



# **SAKHALIN ENERGY INVESTMENT COMPANY LTD**

## **PUBLIC CONSULTATION AND DISCLOSURE PLAN**

**Version 07  
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## INTRODUCTION

Sakhalin Energy Investment Company Ltd. (“Sakhalin Energy”) considers regular and meaningful engagement with the public and key stakeholders, as well as the public disclosure of relevant project information, to be important elements for the successful development of the Sakhalin-2 Project (“the Project”). To this end, since the Phase 1 component of the Sakhalin-2 Project began in 1992, the Company has actively sought to engage with stakeholders and provide information about its activities. This will continue throughout the life of the Phase 2 Project.

Sakhalin Energy’s General Business Principles state a clear commitment to transparent and open stakeholder engagement and the Company takes this into consideration in the following objectives and approaches towards this engagement:

- ▶ It should be meaningful, purposeful and open, as inclusive as possible and practicable, and should incorporate as diverse a range of views and interests as possible;
- ▶ It should aim to build strong, positive relationships with the community and other stakeholders, to provide effective mechanisms for the exchange of views about previously identified issues and the ways in which Sakhalin Energy manages them, and to create conditions where emerging issues of concern are brought to its attention and addressed in a timely manner; and
- ▶ It should be documented and the records or summary of the records made public where possible, with the exception of those issues relating to personal information and privacy of individuals.

The Company’s strategy for public consultation and disclosure of information has evolved over its more than ten years of engagement with Sakhalin communities and other interested parties. It has been shaped by their feedback to provide what we intend to be a meaningful approach to ensuring they are suitably informed of Project activities and that the Company has an effective means for hearing their concerns. Further to this direct feedback, Sakhalin Energy has complied with the legal requirements of the Russian Federation for public consultation as well as International Finance Corporation (IFC) Guidance Note F on the preparation of a Public Consultation and Disclosure Plan (PCDP).

This PCDP describes Sakhalin Energy’s plans and programmes for public consultation and the disclosure of information for the Project. Given the size of the Project, Sakhalin Energy is committed to regularly engaging with the public and other stakeholders at the local level where the Project is occurring and more widely at national and international levels. The PCDP describes Sakhalin Energy’s plans for consultation at all three levels and includes:

- Brief description of the Project;
- Summary of legal requirements and applicable international guidelines and conventions on consultation and disclosure;
- Details of stakeholder groupings and how they are identified;
- Feedback from consultation ;
- Consultation in the operation phase ;
- Description of the role of the Community Liaison Officers;
- Explanation of Sakhalin Energy’s grievance mechanism;
- Key contact details.

There are five appendices to this document:

- Appendix 1 sets out the Company’s General Statement of Business Principles, which guides the Company’s operating philosophy;

- Appendix 2 provides contact details for Community Liaison Officers and locations of bulletin boards;
- Appendix 3 provides information on Sakhalin Energy Information centers
- Appendix 4 provides a summary of non-governmental and community organisations which have been involved to date;
- Appendix 5 lists the existing stakeholders in Japan, in particular, on the island of Hokkaido which is situated in relatively close proximity to the southern end of Sakhalin Island;
- Appendix 6 provides a more detailed overview of the Community Liaison Organisation.

Sakhalin Energy will update this Plan on an annual basis or as required to take into account feedback from stakeholders consulted. This is the seven edition of the PCDP, which has been updated to include more recent consultation strategies and activities.

# 1 PROJECT DESCRIPTION

## 1.1 INTRODUCTION

Sakhalin Energy is developing the Project under a Production Sharing Agreement (PSA) concluded in 1994 between the Russian Federation Government, the Sakhalin Oblast Administration and Sakhalin Energy. The contract was the first agreement of its kind to be signed in Russia. Sakhalin Energy's investment of approximately \$20 billion will be the largest single direct foreign investment in Russia to date.

The Project has two licence areas offshore of the northeast coast of Sakhalin Island: Piltun-Astokhskoye (predominantly oil); and Lunskeye (predominantly gas). Both fields were discovered in the 1980s and together contain approximately 600 million tonnes of crude oil and over 700 billion cubic metres (24 trillion cubic feet) of gas. Sakhalin Energy is taking a phased approach to development of the Project.

## 1.2 PHASE 1

Under Phase 1, which was the first offshore oil and gas development in Russia, Sakhalin Energy developed part of the Piltun-Astokhskoye field. It has been producing oil from this field during the ice-free season – about half the year – since 1999 from the Vityaz production complex, which is built around the Molikpaq platform at the Astokh feature of the Piltun-Astokhskoye field. Peak production reaches approximately 90,000 barrels of oil per day (about 11,000 tonnes per day).

## 1.3 PHASE 2

Phase 2 of the Project enabled year-round integrated oil and gas production involving full development of both the Piltun-Astokhskoye and Lunskeye fields (the “Phase 2 Project”).

Two new purpose-built offshore platforms were installed, one at the Piltun-Astokhskoye field (PA-B) north of the existing Molikpaq platform, and the second at Lunskeye (Lun-A). Both of the new platforms have concrete gravity base structures built in Russia.

Sub-sea pipelines transfer natural gas and hydrocarbon liquids produced offshore to the Island. For the Lunskeye field the produced fluids are processed by an onshore processing facility (OPF). Here, the gas and condensate are separated and processed so that the product can be transported by pipeline more than 600 kilometres to a liquefied natural gas (LNG) plant and oil export terminal (OET) at the south of the island.

The OET and LNG plant were built on a 200-hectare site at Prigorodnoye on Aniva Bay 15 kilometres east of Korsakov. The LNG plant is the first built in Russia with an annual production capacity of approximately 9.6 million tonnes. There are two liquefaction units, called trains, each with an annual capacity of 4.8 million tonnes. The LNG plant has two storage tanks and liquefied gas is exported via an 805-metre jetty in Aniva Bay. On February 18 2009 the inauguration of the LNG plant was held, announced by President of the Russian Federation Dmitry Medvedev. Many distinguished guests from all over the world attended this historic event including, the Prime Minister of Japan, the Duke of York from the United Kingdom and the Netherlands Minister for Economic Affairs, as well as representatives from Company's shareholders, lenders and customers. On 29 March 2009 the first scheduled Russian LNG cargo has been successfully loaded from the LNG plant onto the LNG carrier Energy Frontier and delivered to Japan. It was the first ever Russian gas delivered to Japan.

The OET is located 500 metres east of the LNG plant and provides oil storage in two tanks. Oil is exported via a 4.5 km sub-sea pipeline and from a tanker-loading unit located offshore in Aniva Bay. Year-round production from OET began on 12 December 2008. Oil and gas is

shipped to markets in the Asia Pacific region and beyond. Sakhalin Energy is working to supply gas and oil locally, subject to agreements with the Russian authorities.

As part of Phase 2 of the Project, Sakhalin Energy carried out extensive improvements to Sakhalin Island's infrastructure. Over forty bridges and about 150 kilometres of public roads were upgraded, repaired, or replaced during the Project and similar stretches of new roads were built. Ports and railways were also upgraded where required, and the Project has provided funds to support the upgrade of the airport at Nogliki. In many cases, work was done on public or publicly used assets in partnership with the local authorities.

Information about the Project can also be found at [www.sakhalinenergy.ru](http://www.sakhalinenergy.ru) and [www.sakhalinenergy.com](http://www.sakhalinenergy.com).

## 2 LEGAL REQUIREMENTS AND STANDARDS

Sakhalin Energy aims to ensure that the Sakhalin-2 Project complies in all material respects with Russian law and the regulatory requirements for public consultation. Sakhalin Energy also complies with IFC Guidance Note F on Public Consultation and Disclosure.

