canal. To meet the requirements for navigation of ships of maximal dimensions, the bridge clearance will be about 42 m. The bridge span will be 80 m in length.

Starting from the western edge of Kanonersky Island and past Bely Island, this portion of the Central Section will be constructed as a two-level flyover. Between Kanonersky and Bely islands the motorway is so designed that off-ramps to Kanonersky Island could be constructed in the future (though out of scope of this Project).

Near the Korabelny waterway, the motorway will be constructed as a one-tier flyover. A cable-stayed bridge will be constructed across the waterway. Its architecture has been selected with consideration for aesthetic requirements (this bridge and a bridge beyond Vasilievsky Island are constituents of Marine Facade of St. Petersburg). The bridge clearance is 35 m; the cable-bridge span is 320 m in length.

Beyond the Korabelny waterway, the flyover will be sloping and near Vasilievsky Island the road will be running via an embankment and then via a partially covered trench.

The trench will be constructed close to the boundary between Vasilievsky Island and an artificial site with a total area of approximately 400 ha which is being formed to the west of the island. This site ("Marine Facade") is to be occupied by new residential areas and a business center. The main St. Petersburg passenger port has already been commissioned in this area.

In the future it is planned to construct intersections near the boundary between Neva Bay waterway and Vasilievsky Island, towards the new artificial site on Vasilievsky Island and its historic area (Shkipersky protok). These plans are not currently included in the scope of WHSD Central Section Project.

Approximately in the middle of the route through Vasilievsky Island (across the Smolenka river), the motorway will run via a tunnel of 402 m in length. The course of the Smolenka river will be re-established above the tunnel. Then the motorway will run northward via a covered trench of about 1 km long and further via a flyover on the northwestern edge of Vasilievsky Island.

The WHSD Central Section Project provides for the construction of four traffic crossings over the covered trench on Vasilievsky Island as well as the construction of an underground Tunnel Service Center (southward of the Smolenka river).

The Project also provides for the construction of traffic interchanges, on-ramps/off-ramps to Makarov Street with toll collection booths in the north-western edge of Vasilievsky Island. In addition, the motorway design makes possible the construction of an interchange with ramps on the new Vasilievsky Island territory. This task is beyond the scope of WHSD Central Section.

Beyond Vasilievsky Island, the motorway will run via a flyover to a bridge across the Petrovsky waterway (the bridge clearance is 25 m). Then the motorway will run via a flyover above the Gulf of Finland's water area toward the edge of Krestovsky Island and further to a bridge across the Elaginsky waterway. From there the motorway will run via a flyover toward the northern part of the Neva Bay shore.

A dividing central reservation will be constructed between oncoming lanes for one-level sections of the motorway. A working tunnel (for evacuation and cables) will be constructed in the evacuated section between oncoming lanes. Acoustic barriers will be installed in motorway sections in the vicinity of residential houses.

Storm water will be collected from all allocated land plot areas and discharged to local treatment plants.

In total, the WHSD Central Section will occupy 35.85 ha (apart from Water Fund areas), including construction yards and temporary roads of 4.4 ha.

During approximately 4 years, as many as 16 temporary construction yards will be operating in the WHSD Central Section. Some of them will be constructed at a distance of about 40 m from the residential houses.

Artificial small islands of sand with stone caps in the Neva Bay water area will be created in the course of construction operations. These islands, with a total area over 31.2 ha, will serve for the construction of viaduct piles.

Access to the artificial small islands will be provided through temporary steel bridges.

On completion of construction operations, artificial islands and temporary bridges will be dismantled.

The WHSD Central Section will affect:

- a residential area on Kanonersky Island,
- garages on the Sea Port territory (between the Ekateringofka river and Marine Canal) and in the Marine Embankment area,
- some plantations of trees, shrubs and lawns without conservation status;
- land plots occupied by industrial facilities (with auxiliary buildings),
- transport areas, and
- Neva Bay water area.

Moreover, the Central Section route will run along the residential area on Marine Embankment of Vasilievsky Island at distances 170 m to 230 m.

As to the areas impacted in excess of permissible levels of noise load (Kanonersky Island, four residential blocks of flats) – it is planned to resettle residents from two residential blocks of flats in full, and resettle residents from those sections of other two buildings which are located in the immediate vicinity of the route; in total residents from 140 flats will be resettled. In addition, a kindergarten will be moved in a new building.

As many as 411 garages will be demolished on the territory between the Ekateringofka river and the Marine Canal and 654 garages will be demolished on the Marine Embankment territory.

Special noise-suppressing windows will be installed in residential blocks of flats located nearby the WHSD motorway route.

## **2.2 PROJECT IMPLEMENTATION MANAGEMENT**

In 1997, the St. Petersburg Government established the JSC “Western High-Speed Diameter” and assigned this Company to be responsible for Project implementation management. From 1999 through 2008, the JSC “WHSD” organized elaboration of design documentation for all WHSD sections and had the design documentation approved by all relevant supervisory agencies of the Russian Federation.

As of now, the construction of the Southern Section almost completed and the Northern section is being constructed. Construction operations are financed from the St. Petersburg budget and at the expense of federal budgetary subsidies. In addition, financing from funded loans totaling 25 billion rubles allotted by JSC “WHSD” will be used for the construction works on the respective sections. JSC “WHSD” allocates the following loan stocks in compliance with RF Government Decree №102 on 27 February 2010.

The WHSD Central Section will be constructed on the basis of State-Private Partnership (PPP). A three-party Agreement on PPP is to be concluded among the St. Petersburg Government, the JSC "WHSD" and a Partner who will win the tender. This Agreement is expected to be valid for 30 years.

In accordance with provisions of this Agreement, the City's Government and the JSC "WHSD" will be responsible for removal of all structures (buildings, facilities, etc.) from the Central Section route and for allocation of land plots. All WHSD sections will be owned by JSC "WHSD". The Partner will operate all three WHSD Sections (Southern, Central and Northern) on the basis of the lease agreement. This will allow the Partner to gain the right of ownership for toll collected from motorway users. The PPP Agreement specifies that a Partner will undertake a partial financing of the WHSD Central Section construction.

The Partner will also have the right to make amendments to design solutions at the stage of elaboration of the detailed design documentation. The Partner will be responsible for obtaining all permits required for the construction and commissioning of the WHSD Central Section, including environmental permits.

### 3 **REQUIREMENTS APPLICABLE TO STAKEHOLDER ENGAGEMENT AND INFORMATION DISCLOSURE**

The actions undertaken within the framework of public consultations and disclosure of project-related information should comply with:

- Requirements of the RF legislation;
- Policies, requirements and procedures adopted by the European Bank for Reconstruction and Development (EBRD).

#### 3.1 **POLICY AND PROCEDURES OF THE EUROPEAN BANK FOR RECONSTRUCTION AND DEVELOPMENT (EBRD)**

In accordance with the EBRD Environmental and Social Policy (2008) applicable to this Project, compliance with all national and relevant international requirements with regard to public consultations, as well as alignment with the EBRD requirements, specifically with Performance Requirement (PR) 10, should be ensured. EBRD considers public involvement as an essential part of any business and corporate responsibility in relation to the public, and a way to improve the quality of projects. Efficient public involvement and project-related information disclosure play an essential role from the viewpoint of efficient management of risks associated with public relations and provision of maximum benefits for the population.

In particular, PR 10 of the EBRD requires the following:

##### 3.1.1 ***Engagement in the process of the Project preparation***

*Identification and analysis of stakeholders.* The first step to be made by the Project initiator to ensure successful relations with stakeholders is identification of various individuals or groups who (a) are affected or will be affected directly or indirectly by the Project implementation or (b) can be interested in the Project ("other interested parties").

*Stakeholder Engagement Plan.* The Project initiator (Partner) should develop a Plan defining a procedure for relations with the identified stakeholders at different stages of the Project preparation and implementation, including an appropriate grievance mechanism.

*Information disclosure and consultations in case of Category A projects.* Category A projects (the WHSD Project is rated as Category A) require a formal and comprehensive environmental and social impact assessment. The requirements applicable to information disclosure and consultations are built into each stage of the assessment process.

*Information disclosure.* Disclosure of relevant project-related information permits stakeholders to understand the risks, impacts and benefits associated with a given project.

*Meaningful consultations.* If the construction personnel and/or groups of the population are (or can be) exposed to significant risks or undesirable impacts by a project, the Project initiator should conduct consultations in a culturally appropriate and meaningful manner, with the objective to provide an opportunity for the affected



parties to express their comments about the risks and impacts associated with the project and relevant mitigation measures, as well as permit the Project initiator to consider such comments and respond to them.

