

Verkhnetagilskaya GRES CCGT Stakeholder Engagement Plan & Grievance Mechanism

July 30 2013

ATKINS



НП «ЦЕНТР ПО ЭКОЛОГИЧЕСКОЙ ОЦЕНКЕ «ЭКОЛАЙН»

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1. Introduction

The INTER RAO Company and Verkhnetagilskaya GRES (“the Company”) plan to receive a loan from the European Bank for Reconstruction and Development (EBRD) to finance the modernization programme at the Verkhnetagilskaya GRES Thermal Power Plant (TPP). Pursuant to the EBRD requirements, the lending decision making should be preceded by an environmental and social due diligence assessment, including the audit of current activities, and the development/implementation of a Stakeholder Engagement Plan (SEP).

The SEP proposes the plan of stakeholder consultation and engagement process for the project. It is based on the systematic approach to stakeholder engagement that will help Verkhne-Tagilskaya GRES develop and maintain over time a constructive relationship with their stakeholders throughout the duration of the project. This document is the first draft of the SEP prepared on the basis of limited information available at the time of the due diligence (information provided by the Company and gathered through site visit, interviews and review of publications in the open sources). This SEP has been prepared in line with the Russian Federation (RF) legislation and EBRD Performance Requirements, and based on best international practice.

The SEP is a living document. The Verkhne-Tagilskaya GRES will update, revise and amend the SEP based on the results of the public consultation process and throughout all stages of project implementation including upgrade and maintenance of the power station till its closure.

2. Project description

2.1. Company background and Project overview

Verkhnetagilskaya TPP is a major supplier of electricity in the Sverdlovsk Region of Russia. The plant is located south from the Verhni Tagil, and is close to the Verhnetagilski reservoir at Tagil River and Vogulski reservoirs at Vogulka River (Figure 1-1).

At the end of 2012 the TPP Installed electric capacity was 1 497 MW, Installed thermal capacity — 480 Gcal/h. Construction of Verkhnetagilskaya TPP began in 1951. The first power generating unit was launched in 1956. In 1964, the station reached its maximum capacity of 1600 MW. Four condensing turbines were eventually upgraded to heat turbines according to HF CKB design in order to improve security of heat supply to Verkhny Tagil and Novouralsk. 4th steam turbines were renamed to K-165-130 after they were refitted to use Ekibastuz coal, and their nominal electric capacity decreased from 200 to 165 MW each.

Three types of fuel are in use at Verkhnetagilskaya TPP: hard coal (from Ekibastuz mine, Kazakhstan), natural gas and mazout (reserve fuel). Water from the Verhnetagilski Reservoir is used for processing activities on site as well as the hot water supply to housing and industrial companies in Verhni Tagil. Water for equipment cooling purposes is taken from Verhnetagilski reservoir at the Tagil River, Vogulski Reservoir at the Vogulka River, pond no. 4. The modernisation of the site will consist of a new combined-cycle gas turbine (CCGT), comprising the following key elements:

- Gas turbine model SGT5-4000F, of 305,9 MW output to generator Sgen5-1000A, manufactured by Siemens;
- Heat recovery boiler (no detailed information at this stage);
- Condensing steam turbine K-130 of 139,7 MW output with TZFP-130 generator produced by OAO “Power Machines Company” (Силовые машины).

Natural gas will be the main fuel for the plant. A water treatment facility is planned for the unit. The new CCGT unit will be located in the southern part of existing plant near the main boiler building— turbine department no. 2 (KTC-2).

It will be necessary to demolish the following existing buildings:

- Oily water treatment plant

- Warehouses

Additional territory of 2.5 ha will be used for auxiliary buildings, mainly warehouses. The site can be accessed via the existing road and railway siding. The existing underground infrastructure will have to be relocated or adapted including mainly water supply and storm water drainage. The outlet canal for cooling water is also present close to the site.

