



“Dariali Energy” JSC

**Dariali HPP Construction and Operation Project on the river Tergi**

## **Stakeholder Engagement Plan**

Tbilisi 2014

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## Abbreviation

SEP	Stakeholder Engagement Plan
EIA	Environment Impact Assessment
ESIA	Environmental and Social Impact Assessment
HPP	Hydro PowerPlant

## 1. Introduction

Dariali Energy (DE) JSV is developing the Dariali Hydroelectric Power Plant (HPP) Project in the Kazbegi Municipality District of Georgia. The plant will comprise a run-of-river, 108MW-capacity hydropower facility with associated substation. A spillway dam will impound a section of the Tergi River and an intake structure will divert the water into a settlement basin and headrace tunnel towards the underground powerhouse. From the powerhouse the tailrace tunnel will take the water to the location where it will re-join the Tergi River channel. This 'diversion section', from the headrace dam to the tailrace tunnel outlet, will bypass approximately 5km of the Tergi River. Electricity generated by the power plant will be connected to the state power grid. The project commissioning is anticipated to be undertaken in 2015 with 3 months of trial operation. Regulation of the power plant operation, control of the characteristics of the turbines and generators, improvement of deficiencies and personnel training will be carried out during this period.

This Stakeholder Engagement Plan is part of the disclosure package of documents that include:

- Environmental and Social Impact Assessment Report (ESIA) 2011;
- Impact of Dariali HPP on Kazbegi National Park Traditional Use Zone, 2013;
- Expert Advice on Terrestrial Biodiversity Conservation, Land Take and Compensation 2013;
- Expert Advice on Aquatic Biodiversity Conservation, 2014;
- Non-Technical Summary (NTS); and
- Environmental and Social Action Plan (ESAP).

This SEP, together with other documents listed above, is available at the following addresses:

- The office of "Dariali Energy" JSC – 4 Besiki str. Tbilisi. Georgia, office 206, Public Relations Specialist Eka Kikadze (tel.:995 5 (51) 50 33 00. E-mail: [info@darialienergy.ge](mailto:info@darialienergy.ge);
- The local office of „Dariali Energy“ JSC- Georgia, Kazbegi municipality, construction camp of Dariali HPP located near Larsi customs checkpoint;
- „Dariali Energy“ JSC web-site: [www.darialienergy.ge](http://www.darialienergy.ge);
- EBRD London Business Information Center, One Exchange Square, London, EC2A 2JN;
- EBRD regional office -6 Marjanishvili street, (Green Building, IV - V floor) 0105 Tbilisi, Georgia
- EBRD web-site: [www.ebrd.com](http://www.ebrd.com)
- Administrative building of Kazbegi Municipality – the village of Stepantsminda, Kazbegi st. №1;
- The office of scientific-research firm "Gamma" - 17a. Guramishvili av, Tbilisi. Tel: 5 (95) 59 52 55;

The document will be also available at construction camps of the proposed Dariali hydro power plant.

Regarding the environmental and social policy of international financial institution EBRD and WB the project have classified as a Category A Project.

For the implementation of A Category project, from the international financial institutions is required to develop a Stakeholder Engagement Plan (SEP) in frame of Environmental and Social Impact Assessment (ESIA).

This SEP details "Dariali Energy" company's existing and planned consultation with all project stakeholders interested in the HPP construction.

## 2. Project Description

According to the project design, the HPP is of diversion type, with no regulation, operating on natural flow. Components of the plant are:

- Water intake;
- Sand Basin;
- Diversion pipeline;
- Inlet portal of the tunnel with idle spillway;
- Headrace tunnel;
- Surge tunnel;
- Underground pressure shaft;
- Underground power plant;
- Tailrace tunnel;
- Access tunnel; and
- Open distribution substation.

The Dariali HPP shall connect with power supply by 110 kV transmission line (Stephantsminda-Vladikavkaz towns), which connects Georgia and Russia energy systems. A new 220 or 500kV capacity line is being considered by Georgian State Electro system and in case of project implementation the line will be used to deliver energy from Dariali HPP.

Water intake structures include low-threshold dam, lateral water intake and headrace channel, which connects with regularly washed settler.

Project considers arrangement of 6 m high dam. Given height and construction of the dam excess water and full amount of solid sediment will be freely released into the tailrace during floods.

The water from the water intake will drain into the sand basin will be arranged 326 m away from the water intake, on the right slope of the riv. Tergi. Water will be transferred to the sand basin via 4 m long diversion pipeline. The three-section sand basin will arrest solid sediments with a diameter of up to 0,2 mm.

The sand basin is followed by the diversion pipeline. The pipeline will be located underground. After construction works the surface will be recultivated. Boring of Headrace tunnel is planned by the "Robbins" tunnel boring machine. Diameter of the tunnel will be 5,5 m and the length – 5040 m. Upstream portal of the headrace tunnel will be located on 1705 m elevation and the downstream portal on elevation of 1361 m. Vertical pressure shaft will be arranged at the end of the leveling shaft. Horizontal section of the shaft will be shifted into the turbine pipeline. The storage for disk valves will be also arranged. The power unit includes underground power house, cable tunnel, access tunnel, tailrace tunnel and channel and open substation.

According to the project HPP building shall be located underground – in artificially arranged area. Here shall be installed bridge crane, three hydraulic units, management facilities and auxiliary electric facilities. Arrangement of ventilation system for HPP underground building is also considered.

110/10 kV open substation will be arranged near the exit of the tunnel, on the right bank of Tergi River. 3 units of power transformers will be installed in the substation area.

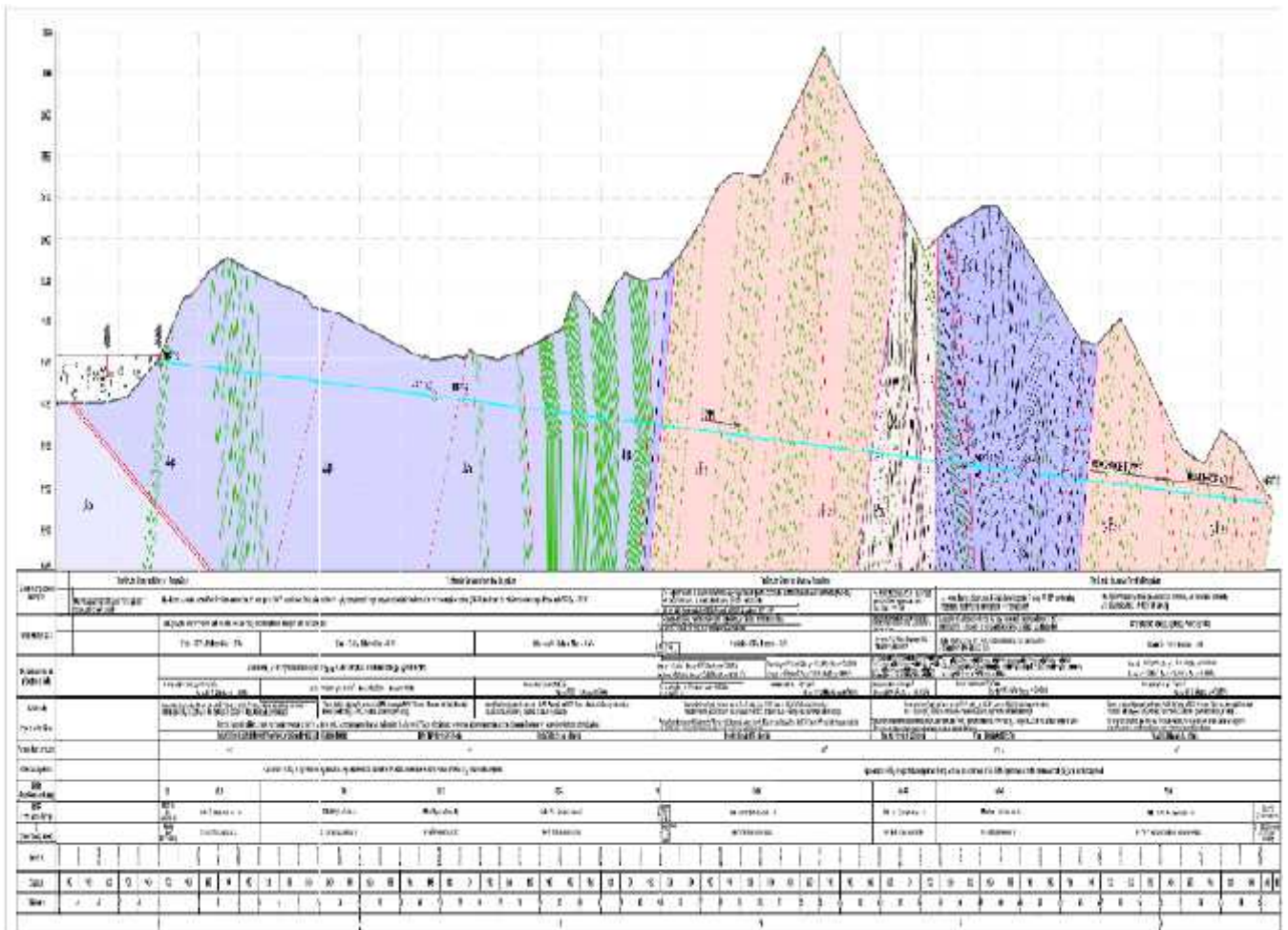
In the table below basic specification of Dariali HPP is presented:

Headrace Location	m	V1725
Tailrace Location	m	V1333
HPP design discharge rate	m <sup>3</sup> /s	33.0
Design head (net)	m	370-380
HPP installed capacity	MW	108.0
Electricity production for 50% provision	mln.	510.0

**Figure 2.1.** Situational scheme of Dariali HPP location



Figure 2.2. Cross section of the diversion system





### 3. Project Associated Environmental and Social Issues

During construction and operation of the Project, environmental and social impact (both negative and positive) is expected, therefore the determination and implementation of mitigation activities is important. According to the Georgian environmental legislation the project was required to prepare an Environmental Impact Assessment (EIA). The assessment report waspublically disclosed in 2011 to the stakeholders including local society. Since 2011 further works have been completed to assess and mitigate the Project's impact on terrestrial and aquatic environments and this information is now being disclosed to the public and to project stakeholders specifically.

The project shall be implemented in Mtskheta-Mtianeti region, on the territory of Kazbegi municipality. Dam shall be located 0.5-0.8 km far from town Stephantsminda, HPP power plant - 1.0-1.2 km upside from Larsi boarder crossing. It should be mentioned that the main section of designed project shall be located in Dariali gorge which is sparsely settled. The town Stephantsminda, villages Gergeti, Tsdo and Gveleti also Larsi frontier point and Archangel's Monastery complex being under construction shall be impacted by the project. The underground power plant and its service portal shall be located approximately 150-200 m away from the Monastery Complex.

Impact assessment and appropriate mitigation activities are included in ESIA report and summarized in the following table.

### 3.1 Mitigation Measures and Residual Impact – Construction Phase

Receptor/Impact	Impact Description	Mitigation Measures	Characteristics
Impact on ambient air quality – Emission of combustion products and inorganic dust in ambient air  Greenhouse Gas Emissions  <b>Significance:</b> Low	<ul style="list-style-type: none"> <li>Dust generated from earthwork; transportation; loading and unloading of materials.</li> <li>Vehicles, construction machinery and generators emissions;</li> <li>Welding aerosols.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure a proper maintenance of construction equipment and vehicles;</li> <li>Systematically carry out dust emission reduction measures during dry weather (watering of the work sites and roads, following the rules of material storage, including covering of bulk surfaces or periodical moistening);</li> <li>Provide preventive measures in order to avoid excessive dust</li> <li>Emission during the earthwork and loading-unloading of materials (e.g. prohibition of material dropping from height during loading/unloading);</li> <li>Setting optimum speed for traffic;</li> <li>Provide personnel with protective equipment (respirators), in necessary;</li> <li>Instruct personnel prior to construction works and periodically every 6 months;</li> <li>Registry and appropriate response to received complaints, if any; and Develop a project for reforestation in consultation with the regulators to off set construction related GHGs.</li> </ul>	<b>Residual Impact significance:</b> very low
			<b>Responsible for implementation of mitigation measures:</b> Building contractor
			<b>Monitoring:</b> Maintenance of machines and equipment; Inspection of drivers during the transportation
			<b>Responsible for monitoring:</b> Building contractor
			<b>Monitoring expenses:</b> No additional expenses  <b>Expenses for implementation of mitigation measures:</b> Expenses for the personal protective equipment; other activities are not related to additional expenses. Reforestation project to be developed and costs to be determined.
Generation of noise and vibration  <b>Significance:</b> Variable (from average to short term high impact)	<ul style="list-style-type: none"> <li>Noise and vibration caused by vehicles;</li> <li>Noise and vibration caused by construction equipment</li> </ul>	<ul style="list-style-type: none"> <li>Ensure proper maintenance of machinery;</li> <li>Performance of “noisy” works only during daytime;</li> <li>Provide personnel with protective equipment (earmuffs), as necessary;</li> <li>Instruct personnel prior to construction works and periodically every 6 months;</li> <li>Registry and appropriate response to received complaints, if any;</li> </ul>	<b>Residual Impact significance:</b> very low–medium
			<b>Responsible for implementation of mitigation measures:</b> Building contractor
			<b>Monitoring:</b> Maintenance of machines and equipment;
			<b>Responsible for monitoring:</b> Building contractor
			<b>Monitoring expenses:</b> No additional expenses
Impact on soil – stability and pollution  <b>Significance:</b> Low	<ul style="list-style-type: none"> <li>Soil stability destruction, fertile soil layer damage risk during the construction works.</li> <li>Soil pollution with waste; Contamination in case of oil/fuel spill.</li> </ul>	<ul style="list-style-type: none"> <li>Topsoil removal and temporary storage on pre-selected sites. Soil will be stored in a designed and engineered area. The bulk will be protected from wind and precipitation. The area selected for soil storage will be at least 50 m away from the surface water body;</li> <li>Strict adherence of the construction site boundaries in order to avoid possible contamination of ‘neighboring’ areas, topsoil damage and compaction of soil;</li> <li>Protection of routes of vehicles and machinery (prohibition of off-road movement);</li> <li>Ensuring proper working conditions of equipment to prevent soil contamination with leaking fuel/oil;</li> <li>Collection of generated waste and temporary storage on a specially selected</li> </ul>	<b>Residual Impact significance:</b> very low
			<b>Responsible for implementation of mitigation measures:</b> Building contractor
			<b>Monitoring:</b> current observation
			<b>Responsible for monitoring:</b> Building contractor
			<b>Monitoring expenses:</b> is not related to additional expenses  <b>Expenses for implementation of mitigation measures:</b> Cost of reinforcing works depends on volume of work and market prices



		<p>area;</p> <ul style="list-style-type: none"> <li>• Prohibition fueling and/or maintenance of vehicle/equipment on the construction site. In case of urgent need, the activities will be carried out at least 50 m away from surface water bodies with consideration of safety measures defined to avoid spill (and therefore, soil/water pollution);</li> <li>• Prohibition of washing of cars and construction equipment on the territory;</li> <li>• In case of spill, localization of spilled material and immediate remediation of the contaminated area. Personnel will be equipped with relevant means (absorbents, shovels, etc) and personal protection equipment and appropriate training;</li> <li>• Contaminated soil and ground will be removed from the territory for further remediation by the licensed contractor;</li> <li>• Prior to commencement of works the personnel will be instructed on environmental and safety issues;</li> <li>• After completion of works, the territory will be cleaned and recultivated.</li> </ul>	
<p>Impact on surface water</p> <p><b>Significance:</b> medium</p>	<ul style="list-style-type: none"> <li>• Contamination in case of oil/fuel spill.</li> </ul>	<ul style="list-style-type: none"> <li>• Decantation of water from tunnels;</li> <li>• Collection of generated waste and temporary storage on a specially selected area;</li> <li>• Prohibition fueling and/or maintenance of vehicle/equipment on the construction site. In case of urgent need, the activities will be carried out at least 50 m away from surface water bodies with consideration of safety measures defined to avoid spill (and therefore, soil/water pollution);</li> <li>• Prohibition of washing of cars and construction equipment on the territory;</li> </ul> <p>In case of spill, localization of spilled material and immediate remediation of the contaminated area.</p>	<b>Residual Impact significance:</b> low
			<b>Responsible for implementation of mitigation measures:</b> Building contractor
			<b>Monitoring:</b> Visual inspection
			<b>Responsible for monitoring:</b> Building contractor
			<b>Monitoring expenses:</b> No additional expenses
<p>Impact on non aquatic fauna</p> <p><b>Significance:</b> medium</p>	<ul style="list-style-type: none"> <li>• Movement of construction machinery/transport and people temporary disturbance of local fauna during construction works (direct impact - collision – indirect impact dust emission)</li> </ul>	<ul style="list-style-type: none"> <li>• Strict adherence of traffic routes and borders of the construction sites;</li> <li>• Selection of optimal speeds to minimize probability of the direct impact (collision);</li> <li>• Adopt measures to minimize amount of dust generated during works;</li> <li>• Adopt measures to minimize levels of noise and vibration;</li> <li>• Record nests of the birds protected by the legislation and prohibit the approach from April till July;</li> <li>• Relevant waste management;</li> <li>• Prohibit spilling of oil and other toxic substances in water and on the ground;</li> <li>• Pits, trenches and others should be fenced with a bright-colored ribbon for big mammals and any flat material – iron, polyethylene and etc – for small animals. Long wooden logs or planks must be placed in the pits at night,</li> </ul>	<b>Residual Impact significance:</b> low
			<b>Responsible for implementation of mitigation measures:</b> Building contractor
			<b>Monitoring:</b> Maintenance of machines and equipment;
			<b>Responsible for monitoring:</b> Building contractor
			<b>Monitoring expenses:</b> No additional expenses
			<b>Expenses for implementation of mitigation measures:</b> Expenses for the personal protective equipment; other activities are not related to additional expenses.