Although the Russian Federation has not yet ratified the Aarhus Convention on the Access to Environmental Information and Public Participation in Environmental Decision Making or the Convention on Environmental Impact Assessment in a Trans-boundary Context (Espoo), the Company recognises the importance of these conventions, and has made efforts to meet the spirit of their intent insofar as it is applicable for a private sector company to do so.

This section outlines the key Russian Federation legislation and international guidelines and conventions concerning public consultation that apply to the Project and how Sakhalin Energy has addressed them. It also sets out Sakhalin Energy's own principles concerning public consultation and the disclosure of information.

### 2.1 RUSSIAN REGULATORY CONTEXT

#### 2.1.1 Russian Regulatory Requirements

Russian regulatory requirements for public consultation and the disclosure of information generally focus on consultation around environmental impact assessments (EIA).

Project sponsors are required by Russian Federation Executive Order #372 of May 18, 2000 to prepare a preliminary environmental assessment at an early stage in a project's development, which then form a component of the public information and consultation process. The key consultation element in Russian Law is the public hearings process, which allows the public to comment both orally and in writing on an EIA. The project sponsors must then amend the EIA to incorporate comments received from the public. This EIA must be approved by the Russian authorities as part of the Technical and Economic Substantiation of Construction (known by its Russian acronym, "TEOC") in order for project execution to proceed.

If environmental effects are considered likely, the TEOC is also submitted for State Ecological Expertise. The federal law on Ecological Expert Examination (No. 174-FZ, 23 November 1995) states that the Expertise is a process of establishing the compliance of a proposed project with environmental requirements in order to determine whether or not the project may be implemented. It is a governmental tool to ensure that businesses embarking on new projects minimise any resulting damage to the environment. The examination is complex and comprehensive and involves the review of technical and legal documents, comprehensive economic draft programmes, environmental safety compliance reports and land conservation plans to consider the potential impact on subsoil resources, water resources, forests, land, air, flora and fauna.

Ecological Expertise is an important element of the Russian EIA review process, and public involvement in the process is determined under Federal Law 'On Ecological Expertise', No. 174-FZ (November 1995). The Ecological Expertise process is divided into two sections: State Environmental Expert Review and Public Environmental Expert Review ("Public Ecological Expertise"). The latter is an opportunity for interested parties to comment on the quality of the developer's EIA and to submit any objections. Article 22 of the abovementioned Federal Law states that, "Public Ecological Expertise initiated by citizens or non-governmental organisations will be performed either prior to Government Ecological Expertise or in parallel with it."

#### 2.1.2 The EIA Process

In accordance with the regulatory processes outlined above, Sakhalin Energy carried out a preliminary EIA for Phase 1 of the Sakhalin-2 Project in 1997 and undertook an associated programme of public hearings. Following the Public Hearings, the EIA was revised to take into

account comments received from the Public, and the Russian authorities approved this revised version, thereby allowing Phase 1 to proceed.

In 2001, Sakhalin Energy commissioned an EIA for the second phase of the project. Public hearings were organised in late 2001 in cooperation with the Sakhalin authorities. Comments made and concerns raised before, during and after the public hearings were taken into account and appended to the EIA before it was submitted as part of the TEOC for approval by the Russian regulatory authorities in early 2002.

Two Russian non-governmental organisations, namely the Russian Geographical Society (RGS) and Sakhalin Environmental Watch (SEW), requested and received TEOC documentation, which they reviewed as part of a Public Ecological Expertise. RGS submitted a positive conclusion to the Expertise whereas SEW did not offer a response. The Public Ecological Expertise was concluded in May 2003 and the Environmental Expertise concluded in June 2003. TEOC approval was provided to the Phase 2 Project in December 2003.

## **2.2 INTERNATIONAL GUIDELINES**

Sakhalin Energy aims to comply with international best practice on public consultation and disclosure in developing the Sakhalin-2 Project. It has developed this PCDDP in accordance with IFC Guidance Note F on PCDDP as a reference for best practice (Section 3.2.1) and takes into account relevant international conventions on public participation where appropriate (Section 3.2.2).

### **2.2.1 World Bank Group Guidelines**

The Company has complied with IFC Guidance Note F on the Preparation of a Public Consultation and Disclosure Plan in its approach to consultation and disclosure, and in the development of this PCDDP. Guidance Note F advises on “technically sound and culturally appropriate approaches to consultation and disclosure” and make clear that the public, particularly local communities should be involved in decision-making in project development. It also underscores the need to identify and work with key stakeholders in an attempt to build mutual understanding and create confidence and trust.

The Company’s compliance with the implementation of Guidance Note F was demonstrated through the frequent and meaningful engagement that has been undertaken with key stakeholders during the Environmental, Social and Health Impact Assessment (ESHIA) process and the public disclosure of the ESHIA materials in 2003 and its Addenda in 2005 as well as other documentation deemed to be of interest to the general public. The Company also remains committed to ongoing engagement with key stakeholders during the construction and operational phases of the Project. In compliance with Guidance Note F, the PCDDP:

- (i) Describes local requirements for consultation and disclosure;
- (ii) Identifies key stakeholder groups;
- (iii) Provides a strategy and reference to a timetable for sharing information and consulting with each of these groups during various phases of the project;
- (iv) Describes resources and responsibilities for implementing the PCDDP activities;
- (v) References the grievance procedure through which people affected by the Project can bring their grievances to the Company for consideration and redress; and
- (vi) Details reporting/documentation of consultation and disclosure activities.

Guidance Note F can be viewed on the IFC website at [www.ifc.org](http://www.ifc.org).

## **2.2.2 International Conventions**

The two international conventions that are relevant to public consultation and disclosure are the UNECE Convention on the Access to Environmental Information, Public Participation in Environmental Decision Making and Access to Environmental Justice “Aarhus Convention” (1998) and the UNECE Convention on Environmental Impact Assessment in a Transboundary Context (Espoo) (1991). Both conventions oblige public authorities to undertake activities in relation to consultation and the disclosure of information. Whilst the Russian Federation has yet to ratify either convention, Sakhalin Energy nevertheless recognises the purpose of the conventions and endeavours to embrace the spirit of their intent insofar as it is reasonable for a private sector company to do so.

### **2.2.2.1 Espoo Convention**

Espoo aims to promote consultation between signatory states where operations in one state have the potential to affect the environment in another. In nation states that have ratified the Espoo Convention, a project proponent would notify a “competent authority” if the project were considered to have potential for significant trans-boundary impacts. The authorities would then invite the potentially affected neighbouring state to participate in the EIA process. Should the invitation be accepted, an equivalent degree of public consultation should take place in both states. Espoo does not provide for private companies or individuals to initiate the process, instead leaving this as a responsibility of the governments that have ratified the Convention. The Convention does however provide for notification to be done through a third party, and in this situation, a private company may play a strong role.

It is clear from the geography of Sakhalin Island and the Project that trans-boundary consultation efforts should involve Japan, specifically Hokkaido Island. Although the Russian Federation has not yet ratified Espoo, Sakhalin Energy acknowledges the benefits of seeking to fulfil the spirit of the Convention in its development of the Project.

In addressing the spirit of Espoo, the Company has undertaken a number of multi-stakeholder forums and technical meetings in Hokkaido and Tokyo since 2002, and has established positive links at a technical level with organisations such as the Marine Disaster Prevention Centre. More detail on the Company’s strategy for engagement with the Japanese public and other key stakeholders is provided in Section 6.6 (this Section is available in Japanese as well as in Russian and English).

### **2.2.2.2 Aarhus Convention**

The objective of the Aarhus Convention is to guarantee the rights of public access to information and to promote public participation in decision-making, as well as access to justice in environmental matters.

Aarhus establishes two main principles in relation to disclosure of environmental information:

- It obliges public authorities to make sure that information relating to the environment is available on request without discrimination;
- It also establishes the principle that environmental information should be provided pro-actively to any affected party.