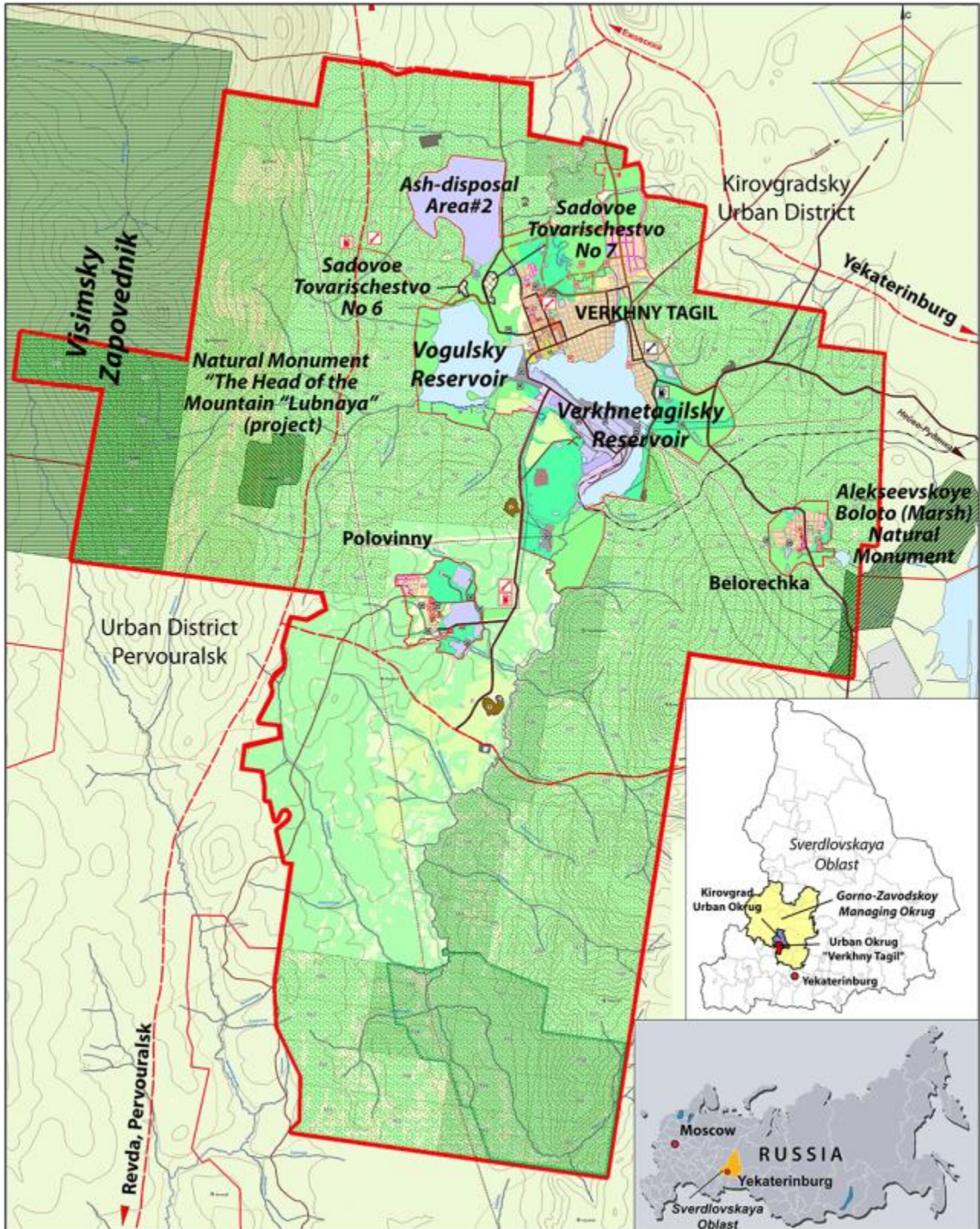


Figure 2-1 Location of the Proposed Project

2.2. Impacts summary

No environmental impact assessment for the new CCGT unit or analysis of potential impacts on the environment and local community has been undertaken to date. The current audit has indicated no high risks, however a number of potential environmental and socio-economic issues have been identified that should be taken into consideration, including:

- Air Emissions and impact on air quality– significant decrease of emissions and impact on air quality will only occur in the case of decommissioning of the old boilers;
- Water Management and Cooling Water Impacts – significant decrease of water use, impacts on the quality of water in the water reservoirs
- Waste management – significant decrease of waste (slag and ash) generation in relation to the old boilers. During the design process there may be necessity for financial participation in upgrade landfill for disposal solid municipal and equated to municipal wastes (including construction debris).,This landfill is operated by municipal community. There may be necessity to reuse construction debris; need to recultivate Ash Pond no. 2;
- Cumulative Impact with other operating units of the power plant
- Decrease in heat production and sale through the District Heat network (decreasing demand, obsolete network)
- Construction of new 2.5 km long gas pipeline– potential impacts on biodiversity and possible impact on archaeology not yet discovered
- Reconstruction of access road to avoid populated areas
- Future reduction of employment in Verkhnetagilskaya power station is expected for 70-200 people associated with decommissioning of old units and modernisation of the plant. The Company plans to employ specialist staff made redundant by new project.
- Labour migration - in the short term, significant number of local subcontractors will be engaged in construction of the CCGT plant influencing employment level in the area. However all the amount of work may hardly be performed by local subcontractors only. Employment of workforce from Sverdlovskaya Oblast and from other regions is quite likely.
- Hazardous chemicals management and on-site soil contamination may cause issues of concern during the construction phase of CCGT plant. Due to the location in the vicinity of the reservoirs used permanently for operation of the plant, any contamination may impact the situation of the existing units.

These impacts will be reviewed as part of the Environmental and Social Statement (ESS).

3. Legal framework

3.1. Russian Federation legal requirements

In the RF, the public consultations of investment projects are carried out within the framework of the Environmental Assessment (OVOS) process. Consultations are arranged in three steps; namely, preliminary assessment, core stage and finalization stage. These steps are organized by the local municipalities and are secured by the project proponent. There are concrete requirements envisioned to regulate the process of informing the stakeholders and gaining comments from them. The mentioned requirements, to a large extent, are harmonized with the requirements of international financial organizations.

Furthermore, conducting public hearings is required in cases where withdrawal of lands/change of land use patterns is proposed. The procedure of public hearings is regulated by the Urban Development Code and local-level acts and regulations.

3.2. EBRD requirements

The project is categorised as “A” by the EBRD. This means that the project is likely to have significant impacts on the environment and the community. Extensive public consultation is required for all Category A projects. The key requirements for the organization of a stakeholder engagement process are set out in EBRD’s Performance Requirement (PR) 10 “Information Disclosure and Stakeholder Engagement”.

In addition, the project-specific stakeholder engagement should be aligned with the EBRD’s Public Information Policy of 2008 that elaborates on how the EBRD discloses information and consults with its stakeholders in order to promote better awareness and understanding of its strategies, policies and operations.

The EBRD requirements towards the organization of the stakeholder consultation process are to some extent consistent with the requirements of the RF. However, there are a number of substantial differences, which are articulated as follows:

- The stakeholder consultations are considered by EBRD as an on-going process taking place during the whole life-cycle of the project; it is necessary to both ensure that the stakeholders are informed about the environmental and social consequences of the project implementation and to ensure the opportunity for feedback (collection and consideration of comments);
- A systematic identification of the stakeholders, as well as of their expectations and concerns is required; special attention is paid to informing groups and involving them in consultation; it is recommended to pay special attention to vulnerable groups, whose livelihood or living conditions may be affected by the project realization;
- On a regular basis, provide environmental and social information and obtain stakeholder feedback; and
- To introduce and support a grievance mechanism, preventing conflicts and creating the possibility of out-of-court conflict resolution.