		<p>so that small animals could come out on the surface in case they fall inside. Pits and trenches must be checked before filling them with ground;</p> <ul style="list-style-type: none"> <li>• Instruction of personnel on issues regarding animal protection and illegal hunting;</li> <li>• Proper waste management to prevent water pollution;</li> <li>• Caution while working near water to avoid increase of turbidity;</li> </ul> <p>Headwork construction in less “sensitive” period for biological environment of water.</p>	
<p>Impact on vegetation cover</p> <p><b>Significance:</b> Medium</p>	<ul style="list-style-type: none"> <li>• Direct impact on vegetation</li> <li>• Indirect impact - dust, emission</li> </ul>	<ul style="list-style-type: none"> <li>• Strict adherence of construction traffic routes and construction site boundaries, including mapping of no-go zones and sensitive areas;</li> <li>• Prior to commencement of works instruct personnel on vegetation cover protection issues;</li> <li>• If required, tree-plant cutting must be implemented under the supervision of authorized service of the Ministry of Environment and Natural Resource Protection;</li> <li>• In case of discovery of a protected specie, it must be removed in accordance with the requirement of the law on “The Red List and Red Book of Georgia”, article 24, paragraph 1, sub-paragraph f), in coordination with the Ministry of Environment and Natural Recourse Protection of Georgia;</li> <li>• Implementation of all measures to prevent ambient air and soil quality deterioration;</li> <li>• If possible, planting of local species of trees and plants on the project territory adjacent areas.</li> </ul>	<b>Residual Impacts significance:</b> very low
			<b>Responsible for implementation of mitigation measures:</b> Building contractor
			<b>Monitoring:</b> control traffic routes and building site borders; ensure proper maintenance of machinery and vehicles
			<b>Responsible for monitoring:</b> Building Contractor
			<b>Monitoring expenses:</b> No additional expenses
<p>Waste</p> <p><b>Significance:</b> Positive impact</p>	<ul style="list-style-type: none"> <li>• Construction waste;</li> <li>• Household waste,</li> </ul>	<ul style="list-style-type: none"> <li>• Waste rock use for the project purposes to be managed appropriately to minimise potential for erosion / runoff and sediment loading of river;</li> <li>• Remediation and regulation of household waste landfill of Stepantsminda;</li> <li>• Arrangement of special temporary storage for hazardous waste on the territory of construction camp and sealed containers must be placed on construction site;</li> <li>• Hazardous waste must be removed from the territory for further management by the licensed contractor;</li> <li>• Wastewater generated in construction camps must be discharged into surface waters only after preliminary treatment;</li> <li>•</li> </ul>	<b>Residual Impacts significance:</b> low
			<b>Responsible for implementation of mitigation measures:</b> Building contractor
			<b>Monitoring:</b> control of waste disposal/management
			<b>Responsible for monitoring:</b> Building Contractor
			<b>Monitoring expenses:</b> is not related to additional expenses
<p>Impact on</p>	<ul style="list-style-type: none"> <li>• Landscape-visual</li> </ul>	<ul style="list-style-type: none"> <li>• Selection of reasonable colors and designs for the buildings, locating</li> </ul>	<b>Expenses for implementation of mitigation measures:</b>
			<ul style="list-style-type: none"> <li>• Expenses related to the arrangement of special facility for temporary storage of hazardous waste and hermetic containers;</li> <li>• Expenses related to the arrangement of waste rock disposal area and revegetation costs;</li> <li>• Expenses related to the arrangement of sand basin for treatment of waste water;</li> <li>• Other activities are not related to additional expenses.</li> </ul>
			<b>Residual Impacts significance:</b> low

landscape-visual environment  <b>Significance:</b> medium	changes due to the construction of head works, diversion pipeline, substation and construction camp. • Visual change due to increased traffic flow	temporary structures, materials and wastes in the areas less visible for visual receptors. Trees curtains. • Cleaning and revegetation of the area after completion of works. • Covering of tunnels following construction • Remediation of informal waste disposal activities	<b>Responsible for implementation of mitigation measures:</b> Building contractor, with the consent of client
			<b>Monitoring:</b> visual, in order to control sanitation-environmental conditions of area;
			<b>Responsible for monitoring:</b> Building Contractor
			<b>Expenses for implementation of mitigation measures:</b> Expenses for mitigation measures are defined as per selected material price. Expense/price will be clarified during working out of draft design considering market prices
Historical/ archaeological monuments  <b>Significance:</b> Very low	• Damage	• If any artifact is discovered, construction works should be stopped. Ensure that artifact is examined by qualified archaeologists. Ensure its conservation or delivery to a vault if necessary. Continue works only after permission is obtained.	<b>Residual Impact significance:</b> very low
			<b>Responsible for implementation of mitigation measures:</b> Building contractor, together with the client
			<b>Monitoring:</b> observation
			<b>Responsible for monitoring:</b> Building Contractor
Impact on socio-economical conditions  <b>Significance:</b> medium	• Limitation of access to resources (pasture areas); • Employment-related displeasure of local population; • Health and safety risks; • Impact on transport infrastructure.	• Finding alternative pasture lands basing on consultations with local population; • Develop a public staff recruitment policy; • Hiring basing on relevant testing; • Providing staff with information regarding their work – development of the code of conduct; • Informing non-local personnel about the local customs and culture; • Develop and practice mechanism to review complaints; • Keeping personnel complaints journal; • Adherence of safety rules during transport operations; • Installation of warning, pointing and prohibition signs in the areas dangerous for health; • Provision of staff with individual protection means; • Maximum minimization of caterpillar technique movement; • Restoration of every damaged section of the road after completion of works; • Providing population with information regarding time and period of works; • Registering and responding to complaints, if any;	<b>Residual Impact significance:</b> very low
			<b>Responsible for implementation of mitigation measures:</b> Building contractor, together with the client
			<b>Monitoring:</b> periodical control
			<b>Responsible for monitoring:</b> Building contractors should provide H&S officers, who will be in charge of controlling if safety rules are respected.
			<b>Monitoring expenses:</b> Costs associated with hiring additional personnel.  <b>Expenses for implementation of mitigation measures:</b> <ul style="list-style-type: none"> <li>• First medical aid inventory expenses;</li> <li>• Personnel medical insurance expenses;</li> <li>• Personnel individual protection means expenses;</li> <li>• Expenses related to the mitigation measures taken in order to prevent the deterioration of atmospheric air, water and soil quality.</li> </ul>