Despite the responsibilities that the Aarhus Convention places on governments rather than private companies, as with the Espoo Convention, Sakhalin Energy acknowledges the benefits of seeking to act in the spirit of Aarhus, as demonstrated by its own requirements for public consultation and disclosure (see Section 2.3 below).

## **2.3 COMPANY REQUIREMENTS**

Sakhalin Energy has taken into account the guidelines and recommendations for public consultation and disclosure published by the IFC (Section 3.1) as well as relevant international

conventions (Section 3.2) in developing its own standards for public consultation and disclosure. It also takes into account the consultation and disclosure commitments made publicly in the statement of general business principles.

Sakhalin Energy's General Statement of Business Principles (Appendix 1) includes the following:

*“Sakhalin Energy recognises regular dialogue and engagement with our stakeholders is essential. We are committed to reporting of our performance by providing full relevant information to legitimately interested parties, subject to any overriding considerations of business confidentiality.”*

In addition, Sakhalin Energy takes into consideration the following objectives and approaches for consultations:

- Public consultation should be meaningful, purposeful and open, as inclusive as possible and practicable, and should incorporate as diverse a range of views and interests as possible;
- Consultation should aim to build strong, positive relationships with the community and other stakeholders, to provide effective mechanisms for the exchange of views about previously identified issues and the ways in which Sakhalin Energy manages them, and to create conditions where emerging issues of concern are brought to its attention and addressed in a timely manner;
- Consultation should be documented and the records of consultation made public where appropriate and possible.

Where clear World Bank Group guidelines or policies (e.g. IFC Safeguard Policies) exist for specific issues (such as on involuntary resettlement and indigenous people) Sakhalin Energy aims to comply with international best practice. There are occasional instances where it is not possible to comply, for example because to do so would give rise to a conflict with Russian Federation law. The Company has, however, undertaken a comparison of the Project's standards and specifications to relevant World Bank Group guidelines and policies and European Commission Directives, which was set out in the Health, Safety, Environment and Social Action Plan (HSESAP). In addition, an overview of the Company's intent to meeting the spirit of key conventions and treaties that have not yet been ratified by the Russian Federation but which are nevertheless deemed to have relevance to the Project was set out in the HSESAP. The first edition of the HSESAP was posted on the Company's websites in Russian and English in January 2006

The HSESAP is a living document and as such it is subject to periodic review. Good environmental practice requires that the effectiveness of HSESAP commitments be monitored to determine whether mitigation measures are effective. Through this process the Company determines whether any commitment needs amending, either to be made more explicit or altered, or to remove the commitment if the action to which it refers has ceased. As a result of this monitoring activity, the HSESAP was revised in 2007, and published on the Company website along with a rationale for each change made. In 2010 the Company in agreements with lenders and their environmental independent consultant (EIC) will finalise the third revision with its posting on the Company's website.

## 3 CONSULTATION AND INFORMATION DISCLOSURE

### 3.1 STAKEHOLDER ENGAGEMENT

Stakeholders are persons or groups who have an interest in, are directly affected by, or are in a position to influence Sakhalin Energy's activities.

Sakhalin Energy has been informing and consulting a range of stakeholders about the Sakhalin-2 Project since work on the Project began in 1992. Stakeholders addressed in this document include:

- Directly affected communities<sup>1</sup>;
- Other communities on Sakhalin Island;
- Vulnerable community groups (e.g. Indigenous Peoples);
- Stakeholders in Japan, particularly on Hokkaido Island;
- Community and other non-governmental organisations (local, regional, international);
- Media (local, regional, national, international) and other interest groups such as academic institutions and foundations

Sakhalin Energy has programmes of engagement with all of these groups, and these are discussed in Section 6.

There are many other stakeholder groups with whom Sakhalin Energy engages in the course of its business. For example, it works closely with representatives of the Russian federal, regional and local authorities at various levels. Mechanisms for engagement with government authorities, customers, employees, contractors, shareholders and lenders, with which Sakhalin Energy has regular contact in the course of its business, are not addressed in this document. This document focuses on stakeholders who do not have formal relationships with Sakhalin Energy and who, as a result, may wish to use this document for information and guidance. Key stakeholders are listed in Appendix 3.

Sakhalin Energy will provide support to Lenders public engagement activities associated with the project as agreed and appropriate.

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<sup>1</sup> An affected community is one in the vicinity of a permanent Project facility, their SPZ and RoW, temporary installations used for Project's operation. In event of an oil spill or other such event this definition is expanded to include additional communities.

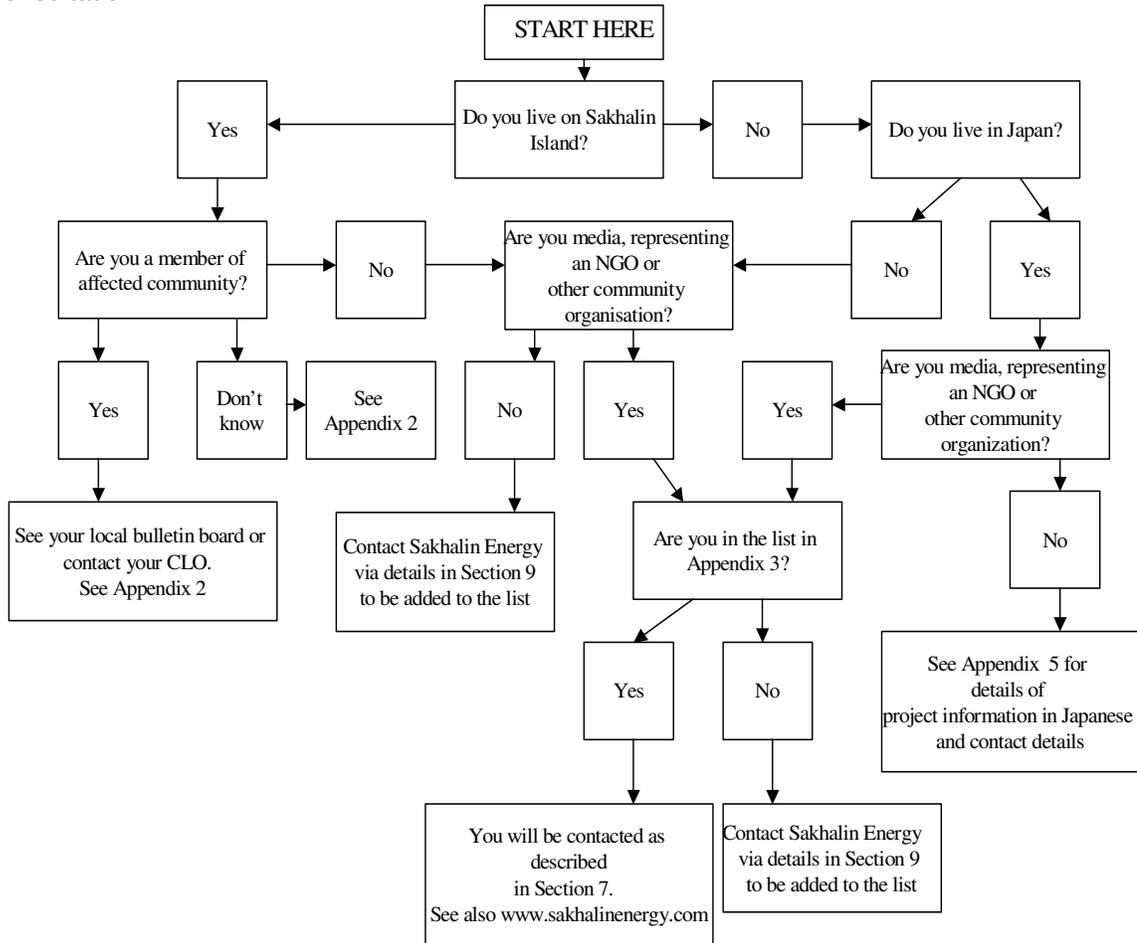
### 3.2 COMMUNICATION METHODS

The table below describes the various mechanisms used by Sakhalin Energy to communicate with its stakeholders, and relevant communication methods.