3.3. Best national and international practice

A Good Practice Handbook of Stakeholder Engagement by the International Finance Corporation (IFC) is recognised as best international practice in the provision of a methodology to underpin the development of a SEP. The Handbook describes the major principles and approaches to involving the public (according to the performance standards of IFC), and presents examples as to how these approaches are deployed in various countries (including in Russia).

4. Stakeholder analysis

4.1. Review of the existing stakeholder engagement process undertaken by the Company

The Verkhnetagilskaya GRES has no formal stakeholder engagement policy of its own, being guided by the existing legislation, INTER RAO directions and prevailing practices.

Prevailing practices largely comprise of close interaction with the local Administration in the process of implementing various social projects and activities; the list of completed projects is presented in Annex 1.

All social projects are in the form of charitable support to cultural, sports, health organization/ actions, support of Visimsky reserve, individual support of disabled people, etc.

There is no evidence of discussion/dialogue on environmental issues from a review of the documents. Also, it is noted that there are several houses located in the existing Sanitary Protection Zone SPZ, and the

residents of these houses may be affected by the company's current activities and the project's impacts which supposed to be positive.

The dialogue with local administration does cover social issues; however, the expectations of local Administration are much higher than that provided by the Company to date (Annex 2).

The Verkhnetagilskaya GRES has not undertaken a systematic stakeholder identification and analysis. Neither the Company nor local authorities are familiar with this concept. The stakeholder identification provided by InterRAO in documents available for public¹ is very general and does not provide guidance to the stakeholder analysis on a local level. Particularly, the public and public authorities are taken as one single stakeholder group, there are no links to how these groups should be specified at a local level (as well as the methods how this should be done), and any messages on stakeholder engagement methods and forms are not presented in the InterRAO documents available for public.

The current dialogue is not developed or efficient, and creates the basis for the hidden complaints from some stakeholders and overestimated expectations by others. A stakeholder strategy should be introduced.

4.2. Stakeholder identification

In this SEP, all stakeholders have been divided into internal and external categories.

The internal stakeholders include the company shareholders, top management, personnel, contractors and other parties directly involved in the company activities/project implementation, and having benefits from these activities.

External stakeholders are not directly involved into the project but can be interested or affected by the project. EBRD recommends concentrating the resources of dialogue with the affected stakeholders, with special focus on vulnerable groups (PR10).

The stakeholder identification has been done on the basis of following criteria:

Dependence:	Stakeholders who can be directly or indirectly affected by the project implementation or company activities
Influence:	Stakeholders who are able to influence the project progress and the ability of the proponent to develop the project successfully
Partnership:	Stakeholders who have a potential for building mutually advantageous partnerships and long-term relationships
Expressed interest:	Stakeholders who expressed an interest in the ESIA process

4.2.1. Internal stakeholders

The following internal stakeholders have been identified for the Project:

- The Verkhnetagilskaya GRES shareholders and top management;
- Verkhnetagilskaya GRES employees;
- The InterRAO shareholders and top management; and
- The general construction contractor and its subcontractors.

More detailed information about internal stakeholders is presented in Annex A.2 to this SEP.

¹ Stakeholder Engagement. A Good Practice Handbook for Companies Doing Business in Emerging Markets. Russian. May, 2007. <http://ru.scribd.com/doc/16903332/Stakeholder-Engagement-A-Good-Practice-Handbook-for-Companies-Doing-Business-in-Emerging-Markets-Russian-May-2007-#fullscreen>

4.2.2. External Stakeholders

The following external stakeholders have been identified for the Project:

- Funding organizations: EBRD;*
- National and regional executive authorities involved in the permitting process;
- Local governance bodies: Verkhny Tagil Urban District Administration and Duma, Verkhny Tagil Town Administration and Duma, and local authorities of Belorechka and Poloviny settlements;
- Local community of Verkhny Tagil, and in particular households located within the SPZ;
- Neighbouring land owners and land users;
- Vulnerable population groups that may include: disabled people, families with low incomes living in the immediate proximity to the Project's impact zone, and others; and
- Other stakeholders. These include environmental non-governmental organizations at the international, national and local levels; public associations (these require further analysis); cultural facilities and mass media; and educational institutions.