## .2 Mitigation Measures and Residual Impact – Operational Phase

Receptor/Impact	Impact Description	Mitigation Measures	Characteristics
Noise and vibration  <b>Significance:</b> medium	<ul style="list-style-type: none"> <li>Distribution of noise generated during operation of hydraulic units and power transformers</li> </ul>	<ul style="list-style-type: none"> <li>Providing staff with special earmuffs;</li> <li>Operation room in the machinery hall must be arranged by noise-insulation material;</li> <li>Frequent change of personnel working with noisy equipment</li> </ul>	<b>Residual Impact significance:</b> low
			<b>Responsible for implementation of mitigation measures:</b> operator company
			<b>Monitoring:</b> control of technical condition of equipment
			<b>Responsible for monitoring:</b> operator company
			<b>Monitoring expenses:</b> not related to additional costs
			<b>Expenses for implementation of mitigation measures:</b> individual protection means for personnel; other activities not related to costs.
Soil contamination  <b>Significance:</b> low	<ul style="list-style-type: none"> <li>Soil contamination with transformer oils and wastes.</li> </ul>	<ul style="list-style-type: none"> <li>Visual monitoring of concrete tanks under transformers. Repair and maintain – if required;</li> <li>In case of spill, localization of spilled material and immediate cleaning of the contaminated area. Personnel must be equipped with relevant means (absorbents, shovels and means of personal protection);</li> <li>Contaminated soil must be removed from the territory for further remediation by the licensed contractor;</li> <li>Relevant waste management.</li> </ul>	<b>Residual Impact significance:</b> very low
			<b>Responsible for implementation of mitigation measures:</b> operator company
			<b>Monitoring:</b> observation
			<b>Responsible for monitoring:</b> operator company
			<b>Monitoring expenses:</b> not related to additional costs
			<b>Expenses for implementation of mitigation measures:</b> costs for soil remediation (depending on scale of spill)
Impact on surface water  <b>Significance:</b> high	<ul style="list-style-type: none"> <li>Morphological impacts resulting from changes to sediment transport.</li> </ul>	<ul style="list-style-type: none"> <li>The impacts of the Dariali HPP operation on fine sediment, coarse sediment and channel condition will be observed and monitored and considered as part of adaptive management of the HPP.</li> </ul>	<b>Residual Impact significance:</b> low
			<b>Responsible for implementation of mitigation measures:</b> operator company
			<b>Monitoring:</b> Geomorphological survey and guided observation
			<b>Responsible for monitoring:</b> operator company
			<b>Monitoring expenses:</b> Survey and reporting costs
			<b>Expenses for implementation of mitigation measures:</b> cost for any additional remediation measure
Impact on aquatic biodiversity  <b>Significance:</b> high	<ul style="list-style-type: none"> <li>Ecological impacts resulting from reduced flow.</li> </ul>	<ul style="list-style-type: none"> <li>A 4-year ecological monitoring programme is to be undertaken that will commence 1 year before the Dariali HPP is in operation.</li> <li>The ecological data will be used to develop adaptive measures such as an environmental flow regime that will ensure potential negative impacts on ecology are understood and managed.</li> <li>The ongoing monitoring of river ecology and shape will inform adaptive management of the Dariali HPP.</li> </ul>	<b>Residual Impact significance:</b> low
			<b>Responsible for implementation of mitigation measures:</b> operator company
			<b>Monitoring:</b> Ecological monitoring linked to geomorphological monitoring.
			<b>Responsible for monitoring:</b> operator company
			<b>Monitoring expenses:</b> experts and equipment for the monitoring

			<b>Expenses for implementation of mitigation measures:</b> operator company
Impact on Ichthyofauna  <b>Significance:</b> medium	<ul style="list-style-type: none"> <li>Impact due to flow reduction;</li> <li>Limitation of fish movement due to dam presence;</li> <li>Fish trapped in the diversion system resulting death</li> </ul>	<ul style="list-style-type: none"> <li>Headwork will be equipped with fish passage, which shall reduce impact risk at certain extent;</li> <li>Installation of fish-evade equipment on the water intake;</li> <li>Systematic release of ecological flow set for the tailrace.</li> <li>Monitoring of Ichthyofauna must be carried out twice every 5 years during operation phase to evaluate fish passage efficiency and determine additional mitigation measures;</li> <li>If monitoring results show that the fish passage efficiency is not enough, arrangement and operation of the river trout reproduction farm must be considered.</li> </ul>	<b>Residual Impacts significance:</b> low
			<b>Responsible for implementation of mitigation measures:</b> operator company
			<b>Monitoring:</b> control waste management; quality control of devices
			<b>Responsible for monitoring:</b> operator company
			<b>Monitoring expenses:</b> related to Ichthyofauna monitoring
			<b>Expenses for implementation of mitigation measures:</b> related to average costs
Waste  <b>Significance:</b> low	<ul style="list-style-type: none"> <li>Household waste;</li> <li>Turbine and transformer oil residues;</li> <li>Other wastes</li> </ul>	<ul style="list-style-type: none"> <li>Waste removal to Stepantsminda landfill;</li> <li>Hazardous waste must be removed from the territory for further management by a licensed contractor</li> </ul>	<b>Residual Impacts significance:</b> very low
			<b>Responsible for implementation of mitigation measures:</b> operator company
			<b>Monitoring:</b> control of waste removal/management
			<b>Responsible for monitoring:</b> operator company
			<b>Monitoring expenses:</b> not related to additional costs
			<b>Expenses for implementation of mitigation measures:</b> related to small costs
Cultural Heritage, inspirational value of the river Tergi  <b>Significant</b> low to moderate	<ul style="list-style-type: none"> <li>Reduced Flow;</li> </ul>	<ul style="list-style-type: none"> <li>Specific stakeholder engagement to be undertaken;</li> <li>Removing domestic waste from the river bank at dam site</li> <li>Further mitigation measures (such as planting of trees to limit visual impacts) to be developed as necessary.</li> </ul>	<b>Residual Impacts significance:</b> low
			<b>Responsible for implementation of mitigation measures:</b> operator company
			<b>Monitoring:</b> visual impacts during operation
			<b>Responsible for monitoring:</b> operator company
			<b>Monitoring expenses:</b> not related to additional costs
			<b>Expenses for implementation of mitigation measures:</b> related to small costs associated with visual impacts

#### 4. Purpose of the Stakeholder Engagement Plan

This SEP is designed to ensure the identification all stakeholders with an interest in the Project, and can engage these stakeholders during the development and life of the Project. This SEP therefore outlines the proposed consultation activities and future plans to engage with stakeholders during the ESIA, pre-construction, construction and operational phases of the Project.

This stakeholder engagement plan has been developed to:

1. To provide stakeholders with appropriate and timely information in understandable format;
2. To arrange consultations with stakeholders on their opinions, concerns, preferences and perceived gains and risks with respect to the Project planning and implementation, including the design and proposed management and mitigation measures to reduce potential impacts and to enhance possible benefits.

the overall objective of this SEP is to meet:

- National and international requirements (Dariali Energy will act according to this requirements) for public consultations and information disclosure;
- Identified project stakeholders;
- Strategy, format and timetable of consultations and information disclosure;
- Resources and management structure of company's Dariali Energy that is required for developing and implementing of SEP;
- Complaint mechanism(s) for stakeholders; and
- Reporting mechanism of consultations and information disclosure minutes.

#### 5. Stakeholder Engagement- National and International Regulations and Requirements

According to the directives of EU Environmental Impact Assessment and Environmental Policy of international financial institution it is required public consultation at the scoping stage and during the public discussion period, to seek input from stakeholders:

At the scoping stage:

- About project and its alternatives;
- About proposed scope for the ESIA;
- About Stakeholder Engagement Plan and Program;
- About environment and social impact assessment;
- About proposed environmental and social management activities.

It must be noted, that in accordance with Georgian legislation about public consultations for this type of projects is required only after the development of the draft ESIA. These activities were completed in 2011 and 2012 in accordance with:

- Georgian legislation (in accordance with the Georgian legislation, meetings and public discussions with the stakeholders were carried out in 2011, after preparation of the preliminary version of the ESIA report);

The current SEP defines activities to be carried out under public consultations, which should be undertaken according to the requirements of:

- Guidelines of International financial institutes – potential investors environmental and social policy requirements;
- International Convention on Public Participation, in particular the Aarhus convention.

Requirements of Georgian legislation and international financial organizations on example of EBRD are given in following chapters.

### 5.1. National Requirements Regarding Stakeholder Engagement

Georgian legislation provides a general legal framework governing the public disclosure of information on environmental issues but it lacks any specific requirements related to the design and organization of the stakeholder consultation and engagement process.

The Constitution of Georgia guarantees public access to information and states the right of an individual to obtain full, unbiased and timely information regarding his/her working and living environment. Public participation in project development is regulated under the Law on Environmental Impact Permit. This Law also provides a list of activities subject to the EIA procedure. According to paragraphs 6 and 7 of the Law, project owner prepares EIA report and is responsible for public engagement, which includes announcing public disclosure of the document in the central and local printed media. The law states that public participation and provision of access to information are obligatory procedures of the environmental permitting process. This is conducted in the form of a public discussion of the proposed activity with participation by the investor, the Ministry of Environment and Natural Recourse Protection and local administrative authorities.