**Table 2: Communication Methods**

STAKEHOLDER GROUP	COMMUNICATIONS METHOD
Affected communities (Section 6.2)	<ul style="list-style-type: none"> <li>- Regional and district papers</li> <li>- Television and radio</li> <li>- CLO meetings with key community members (authorities, social, etc.)</li> <li>- Open hours provided by CLOs in the CLOs' offices and other places</li> <li>- Information centres with bulletin boards, internet access and printed information on the project and ongoing activity in the company</li> <li>- Location of information materials and documents in communities (e.g. in libraries)</li> <li>- Active dissemination of relevant information (leaflets, brochures)</li> <li>- Public consultations and meetings, with participation of Company's technical experts and the management (as required)</li> <li>- Consultations under SIA/Monitoring activity (during Operation in case of Project expansions as appropriate)</li> <li>- Website</li> </ul>
Other communities on Sakhalin (Section 6.4)	<ul style="list-style-type: none"> <li>- CLO meetings with community key members (administrations, social, etc.)</li> <li>- Consultations under SIA activity (during Operation in case of Project expansions as appropriate)</li> <li>- Location of information materials and documents in communities (e.g. in libraries)</li> <li>- Bulletin boards</li> <li>- Regional and district papers</li> <li>- District libraries</li> <li>- Website</li> </ul>
Indigenous People (Section 6.3)	<ul style="list-style-type: none"> <li>- IP CLO meetings with IP communities and organisations under the scope of Sakhalin Minorities Development Plan (SIMDP)</li> <li>- Consultations with IP communities and organisations under the scope of SIMDP including its further development</li> </ul>
Stakeholders in Japan (Section 6.6)	<ul style="list-style-type: none"> <li>- Meetings</li> <li>- Presentations</li> <li>- Libraries</li> <li>- Website</li> <li>- Expert panels, working groups</li> </ul>
Community and other non-governmental organisations (local, regional, national and international) (Section 6.5, Appendix 3)	<ul style="list-style-type: none"> <li>- Website</li> <li>- Face-to-face meetings (as required)</li> <li>- Correspondence (letter and email)</li> <li>- Site tours</li> </ul>
Media (Section 6.7)	<ul style="list-style-type: none"> <li>- Press releases</li> <li>- Good news stories</li> <li>- Website</li> <li>- Face to face meetings (as required)</li> <li>- Press conferences (as required)</li> <li>- Interviews and site visits for press representative travelling to Sakhalin (as required)</li> <li>- Media visits and briefings</li> </ul>

The chart below shows how stakeholders can be grouped; how new stakeholders can identify themselves; how they can be identified by Sakhalin Energy; or how they can contact Sakhalin Energy. New stakeholders are regularly identified and included in consultation.



## 4 CONSULTATION PROCESS

Sakhalin Energy has carried out extensive and island-wide consultation in relation to the Project for more than a decade, and as a consequence has built many strong relationships on the Island. Consultation has also allowed Sakhalin Energy to identify and develop relations with a large number of different groups of stakeholders (see Section 3) as well as to develop appropriate mechanisms for engagement.

Throughout its consultation, Sakhalin Energy has endeavoured to ensure that:

- The people and groups it consults with are representative and inclusive of vulnerable groups such as the elderly;
- Local traditions are respected in discussions and decision-making;
- The types of face-to-face meetings arranged are varied to create conditions that encourage the widest possible range of people to participate.

The consultation process and the outcomes are described in detail in the Social Impact Assessment (SIA) (2003) and its addendum. Both documents can be viewed at [www.sakhalinenergy.ru](http://www.sakhalinenergy.ru) (Russian) and [www.sakhalinenergy.com](http://www.sakhalinenergy.com) (English). They are also available in the Sakhalin public libraries listed in Appendix 2 and from Sakhalin Energy on request (Section 9). Sakhalin Energy has an additional engagement programme with the Island's Indigenous Peoples, which is described in the Sakhalin Indigenous Minorities Development Plan (SIMDP), which was launched and made available on the website in 2006.

### 4.1 PHASE 2 PROJECT ENGAGEMENT WITH COMMUNITY-BASED ORGANISATIONS AND NON-GOVERNMENTAL ORGANISATIONS

Sakhalin Energy will endeavour to continue to make available its technical experts for discussions on pertinent issues with key organisations and communities on request, and to provide occasional site tours where possible.

## 5 FEEDBACK FROM CONSULTATION

Sakhalin Energy keeps records of public meetings in a database, and can make minutes of relevant meetings available where possible (on its website and in libraries throughout Sakhalin Island). The External Affairs team is responsible for ensuring that any actions arising from meetings are addressed. Feedback from stakeholders in relation to the issues and project-related concerns are taken into consideration when developing policies and work programmes.

The Company welcomes feedback on public consultation and suggestions for improving disclosure and communication. The detailed information on how Sakhalin Energy addressed the consultations feedback is described in the Public Consultation and Disclosure Report. This PCDP will be updated periodically to reflect these suggestions as appropriate.

## 6 CONSULTATION DURING OPERATION

Sakhalin Energy has developed programmes for engaging with each of the stakeholder groups identified in Section 3. These include a number of commitments to release information in printed or electronic form into the public domain. For convenience, these are summarised below.

The date, time and venue for all key consultation meetings will be posted in a calendar on the Company website as well as advised to the stakeholders via other methods of communication. This will include IP activities, which will also be made available in culturally appropriate ways where required.

### 6.1 PUBLIC DOMAIN INFORMATION

Sakhalin Energy intends to release information into the public domain regularly and systematically during implementation of the Sakhalin-2 Project. It will announce the release of information into the public domain on its public website [www.sakhalinenergy.ru](http://www.sakhalinenergy.ru) (Russian) and [www.sakhalinenergy.com](http://www.sakhalinenergy.com) (English). As a minimum, it will:

- Publish an annual report in Russian and English, which will be distributed to key stakeholders throughout and outside of Sakhalin Island, placed in libraries in those communities listed in Appendix 2, and posted on the Sakhalin Energy public websites;
- Make available the ESHIA, ESHIA addenda and key documents such as the Resettlement Action Plan (RAP), Sakhalin Indigenous Minorities Development Plan (SIMDP), Marine Mammal Protection Plan and oil spill response documentation, for the life of the Project, or as appropriate;
- Make publicly available additional environmental and social position papers and selected key environmental or social monitoring reports, as appropriate;
- Produce *Community Project Updates*, which will be published in 9 district newspapers. The Company will include within these Community Project Update information on the project implementation;
- Produce a weekly “Energy” TV programme providing information about the Project’s development;
- Update the public website with project information. The website has a feedback feature to encourage questions and comment;
- Update the community about the resolution of major issues through the media or other mechanisms as appropriate;
- Post additional company information and information about employment opportunities via media;
- Make news announcements by email and at times in press conferences to local, regional, national and international media. Copies of media announcements will also be placed on the public website. Staff will be available to answer queries related to media announcements by telephone;
- Company will endeavour to respond to correspondence received from the stakeholders within 14 working days and on grievances within 10 working days of receipt. The Company’s response will be sent by post or e-mail to the address indicated by a stakeholder that initiated the contact. [Please note that whilst we will do our best to meet this timeframe, delays may be possible, for example when translation is required to enable certain staff members (e.g. those with a particular technical expertise) to contribute to the response.]

## **6.2 CONSULTATION AND INFORMATION DISCLOSURE IN PROJECT AFFECTED COMMUNITIES**

Sakhalin Energy's general aims and approaches for all consultation are discussed in Section 2.3.