4.3. Stakeholders analysis

No solid information about stakeholders' expectations and concerns is available at the moment. The information should be obtained during the consultation process. At the moment, the following expert judgements are made:

- Local administration is strongly supporting the project and expect the improvement of local environment; the expectations could exceed the opportunities of the company and have to be coordinated; as an issue of the concerns Administration outlined the state of the reservoirs and their biodiversity;
- Community is also supporting the project (by the same reasons); there are also some concerns about existing environmental impacts and expectation of future improvements; the Company doesn't have the clear information about the nature of these concerns and people concerned.
- Workers can have expectations of better working conditions and some concerns about possible reduction of staff number.
- At the moment, there is no clear vision of the longer-term City development that creates a problem for all interested parties (Company, Administration, local residents). It's important to develop the vision. The process could be initiated as a part of public dialogue within the Project and then split to the separate process.

5. Public Disclosure and Stakeholder Engagement

Using public disclosure and stakeholder engagement methods that are considered to be the most convenient and appropriate for the public is a key aspect of the stakeholder engagement process. The following public disclosure and stakeholder engagement methods are recommended to be used within the framework of the present project:

Information meeting with the community members is recommended as a preliminary event that aims to initiate public dialogue. For this initial meeting, it is recommended to prepare an overview of the existing environmental situation and proposed project. This material is recommended to be made available for the

public at least 20 days before the meeting. In the future, it is recommended to hold such meetings on a regular basis as necessary (at least quarterly).

Thematic roundtable meetings are recommended to be organized as the dialogue unfolds and issues of concern for stakeholders are identified.

Work meetings with local authorities should be organized according to the established procedure.

A Public Visitor Center (PVC) is recommended to be established as part of the EIA/ESIA process to facilitate efficient access to the ESIA materials and feedback. The community liaison office can be established at the Verkhniy Tagil Urban Okrug Administration or at the public library, to function for a year or so. The feasibility of maintaining the community liaison office in the longer term should be considered based on the results and outcomes of the SEP implementation process.

A telephone hotline is recommended to be established in order to provide a continuous feedback mechanism. It is recommended that the hotline be established as soon as possible and maintained, as required, throughout the project lifecycle, and contact details be communicated to the local public.

Disseminating information through **Web-site, local mass media and providing visual information** in public places – these methods are recommended to facilitate the efficient communication of information about the environmental and social aspects of the Company activities. They are recommended to be used on a continuous basis.

SEP is an evolving document and will be updated at least annually to ensure that the means of engaging with each group of stakeholders is the most appropriate. The SEP should be revised as necessary to take account of any major changes if these take place in the course of project implementation (changes in technical aspects etc).

All meetings should be recorded. The form is presented in Annex 5.

All comments received by mail and hotline, and/or via the community liaison office should be recorded in a special logbook. They should be reviewed by Company specialists and taken into account during the finalization of the design documents and – if necessary – in the Company's day-to-day activities. Official replies will be also provided to those comments whose authors have specified their contact details.