### **3.1.2 *Engagement at the stage of Project implementation and external reporting***

During the Project implementation cycle the project initiator should submit to stakeholders information compatible with respect to the character and scope to specific features of the given project and associated environmental and social impacts, as well as to the level of interest of the public for the Project.

### **3.1.3 *Grievance mechanism***

The project initiator should be aware of the issues of concern associated with the Project causing stakeholders concerns and respond to them timely. For this purpose the Project initiator should set up a grievance mechanism to ensure reception and consideration of concerns and complaints and facilitate their resolution.

## **3.2 *FEDERAL REQUIREMENTS OF THE RUSSIAN LEGISLATION APPLICABLE TO PUBLIC CONSULTATIONS AND INFORMATION DISCLOSURE***

The applicable Russian legislation, regulatory and legal acts require that the public should be informed about the Project and should have an opportunity to make comments relating to the information disclosed to the public in the course of development of and discussion on the Project. These regulations apply to the preparatory stages of the Project and do not apply to further stages of Project development and construction.

Requirements for conducting public consultation are contained in the Federal Law № 7-FZ 'On Environmental Protection' dated 10 January 2002 and the 'Guidelines on Carrying out an Environmental Impact Assessment (OVOS) in the Process of the Development of Pre-Design and Design Documents for Planned Economic or Other Activity' (RF EIA Regulation) dated 16 May, 2000.

In particular, the Law "On Environmental Protection" states that:

- Commercial or any other activity associated with an environmental impact will be carried out following the principle of public participation in decision making related to their right for a healthy environment (Article 3);
- Public opinion will be taken into consideration when developing facilities, business or other activities which may adversely impact the environment (Article 13).

Section IV of the RF OVOS regulation refers to publication of project-related information and participation of the public in the Russian OVOS procedure with special emphasis on the following aspects:

- Information disclosure to the public and its involvement during all stages of the Environmental Impact Assessment;

- Engagement of the public in development and discussion of the OVOS should be guaranteed by the organization developing the OVOS as an integral part of the OVOS process;
- Public engagement should be organized by the relevant authorities with a support of the Project initiator, including the following:
  - Disclosure of the Terms of Reference (ToR) for OVOS development for discussion and consideration of comments in the process of preparation of the OVOS document;
  - Access to the ToR for OVOS should be provided from the date of the ToR approval and up to the completion of the OVOS document preparation;
  - Submission of a preliminary version of the OVOS document for consideration and notification of the public through mass media about the date of public hearings – not later than 30 days before the date of public hearings;
  - The preliminary version of the OVOS document is subject to public discussion in the process of public hearings;
  - After the completion of the public hearings it is required to prepare a document summarizing the discussed issues (*Brief Minutes*); this document is to be signed by representatives of the relevant executive authorities and local administration, citizens, public organizations and the Project initiator; this document is to be attached to the final version of the OVOS materials;
  - A preliminary OVOS version should be made accessible for further comments during 30 days after the completion of the public hearings; any comments should be documented and considered by the Project design developers in the process of preparation of the final OVOS version.

### 3.3 ST. PETERSBURG REQUIREMENTS

The Project is being implemented on the territory of St. Petersburg. At the City level public engagement process is regulated by the provisions of the RF Urban Construction Code and regulations of the City authorities. The Code stipulates that the process of organization and conducting of public hearings falls under the responsibility of local authorities, commissioning the project design documentation or authorizing the issuance of permits.

The Law of St. Petersburg № 400-61 "On the Procedure of Organizing and Conducting Public Hearings and the Disclosure of Information to the Population during the Implementation of Town-planning Activities in St. Petersburg" dated 20 July 2006 (amended in 2010) sets up clear procedures for public notification on planned project and public hearings; establishes procedure for public hearings during the elaboration of a city construction project and for taking into account public comments.

In particular, these include:

- Informing stakeholders on anticipated public hearings via the relevant governmental committee or municipal authority website and distribution of written notifications no later than 30 days prior to the hearings;

- Exhibiting project documentation subject to discussion during the hearings for at least 10 days and no later than 20 days prior to the hearings;
- Organizing discussions on project documentation and registering (in Brief Minutes) all comments submitted during the hearings, or written comments submitted within 4 days after the hearings;
- All Minutes must be accessible to the public;
- The results of the hearings must be disclosed on the relevant governmental committee or municipal authority website;
- The process of public hearings must take no less than one month and no more than three months.

## **4 PAST STAKEHOLDER ENGAGEMENT ACTIVITIES**

In the course of development and implementation of the entire WHSD Project (1-5 Phases) a number of public hearings and other stakeholder engagement activities were organized by the Company, local authorities and members of the public.

### **4.1 PUBLIC HEARING DURING RF OVOS PROCEDURE AT THE INVESTMENT FEASIBILITY STAGE FOR PHASES 1 – 5**

Public hearings initiated by JSC “WHSD” were conducted for the Investment-Feasibility stage of the entire project in 2000 (1-5 Phases), as was required by the RF legislation.

OVOS materials were provided for review to the public. Public comments were registered and documented according to the RF legislation and some of them were taken into account during detailed design development.

A socio-economic survey of project affected people (PAPs) organized by the Company in 2000 revealed that most of the respondents were aware of the Project prior to the survey taking place and those who could be directly impacted by the WHSD were actively aware and concerned about potential adverse effects on their health, economic state and property.

### **4.2 ASSOCIATED PUBLIC CONSULTATIONS**

Since 2000 a series of public consultations associated with the Project (Central Section) – public hearings on other sections of the toll motorway, related projects, such as “Marine Facade”, and changes to St. Petersburg regulations on urban development – have taken place. Many of these consultations were conducted in the period of 2006-2008 and were accompanied by social unrest. Regular protests in the form of complaints addressed to authorities and international financial institutions, pickets, collection of signatures against the WHSD Project, particularly the Northern Section, were reported. The results of the consultations were widely discussed in articles of national and local newspapers, internet (web articles, NGO websites and public forums).

#### **4.2.1 Public hearings on project materials for the 3rd Phase of the Project**

Public hearings on project materials (Feasibility Study) elaborated for the 3<sup>rd</sup> Phase of the project were organized by JSC “WHSD” and held in December 2006. Minutes, protocols with all public comments and answers to these comments were included into the set of project materials. In total 81 public comments/questions/suggestions were received, among them 7 were taken into consideration and 74 were either addressed during the hearings or dismissed on the grounds of not being relevant to the Project.

Main public concerns included:

- Alternative routing for the WHSD Northern Section;
- Negative environmental impacts of the WHSD on residential areas;
- Insufficient environmental protections measures;

- Demolition of numerous garages along the WHSD route;
- Impact on recreational value of the territory adjacent to the Yuntolovo reserve;
- Lack of access to reliable, adequate and timely information on the WHSD Project.

#### 4.2.2 *Public Environmental Assessment (PEA)*

Members of the NGO “Save Yuntolovo” initiated the PEA for the 3<sup>rd</sup> Phase of the WHSD and invited St. Petersburg Society of Naturalists to carry it out. The PEA was financially supported by “Bellona” association. Expert commission included 12 experts. Project documentation was assessed in view of the environmental impact of the road and protection of civil and environment rights of citizens. This Phase includes the area between Bogatyrsky Prospect and motorway No E-18 “Skandinavia” road interchanges.

According to the law, this initiative was registered by Yuntolovo municipal authorities (letter No 01-07/299-A dated 13.09.2006) and the relevant request for information was submitted to the JSC “WHSD” in October 2006.

In October 2007 the statement of PEA was presented to the public. A full report and a summary of main conclusions of the PEA were posted on websites of ECOM Assessment Centre and Bankwatch Russia.

However, there was no evidence found that the conclusions of the PEA were approved by federal or regional authorities, i.e. legitimized.

#### 4.2.3 *Public Hearings on Master Plan (2005, 2007 and 2010) and Land Use and Urban Development Plan of St. Petersburg (2008)*

The adoption and further amendments of the Master Plan (2005) and the Land Use and Urban Development Plan (2008) of St. Petersburg were subject to extensive prior public hearings throughout the City and its environs. As a project of the federal and international significance and one of the important infrastructure developments incorporated into these Plans, the WHSD was discussed during numerous public hearings. The notifications about the public hearings were usually disseminated by local authorities via newspapers, posters and internet.

The following groups of stakeholders were actively involved in the process of public hearings related to the WHSD Project:

- Residents of districts of St. Petersburg affected by the construction of the toll motorway, especially, Primorsky and Vasilievsky districts and Beloostrov community;
- NGOs (among others, “Protect Vasilievsky Island”, “Save Yuntolovo”, “ECOM Assessment Centre”);
- Garage owners and All-Russian Association of Car Owners (VOA);
- Local municipal authorities.