Sakhalin Energy endeavours to ensure that the people and groups it consults with are representative and inclusive of vulnerable groups such as the elderly; local traditions are respected in discussions and decision-making; and that face-to-face meetings arranged are varied and create conditions that encourage diverse participation.

Sakhalin Energy undertakes a public meetings programme in key project-affected communities during the operations period. The Company shall provide transport to and from the meeting locations to facilitate public attendance at these meetings. During Operations public meetings will be held in the affected communities when required for transfer of important information.

The date, time and venue for the public meetings shall be announced in key Sakhalin newspapers (as listed in Table 9) three weeks prior to any public meeting. Key stakeholders with whom the Company has frequently engaged shall be informed of the meetings by e-mail or in writing.

### **6.2.1 CLO Activities in Communities**

Sakhalin Energy will continue to carry out regular consultation with affected communities using dedicated Community Liaison Officers (CLOs). The CLO Network role and responsibilities are outlined in Section 8. Further information on the CLOs is available in Appendix 5.

Community Liaison Officers hold "open hours" in dedicated offices around Sakhalin Island where residents can discuss issues of concern or lodge grievances. Sakhalin Energy has developed a Public Grievance Procedure to ensure that grievances are resolved as efficiently as possible (Section 9). The steps that should be undertaken to lodge a grievance is available in CLO offices, in the libraries listed in Appendix 2, and on the Sakhalin Energy website. As well CLOs have been trained to record grievances.

CLOs meet with key community members (authorities, social institutes, employment Centres, etc) regularly. CLOs also make frequent visits to project-affected communities on Sakhalin Island to ensure that communities with the Company Information Center have regular access to a representative of the company to discuss any project-related issues. Information on open hours is available on the Sakhalin Energy website and is announced in advance on bulletin boards and in local media if practicable. For a full list of CLOs and their contact details/office addresses please see Appendix 2.

In addition to the CLO Network, Sakhalin Energy also provides printed information about the project and provides means for people to provide feedback in written form. Sakhalin Energy encourages people with grievances to complete a Public Grievance Form, which is appended to the public grievance leaflet given in Section 8, as these are processed as a high priority).

### **6.2.2 Other Methods of Communication with Affected Communities**

Sakhalin Energy provides regular information about project implementation in advertisements, question and answer sessions and in local media (newspapers are listed in Section 6.7 and Appendix 2) and on its public website in Russian and English: [www.sakhalinenergy.ru](http://www.sakhalinenergy.ru) (Russian) and [www.sakhalinenergy.com](http://www.sakhalinenergy.com) (English).

Sakhalin Energy established 20 information's centres in the Communities. With this project Sakhalin Energy endeavours to establish an effective system of receiving feedback from communities residing in close vicinity to Sakhalin-2 assets, the direct involvement of settlements

libraries will help to develop and introduce more effective tools of communication with communities.

Sakhalin Energy operates a special free hotline for telephone queries and complaints from communities within Sakhalin Island. The number is 8 4242 662400 (dial from Sakhalin Island). For people who would prefer to speak to a woman or to a man, or who would like to speak to someone in Russian, English, or Japanese, Sakhalin Energy operates a number of special telephone lines, which are listed in Section 9. See Appendix 4 for arrangements in Japan.

Sakhalin Energy conducts public opinion surveys annually in project-affected communities that will be continued in 2010. Originally this programme was designed to assess the impact of the Phase 2 project and develop recommendations to Company management to mitigate these impacts. See also Social Impact Monitoring Programme for more detail.

### **6.2.3 Consultations and Information Disclosure with Dachas at Prigorodnoye**

The size of the sanitary protection zone (SPZ) around the Prigorodnoye LNG plant/OET has been determined as an approximate radius of 1km. There are no communities within this location, however, approximately 40 dachas lie in close proximity to the edge of the SPZ<sup>2</sup>. Garden season in this part of the island is from May to October. The Prigorodnoye dacha residents, closest to the SPZ edge, belong to the dacha community 'Stroitel'.

As part of further engagement with the "Stroitel" dacha community the Company will implement the following key activities in 2010:

- Ongoing monitoring of the QoL indicators (in the presence of dacha community representative when monitor air quality and noise level)
- Meetings with Sakhalin Energy specialists (when required)
- Inviting dacha community "Stroitel" representative to participate in second round of stakeholders consultation within frame of 2009 Non-financial report development.

### **6.2.4 Cancellation of meetings due to unforeseen circumstances**

If the company needs to cancel a meeting due to weather, illness or other unforeseen event then the event will be rescheduled as soon as practicable following the cancellation, and the Company will alert the local media and/or government etc as appropriate to confirm that the meeting has been cancelled and what alternative arrangements have been made.

If it is not possible to reschedule then the company will provide a copy of the presentation materials and other relevant documents to the local administration and library.

## **6.3 INDIGENOUS STAKEHOLDERS**

### **6.3.1 Sakhalin Indigenous Minorities Development Plan (SIMDP) Consultations**

The Company has undertaken regular engagement with indigenous peoples in the north east of Sakhalin Island. The consultation activities undertaken and supplemental assistance provided are detailed in the Sakhalin Indigenous Minorities Development Plan (SIMDP), which was prepared in 2005-2006 in accordance with World Bank Operational Directive 4.20. A key part of the development of this plan was the participation of indigenous communities in the development of the SIMDP.

Detailed information on consultations held under SIMDP is provided in the Public Consultation and Disclosure Report.

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*2 An SPZ is a designated area around an industrial facility separating it from any nearby residential areas, established to protect local residents from any negative effects of industrial activities.*

Further consultations with the indigenous people planned for the coming year will be focused on the implementation of the SIMDP, i.e. explaining its status, the process, gathering concerns and ideas for potential projects, reminding on the Public Grievance Procedure and the way it works.

The development of second SIMDP (2011-2015) will start in 2010. Two rounds of consultation will be conducted in the indigenous communities in accordance with World Bank requirements.

### 6.3.2 Consultations with the reindeer herders

Reindeer herders living in Val settlement in Nogliki district were the only indigenous group directly affected by the Project construction activities. During operations phase regular meetings will be held within the framework of SIMDP.

## 6.4 CONSULTATIONS AND DISCLOSURE IN OTHER SAKHALIN COMMUNITIES

Sakhalin Energy's consultation extends to 10 of Sakhalin Island's 15 district centres as well as other towns, villages and settlements. Community Liaison Officers hold regular meetings in all of these places, which are announced in advance in local newspapers or via bulletin boards. For a full list of CLOs and their contact details/office addresses, public places (e.g. libraries) where project information is placed regularly, please see Appendix 2.

Sakhalin residents can consult the two main Sakhalin Island newspapers for details of project news. These are: Gubernskiy Vedomosti and Sovetsky Sakhalin.

In addition, project news and information relevant to specific communities are published as required in the following district newspapers:

**Table 9: District Newspapers are used for Project News and information Distribution**

DISTRICT	NEWSPAPER(S)
Aniva	Utro Rodiny
Dolinsk	Dolinskaya Pravda
Kholmsk	Kholmskaya Panorama
Korsakov	Voskhod
Makarov	Novaya Gazeta
Nogliki	Znamya Truda
Tymovsk	Tymovsky Vestnik
Poronaisk	Express, Zvezda
Smirnykh	Novaya Zhizn

## 6.5 COMMUNITY AND OTHER NON-GOVERNMENTAL ORGANISATIONS

### 6.5.1 General

All important information about the Company activity is made publicly available either through the Company website or through local media. When key documents are made publicly available notifications are also made in the Sakhalin media (Appendix 2) and placed in public libraries on the Island. Copies are also available upon request. The Annual Report and other publications that may be of interest will be provided during the course of the year.