The permit application/issuance procedure, including EIA coordination and establishment of the timeframes for information disclosure and discussion under Georgian Law, includes the following steps:

1. The developer publishes information relevant to its activities in national and regional newspapers (at least in the regional newspaper where the activity is to be conducted): the advertisement must contain information related to the title, location, and timescales of the activities.
2. Within one week from publishing the information in the newspaper, the developer must submit an EIA report (both as a paper copy and in electronic format) to the administrative bodies. Within 45 days after publishing the information, the developer has to review comments obtained from the public. Not earlier than within 50 days and not later than 60 days after publishing the information, the developer must organize the public consultation process. At least one meeting must be conducted in the administrative centre of the area where the activity is planned. The developer is required to provide minutes signed by the relevant authorities present at the meeting within five days.
3. All comments received are to be reviewed and where possible considered in the final version of the EIA report. Where it is not possible to address comments within the Final EIA, the developer must explain the reasons for that in writing to the author(s) of the comments. These letters, together with the minutes of the meeting and the final EIA report, are then submitted to the Ministry of Environment and Natural Recourse Protection (or in case when a Construction Permit is required, to the relevant competent authority) for consideration. The documents must include a location map, the volume and types of any expected emissions, non-technical summary, technical summary with the description of the planned development and a statement on the confidentiality of the project (if appropriate).

No public participation procedure is required during the construction and operation phases. Public consultation occurs once a draft of the EIA has been prepared. There are no additional requirements for disseminating information (e.g. by means of leaflets, posters and other visual displays, radio/television etc.). Neither are there requirements/practices for identifying possible stakeholders (including vulnerable



groups) and ensuring their participation (as mentioned above, meetings and public discussions were held in 2011).

The requirements of Georgian law were fully met in 2011 and 2012 when the original 2011 EIA was disclosed for public review.

## 5.2. Stakeholder Engagement - EBRD Policy

The Project will also conform to the disclosure and stakeholder engagement requirements of International Financial Institutions. Specifically, the Project will comply with EBRD's requirements for stakeholder engagement as outlined in EBRD's Environmental and Social Policy, 2008, Performance Requirement 10 (PR10): Information Disclosure and Stakeholder Engagement. This requires that the Project, which is classified as Category 'A' project by EBRD, should develop a SEP.

PR 10 further requires:

- Identification of people or communities that are or could be affected by the project, as well as other interested parties.
- Stakeholders to be appropriately engaged on environmental and social issues that could potentially affect them through a process of information disclosure and meaningful consultation.
- Maintenance of a constructive relationship with stakeholders on an ongoing basis through meaningful engagement during project implementation.

In particular, EBRD requires that the ESIA must be made publicly available for comment in a form at which is accessible to the majority of people potentially affected by the Project. EBRD further requires that the ESIA shall remain in the public domain. For this project a 60 day active consultation period is required.

In addition EBRD requires that the projects it supports conform to the spirit, purpose and goals of the United Nations Economic Commission for Europe (UNECE) Convention on Access to Information, Public Participation in Decision-Making and Access to Justice in Environmental Matters (the Aarhus Convention) - regarding the rights of access to information, public participation in decision-making, and access to justice in environmental matters

This SEP is designed to meet the requirements of both Georgian and International Standards for public disclosure and stakeholder engagement and to provide additional information gathered between 2011 and 2014 relating to project related impacts and proposed mitigation measures.

## 5.3. International Documents Related to Public Participation Issues

Requirements regarding information access and participation in decision-making process for public are provided within the following international documents:

**Directive 2003/4/EC (repeals Directive 90/313) on Public Access to Environmental Information.** It incorporates the provisions and requirements of the Aarhus Convention on public access to environmental information. Georgia ratified on April 11, 2000 and this is incorporated in Georgian law.

## 6. Future Consultation Activities

JSC „Dariali Energy“ will actively engage with Project Stakeholders throughout the Project's lifetime. During construction, the company will disclose information about hydro power issues and undertakes the relevant consultations. Key environmental and social impact assessment documents ('disclosure package') will be available for the public to provide a basis for informed consultation. In addition to this SEP, the disclosure package will include:

- Environmental and Social Impact Assessment Report (ESIA) 2011;
- Impact of Dariali HPP on Kazbegi National Park Traditional Use Zone, 2013;
- Expert Advice on Terrestrial Biodiversity Conservation, Land Take and Compensation 2013;
- Expert Advice on Aquatic Biodiversity Conservation, 2014;
- Non-Technical Summary (NTS); and
- Environmental and Social Action Plan (ESAP)..

Besides publication and consultation of the disclosure package, during construction, JSC "Dariali Energy" will also:

- Inform affected communities about any preparatory and construction activities that may influence them. Information will be provided at least a week in advance of such activities;
- Disseminate the updated information to the affected communities on the progress of construction;
- Solicit feedback from society on the effectiveness of any mitigation measures proposed and implemented to alleviate nuisance resulting from the construction;
- Implement a Complaint Procedure;
- Identify a liaison that will be responsible for maintaining the ongoing communications with members of the community and other stakeholders;
- In case of any comments, complaints and suggestions relevant information will be submitted to the population and other stakeholders within two weeks.

The Ministry of Environment and Natural Resource Protection ([www.moe.gov.ge](http://www.moe.gov.ge)) will be used to provide the affected communities with necessary information which will be updated in real time. The information will include:

- Description of construction works in written and graphical form with an indication of scheduled start and finish dates for each type of the works;
- Drawing showing the works being carried out and indicating the areas affected by the works and including information on:
  - Type and duration of potential impacts;
  - Mitigation measures for each type of impact;
  - Results of studies of residents affected by the project, and information about any other public or stakeholder;
  - Progress photos of the worksite.

In addition, the following communication means are intended to be used to inform the population (mostly those, who have no internet access):

- Information leaflets,;
- Letters;
- Information meetings – starting May of 2014 "Dariali Energy" is planning to carry out meetings with the stakeholders on quarterly basis. In addition, meetings will be arranged whenever stakeholder feedback demonstrates the necessity to provide further information. Stakeholders will be informed 1 week before the meeting;
- Press (newspaper "Resonance Daily" which is available to the population of the municipality) and articles published in the company information bulletin;
- Statements published in the local self-govern body (Municipality administration. Address: Stepantsminda, Al. Kazbegi str. #1);
- Public official notification;
- Notice Boards in the local municipality and at the construction site.

Throughout the life of the Project "Dariali Energy" will continue to update stakeholders via the website and other means, as specified above. The complaint procedure described in Section 9 will also remain in place throughout the Project's lifespan.

## 6.1 Document Publication

This Stakeholder Engagement Plan together with other public environmental documents that will be made available in the future will be published on the website of the "Dariali Energy" ([www.darialienergy.ge](http://www.darialienergy.ge)). This will allow stakeholders with access to internet to view information about the planned development and to initiate their involvement in the public consultation process. On the website the contact details of responsible person on public relation will be available, which can be used by stakeholders for submitting any feedback.

Free copies of the full ESIA report, Non-Technical Summary, Environmental and Social Action Plan, and Stakeholder Engagement Plan will also be made accessible for the public at the following locations:

- The office of "Dariali Energy" JSC – 4 Besiki str. Tbilisi. Georgia, office 206, Public Relations Specialist Eka Kikadze (tel.:995 5 (51) 50 33 00. E-mail: [info@darialienergy.ge](mailto:info@darialienergy.ge);
- The local office of „Dariali Energy“ JSC- Georgia, Kazbegi municipality, construction camp of Dariali HPP located near Larsi customs checkpoint;
- EBRD London Business Information Center, One Exchange Square, London, EC2A 2JN;
- EBRD regional office -6 Marjanishvili street, (Green Building, IV - V floor) 0105 Tbilisi, Georgia
- Administrative building of Kazbegi Municipality – the village of Stepantsminda, Kazbegi st. №1;
- The office of scientific-research firm "Gamma" - 17a. Guramishvili av, Tbilisi. Tel: 5 (95) 59 52 55;

The public consultation process will open throughout the project for receiving the opinions. This will include making publicly available the findings and analyses of the environmental and social studies as they emerge at critical milestones throughout the ESIA. All reports will be prepared in both English and Georgian.

It is envisaged that electronic copies of the relevant reports (the ESIA, Non-Technical Summary, SEP) will remain in the public domain up to completion of the construction phase. This SEP will be updated periodically and will remain publicly available on the website ([www.darialienergy.ge](http://www.darialienergy.ge)).

## 6.2 Public Notification

The mechanisms that will be used for facilitating input from stakeholders include notifications to local and regional NGOs, press releases and etc.

National and local newspapers will be used to inform the public and to raise public awareness of their rights in terms of participation in the consultation process. In addition, certain directly affected groups will be notified directly (see a list of stakeholder below) about the project, anticipated impacts, proposed mitigation measures, project feedback and complaint mechanisms. For these purposes the company plans to arrange meetings (on quarterly basis) with the affected groups (stakeholders will be informed about location and time of the meeting a week before); besides, this population will be provided with the project summary and the information bulletin dedicated to the Project.