#### 4.2.4 Public Consultations on “Marine Façade”

According to the project design documents the Central Section of the toll motorway (mainly 5 Phase) will go along the Marine Embankment of Vasilevsky Island, connecting the ‘old’ territory of Island with the newly created ones of the “Marine Façade” development.

Several public hearings were conducted on the “Marine Façade” Project in 2007. Repeated concerns and negative opinions were expressed by the public in relation to the cumulative effects of the “Marine Façade” and WHSD Projects during these hearings.

Specific issues of concern in relation to the toll motorway included:

- Impact of proposed intersections and associated traffic problems, particularly, with regard to the contaminated and dense area of Shkipersky protok;
- Noise and water pollution during the construction;
- Demolition of garages;
- Proximity of the motorway resulting in perceived depreciation of property and negative visual impacts (for residents of Marine Embankment);
- Restricted access to and modification of recreation areas of Marine Embankment;
- Dimensions of the sanitary protection zone (SPZ).

Representatives of JSC “WHSD” attended the hearings.

On the occasions representatives of the relevant departments of the Company are invited to attend public hearings organized for various projects implemented along the adjacent areas of the WHSD Project. The Company keeps records and follows-up requests relevant to the WHSD Project which are raised during such public hearings.

#### 4.3 OTHER STAKEHOLDER ENGAGEMENT ACTIVITIES

Since the completion of the Concessioner tendering process in 2008 the Company did not engage in any specific stakeholder activities for the Central Section of the Project as its implementation was put on hold. However, different departments of the Company carried out stakeholder engagement activities for the Northern and Southern Sections of the motorway. A summary of these activities is given in Table 4.3-1.

**Table 4.3-1 Summary of stakeholder engagement activities for the Northern and Southern Sections of the motorway**

Stakeholder Group	Stakeholder Engagement and Information Disclosure Methods/Activities
Alienation of land and/or property during the construction of the road	<p>The following activities have been/ are to be undertaken with regard to:</p> <p><b>Demolition of garages (1-2 and part of 5 Phases):</b></p> <ol style="list-style-type: none"><li>1. Information about the schedule of the demolition of garages, compensation procedure and contact information of JSC “WHSD” and the Public Compensation Reception was sent to VOA, municipal authorities (further disclosed by them) and placed on the territory of garage associations.</li></ol>

	<p>2. Compensation Reception was set up close to the Garage Associations (Leninsky prospect, 146).</p> <p>The Reception consulted garage owners in person or on the phone on the compensation procedure; provided a list of documents required for compensation; arranged in-person appointments to collect required documents and sign a compensation agreement; and processed the documents.</p> <p>3. Garage owners who did not have title documents were advised on the alternative judiciary procedure for compensation.</p> <p>4. Similar procedure of notification and compensation for the demolition of garages is intended for Primorsky district (Phase 3) and further the Central Section of the Project.</p> <p>5. Although there is no specific timeframe for the notification on the demolition, garage owners were notified at least one month prior to the actual demolition.</p> <p>(Garage owners of Primorsky district were notified on the demolition of their garages in autumn 2010. The demolition will take place from June until August 2011. The Compensation Reception located close to the place of demolition opens in June 2011).</p> <p><b>Land acquisition and demolition of structures of organizations (1-2 Phases):</b></p> <p>1. JSC "WHSD" conducted individual negotiations and signed compensation agreements with the legal land and property owners between October 2006 and October 2010.</p> <p>2. The organizations were notified on land acquisition and demolition of structures after the adoption of the Master Plan of St. Petersburg in December 2005.</p> <p><b>Land acquisition and demolition of property of Mr. Varfolomeev (3 Phase):</b></p> <p>1. JSC "WHSD" has initiated a formal correspondence process and has been conducting individual negotiations with Mr. Varfolomeev since 2007.</p> <p>Stakeholder engagement for the Central Section on the relocation of the houses and moving of a kindergarten on Kanonersky Island, as well as compensation for the demolition of the warehouse of the CJSC "Farvater" and demolition of garages on Vasilievsky Island are envisaged upon the selection of and signing an agreement with the Partner who will undertake the construction of the Central Section of the motorway and will operate the entire road.</p>
Customers	<p>In December 2010 JSC "WHSD" started testing the toll system on the part of the WHSD Southern Section. The Company started charging customers for the use of the WHSD open section from KAD to Blagodatnaya Street in May 14, 2011.</p> <p>During this time the Company disseminated information about the tariffs and other relevant information on the schedule and the use of the toll motorway via its website, mass media, governmental committees, information brochures and several PR campaigns;</p> <p>Display boards of the toll motorway provide important information and news with regard to the use of the motorway;</p> <p>The Company set up a call centre (tel: +7812 380 0030) which provides information on tariffs and road use, as well as re-directs other inquiries to relevant channels;</p> <p>JSC "WHSD" Sales Office where electronic payment devices can be purchased and further information obtained was opened at the end of April 2011 next to</p>

	<p>the operating section of the road;</p> <p>The Company is planning to conduct customer surveys in the future.</p>
Employees	<p>Formal communication with employees is channeled through Administrative Orders and communication with HR;</p> <p>The Director General holds frequent meetings (at least twice a week) with Vice-Directors or Heads of Departments on business matters;</p> <p>Regular meetings also take place within the departments and among specialists on particular project matters;</p> <p>Employees share documentation via a specialized internal server accessible to all employees.</p>
Contractors	<p>Interaction with external contractors is performed by different Departments in due course, in accordance with the type of services provided by the Contractors;</p> <p>Meetings with contractors are conducted at least twice a week on operational and project design matters, and minutes are taken;</p> <p>Control over the construction activities (on Environmental, Health and Safety matters) is conducted on a monthly basis with subsequent orders and instructions.</p>
Participants of the tendering process	<p>Information about the tendering process for construction of the Central Section of the toll motorway and further operation of the entire road was widely disseminated via the informational bulletin of the St. Petersburg Government, on the Company's website (both, in Russian and in English), press-release, formal invitations to the potential bidders and representatives of the St. Petersburg Government and the EBRD. The seminar was followed by individual meetings requested by some of the potential bidders;</p> <p>In April 2011 the Company established the Project Data Room for bidders to familiarise with the Project documentation.</p>
Government and local authorities	<p>JSC "WHSD" management frequently interacts with the Government of St. Petersburg, and various authorities at different levels (federal, regional and municipal) on the issues related to different stages of the Project implementation or Project impacts, including road closures and compensation;</p> <p>The engagement with authorities takes place mainly in the form of formal meetings, formal correspondence and faxing;</p> <p>In addition, the Company communicates important information about the Project, such as information about tendering process, via the Office of the Government of St. Petersburg or relevant Committees (e.g. the Committee on Investments and Strategic Projects).</p>
Mass Media	<p>To date, JSC "WHSD" representatives engaged with mass media largely on major issues related to the Project, such as road closures, tariffs or tendering process;</p> <p>The Project Support Department performs some of the press-centre functions by managing interactions of the senior management with mass media, occasionally providing information for articles in newspapers, websites or TV channels upon request and on the above mentioned matters, organizing press-conferences for mass media and issuing press-releases.</p>
Various/All stakeholders	<p>A non-technical summary of the WHSD project was disclosed by JSC «WHSD» on the company's website in 2007;</p>

	<p>JSC “WHSD” uploads the required information on its website in accordance with the RF regulations on the disclosure of the information by a joint-stock company;</p> <p>The Company developed various means of receiving enquiries. These can be made via e-mail, telephone or fax provided on the Company’s website, a call-centre, Compensation Reception, in writing directed to the Company’s postal address and further at the Sales Office.</p>
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According to the EBRD stakeholder engagement requirements, public consultations have to be conducted at the Scoping stage of the ESIA process. Stakeholder engagement activities undertaken by the Company did not include such consultations. Therefore, public consultations in the form of Open House events (see p.32) are incorporated in this Stakeholder Engagement Action Plan (Section 6.2) developed as part of the Environmental and Social Impact Assessment documentation package.

## 5 STAKEHOLDER IDENTIFICATION

### 5.1 IDENTIFIED GROUPS OF STAKEHOLDERS

Main groups of stakeholders were identified during the preparation of this Plan and listed according to the extent of their influence on the Project or the extent to which they are affected by the Project.

The main groups of stakeholders identified so far are listed in Table 5.1-1. The list can be updated and modified in the course of the Project development and as a result of cooperation of the parties. A full list of individual organizations in each group of stakeholders and their relation to the Project is given in *Appendix 1*.