Table 5-1 Stakeholder Engagement Program

Stage	Action	Document(s) for discussion / details	Responsibility	Date
1. Initiation of public dialogue; providing existing information and gathering feedback	1.1. Organise information channels (public visitor center (PVC), "hot line", Web-site)	ESIA documents; Initial SEP; NTS.	To be appointed by the General Director (TBA)	Q3 2013
	1.2. Post documents onto Website, PVC			
	1.3. Publications on mass media			
	1.2. Public disclosure meeting			3,4Q 2013
	1.3. Gathering feedback comments, analyzing comments, correcting project/ESIA documentation where necessary			4Q
2. Public consultations within OVOS process	2.1. OVOS materials disclosure through all information channels	ESIA documents; SEP; NTS.	To be appointed by the General Director (TBA)	To be defined/coordinated with project development/OVOS process
	2.2. Public hearings			
	2.3. Gathering feedback, analyzing comments, correcting project/OVOS documentation where necessary			
3. Project implementation	Develop the Strategy of stakeholder cooperation reflecting the interests and opportunities of all interested parties and basing on the principle of mutually advantageous cooperation	SEP; Grievance Mechanism	To be appointed by the General Director (TBA)	2014, Q3

6. Grievance Mechanism

Individuals and organizations may submit their complaints regarding the environmental and social aspects of the Company's activities to 624162, Россия, Свердловская обл. г. Верхний Тагил, сектор Промышленный проезд 4, промплощадка (InterRao VTGRES, Russia, Sverdlovsk region. Verkhny Tagil, Industrial Sector Passage 4).

Complaints should be filed in written form. A sample complaint form is provided in Annex 4.

A complainant may use any other form if she/he so chooses.

All grievances will be registered and acknowledged within 5 working days and responded to within 30 working days of receiving the grievance. If a complainant is not satisfied with the response received, she/he may file a repeated complaint. In this case, the settlement commission or other dispute resolution mechanism may be used. In cases when the complainant is not satisfied with the way his / her grievance has been responded to or handled and re-submits it, Verkhnetagilskaya GRES will invite representatives of the relevant local community to participate in the process so that a mutually agreed solution is identified and implemented. In the event that no settlement is achieved, either party may bring the dispute before the court.

The Company will keep a grievance log of all grievances (including those received and addressed by the Contractor(s)), based on which grievance management reports will be prepared annually for the Company management and shareholders. A summary will be posted on the Company's website and submitted to interested stakeholders, upon request.

7. Contact Details for the Public

Comments during the disclosure period should be returned to:

Director of "Verkhnetagilskaya power plant" JSC "INTER RAO - Electric Power Plants"
Andrey Levites
Tel (34357) 2-23-50, 2-23-59

Chief engineer of Verkhnetagilskaya GRES (JSC INTER RAO)
Anatoly Chuvashv
Tel. (34357) 2-23-51
Phone / fax: +7 (34357) 2-22-22
e-mail: sd@vtgres.ru

Project related information will be available on a dedicated page on the Inter Rao website as follows:

<http://www.iraogeneration.ru>

Paper copies of the project documentation are available for viewing at: InterRao VTGRES, 624162, Russia, Sverdlovsk region. Verkhny Tagil, Industrial Sector Passage 4.

Information will also be made available to the local community through distribution of information leaflets, posting information on bulletin boards in the residential areas, as well as on the official websites of local and regional authorities.

Annex 1. List of social activities and programs provided by VT GRES

2010:

Donation of money to the Verkhnetagilskiy Town Museum of Local History for the manufacture of furniture and interior decoration

Purchase of equipment and instrumentation to the Kindergarten No. 32 for the medical room and playrooms for the prevention and treatment of respiratory diseases

Purchase of windows, medical equipment and furniture to the Verkhniy Tagil Town Hospital

Purchase of Braille organizer for a sight-impaired person (Alfiya Maskhutovna Skryabina)

Donation of money to the Monastery of the Holy Imperial Passion-Bearers built and managed by the Russian Orthodox Church for the renovation of church at the Ganina Yama site

2011:

Modernisation of facilities and equipment managed by the Verkhniy Tagil Urban Okrug Culture and Sports Department

Purchase of young plants for the Visimskiy State Biosphere Reserve

Completion of audit and issue of design documentation for the renovation of heating system at the Local Orthodox Religious Organisation of the Sign of the Holy Virgin Mary Parish of the Russian Orthodox Church in Verkhniy Tagil, Sverdlovskaya Oblast

Gym refurbishment at the Secondary Comprehensive School No. 4

Implementation of a large scale arts project involving the production of a series of local landscape paintings depicting the town, station and important historical sites by the students of the Verkhniy Tagil School of Arts

2012:

Purchase of uniforms for the Energetik Children Hockey Team

Purchase of sports equipment of the Granite Football Club's children football team

Purchase of equipment and furniture for the social amenities room at the orphan home.