Meetings with community and NGO organisations are organised via phone, fax or email. For public events, information about meeting dates, times and venues is published in the listed newspapers. There is not a rigid timetable of NGO consultation. The Company endeavours to

meet with key NGOs on a basis that is convenient for both parties. The Company is open and available for such meetings. The Company endeavours to continue to make available technical experts for discussions on pertinent issues with key organisations and communities on request, and to provide occasional site tours where possible and as allowed by the operational facilities regime. For meetings of a technical or substantive nature either party should provide the other with a minimum of 30 days notice of the request to meet.

In addition to discussing concerns or issues the Company has been actively engaged in discussions with international organisations regarding possible sustainable development and social investment projects and initiatives in partnership with Sakhalin Energy.

### **6.5.2 Local**

Sakhalin Energy will meet with key NGOs on a basis that is convenient for both parties or upon reasonable request that specifies the purpose of and timeline for a meeting/visit. Community Liaison Officers also meet with groups in their communities.

### **6.5.3 Regional and National**

Sakhalin Energy representatives where possible meet with representatives of the national and Russian Far East NGO community when these groups visit Sakhalin, or alternatively when company representatives visit the Far East or Moscow. Where practicable, meetings have been arranged with our technical staff. The Company plans to continue this practice in the future.

The Company has also regularly engaged with Japanese NGOs. Detail on Japanese engagement is provided in Chapter 6.6.

### **6.5.4 International**

Recognising the importance of a reasonably justified approach to environmental issues, the Company continued cooperation with the International Union for Conservation of Nature and Natural Resources (IUCN) and proposed to establish a specialists group to provide consulting that will enable the Company to adopt optimal solutions during construction and operations of offshore facilities that do not impact gray whales. In November 2006 the first meeting with the Western Gray Whale Advisory Panel (WGWAP) was held, convened by the IUCN at Sakhalin Energy's request. The general meetings are held on a bi-annual basis accompanied by a number of focus group meetings on certain issues. The experts are drawing up recommendations for improvements in offshore construction, operation and research, which are carefully considered by Sakhalin Energy for their applicability to the Company's research and mitigation programmes.

Sakhalin Energy representatives where possible meet with representatives of the international NGO and governmental organisations or interest groups when these groups visit Sakhalin, or alternatively when our representatives visit other countries.

International NGOs are also updated on the project progress and have a forum to discuss their concerns/issues when meeting with representatives of Sakhalin Energy's shareholder companies at international events, such as Sakhalin Oil and Gas Conference.

## **6.6 JAPANESE STAKEHOLDER ENGAGEMENT**

### **6.6.1 Introduction**

Due to the proximity of Sakhalin Island to Hokkaido Island the Company recognises the importance of engagement with stakeholders in Japan, particularly those who may be affected by the Project. These include Japanese businesses that may benefit from the economic development in the region (e.g. those in the travel, tourism and other service sectors) as well as those who could be adversely affected in the event of, for example, an oil spill such as fishing communities. Sakhalin Energy has established relationships with the Hokkaido authorities and

other stakeholder groups on Hokkaido, including the Marine Disaster Prevention Centre (MDPC) and fisheries cooperatives.

The Company currently employs and will continue to employ a competent native speaker of Japanese in the relevant department, with the support from Japanese sponsors/shareholders whose responsibilities include engagement with Japanese-speaking stakeholders such as government and community representatives, media and non-governmental organisations, during implementation of the Sakhalin-2 Project. Stakeholders in Japan who to date the Company has been in contact with are listed in Appendix 5 below.

Representatives of Sakhalin Energy's External Affairs department visit Tokyo and Hokkaido Island (Sapporo) at least twice each year to meet with stakeholders who wish to discuss project-related issues. Technical experts are made available to provide presentations at these meetings, and to answer questions. A calendar of key stakeholder meetings will be maintained on the Sakhalin Energy website.

In 2010 the technical specialist discussions will continue to be held so that detailed discussion regarding trans-boundary issues can take place.

The Company also meets with representatives of Japanese community and non-governmental organisations who visit Sakhalin Island and wish to discuss project-related issues with Sakhalin Energy.

Japanese stakeholders are identified through a variety of mechanisms including meetings with organisations, letters, email and with assistance from organisations in Japan with which Sakhalin Energy does business. Meetings are organised via email, letter and phone.

### **6.6.2 Materials available in Japanese**

On topics that are of a relevant transboundary nature, Sakhalin Energy translates key public domain information into Japanese. Principally this includes information about trans-boundary environmental and social issues. The list of materials have already been made available in Japanese could be found in the Public Consultation and Disclosure Report.

Other relevant material will be made available in Japanese as they become available. Company media releases will be translated on an *ad hoc* basis.

Hard copies of documents available in Japanese are available for review at the following libraries in Japan:

Wakkanai Library  
4-1-1, Daikoku, Wakkanai-shi, Hokkaido  
Tel: 81-162-23-3874

Monbetsu Library  
3-1-8, Saiwaicho, Monbetsu-shi, Hokkaido  
Tel: 81-1582-4-2111

Abashiri Library  
3 chome, Kita 2 jyo Nishi, Abashiri-shi, Hokkaido  
Tel: 81-152-43-2426

Hokkaido Library  
41, Higashi-machi, Bunkyo-dai, Ebetsu-shi, Hokkaido  
Tel: 81-11-386-8521

For more information, please contact Sakhalin Energy at [SEIC-ask-japan@sakhalinenergy.ru](mailto:SEIC-ask-japan@sakhalinenergy.ru) or telephone +7 4242 66 2684 (Japanese).

### **6.6.3 Public consultation activities in Japan**

Sakhalin Energy acknowledges the benefits of good communication with Japanese stakeholders and in seeking to fulfil the spirit of the Espoo Convention in the development of the

Project. During 2010 the Company will undertake a number of consultation and engagement activities in Japan. This programme has been developed with feedback from stakeholders, including the participants at several meetings in Japan, which the Company have attended and/or initiated.

Key stakeholder activities in 2010:

- Participation in the General Meeting of Hokkaido Fishery Association, Japan Coast Guard, Hokkaido Government; the Company will make a presentation on oil spill response
- Two meetings with Okhotsk communities, mainly local fisherfolk, to be held during 2010.

A review of the engagement activities in Japan will be undertaken at the end of Quarter 4 2010 to determine the 2011 programme in consultation with JBIC. The updated engagements will be listed in the calendar on the Company website.

## 6.7 MEDIA AND OTHER INTEREST GROUPS

Sakhalin Energy's External Affairs departments in both Moscow and Yuzhno-Sakhalinsk communicate regularly with representatives of the mass media as well as other interest groups such as educational and research institutions.

Formal meetings, such as press conferences, media briefings and discussion are held when required. There is also informal interaction with representatives of these groups.

Media are informed in advance of press conferences and other meetings by telephone, fax or email as appropriate.

**Table 10. Multi-media activity**

Format	Frequency	Language
Media briefings for Sakhalin journalists	When appropriate	Russian
TV programme 'Energy'	Weekly	Russian
Monthly community project update	Monthly	Russian
'At a Glance' page in the internet site	Regularly	Russian/English
"Vesti" newspaper	Monthly	Russian

## 7 COMMUNITY LIAISON NETWORK

### 7.1 CLO ORGANISATION ROLE IN PROJECT

In accordance with international best practice, e.g. IFC Guidance Note F on Public Consultation and Disclosure, Community Liaison Officers (CLOs) are now an integral component of large oil and gas projects. Within Sakhalin Energy, their role is to provide the interface between the Company and the community, providing regular updates on project activities and to help ensure that actual or potential grievances or issues are dealt with in a timely and effective manner.