**Table 5.1-1 Identified Groups of stakeholders**

1. Organizations and physical persons, whose property rights will be affected in case of loss of property for road construction	1.1 Those having title documents confirming their ownership of or leasing rights for property and registered in conformity with the applicable legislation; 1.2 Those not having any title documents in conformity with the applicable legislation to confirm their ownership for a respective property.
2. Residents of the areas adjacent to the road route	2.1 Permanent residents residing within 500m to the road route; 2.2 Residents and non -residents using the Project area for recreational purposes.
3. Organizations and physical persons whose business or other activities might be affected by the Project	3.1 Organizations whose utility networks will be affected by the Project ; 3.2 Organizations conducting activities along the areas adjacent to the road route.
4. Residents and organizations interested in improvement of the transport situation	-
5. Administrative and governmental bodies and supervisory agencies	5.1 Federal; 5.2 Regional; 5.3 Local.
6. Non-governmental organizations (NGOs)	6.1 Public Councils at governmental agencies; 6.2 International, national social and environmental organizations; 6.3 Regional and local environmental organizations; 6.4 Political party; 6.5 Professional and specialized environmental public scientific and research organizations.
7. Mass media and communication networks	7.1 Mass media; 7.2 Internet resources.



8. Organizations involved in Project implementation and contractor organizations	8.1 Project developers and contractor organizations; 8.2 Company Employees and non-employee workers; 8.3 Organizations – potential investors of the Project.
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## 5.2 CRITICAL GROUPS OF STAKEHOLDERS

In the process of the Project implementation the opinions and attitudes of the following groups of stakeholders will be of key importance and consequently effective interrelation with these stakeholder's groups should be ensured:

- Residents of flats to be resettled on Kanonersky Island and residents of flats located next to/close to the flats of the residents to be resettled;
- Women, children and elderly living on Kanonersky Island close to right-of-way of the motorway and using playgrounds, school and swimming pool facilities on a regular basis;
- Garage owners and VOA;
- Residents of Marine Embankment, whose windows will face the motorway;
- Residents of the areas adjacent to the motorway route (a detailed list of such residential areas is given in the *Appendix 1*);
- Representatives of local action groups and NGOs expressing negative (or positive) attitude to the Project, including NGOs and political parties which have expressed concerns and/or opposition to the Project in the past;
- Citizens using the areas of Vasilievsky Island for recreation purposes (along Marine Embankment). These include both, water-related and land-based activities, such as fishing, swimming, dog walking, sun bathing, sports, barbecuing.

## **6            *STAKEHOLDER ENGAGEMENT STRATEGY AND PLAN***

### **6.1        *GENERAL APPROACH***

Relations with stakeholders will be established during the following stages of the Project implementation:

- Relations prior to signing Public-Private Partnership agreement;
- Relations prior to the commencement of construction;
- Relations during the construction phase;
- Relations in the process of operation.

Within the framework of each stage, a number of steps will be taken to explain the justification of the solutions adopted for the Project and sufficiency of the compensation and protective measures, as well as to facilitate settlement of the existing conflict situations and prevent any potential causes for new conflicts.

### **6.2        *STAKEHOLDER ENGAGEMENT ACTION PLAN***

The Table 6.2-1 constitutes the Stakeholder Engagement Action Plan. It provides a brief description of stakeholder engagement actions.

The actions have been developed on the basis of the currently available information and analysis of the current situation using open information sources.

In the course of the Project development and stakeholder engagement the Plan will be updated on a regular basis to ensure adequacy and efficiency of the planned actions

The internal relations with employees and contractor organizations are not covered in this Action Plan.

**Table 6.2-1. Stakeholder Engagement Plan**

Action Code	Action	Objective	Documents Subject to Discussion/Other Action	Stakeholders Involved	Timeframe	Entities Responsible and Venue	Reporting/ Outcome	Methods of information disclosure
1.1	Agree with the Company the Stakeholder Engagement Plan and documents to be disclosed during the Open House events on the ESIA scoping	Adoption and approval of the content of a document package to be disclosed, division of responsibilities	Stakeholder Engagement Plan ESIA Scoping Report ESIA Scoping leaflet	Partner JSC "WHSD" EBRD Consultants	June 2011	Partner JSC "WHSD" (Nevsky prospekt, 44), EBRD	n/a	n/a
1.2	Organize Open House events on ESIA scoping (arrange for venues, prepare information stands and presentation about the Project, prepare Comment/ Complaint log) and notify stakeholders	Conducting Open House events on ESIA scoping (see p.32)	n/a	Partner  JSC "WHSD"  District Municipality of Vasilievsky Island (Head, Omelnitsky V.V)  Local municipality of Vasilievsky Island – "Marine District"  Kirovsky District Municipality (Head, Kondrashov A.O)  Local municipality "Marine Gates"  For notification of stakeholders see listed stakeholders in 1.3	W1-2 July 2011	Partner JSC "WHSD" Host municipalities (see 1.3)	Minutes on notified stakeholders, including the full list of stakeholders and means of communication, presentation	<u>For preparation:</u> Letters to municipalities and host organizations, and necessary information required for preparation of the events <u>For notification:</u> - official invitation letters to concerned district and local municipalities, VOA - information on the website of WHSD and information desks and websites of district municipalities (Kirovsky, Vasileostrovky,

Action Code	Action	Objective	Documents Subject to Discussion/Other Action	Stakeholders Involved	Timeframe	Entities Responsible and Venue	Reporting/ Outcome	Methods of information disclosure
								Petrogradsky, Primorsky) - press-releases - notifications in press, internet and TV - information leaflets placed in key local public places (e.g. nearby schools, kindergardens, Baltic Terminal etc.) and the territory of garage associations
1.3	Undertake Open House events with affected stakeholders	Informing and engagement of stakeholders in the ESIA and project development process at the Scoping stage, compliance with the EBRD PR1 and PR10	Stakeholder Engagement Plan, ESIA Scoping Report, ESIA Scoping leaflet	Partner JSC "WHSD" Consultants EBRD Local residents and non-residents District and local municipalities of Vasilievsky and Kanonersky Islands NGOs Independent experts VOA	W 3 July 2011 4 hrs in duration each, starting at 5pm	Partner JSC "WHSD" Venues: 1. School No.379 (32B, Kanonersky Island) 2. Shipbuilding Lyceum No.25 (18, Korablestroitel ey st.)	Minutes/ Report on issues discussed and raised during the events, completed Comment/ Complaint log	Information Boards, Presentation
1.4	Disclose and disseminate information on the results of the Open House events	Disclosure of project-related information, informing and updating the public on the results of the Open House	<u>To be disclosed:</u> Report on issues discussed and raised during the events, SEP, Scoping Leaflet and ESIA Scoping report <u>To be disseminated:</u>	All stakeholders listed in Appendix 1	3Q 2011	Partner JSC "WHSD"	n/a	- Information to be disclosed on Company's website and at it Office (Nevsky prospect, 44) - Information to

Action Code	Action	Objective	Documents Subject to Discussion/Other Action	Stakeholders Involved	Timeframe	Entities Responsible and Venue	Reporting/ Outcome	Methods of information disclosure
		events and project-related activities	information about results of Open House events, location of the disclosed information, other project-related information normally disclosed by the Company					be disseminated in mass media (newspapers, TV, Radio), Information Boards of district and local municipalities
1.5	Organize and undertake Open House events with affected stakeholders (as per 1.2 and 1.3) as part of the draft ESIA stage consultations	Providing access to the draft ESIA documentation developed for the Central Section of the Project and obtaining preliminary feedback on the documentation, compliance with the EBRD PR1 and PR10	Full draft ESIA and its sub-plans Non-technical summary of the draft ESIA	As per 1.2 and 1.3	August-September 2011	JSC "WHSD" Host municipalities  Venues: As per 1.3	As per 1.2	As per 1.2 and 1.3
1.6	Organize and conduct two public hearings on the draft ESIA, including ESAP and Monitoring Programme	Discuss Draft ESIA and its sub-plans, obtain stakeholders' feedback on the draft ESIA	Full draft ESIA and its sub-plans, Non-technical summary of the draft ESIA	Partner JSC "WHSD" Consultants EBRD Local residents and non-residents District and local municipalities of Vasilievsky and Kanonersky Islands, Primorsky and Petrogradsky regions Government of St. Petersburg Federal, regional and	September 2011	Partner JSC "WHSD", Consultants	Minutes of the meeting, submitted comments/ complaints	As per 1.2