The stakeholder engagement plan given below defines the appropriate procedures, type, volume and format of information disclosed, time frame, complaint and feedback mechanisms, dedicated resources and staff responsible for managing and implementing the company's Stakeholder Engagement Plan, as well as aspects related to management and monitoring/reporting of the engagement process.

Table 6.2.1.A proposed processes for stakeholder engagement

Stage	Stakeholder	Engagement procedure/method	Public information and format	Note
Scoping and EIA	All	Completed in 2011 and 2012	Completed	
– Public Disclosure of all ESIA related documents, 2011-2014 January, 2014	o Stakeholders (see Annex A)	o Focus workshop with stakeholders	o Presentations on the Project and the scope of the ESIA, supplementary studies and mitigation measures	Location TBC
Starting May, during construction period 2014 till completion of construction works (every month)	o Governmental officials including local/regional officials, and environmental protection authorities	o Interviews o Meeting o Participatory process	o Non-technical documents o Project summary o Leaflets and Information Bulletin o Status reports	Hard copies of the full ESIA will be available on the addresses indicated above,  Electronic copy – on the website of the Ministry of Environment and Natural Resource Protection ( <a href="http://www.minenergy.gov.ge">www.minenergy.gov.ge</a> ), JSC „DarialiEnergy“ website ( <a href="http://www.darialienergy.ge">www.darialienergy.ge</a> ) and EBRD ( <a href="http://www.EBRD.com">www.EBRD.com</a> )
	o Environmental and other NGOs and initiative groups	o Questionnaires o E-mail o Phone	o Leaflets o Non-technical documents o Project summary	
	o Businesses	Interviews Surveys, polls and questionnaires o Public meeting E-mail o Phone	o Leaflets o Non-technical documents o Project summary	
	o Affected communities, residents	o Interviews and focus group discussions o Surveys, questionnaires o Public meeting	o Leaflets and information bulletin o Non-technical documents o Technical documents	
	o Local community including interested groups, (e.g. women and other elderly)	o Interviews o Surveys, questionnaires o Public meeting	o Leaflets o Non-technical documents o Technical documents	
	o All invited stakeholders	o Public meeting as required by Georgian legislation once the draft ESIA is submitted		
During operation –	o Governmental officials including environmental	o Complaint mechanisms	o Feedback format depending on complaint	

last quarter of each year	protection authorities and environmental NGOs			
	o NGOs, businesses, local community including interested and other groups	o Open houses o Project updates o Complaint mechanisms		

## 7. Project Stakeholders

Project stakeholders are individuals or groups who:

- Are affected or likely to be affected directly or indirectly by the project (affected parties);
- May have an interest in the project (interested parties). They include individuals or groups that may be affected by the project, also residents perceived themselves to be affected by the Project;
- Have the potential to influence project outcomes or company activities.

In addition, 'legitimate stakeholder representatives' may be identified for some of the stakeholder groups. Legitimate stakeholder representatives may include: elected officials, non-elected community leaders, leaders of informal or traditional community institutions, and elders within the affected community.

At this stage of the project, taking into consideration the location and scope of activities to be implemented under the planned development, a tentative list of the stakeholders has been compiled. When identifying these potential stakeholders the Project's geographic sphere of influence was taken into account, including associated transport routes.

A broad list of the major stakeholders is considered to include the following parties that are potentially affected, directly or indirectly:

- Population of the residential area within the Project's Area of influence, namely: town Stepantsminda, village Gergeti, Tsdo and Gveleti residents, also Frontier-exit post employees. Vulnerable groups within the affected communities will be identified and consultations will be carried out;
- National and local NGOs and any other public initiative groups;
- Municipal and community government;
- Ministries and departments ;
- Business and commercial sector;
- Employers, including contractor (when identified) and
- Other government institutions.

(A detailed full list is given in Annex A).

## 8. Timetable

A list of actions and provisional dates:

- Posting of the SEP and ESIA disclosure package – January 10, 2014;
- Disclosure and feedback on ESIA materials period – within 60 days from publishing (January 10, 2014).

The meetings will be attended by representatives of „Dariali Energy“. In addition, in the meeting it is possible to participate other potential financial institution's representatives.

## 9. Resources and Responsibility

„Dariali Energy“ will take overall responsibility for consultation with all stakeholders in relation to the Project and will use available resources to ensure that all consultation activities are conducted to the appropriate standard.

During the project implementation phase, Public Relations Specialist (see details below) will be responsible for inter alia, to communicate with the local community, handle complaints and resolve disputes between parties.

The Public Relations Specialist:

Name: Sulkhan Gabrichidze

- Address: Georgia, Kazbegi municipality, construction camp of Dariali HPP located near Larsi customs checkpoint;
- Telephone: +9955 51 545-515

Name: Eka Kikadze

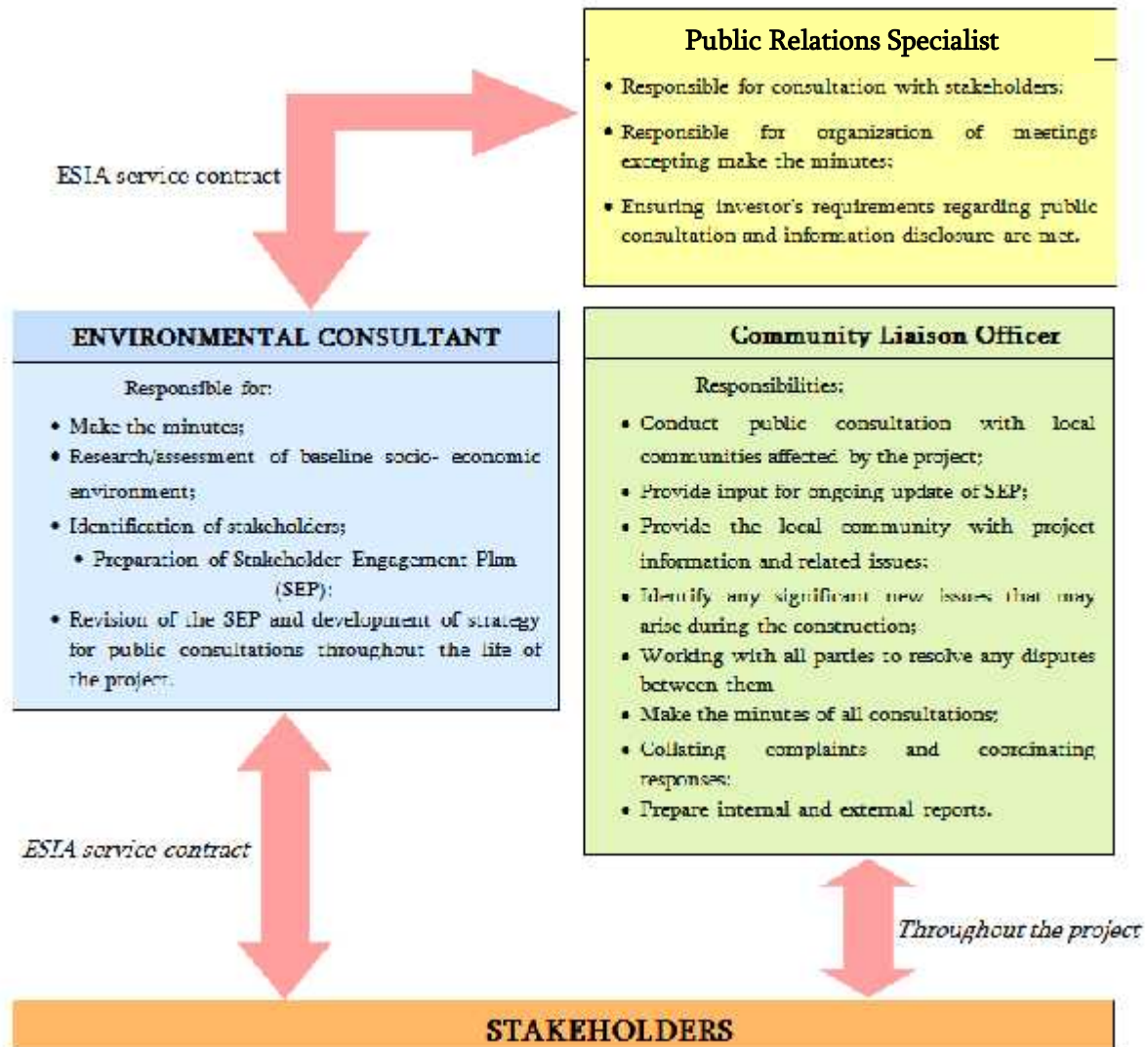
- Address: Georgia, Tbilisi, 4 Besiki str. Office 206
- Telephone: +99532 2510-500; +9955 51 503-300
- E-mail: e.kikadze@darialienergy.ge; info@darialienergy.ge

Stakeholder engagement activities will be carried out in line with the company's Environmental and Social Policy. The Public Relations Specialist will be responsible for the disclosure of Project information; public consultation activities and the management of the Public Complaint Procedure (see Section 9.1, below).