The overall purpose of the CLO team is to act as the eyes and ears of the project, being available to help address local authorities and the public to find answers to the potentially numerous questions concerning project activities. Specifically the CLOs will assist the local authorities and other stakeholders to:

- Find the correct party to talk with (e.g. local authorities as well as general public often do not have complete information as to what contractors were constructing in their area);
- Arrange meetings between the local authority or individuals company representatives;
- Follow-up with both parties to make sure that the issue was satisfactorily resolved and, if not, define appropriate measures to resolve it (e.g. through the grievance resolution monitoring);
- If needed to elevate the issue within Sakhalin Energy management to ensure the problem is satisfactorily resolved (e.g. when a contractor is not willing or able to resolve emerging issues).

It is important to note that in many cases it is not the CLO's job to solve the problem, but rather to assist in identifying affected parties and follow up to ensure the problem has been resolved.

The Sakhalin Energy Community Liaison Organisation was established in early 2003. The Table 10 shows the CLOs network as of January 2010. All of CLOs have participated in over three months of intensive training. CLO Coordinator based in Yuzhno support them.

**Table 10: Assignment of Corporate, SEIC Project Asset CLOs**

Organisation	No. CLOs	Details	Locations
Corporate	1	Sakhalin Energy CLO Coordinator	Yuzhno
	1	Sakhalin Energy IP CLO Addresses issues related to Indigenous People issues	Val
	4	Sakhalin Energy CLO	Yuzhno –Sakhalinsk/ Poronaisk/ Nogliki/ Korsakov

### 7.2 OPEN HOURS

Community liaison offices are open in 3 district centres (Nogliki, Poronaisk, Korsakov) and will remain operational during the operational phase. The up- to -date Open Hours Timetable is maintained at the Sakhalin Energy website: [www.sakhalinenergy.com](http://www.sakhalinenergy.com).

In 20 communities of 7 districts open hours are arranged on ad hoc basis in the Company's Information Centers opened in the libraries; population is being informed on the open hours via local papers , billboards and Sakhalin Energy website.

### 7.3 KEY CLO ACTIVITIES

The network of Community Liaison Officers (CLOs) plays a key role in developing and maintaining good community relationships. Since July 2003, the CLOs have been building a network of local community stakeholders in order to maintain a basic understanding of community issues and an ongoing dialogue with Sakhalin communities.

Community relations are maintained through various activities, the most important of which are as follows:

- Regular meetings with key stakeholders (e.g. government authorities, social institutions, press, businesses, community groups, key community figures, reindeer herders and other special interest groups);
- CLO open hours for all local community residents;
- Pre-arranged and unprompted meetings with local residents. Pre-arranged meetings are either initiated by CLOs or requested by community stakeholders;
- Raising public awareness of the Grievance Procedure and ensuring its implementation.

Through meetings with residents and key stakeholders, CLOs are able to clarify Company policies and provide advice on Project-related issues (e.g. job opportunities, preparing a resume/job application, information about grant programmes). Through phone calls, e-mails and face-to-face meetings CLOs regularly inform relevant representatives of the Company, Project Asset Teams and Contractors / Subcontractors about community issues and concerns by maintaining dialogues with a wide network of stakeholders.

The CLOs have also been able to support other Project functions by resolving conflicts, clarifying Company policy or avoiding negative media publicity.

For additional information on CLO roles and responsibilities, and other relevant material, please see Appendix 6.

## 8 PUBLIC GRIEVANCE PROCEDURE

### 8.1 REPORTING GRIEVANCES

A grievance can be defined as an actual or perceived problem that might give ground for complaint. As a general policy, Sakhalin Energy will work pro-actively towards the prevention of grievances through the implementation of impact mitigation measures and community liaison activities that enable Sakhalin Energy to anticipate and address potential issues before they become grievances. Nevertheless, should grievances emerge, Sakhalin Energy is committed to addressing these in a timely and effective manner in accordance with Russian Federation Law, international best practice and the Company's internal Grievance Procedure. Resolution of the grievances related to the activities of Sakhalin Energy's suppliers, contractors and sub-contractors is carried out through the respective Asset Managers. The Company's Asset Managers are responsible for the implementation of the Grievance Procedure within individual Asset teams including contractor and sub-contractor organisations.

Sakhalin Energy endeavours to investigate and resolve grievances within 20 working days from receipt of the grievance. The maximum resolution period should not normally exceed 45 working days and within this period a required action is either completed or agreed with the complainant.

The Company has developed and periodically updates a public grievance leaflet, which advises those with a grievance on how they can lodge a grievance relating to Sakhalin-2 Project activities. This also applies to individuals who have been part of an involuntary resettlement programme (for information on resettlement issues, please refer to the Resettlement Action Plan provided on the Sakhalin Energy website).

The public grievance leaflet was revised in 2009 to reflect recent updates in the process. The revised Public Grievance Leaflet is set out below, including the form that should be completed should anyone wish to lodge a grievance<sup>3</sup>. CLOs are responsible for distributing Russian versions of this leaflet at appropriate locations within the communities in which they work (be it a library or at their offices, or both), and will ensure copies are also made available at public meetings related to the Project. A slightly modified version of the leaflet is available in Japanese, and is appended to the Chapter 6.6, which is translated into Japanese.

Advertising of the Grievance Procedure is one of the integral parts of a Company community engagement programme. Extensive information campaign will be launched in the Q2 of 2010.

### 8.2 PUBLIC GRIEVANCE LEAFLET

#### ABOUT THIS LEAFLET

Large and complex projects, such as the Sakhalin-2 Project, can sometimes cause problems and/or difficulties for those living within or adjacent to the project area. We want to hear about any concerns (also known as 'grievances') that might have been caused by our activities or business practices so that we can do our best to try and resolve them in a timely manner.

This leaflet provides detailed information on the Sakhalin Energy Public Grievance Procedure. The leaflet tells you how you can inform us of a grievance. It also sets out the steps that we will take to address your concerns.

Public Grievance Leaflet is available at:

- CLOs (see contact information below);
- Sakhalin Energy Information Centers, located in the libraries of Sokol, Onory, Byukly, Smirnykh, Roschino, Novoye, Kirovskoye, Yasnoye, Tymovskoye, Vostok, Vostochnoye,

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<sup>3</sup> This does not apply to Sakhalin Energy employees, who have a separate internal grievance procedure.

Sovetskoye, Vzmorye, Pobedino, Molodezhnoye, Troitskoye, Gastello, Kholmsk, Dolinsk, Makarov;

- District libraries;
- Company offices, located at:
  - 35, Dzerzhinskogo Str, Yuzhno-Sakhalinsk
  - 12, Pogranichnaya Str., Nogliki
  - 21, Smakova Str, Poronaisk, apt 18
- Sakhalin Energy website: [www.sakhalinenergy.com](http://www.sakhalinenergy.com)

For additional information please contact CLOs on the phones shown below.

### **Community Liaison Officers Contacts:**

District	Contact telephone*
Okha, Noglikskiy, Tymovsk, Alexandrovsk	29-44-08
Poronaysk, Makarov, Smirnykh	29-47-44
Yuzhno-Sakhalinsk, Aniva, Dolinsk, Kholmsk	29-44-84
Indigenous people communities	29-42-08
Korsakov	29-40-18

You can raise a grievance with Sakhalin Energy if you believe the Company's business practices or development of the Sakhalin-2 Project is having a detrimental impact on the community, the environment or on quality of your life.

We will look into all grievances that we receive. Sometimes we may find that a grievance is not connected to our activity or that we are working within the applicable Russian and international standards (e.g. noise standards). In these cases we will explain this in writing to you. In all other cases we will investigate whether we have failed to work to our intended standard and, if we have, identify measures, which might be taken to protect against the incident occurring again.

#### **HOW DO I REPORT A GRIEVANCE?**

There are several ways you can report a grievance:

- Send a completed Grievance Form (given at the end of this leaflet) to the address on the back of the form;
- Contact your local Community Liaison Officer (CLO). A list of CLO contacts is also provided at the end of this leaflet;

\* International code +7 4242, Russian and local code 8 4242+.