Action Code	Action	Objective	Documents Subject to Discussion/Other Action	Stakeholders Involved	Timeframe	Entities Responsible and Venue	Reporting/ Outcome	Methods of information disclosure
				local committees and agencies, including supervisory agencies NGOs Independent experts Russian Academy of Sciences Developers of Marine Façade For a more detailed list of stakeholders see Appendix 1				
1.7	Disseminate information about the conducted public hearings on the Draft ESIA, it's location and the location of the final ESIA	Disclosure of project-related information, informing and updating the public on the results of public consultations events and project-related activities	As per 1.5	All stakeholders listed in Appendix 1	After public consultations on the draft ESIA and completion of the final version of the ESIA	Partner JSC "WHSD"	n/a	- Information to be disclosed on Company's website - Information about the disclosed documents to be disseminated in mass media (newspapers, TV, Radio), Information Boards of district and local municipalities
2.1	Conduct orientation seminar/round table with stakeholders to:  - Inform on Partner's plans and schedule for the preparation and construction stages of the Project; - Discuss anticipated	Informing the public on the Partner's activities, project-related and stakeholder engagement plans	Agenda of the meeting Updated SEP Project-related materials and schedule of main preparatory and construction stages	Partner JSC "WHSD" Government of St. Petersburg Local communities Local authorities District and local municipalities of Vasilievsky and Kanonersky Islands	As soon as possible after signing PPP agreement	Partner	Protocol of and concise report on a meeting (to be disclosed)	- Project/Partner's and JSC "WHSD" website, - mass media - press-releases - invitations to local authorities - press and

Action Code	Action	Objective	Documents Subject to Discussion/Other Action	Stakeholders Involved	Timeframe	Entities Responsible and Venue	Reporting/ Outcome	Methods of information disclosure
	forms of engagement during preparation and construction stages; - Develop a feedback mechanism.			NGOs Independent experts Russian Academy of Sciences Developers of Marine Façade				internet - information leaflets placed in key local public places and the territory of garage associations - Information Boards of district and local municipalities
2.2	Additional information distribution about measures for Project implementation - setting of media resources	Informing the public on project-related and stakeholder engagement plans	Orientation meeting report Project-related materials	All stakeholders listed in Appendix 1	On a regular basis	Partner	n/a	- Project/Partner's website, - mass media - press-releases - press and internet
2.3	Establish the following forms of engagement:  - Public Reception (appointment of Community Liaison Officer) -Working/ Supervisory Group consisting of representatives of project (design) developers, the general public, including representatives of NGOs and research organizations, and local communities;	Informing the public about the targets and objectives of the Project, discussing proposed Environmental and Social actions and mitigation measures, addressing public concerns and compensation issues	TBD	Partner JSC "WHSD" Government of St. Petersburg Local communities Vulnerable groups; Local authorities Garage owners NGOs Independent experts Russian Academy of Sciences Developers of Marine Façade Federal, regional and local committees and agencies, including	TBD	Partner Compensation Receptions are to be established by JSC "WHSD"	Minutes and Protocols of meetings	As per 2.1

Action Code	Action	Objective	Documents Subject to Discussion/Other Action	Stakeholders Involved	Timeframe	Entities Responsible and Venue	Reporting/ Outcome	Methods of information disclosure
	<ul style="list-style-type: none"> <li>- Target round tables/focus groups with critical groups of stakeholders (e.g. vulnerable groups during resettlement on Kanonersky Island, garage owners)</li> <li>- regular meetings with local authorities</li> <li>- Public and Compensation Receptions (to be established separately, if deemed necessary)</li> </ul>			supervisory agencies				
2.4	Conduct public consultations on project materials for Central Section of the project and disseminate information about its outcomes	Informing the public on design plans and project-related documentation for Central Section of the project	ESIA Non-technical Summary Relevant project documentation	Partner JSC "WHSD" Government of St. Petersburg Local communities Vulnerable groups; Local authorities Garage owners NGOs Independent experts Russian Academy of Sciences Developers of Marine Façade	TBD	Partner JSC "WHSD"	Minutes of the meeting	<ul style="list-style-type: none"> <li>- Information to be disclosed on Company's website</li> <li>- Information to be disseminated in mass media (newspapers, TV, Radio), Information Boards of district and local municipalities</li> </ul>
3.1	Inform on the progress of the Project implementation: Work of Public Reception offices Put out a monthly press release on progress of construction phase Information on the	Ensure conflict free operation of the Central Section of toll motorway	Comments and suggestions from stakeholders; Environmental and social reports prepared in the process of the Project implementation; SEP	Partner, JSC "WHSD", Government of St. Petersburg, Local authorities, NGOs, Local communities	TBD	Partner	Monthly reporting and Quarterly reporting, depending on the type of information disclosed	<ul style="list-style-type: none"> <li>- Internet, including (Partner's and /or Project website)</li> <li>- Other forms of mass media, if deemed necessary</li> </ul>



Action Code	Action	Objective	Documents Subject to Discussion/Other Action	Stakeholders Involved	Timeframe	Entities Responsible and Venue	Reporting/ Outcome	Methods of information disclosure
	implementation of compensatory measures and monitoring results Disclosure of information materials via local authorities and internet Sustain feedback and ensure efficient grievance mechanism for consideration of complaints filed by residents;							- Local authorities
3.2	Regularly review, update SEP and ensure its timely implementation	Efficient implementation of SEP and stakeholder engagement	SEP	Partner, JSC "WHSD", Government of St. Petersburg	Quarterly and when deemed necessary	Partner	Updated SEP	n/a
4.1	Implement measures according to the regularly updated Stakeholder Engagement Plan and ESAP for the Central Section by: 1. Implementing the monitoring programme; 2. Sustaining of feedback with stakeholders and ensure efficient grievance mechanism for consideration of complaints filed by residents; 3. Reporting public environmental information	Ensure conflict-free operation of the Central Section of toll motorway	Comments and suggestions from stakeholders; Environmental and social reports prepared in the process of the Project implementation; updated SEP;	Partner, JSC "WHSD", Local authorities, NGOs, Local communities, Operation and maintenance contractors	TBD	Partner	Monthly reporting on grievances, Quarterly reporting on monitoring programme Information updating	Internet (Partners' and/or project websites) Notifications via relevant means described above

Action Code	Action	Objective	Documents Subject to Discussion/Other Action	Stakeholders Involved	Timeframe	Entities Responsible and Venue	Reporting/ Outcome	Methods of information disclosure
4.2	Expand actions as per 4.1 for the entire toll motorway	Ensure conflict free operation of the entire toll motorway	<ul style="list-style-type: none"> <li>- Comments and suggestions from stakeholders</li> <li>- Environmental and social reports prepared in the process of the Project implementation</li> </ul>	Partner JSC "WHSD" Local authorities NGOs Local communities	TBD	Partner Venues: Various, if required	As per 4.1	Internet (Partners' and/or project websites) Notifications via relevant means described above

Open House events: these events will be organized by the Company for all stakeholders interested in the Project. Each session of the Open House event will last for 4 hours. At the beginning of each event, a presentation will be made by the Company and, possibly, by the representatives of the City administration or municipality). Then everybody will be able to familiarize themselves with the Project information presented on the information stands and in video presentations, and ask questions to the Company representatives or write their comments/complaints in a special comment book.

(This form of public consultations was done with a great success in the Moskovsky district of St. Petersburg for the Pulkovo airport project.)

## 7 *GRIEVANCE MECHANISM*

### 7.1 *EXISTING GRIEVANCE MECHANISM*

For addressing public complaints JSC “WHSD” employs a grievance mechanism, established in accordance with the RF regulations. This mechanism envisages the following procedure:

- A grievance must be presented in writing in person at the JSC “WHSD” office or sent directly to the Company’s postal address;
- A grievance is then registered in the administration office;
- A grievance is directed to a relevant department/specialist for addressing and response;
- A response in writing is sent to a complainant’s postal address no later than one month after registering a grievance.

Also grievances can be sent in writing through governmental bodies and agencies (Office of the Governor of St. Petersburg, Prosecution Office, offices of the RF President or Prime-minister), which transfer inquiries and complaints to the Company.

JSC “WHSD” administration office regularly receives grievances from stakeholders; the timeframe of their consideration and response is being strictly observed.

The postal address for sending grievances (both, in Russian and in English) is indicated on the Company’s website along with contact numbers of the reception office and hot line for further inquiries. The information on how to submit a grievance can also be obtained via e-mail indicated on the Company’s website, Public (Compensation) Receptions, a call-centre and a newly set-up sales office, or employees.

The Company has no formalized procedures for submitting and addressing grievances of its employees. Employees can discuss their complaints and other matters with their direct supervisors or heads of departments and in case of need to bring it up to the higher management level.