The staff responsible for community liaison will report to the company manager.



Figure 9.1. Diagram of responsibilities



## 10. Complaint Mechanism

### 10.1. Introduction

Managing complaints, including avoiding and minimizing them as well as effective handling, is an integral part of a sound stakeholder engagement strategy. Experience indicates that significant numbers of complaints arise from misunderstandings, and that such complaints can be avoided, or their numbers reduced, through proactive and consistent engagement with communities. Engagement also helps anticipate and review community concerns to prevent them from escalating into complaints.

A specific Project complaint mechanism is useful for:

- Reducing complaints related to the project implementation, linked risks and costs;
- Addressing community and individual concerns and complaints before they escalate beyond control; and
- Enhancing the reputation of a company and helping acquire and sustain the public support.

Plans will be made to manage (avoid, mitigate, or compensate for) any potential environmental or social impacts as part of Environmental and Social Action Plan (ESAP) included within the disclosure package.

Complaint Mechanism is worked out in order to ensure that „Dariali Energy“ will be aware of, and thereby will be able to manage or offset any unforeseen environmental and social impacts. This aspect is described in the remainder of this section.

### 10.2. Procedure

JSC „Dariali Energy“ has developed several methods for the public to lodge a complaint/request for information:

- Website – [www.darialienergy.ge](http://www.darialienergy.ge);
- Locating box for complaints in the reception of the local office – address: Kazbegi municipality, construction camp of Dariali HPP located near Larsi customs checkpoint;
- “Hot line” - +99532 2510-500;
- Public Complaint Leaflet with accompanying complaint form can be completed (see Annex C).

The leaflets will be posted on the „Dariali Energy“ company website and will be available at the local government offices, city/town hall, and places where meetings are planned to be held, according to the schedule of stakeholder consultations (see Annex B).

When any public complaints are received, these will be managed through a series of steps (see Annex C for details). The requested information or complaints will be acknowledged and, where possible, will be provided within five or ten business days depending on the complexity of information requested/complaints received.

All complaints will be reflected in a complaint log to ensure that each complaint is assigned an individual number and that consistent tracking and corrective actions are carried out. The log will be used to analyze the frequency, as well as for prevailing subjects and any recurrent trend of complaints. The log contains:

- Date when the complaint was received;
- Contact phone number;

- Content of the complaint;
- Identification of parties responsible for the resolution;
- Dates when the investigation was initiated and completed;
- Findings of the investigation;
- Information on proposed corrective action sent to the person who lodged the complaint (unless it was anonymous) and the date of the response sent; The date when the complaint was closed out;
- Statement of satisfaction of the person who lodged the complaint, or a reason for non-resolution of the complaint.
- Any outstanding actions for non-closed complaints.

A Community Liaison Officer is responsible for collating complaints and for coordinating responses. All complaint documentation is kept on a file for a period of two years and then archived.

Where a resolution to the complaint cannot be provided within the timescales specified above, JSC „Dariali Energy“ informs complainant about that and once investigations have been completed, contacts the person making the complaint to discuss and agree on the resolution.

Company may undertake a monitoring to check that the problem does not recur.

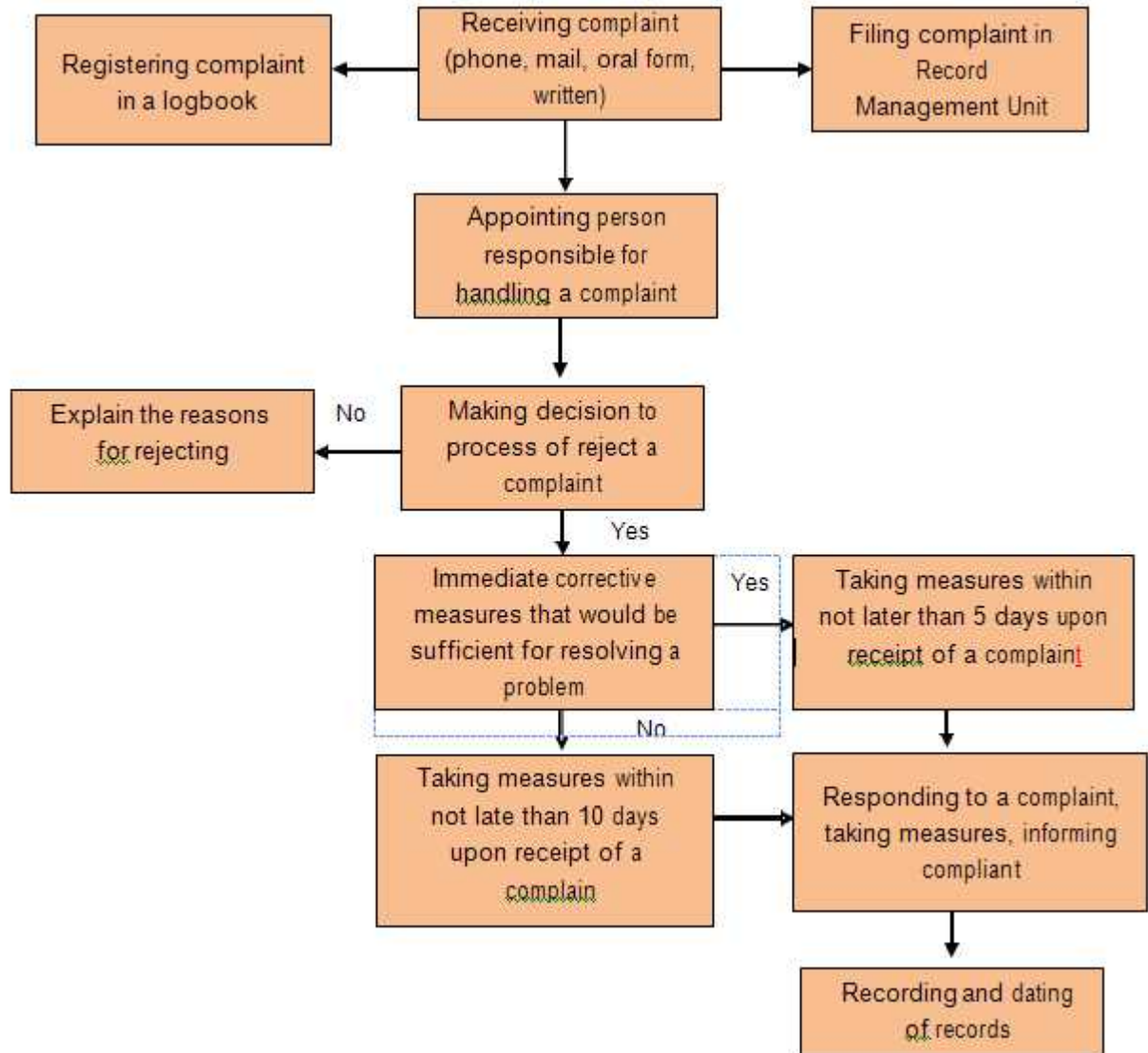
If any international financial institution will be involved in the project implementation, then the management of JSC „Dariali Energy“ itself and resolution of any complaints will be monitored by the financial institution.

Persons lodging complaints will have an opportunity to maintain their confidentiality (see Annex C for details). „Dariali Energy“ will ensure that the name and contact details of the person are not disclosed without their consent and only the team directly working on the investigation of the complaint will be aware of them. In cases when an investigation necessitates passing some of the information on to third parties for the purposes of resolving the situation (e.g. when it is ascertained that the complaint resulted from certain actions by a contractor company), the complainant's agreement will be sought in a due manner. If it is not possible for the team to fully investigate the complaint without revealing the person's identity (for example if they are required to give evidence in court), the investigation team will discuss with the complainant how they wish to proceed. The procedure also allows for anonymous complaints to be lodged. In this case the complaint will still be investigated, although JSC „Dariali Energy“ will not be able to provide feedback to a complainant.

The procedure will be operational from the date when the disclosure package will be released. The procedure is shown graphically in the flow diagram below.

**Figure 10.2.1** Complaint procedure

(The complainant will be informed if it has been decided to extend the complaint investigation period)



Workers complaints are addressed in internal complaint procedure of the „Dariali Energy“. This SEP does not cover the internal procedure for work related complaint.

## 11. Monitoring and Reporting

The Stakeholder Engagement Plan will be periodically revised and updated during Project implementation -construction and operation.