Purchase of equipment and furniture for the local kindergartens in Verkhniy Tagil (Kindergartens Nos. 9, 22, 25, and 32).

Annex 2. List of expectations of the local Administration

Verkhniy Tagil Urban District
Urban District Administration
13 Zhukovskogo Street
624162 Verkhniy Tagil, Sverdlovskaya Oblast

11.06.13 No. 08/1680

To: **M.V. Khotuleva, Director**
Ecoline EA Centre

Dear Marina Vladilenovna,

The Verkhniy Tagil Urban Okrug Administration hereby provides its recommendations regarding the cooperation and implementation of joint projects with the Verkhnetagilskaya GRES:

- The improvement of the municipal solid waste landfill (estimated cost 5.5 million Roubles including 4 million Roubles for the improvement of waste storage cell No. 6 and 1.5 million Roubles for the site connection to the electricity supply line);
- The installation of oil booms at the technical discharge channel to prevent the release of oil products to the Verkhnetagilskoye Reservoir;
- The cleanup of the Verkhnetagilskoye Reservoir to improve water quality and reduce the quantity of bottom sediments;
- The installation of a weather station at the SKAT air quality monitoring station;
- The routine repair of unpaved road leading to the ash disposal site No. 2 and running along the Collective Garden No. 7 in order to reduce dust generation from trucks.

A.I. Bryzgalov, Head
Verkhniy Tagil Urban Okrug

Officer in Charge: O.P. Kudriavtseva (343 57) 26431



Городской округ Верхний Тагил
Администрация городского округа
ул. Жуковского, 13
624162 г. Верхний Тагил Свердловской области
Тел./факс: (34357) 2-41-82
E-mail: vtagit@uralte.ru
ОКПО 05118574 ОГРН 1026601155305
ИНН/КПП 6616001073/661601001
От 11.06.15 № 08/1610
На _____ от _____

Центр по экологической оценке
ЭКОЛАЙН

Директору
Хомутовой М.В.

Уважаемая Марина Владиленовна!

Администрация городского округа Верхний Тагил направляет Вам свои пожелания по вопросам сотрудничества и реализации совместных экологических проектов с участием Верхнетагильской ГРЭС:

- обустройство полигона твердых бытовых отходов, ориентировочная стоимость работ 5,5 млн. руб., из них
4 млн. руб. - обустройство карты № 6,
1,5 млн. руб. электроснабжение полигона;
- установка боновых заграждений от нефтепродуктов на техническом сбросном канале во избежание попадания нефтепродуктов в Верхнетагильское водохранилище;
- очистка Верхнетагильского водохранилища в целях улучшения качества воды и сокращения донных отложений;
- установка метеостанции к посту СКАТ по осуществлению контроля атмосферного воздуха;
- текущий ремонт грунтовой автодороги, ведущей на золоотвал № 2 мимо коллективного сада №7 в целях сокращения пыления от грузового автотранспорта.