### 7.2 *PROPOSED GRIEVANCE MECHANISM*

According to the preliminary schedule of the tendering process the selection of the Partner for construction of the Central Section of the project and operation of the entire toll motorway will be finalized on 09 August 2011. The agreement on the Public-Private Partnership is to be signed on 20 December 2011. In order to develop appropriate grievance mechanism, detailed knowledge of the existing operational and administration processes undertaken by the Partner is required. Therefore, at this stage it is only possible to underline principles of good international practice which will allow the Partner to address grievances of community and employees in a consistent and verifiable manner.

It is recommended that the Partner will establish its grievance mechanism in line with principles outlined below.

In light of the existing grievance mechanism established by JSC “WHSD” it is also advised that the Company enhances its existing grievance procedures in accordance with the below principles.

### **1. *Avenues to lodge a grievance***

Stakeholders willing to lodge a grievance should be able to use the following avenues:

- Telephone hot lines and on-line grievance forms provided at the Company's website;
- Lodge a grievance directly at the main Company's office. Community members should also be able to submit grievances at certain hours to Compensation Receptions or separate Public Receptions established during the project implementation;
- At the offices of municipalities of, for example, Vasilievsky Island – grievance boxes can be located in local authorities' offices for example near a community information board.

### **2. *Procedures for processing grievances***

This Mechanism focuses on the recording and processing of complaints and grievances and not of incidents, which should be dealt with through an operation's incident reporting process which will be part of the Social and Environmental Management System.

The Grievance Mechanism for the WHSD Project should be followed for all grievances relating to the project as a whole, as well as any issues related to resettlement and rehabilitation. It is divided into six key steps. These are as follows:

- *Step 1: Receive and Log Grievance;*

The Grievance Mechanism makes possible the lodging of a grievance in any appropriate format (written, verbal, telephonic, email, post etc). It is important that the process is easily accessible and un-intimidating to any stakeholder.

- *Step 2: Acknowledge Grievance;*

Within 5 days of receiving a grievance, Grievance Officials will communicate in writing to the complainant acknowledging receipt of the grievance and providing information on the proposed steps and the anticipated timeframes to resolving the grievance.

- *Step 3: Assess and Prioritise Grievance and Forward to Relevant Department;*

The Grievance Officials will assess the grievance, and assign it a risk rating. Once the grievance has been rated, it will be forwarded to the relevant department Manager. The grievance will be escalated to senior management if necessary.

- *Step 4: Investigate and Resolve Grievance;*

Relevant officials will be assigned within 10 days of receipt of the grievance by the Grievance Officials. A grievance is to be investigated and resolved within 28 days.

- *Step 5: Sign-off on Grievance;*

In instances where the stakeholder is not satisfied with actions taken the grievance will either be escalated through the Grievance Officials to senior management and a decision will be taken either to implement supplementary actions.

All grievances are to be signed off by senior members of staff.

- *Step 6: Monitor;*

The Grievance Officials will monitor the satisfaction of the stakeholder following sign-off (this will take place within 28 days of final sign-off).

### **3. *Grievance Redress as part of the Grievance mechanism***

If these measures are unsuccessful, an interested person may submit a claim to the court, according to the Civil Procedural Code.

The Company will ensure that community members and in particular PAPs are timely informed about the avenues for grievance redress, and will maintain a record of grievances received and the result of attempts to resolve them.

### **4. *Worker grievances***

The following principles outlined by the EBRD apply when establishing worker grievance mechanism:

- A separate mechanism should be established for addressing and processing worker grievances;
- Worker grievances should be logged, their receipt should be acknowledged in writing, and they should be responded to in writing within a specified timeframe;
- Workers should be given the possibility to lodge grievances both through workers representatives and unions and independently thereof, regardless of the matter of the complaint;
- The grievance mechanism should guarantee confidentiality;
- It is preferable that workers should not be required to lodge grievances through their direct hierarchy;
- Grievance boxes next to the information desks easily accessible to workers can be provided;
- Monitoring mechanism should be established;
- Workforce should be made aware of the available grievance avenues;
- Grievance mechanisms must also be accessible to non employee workers.

To be in compliance with the EBRD requirements JSC “WHSD” and the Partner will follow the principle of transparency and this will be an effective instrument for achieving better image and professional reputation as it fits the best international approaches, practices and standards.

Regular and publicly accessible reporting should become an integral part of the JSC “WHSD” and Partner socially accountable corporate policy. General public and affected communities will be informed of such reports and their location through the media and the City/ district/local authorities. They will have access to this information:

- At the JSC “WHSD” or Partner’s office;
- On the Project and/or Partner’s web site;
- In administration offices of the districts affected by the WHSD Project (Central Section);

The list of the disclosed information (information about the state of environment, potential risks and negative impacts on environment, and people’s health, state of their property, other information crucial for citizens’ rights) will be elaborated and also widely disseminated.

Reports on monitoring, compliance with international standards, including analysis of public communications (appeals and complaints and proposals) will be published on a regular basis.

During the Project implementation period all grievances will be registered in a grievance data base. The report on number of grievances received and/or description of their nature and follow-up actions implemented may be requested from the Partner.

The Stakeholder Engagement Plan will be implemented by the Partner in liaison with the JSC “WHSD”.

Functions of a Community Liaison and Engagement Officer will be performed by the manager of the Project Support Department of the JSC “WHSD” until the PPP agreement is signed. Further the Partner will assign such an Officer to perform community liaison and engagement functions during Project development, construction and operation.

Information about the resources and responsible officials will be widely disseminated to all interested stakeholders, especially to all PAPs and located at the Project’s and the Partner’s web site.

## APPENDIX 1 LIST OF STAKEHOLDERS

Group	Group Members	Source of information, hyperlink	Grounds/Comments
1. Organizations and physical persons, whose property rights will be affected in case of alienation of property for road construction			
1.1 Those having title documents confirming their ownership of or leasing rights for property and registered in conformity with the applicable legislation	Residents of 39 flats on Kanonersky Isl., 12/2	Information provided by JSC "WHSD"	Relocation/compensation
	Residents of 70 flats on Kanonersky Isl. 15	Information provided by JSC "WHSD"	Relocation/compensation
	Residents of 16 flats on Kanonersky Isl. 16	Information provided by JSC "WHSD"	Relocation/compensation
	Residents of 15 flats on Kanonersky Isl. 17	Information provided by JSC "WHSD"	Relocation/compensation
	Kindergarten, Kanonersky Isl. 20	Information provided by JSC "WHSD"	Conversion
	CJSC "Farvater", Volny Isl., 1 A	Information provided by JSC "WHSD"	Compensation for alienation of a land plot and a warehouse
	Fire post of Russian Emergency Ministry	Information provided by JSC "WHSD"	Relocation
	JSC "Petrolsport", Volny Isl.	Information obtained during field work	Temporary land lease during the construction of the WHSD
	PO-27 garage cooperative, Marine Emkt, Quarter 3	Information provided by JSC "WHSD"	Compensation for alienation of structures
	KAS "Signal" garage cooperative, Marine Emkt, Quarter 3	Information provided by JSC "WHSD"	Compensation for alienation of structures
	KAS "Shtorm" garage cooperative, Marine Emkt, Quarter 3	Information provided by JSC "WHSD"	Compensation for alienation of structures
	KAS "Morskaya" garage cooperative, Marine Emkt, Quarter 3	Information provided by JSC "WHSD"	Compensation for alienation of structures
	VOA of Kirovsky District	Information provided by JSC "WHSD"	Termination of the land lease agreement
	VOA of Vasileostrovsky District	Information provided by JSC "WHSD"	Termination of the land lease agreement
1.2. Those not having any title documents in conformity with the applicable legislation to confirm their ownership for a respective property;	Potentially some garage owners of all above listed garage cooperatives (number unknown)	Identified during assessment	Compensation (upon decision by the court)
2. Residents of the areas adjacent to the road route			
2.1 Permanent residents residing within 500m to the road route	Residents of Municipality "Marine Gates"	Information obtained in the internet	Kirovsky District
	Residents of Municipality 7	Information obtained in the internet	Vasileostrovsky District
	Residents of Municipality 8	Information obtained in the	Vasileostrovsky District