The incidents/ complaint and the status of implementation of corrective/preventive actions will be referred to in "Dariali Energy" annual report (maintaining confidentiality of involved stakeholders). The monthly summaries will provide a mechanism for measuring both the number and the nature of complaints, along with the company ability to address complaints in a timely and effective manner.

Monitoring reports will also be provided to the public with an agreed periodicity, and at least annually on the project environmental and social performance and implementation of the agreed action plans.

## 12. Contact Details for the Public

Head office of "Dariali Energy":

Contact person: Eka Kikadze; Public Relations Specialist of the "Dariali Energy"

Address: Georgia, Tbilisi, 4, Besiki str. office 206

Tel.: +99532 2510-500; +9955 51 503-300

E-mail: [e.kikadze@darialienergy.ge](mailto:e.kikadze@darialienergy.ge);

Name: Sulkhan Gabrichidze

- Address: Georgia, Kazbegi municipality, construction camp of Dariali HPP located near Larsi customs checkpoint;
- Telephone: +9955 51 545-515

### 13. Appendix A. List of Stakeholders

Potentially affected population

<i>Communities located in the HPP construction and operation zone of impact</i>
Stepantsminda and village Gergeti Village Tsdo Village Gveleti Larsi border checkpoint Archangels monastery complex

#### Stakeholders

Name	ContactDetails
Ministry of Economic and Sustainable Development	12 Chanturia Str., Tbilisi, 0108, Georgia Tel: +(99532)29910 88; Fax: +(99532)29218 45 Email: <a href="mailto:ministry@economy.ge">ministry@economy.ge</a> Website: <a href="http://www.economy.ge">www.economy.ge</a>
Ministry of Labour, Health and Social Affairs	144Ak.Tsereteliave., Tbilisi 0119, Georgia; Tel.: (+995 32) 2144307, Hotline: (+995 32) 29449 11; (+995 32) 2944498 Email: <a href="mailto:press@moh.gov.geinfo@moh.gov.ge">press@moh.gov.geinfo@moh.gov.ge</a> Website: <a href="http://www.moh.gov.ge">http://www.moh.gov.ge</a>
Ministry of Environment and Natural Resources Protection	6 Gulua str.0114, Tbilisi; Tel: (+99532)27272 24/34; Fax:(+995 32)2727234; E-mail: <a href="mailto:press@moe.gov.ge">press@moe.gov.ge</a> Website: <a href="http://www.garemo.itdc.ge">http://www.garemo.itdc.ge</a>
Ministry of Energy and Natural Resources	Sanapiro #2 ,Tbilisi tel:(+99532)2357800 fax:(+99532)235-78-01 E-mail: <a href="mailto:mail@menr.gov.ge">mail@menr.gov.ge</a> Website: <a href="http://www.minenergy.gov.ge">http://www.minenergy.gov.ge</a>
Administration of Kazbegi Municipality	Head of Kazbegi Municipality Shalva Eloshvili 1 Al. KazbegiStr. Stepantsminda Tel.: (+995245)52489 Website: <a href="http://mtskheta-mtianeti.gov.ge/yazbegi.html">http://mtskheta-mtianeti.gov.ge/yazbegi.html</a>
Contractors,sub-contractors	No contractors/sub-constrictors identified at this stage
Representativesofsmall businesses	Exact details will be identified and added in the SEP at later stage
Suppliers/businesspartners	details will be identified and added in the SEP
„Darial Energy“company Employees	
NGOs	The Greens Movement of Georgia <a href="http://www.greenalt.org">http://www.greenalt.org</a> “Green Alternative“ <a href="http://www.greens.ge">http://www.greens.ge</a> “Mountain-Plain Union” “Stepantsminda”, Shota Buchukuri 599 321 170 <a href="mailto:eco_shota@yahoo.com">eco_shota@yahoo.com</a>

#### 14. **Appendix B. Schedule of Consultations with Stakeholders**

Publication of SEP and disclosure package is scheduled after January 10, 2014. On the construction phase meetings with the stakeholders will be carried out on the quarterly basis. Additionally, meetings will take place any time there will be a necessity to provide certain information to the stakeholders. Stakeholders will be notified about the meetings one week early.

#### 15. **Appendix C. Public Complaint Leaflet**

JSC „Dariali Energy“ is striving to ensure that the construction and operation of the HPP will not cause any problems for community living adjacent to the project site or for other potentially affected stakeholders. However, we would like to get any concerns or complaints related to the Project's activities.

##### **What kind of complaint can I lodge?**

Anyone can lodge a complaint if they consider that project activities are negatively affecting them, local community or environment. Example of complaints could include:

- Personal and economic resettlement issues;
- Negative impacts to local residents (such as excessive dust, noise, odor, etc.);
- Damage to private and common assets and properties;
- Environmental damage resulting from Project activities;
- Practices that endanger the health, safety and security of employees and/or residents;
- Failure to meet the labor rights of employees working on the Project

##### **How can I submit a complaint?**

**Anyone can submit a complaint to the „Dariali Energy“ in the following ways:**

**By phone:** Eka Kikadze - +99532 2510-500; +9955 51 503-300;

**By email:** [e.kikadze@darialienergy.ge](mailto:e.kikadze@darialienergy.ge); [info@darialienergy.ge](mailto:info@darialienergy.ge)

**In person:** Eka Kikadze, Tbilisi, Besiki str. 4, office 206.

By completing the attached complaint form and posting to/dropping at the following address: Tbilisi, Besiki str. 4, office 206.

**Name:** Sulkhan Gabrichidze

- Address: Georgia, Kazbegi municipality, construction camp of Dariali HPP located near Larsi customs checkpoint;
- Telephone: +9955 51 545-515

##### **How will „Dariali Energy“ deal with my complaint?**

Will go through the following steps to deal with your complaint:

**Step 1: Acknowledgement:** „Dariali Energy“ will contact you to acknowledge and, where possible, resolve within the following timescales:

- From 5 to 10 business days in case of information request depending on the issue.



- Immediately in case of verbal complaint and within 5 to 10 business days for a written complaint.

This acknowledgment will include your complaint reference number, the person responsible for tracking your complaint and his/her contact details, and the expected term for completing the investigation into your complaint.

**Step 2: Investigation:** „Dariali Energy“ will launch an investigation into your complaint. We may need to contact you during the investigation. The company will aim to complete the investigation within a further 20 working days.

**Step 3: Resolution:** After the investigation of the complaint we will contact you to inform you about our outcomes and proposed response. If our investigations find that the complaint does not relate to the Project's activities, or if „Dariali Energy“ is working within the relevant Georgian and International Standards in relation to the complaint we will explain it in written to you. Otherwise, we will propose a response to address the complaint. If you consider our response and its implementation to be satisfactory we will ask you to sign a statement of satisfaction if you agree to do it so. If you are not satisfied with our response we will have further discussions with you to see if there are other steps which can be taken to resolve the complaint.

**Step 4: Follow up:** „Dariali Energy“ may contact you at a later stage to check other posed problems caused by project activities.

**Confidentiality:** According by your request the company will ensure that your name and contact details will not be disclosed without your consent. Only the team members, working on your complaint investigation are aware of that information. If the team cannot carry out complaint fully investigation without revealing your identity or the contents of your complaint (for example, if you are required to give evidence in court) the investigation team will have prior discussions with you to proceed following action.

**Anonymity:** If you would like to lodge a complaint anonymously, you can do not fill your name and contact details in the attached Public Complaint Form. The complaint will still be investigated; however the investigation may be more difficult and the company will not be able to give you feedback on the results.

Public Complaint Form			
Complaint Reference Number („Dariali Energy“):			
Contact Details	Name:		
	Address:		
	Tel:		
	e-mail:		
How would you prefer to be contacted? Please tick a box	By post	By phone	By e-mail
Preferred language	Georgian	Russian	English
Name and the identification information (from identity card). <i>[this field is not mandatory]</i>			
Details of your complaint Please describe the problems, who it happened to, when, where and how many times, as relevant			
What is your suggested resolution for the complaint if you have one?			
How to submit this form To „Dariali Energy“	By Post to: Tbilisi, Besiki str. 4, office 206.		
	By hand: please drop this format Tbilisi, Besiki str. 4, office 206. Also : Name: Sulkhan Gabrichidze Address: Georgia, Kazbegi municipality, construction camp of Dariali HPP located near Larsi customs checkpoint; Telephone: +9955 51 545-515 By e-mail: Please email your complaint suggested resolution and preferred contact details to Eka Kikadze: <a href="mailto:e.kikadze@darialienergy.ge">e.kikadze@darialienergy.ge</a>		
Signature		Date	