Глава городского округа
Верхний Тагил

А.И. Брызгалов

О.П. Кудрявцева
(343 57) 26431

Annex 3. List of stakeholders

Internal stakeholders

Stakeholder group	<i>responsibility</i>	<i>influence</i>	<i>partnership</i>	<i>Expression of interest</i>
VTGRES				
VTGRES Shareholders	+	+	+	+
VTGRES management	+	+	+	+
VTGRES employees	+	+	+	+
OJSC OJSC InterRAO - Energy Generation				
Shareholders	+	+	+	+
Management	+	+	+	+
OJSC InterRAO				
Shareholders	+	+	+	+
Management	+	+	+	+
Contractors (Design and Construction companies, other potential suppliers)				
General Contractor (not defined yet)	+	+	+	+
Subcontractors	+	+	+	+

External stakeholders

Stakeholder group	<i>responsibility</i>	<i>influence</i>	<i>partnership</i>	<i>Expression of interest</i>
Federal and regional authorities	+	+	+	+
Including controlling and supervisory bodies	+	+	+	+
Local authorities/self-government				
Administration of Verkhny Tagil Urban District	+	+	+	+
Duma of Verkhny Tagil Urban District	+	+	+	+
Municipal household company of Verkhny Tagil Urban District Administration	+	+	+	+
Polovinny village local authority	+	+	+	+
Belorechka village local authority	+	+	+	+
Administration of Verkhny Tagil Urban District	+	+	+	+
Duma of Verkhny Tagil Urban District	+	+	+	+

Local community				
Residents of nearby residential area	-	+	+	+
Owners of private houses	-	+	+	+
Vulnerable or disadvantaged groups of population	-	+	+	+
NGOs, which may be affected by/ interested in the Company's operations (NGOs on environment, social issues)				
Sverdlovsk Oblast public union of disabled people and veterans of military conflicts "Arsenal"	-	+	+	+
Employment centre for people in critical situations	-	+	+	+
Sverdlovsk regional department of the Environmental and Cultural Centre	-	+	+	+
Public union of veterans of war, military conflicts and military protective bodies of Verkhny Tagil urban district	-	+	+	+
Znameie Mother of God icon church	-	+	+	+
Michael Archistrategos church (single religion)	-	+	+	+
Word of life church of Christian Pentecostals	-	+	+	+
Business entities, scientific groups, academics, institutions, which may be affected by/ interested in the Company's operations				
Public hospital n.a. Yeltsin B.N.	-	-	+	+
3 schools	-	-	+	+
5 nursery schools	-	-	+	+
Any vulnerable groups				
Elderly, disabled people				
Young people				
Families with low income per soul				
Mass media				
«Mestniye Vedomosty»	-	-	+	+
«New city newspaper»	-	-	+	+

Annex 4. Form for grievance and complaints

Branch: "Verkhnetagilskaya GRES" OJSC InterRAO Energy Generation	
Ref. No.:	
Full Name	
Contact Information and Preferable Mode of Communication Please select a mode of communication that is preferable for you (mail, telephone, e-mail)	<input type="checkbox"/> Mail: please provide your mailing address: _____ _____ _____
	<input type="checkbox"/> Telephone: please provide your telephone number _____
	<input type="checkbox"/> E-mail: please provide your e-mail address _____
Describe a matter of conflict/complaint:	<i>What has happened? Where? To whom? What is the result of a problem? The source and duration of a problem?</i>
Date of conflict or complaint	
	<input type="checkbox"/> Non-recurring conflict/issue (date _____) <input type="checkbox"/> Recurring conflict/issue (how many times? _____) <input type="checkbox"/> Ongoing conflict/issue (it continues at the present time)
How would you like to resolve this issue?	
Please send this form by mail or e-mail	

Annex 5. Form for public meeting minutes

Venue:

Date:

Preamble:

Meeting agenda

The meeting is attended by _____ persons (list of participants is attached).

The meeting is moderated by _____

Key speakers:

Speeches, questions and answers (Minutes):

A summary of each speech, all questions and answers is provided.

ATTACHMENT 1

Public Meeting Agenda

Venue:

Date:

ATTACHMENT 2. LIST OF PARTICIPANTS

No.	Full Name	Organisation, Position, Contact Information
1.		
2.		
3.		