Group	Group Members	Source of information, hyperlink	Grounds/Comments
		internet	
	Residents of Municipality "Okrug Morskoy"	Information obtained in the internet	Vasileostrovsky District
	Residents of Municipality 11	Information obtained in the internet	Vasileostrovsky District
	Residents of Municipality "Gavan"	Information obtained in the internet	Vasileostrovsky District (potentially affected by the construction of the WHSD interchange which is not a part of this Project)
	Residents of Municipality 65	Information obtained in the internet	Primorsky District
	Residents of Morskaya Embankment, whose windows will face the motorway	Information obtained during field work	
	Residents of Kanonersky Island whose flats located next to/close to the flats of the residents to be resettled	Information obtained during field work	
2.2 Residents and non -residents using the Project area for recreational purposes			Activities practiced: dog walking, fishing, swimming and sun bathing, sports playing, yachting, barbecuing etc.
3. Organizations and physical persons whose business or other activities and assets might be affected by the Project			
3.1. Organizations which utility networks will be affected by the Project	State Unitary Enterprise "Vodokanal SPb"	Information provided by JSC "WHSD"	Preparation of the land for construction: Electric lines
	JSC "Lenenergo"	Information provided by JSC "WHSD"	
	State Unitary Enterprise "Vodokanal SPb"	Information provided by JSC "WHSD"	Sewage pipes
	State Unitary Enterprise "Peterburg Gaz"	Information provided by JSC "WHSD"	Gas pipes
	State Unitary Enterprise "Vodokanal SPb"	Information provided by JSC "WHSD"	Water pipes
	JSC "Severo-zapadny Telekom"	Information provided by JSC "WHSD"	Communication lines
	Lenigradskaya Naval Base	Information provided by JSC "WHSD"	
	JSC "Teplovaya Set SPb"	Information provided by JSC "WHSD"	District heating lines
	JSC "RZHD"	Information provided by JSC "WHSD"	Railway network
3.2 Organizations conducting activities along the areas adjacent to the road route	Company "Starboats"	Information obtained during field work	Marine Embankment (providing recreational services)
	Warehouse structure (status unknown)	Information obtained during field work	Marine Embankment
	Baltic Customs, Kanonersky Isl. , 32 A	Information obtained in the internet	Administrative office is adjacent to the road route
	MC "Marine Façade"	Information obtained in the internet	Project "Marine Façade" is viewed as associated with



Group	Group Members	Source of information, hyperlink	Grounds/Comments
			the development of the motorway
	JSC “RZHD”	Information obtained during field work	
	Kindergarten No.74, Kanonersky Isl., 20	Information obtained during field work	
	School No. 379, Kanonersky Isl., 32B, 21 and associated playground	Information obtained during field work	
	Swimming Pool “Priboy”	Information obtained during field work	
	Café “Umi”	Information obtained during field work	Located on Marine Embankment promenade
	Café “Morskoy Dvor”	Information obtained during field work	Located on Marine Embankment promenade
	Café “Brig”	Information obtained during field work	Located on Marine Embankment promenade
	Garage Cooperative “Mayak”	Information obtained during field work	Located on Marine Embankment close to Shkipersky protok
	Aqua-Park “Waterville”	Information obtained during field work	Located on Marine Embankment in front o Park Inn hotel
	Park Inn Hotel	Information obtained during field work	Located on Marine Embankment
	Commercial parking		Located on Marine Embankment next to KAS “Signal”
	CJSC “Transsnab”	Information provided by JSC “WHSD”	Conducting activities on Volny Island, close to the land subject to temporary lease during the construction of WHSD
	LLC “Transstroizhelezobeton”	Information provided by JSC “WHSD”	
	Unitary Enterprise “Podvodrechstroj”	Information provided by JSC “WHSD”	
	JSC “RZHD”	Information provided by JSC “WHSD”	
	JSC “Marine Port of St. Petersburg”	Information provided by JSC “WHSD”	
	Federal State Unitary Enterprise “Rosmorport”	Information provided by JSC “WHSD”	
4. Residents and organizations interested in improvement of the transport situation			
	Primorsky District	Information obtained during field work	
	Vehicle users using Dvinskaya St. to access Kanonersky and Volny Islands	Information obtained during field work	Kirovsky District
	Vehicle users using Obvodny Canal	Information obtained during field work	
	Moskovsky District	Information obtained during field work	
	Resident and organizations of “Marine Facade” project	Information obtained during field work	
	Residents of Vasilievsky Island	Information obtained during field work	
	Participants (legal and		

Group	Group Members	Source of information, hyperlink	Grounds/Comments
	natural persons) of transit and intercity traffic of St. Petersburg		
	Road safety authorities		
5. Administrative and governmental bodies and supervisory agencies			
5.1. Federal authorities	The Russian Ministry of Transportation Federal Road Agency (Rosavtodor)	<a href="http://www.mintrans.ru">http://www.mintrans.ru</a>	Governmental authorities that JSC "WHSD" engages with on the Project
	The Ministry of Regional Development: GlavGosExpertiza	<a href="http://www.minregion.ru">http://www.minregion.ru</a> <a href="http://www.gge.ru">http://www.gge.ru</a>	
	Ministry of Finance	<a href="http://www.minfin.ru/ru/">http://www.minfin.ru/ru/</a>	
	Ministry of Economic Development	<a href="http://www.economy.gov.ru/minec/main">http://www.economy.gov.ru/minec/main</a>	
	Federal Service for Financial Markets	<a href="http://www.fcsn.ru/">http://www.fcsn.ru/</a>	
	Federal Service for Ecological, Technological and Atomic Supervision (Rostekhnadzor)	<a href="http://www.gosnadzor.ru/">http://www.gosnadzor.ru/</a>	
	Chief Directorate of Interior, St. Petersburg and Leningradsky region	<a href="http://www.guvdspb.ru/">http://www.guvdspb.ru/</a>	
5.2. Regional authorities	Governor of the city of St. Petersburg <ul style="list-style-type: none"> <li>Vice-Governors</li> <li>St. Petersburg Governor's Administrations</li> </ul>	<a href="http://gov.spb.ru/gov/governor">http://gov.spb.ru/gov/governor</a>	
	Committee for Transport Infrastructure Development	<a href="http://gov.spb.ru/gov/admin/otrasl/tr_infr_kom">http://gov.spb.ru/gov/admin/otrasl/tr_infr_kom</a>	
	Committee for Town-Planning and Architecture	<a href="http://www.kgainfo.spb.ru/">http://www.kgainfo.spb.ru/</a>	
	Committee for Land Resources and Land Management	<a href="http://www.kzr.spb.ru/">http://www.kzr.spb.ru/</a>	
	Committee for Investments and Strategic Projects	<a href="http://gov.spb.ru/gov/admin/otrasl/invest">http://gov.spb.ru/gov/admin/otrasl/invest</a>	
	Committee for Natural Resources Use, Environmental Protection and Environmental Safety Committee for Transport Transit Policy	<a href="http://gov.spb.ru/gov/admin/otrasl/ecology">http://gov.spb.ru/gov/admin/otrasl/ecology</a>	
	Committee for Transport	<a href="http://gov.spb.ru/gov/admin/otrasl/c_transport">http://gov.spb.ru/gov/admin/otrasl/c_transport</a>	
	Committee for City's Property Management	<a href="http://www.commim.spb.ru/">http://www.commim.spb.ru/</a>	
	Committee for Finance	<a href="http://www.fincom.spb.ru/">http://www.fincom.spb.ru/</a>	
	Committee for Energy and Engineering Support	<a href="http://gov.spb.ru/gov/admin/otrasl/ingen">http://gov.spb.ru/gov/admin/otrasl/ingen</a>	
	Committee for Economic Development, Industrial Policy and Trade	<a href="http://www.cedipt.spb.ru/">http://www.cedipt.spb.ru/</a>	
	Law Committee	<a href="http://gov.spb.ru/">http://gov.spb.ru/</a>	

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	State Administrative and Technical Inspection	<a href="http://www.gati-online.ru/">http://www.gati-online.ru/</a>	
	MD Traffic Management Directorate	<a href="http://gudodd.ru/">http://gudodd.ru/</a>	
	St. Petersburg State Unitary Enterprise 'Municipal Department of real Estate Inventory and Valuation'	<a href="http://www.guion.spb.ru/">http://www.guion.spb.ru/</a>	
	St. Petersburg Service for State Construction Supervision and Appraisal	<a href="http://www.expertiza.spb.ru/">http://www.expertiza.spb.ru/</a>	
5.3. Local authorities	Municipality of Kirovsky District	<a href="http://www.kirovsky-spb.ru/municipality/avtovo/">http://www.kirovsky-spb.ru/municipality/avtovo/</a>	
	Municipality of Primorsky District	<a href="http://www.rprim.spb.ru/">http://www.rprim.spb.ru/</a>	
	Municipality of Vasilievsky Island (Vasileostrovsky District)	<a href="http://gov.spb.ru/gov/admin/terr/reg_vasileostr">http://gov.spb.ru/gov/admin/terr/reg_vasileostr</a>	
	Municipality of Petrogradsky District	<a href="http://gov.spb.ru/gov/admin/terr/reg_petrograd">http://gov.spb.ru/gov/admin/terr/reg_petrograd</a>	
6. Non-governmental organizations (NGOs) and independent experts			
6.1. Public Councils at governmental agencies	The Russian President's Council for Promotion of the Development of Civil Society Institutes and Human Rights	<a href="http://sovetspamfilova.ru">http://sovetspamfilova.ru</a>	Key state consultation authority responsible for relations with non-profit organizations
	The Public Chamber of the Russian Federation	<a href="http://www.oprf.ru/structure/commissions2008/114">http://www.oprf.ru/structure/commissions2008/114</a>	An organization established to administer relations between Russian nationals and state authorities
6.2. International, national social and environmental organizations	WWF Russia	<a href="http://www.wwf.ru/forests">http://www.wwf.ru/forests</a>	Participated in the Public Environmental Expertise in 2007
	Bankwatch International Bankwatch Russia	<a href="http://bankwatch.org">http://bankwatch.org</a>	Actively expressed its critical/negative attitude towards the project (3 Phase), especially in 2006-2008
	Christian Wolmar, independent English journalist	<a href="http://russian.bankwatch.org/project.shtml?apc=147579-2098735c2039086-1&amp;d=r">http://russian.bankwatch.org/project.shtml?apc=147579-2098735c2039086-1&amp;d=r</a>	Expressed critical/cautious attitude towards the project
	Bellona Association	<a href="http://www.bellona.ru">http://www.bellona.ru</a>	Expressed critical attitude towards the project (mainly on 3 Phase)
	"Collective Action" movement	<a href="http://www.ikd.ru/">http://www.ikd.ru/</a>	Expressed its critical/negative attitude towards the project
	Greenpeace Russia	<a href="http://www.greenpeace.org/russia/ru/">http://www.greenpeace.org/russia/ru/</a>	Monitoring water contamination levels near wastewater plants on the Island Bely
	Green Patrol	<a href="http://www.greenpatrol.ru/">http://www.greenpatrol.ru/</a>	Expressed critical attitude towards environmental situation on Kanonersky

Group	Group Members	Source of information, hyperlink	Grounds/Comments
			Island
6.3. Regional and local environmental organizations	"ECOM Assessment Centre" (Head, Alexander Karpov)	<a href="http://www.ecom-info.spb.ru">http://www.ecom-info.spb.ru</a>	Verification of research results regarding the compliance with the noise load standards
	"Protect Vasilievsky Island" (ZOV) (Coordinator, Tatiana Sharagina)	<a href="http://voinfo.narod.ru/">http://voinfo.narod.ru/</a> (not active from 2008)	Actively expressed its negative attitude towards the project and "Marine Façade" project
	All-Russian Association of Automobile Owners (VOA – Head, Mr. Soldunov) : <ul style="list-style-type: none"> <li>Kirovskoe subdivision</li> <li>Vasilievsky Island subdivision (Mr. Kiselev)</li> </ul>	<a href="http://www.voa.ru/index.php?id=117">http://www.voa.ru/index.php?id=117</a>	Leases the land for garages, assists in obtaining compensation for garage demolition through court
	Petersburg Movement of Civil Initiatives (Head Mikhail Drugininsky)	<a href="http://www.dgi-org.ru">http://www.dgi-org.ru</a>	Expressed its critical/negative attitude towards the project, in 2007
	"Save Yuntolovo" (Tatyana Skrodenis)	<a href="http://sos-yuntolovo.spb.ru">http://sos-yuntolovo.spb.ru</a>	Actively expressed its negative attitude towards the project (3 Phase), especially in 2006-2008
	Civil Movement "Life City"	<a href="http://www.save-spb.ru/">http://www.save-spb.ru/</a> ( <a href="http://community.livejournal.com/save_sp_burg/">http://community.livejournal.com/save_sp_burg/</a> )	Expressed its critical attitude towards the project
	Institute of Regional Press	<a href="http://www.pomoyka.org/index.php?part=opinion&amp;id=2954&amp;all_by_theme=1">http://www.pomoyka.org/index.php?part=opinion&amp;id=2954&amp;all_by_theme=1</a>	Organized a conference on the environmental impacts of Marine Façade
6.4 Political party	Russian United Democratic Party Yabloko	<a href="http://www.yabloko.ru">http://www.yabloko.ru</a>	Actively expressed its position in relation to the Project
6.5. Professional and specialized environmental, public scientific and research organizations	St. Petersburg University (Mr. Isachenko)	Information obtained from the Internet	Critical comments on project impact on recreation zones of Vasilievsky island
	Centre for Monitoring of Geological Environment of the Baltic and Arctic Seas (Director, Mr. Rybalko)	Information obtained from the Internet	Critical comments with regard to project impacts on waters (turbidity) of Gulf of Finland
	NGO "St. Petersburg Society of Naturalists"	<a href="http://www.spboe.embryo.ru/">http://www.spboe.embryo.ru/</a>	Organized and carried out PEA
	Eastern-European association of Acoustics (Vice-President, Mr. Akhmatov)	Information obtained from the Internet	Comments on cases of incompliance of the project with noise limits (mainly Southern section)
7. Mass media and communications networks			
7.1. Mass media	Kommersant	<a href="http://kommersant.ru/">http://kommersant.ru/</a>	Polemic comments
	Izvestia	<a href="http://www.izvestia.ru">http://www.izvestia.ru</a>	Informational articles on demolition of garages
	Central TV channel Russia		Delivers news about the project

Group	Group Members	Source of information, hyperlink	Grounds/Comments
	St. Petersburg Vedomosti	<a href="http://www.vedomosti.ru/newspaper/page/spb">http://www.vedomosti.ru/newspaper/page/spb</a>	Information about the project, polemic articles
	Delovoy Peterburg	<a href="http://www.dp.ru/">http://www.dp.ru/</a>	Analytical/polemic articles
	Municipal Digest of Marine district	<a href="http://www.momv.sankt-peterburg.info/">http://www.momv.sankt-peterburg.info/</a>	News feed on activities on Kanonersky island
	TV 100		Delivers news about the project
7.2. Other key information resources on the Internet	Nevastroyka.ru online newspaper	<a href="http://www.nevastroyka.ru/">http://www.nevastroyka.ru/</a>	Analytical/polemic articles
	Fontanka.ru online newspaper	<a href="http://www.fontanka.ru/">http://www.fontanka.ru/</a>	Polemic/critical articles mainly on the issue of garage demolition
	Public forum	<a href="http://spb-projects.ru/showpage.php?id=200">http://spb-projects.ru/showpage.php?id=200</a> <a href="http://spb-projects.ru/forum/viewforum.php?f=11">http://spb-projects.ru/forum/viewforum.php?f=11</a>	Provides one of the most comprehensive factual information on the project. Neutral to critical comments expressed.
	You Tube	<a href="http://www.youtube.com">http://www.youtube.com</a>	Expresses negative attitude towards the Project
	Kollektivnoye Deistviye web site	<a href="http://www.ikd.ru">http://www.ikd.ru</a>	Expresses negative attitude towards the Project
	Public forum	<a href="http://morskoy.net/forum/lofiversion/index.php/t2197.html">http://morskoy.net/forum/lofiversion/index.php/t2197.html</a>	Discussions on "Marine Façade" and WHSD projects
8. Organizations involved in Project implementation and contractor organizations			
8.1. Project Developers	JSC "WHSD"		Managing Company
Partner to be selected among:	<ul style="list-style-type: none"> <li>Samsung C&amp;T Corporation (South Korea)</li> <li>LLC Baltic Concession Company "Magistral" (Russia, St. Petersburg)</li> <li>LLC "Highway of the Northern Capital" (Russia, Moscow)</li> </ul>	Information provided by JSC "WHSD"	
	JSC Institute "Stroyproekt"	Information provided by JSC «WHSD» <a href="http://www.stpr.ru/rus/">http://www.stpr.ru/rus/</a>	Chief design organization
Project contractors	To be determined when the Partner is selected		
8.2. Company employees and non-employee workers	To be determined when the Partner is selected		
8.3 Organizations –	European Bank for	<a href="http://www.ebrd.com/index">http://www.ebrd.com/index</a>	Financial organization

Group	Group Members	Source of information, hyperlink	Grounds/Comments
potential investors of the Project	reconstruction and Development (EBRD)	<a href="http://www.ebrd.com/ru">http://www.ebrd.com/ru</a>	announced intention of participation in the Project
	State Corporation Bank for Development and Foreign Economic Affairs (Vnesheconombank)	<a href="http://www.vfb.ru/ru/about/">http://www.vfb.ru/ru/about/</a>	Financial organization announced intention of participation in the Project
	SBERBANK of Russia (Savings Bank of the Russian Federation)	<a href="http://www.sbrf.ru/en/about/bank_today/">http://www.sbrf.ru/en/about/bank_today/</a>	Financial organization announced intention of participation in the Project

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