- Send an email to the following address [Grievancereport@Sakhalinenergy.ru](mailto:Grievancereport@Sakhalinenergy.ru)
- Call Sakhalin Energy directly on a confidential phone line at **+7 4242 66 2400**. (For security reasons, there are no recorders or caller identification devices attached. If the phone is not answered, please call back);
- Or report your concerns via a confidential website [www.seicconfidential.com](http://www.seicconfidential.com) which is completely anonymous.

### **CONFIDENTIALITY AND ANONYMITY**

**You may wish to raise a concern in confidence under this procedure.** If you ask Sakhalin Energy to protect your identity, it will not be disclosed without your consent. Details of submissions and allegations will remain secure within the team responsible for investigating your concerns. However, the situation may arise where it will not be possible to resolve the matter without revealing your identity (for instance where you are required to give evidence in court). The investigative team will discuss with you whether and how best to proceed.

**You may also choose to raise a concern anonymously.** However, remember that if you do not tell Sakhalin Energy who you are it may make it more difficult to look into the matter, to protect your position or to give you feedback. Accordingly, while Sakhalin Energy will consider anonymous reports, they are not encouraged. If you do insist on raising a concern anonymously, you will need to provide sufficient facts and data to enable the investigative team to look into the matter without your assistance.

### **WHAT HAPPENS ONCE I HAVE FILED A GRIEVANCE?**

In some instances, for example when you have contacted one of our CLOs and they are able to act immediately, it may be possible to resolve your grievance straight away. Where this is not possible we will work through the steps shown below:

#### **Step 1: Receive Complaint**

- Once we receive your completed form or get notification of your problem, we will assign someone to be responsible for resolving your grievance.

#### **Step 2: Acknowledgement**

- We will acknowledge receipt of your grievance by letter within 10 working days of having received the grievance.
- Our acknowledgement will specify a contact person, grievance reference indicator and an anticipated target date when you can expect to receive an update on actions taken.

#### **Step 3: Investigation**

- We will work to understand the cause of your grievance. We may need to contact you during this time.

#### **Step 4: Resolution**

- Once we have investigated your grievance, we will write to you with the results of the investigation and of our proposed course of action, should we believe any to be necessary.
- If you consider the grievance to be satisfactorily resolved we would appreciate your sharing that with us by signing a Statement of Satisfaction.
- If the grievance remains unresolved it will be reassessed and we will have further dialogue with you to discuss if there are any further steps, which may be taken.

#### **Step 5: Follow Up**

- If you are happy for us to do so, Sakhalin Energy may contact you at a later stage to ensure that our activities continue to pose no further problems.

## Sakhalin Energy Public Grievance Form

You can submit your grievance anonymously if you wish. However, the more information you can provide, including your contact details, the more efficiently we will be able to follow-up.

<b>Sakhalin Energy Reference No:</b>	
<b>Full Name:</b> <i>Note: You can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent</i>	<hr/> <hr/> <p style="text-align: center;"><b>I request not to disclose my identity without my consent</b> <b>I wish to raise my grievance anonymously</b></p>
<b>Contact Information:</b> <i>Please mark how you wish to be contacted (mail, telephone, e-mail).</i> <i>Note: You do not have to give your details if you do not wish to provide them.</i>	<b>Address:</b> _____ _____ <b>Telephone:</b> _____ <b>E-mail:</b> _____
<b>Passport number:</b> <i>Note: You do not have to give your passport details if you do not wish to do so.</i>	_____
<b>Indigenous Peoples-related?</b>	<input type="checkbox"/> <b>Yes</b> <span style="margin-left: 200px;"><input type="checkbox"/> <b>No</b></span>
<b>Preferred Language for communication:</b> <i>Please mark how you wish to be contacted.</i>	<input type="checkbox"/> <b>Russian</b> <input type="checkbox"/> <b>English</b> <input type="checkbox"/> <b>Other</b> (please indicate) _____
<b>Description of Incident or Grievance</b> (What happened? When did it happen? Where did it happen? Who did it happen to? What is the result of the problem?):  <div style="border: 1px solid black; height: 150px; width: 100%;"></div>	
<b>What would you like to see happen to resolve the problem?</b>  <div style="border: 1px solid black; height: 100px; width: 100%;"></div>	

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Consent to disclose grievance-related information to the third parties

*I am aware that this grievance of mine (in full or in part) refers to actions or failure to act of third parties, which are not Sakhalin Energy (for example, contractors of Sakhalin Energy). I understand that in order to efficiently resolve my grievance Sakhalin Energy will have to contact these third parties so as to check into the facts stated in the grievance and work out a solution. I hereby agree that Sakhalin Energy can disclose this grievance (as well as additional information that I have provided and will provide to Sakhalin Energy in connection with this grievance) to third parties to whose actions or failure to act my grievance refers (at that Sakhalin Energy shall not disclose information, which could contribute to identifying me personally, if I requested so by ticking in the grievance registration form).*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Please return this form to:** External Affairs, Community Grievance Procedure Focal Point, Sakhalin Energy Investment Company Ltd, 35 Dzerzhinskogo St., Yuzhno-Sakhalinsk 693020, Russian Federation

## 9 CONTACT INFORMATION

For more information about the Sakhalin-2 Project, please visit [www.sakhalinenergy.ru](http://www.sakhalinenergy.ru). (Russian) and [www.sakhalinenergy.com](http://www.sakhalinenergy.com). (English).

Sakhalin Energy can also be contacted by:

- e-mail at [ask-sakhalinenergy@sakhalinenergy.ru](mailto:ask-sakhalinenergy@sakhalinenergy.ru);
- fax to the External Affairs Manager at +7 4242 662012;
- letter to the External Affairs Manager  
Sakhalin Energy Investment Company Limited  
35, Dzerzhinskogo Str  
693020, Yuzhno-Sakhalinsk  
Russian Federation
- telephone on a toll free hotline 8 4242 662400 (Sakhalin only);
- telephone +7 4242 662400 (Russian and English);
- telephone +7 4242 299593 (Indigenous);
- telephone +7 4242 662684 (Japanese);
- telephone in Moscow +7 495 956 1750.

If there is a sensitive issue and the caller prefers to speak to a woman, the caller should use the following numbers:

- telephone +7 4242 662400 (Russian and English); and
- telephone +7 4242 299593 (Indigenous).

If the caller would prefer to speak to a man, please use the main number and state the request, and someone will return the call.

## **APPENDIX 1 STATEMENT OF GENERAL BUSINESS PRINCIPLES**

### **OUR VALUES**

Sakhalin Energy employees share a set of core values - honesty, integrity and respect for people. We also firmly believe in the fundamental importance of trust, openness, teamwork and professionalism, and pride in what we do.

### **SUSTAINABLE DEVELOPMENT**

As part of the Business Principles, we commit to contribute to sustainable development. This requires balancing short and long term interests, integrating economic, environmental and social considerations into business decision-making.

### **RESPONSIBILITIES**

Sakhalin Energy recognises six areas of responsibility. It is the duty of management to continuously assess the priorities and discharge these inseparable responsibilities on the basis of that assessment.

#### ***a. To shareholders***

To protect shareholders' investment, and provide a long-term return competitive with those of other leading companies in the industry.

#### ***b. To the Russian Party***

To respect our obligations towards the Federation of Russia and the Sakhalin Oblast and to protect its rights under the Production Sharing Agreement entered into by Sakhalin Energy and those parties.

#### ***c. To customers***

To win and maintain customers by developing and providing products and services which offer value in terms of price, quality, safety and environmental impact, which are supported by the requisite technological, environmental and commercial expertise.

#### ***d. To employees***

To respect the human rights of our employees and to provide them with good and safe working conditions, competitive terms and conditions of employment.

To promote the development and best use of the talents of our employees; to create an inclusive work environment where every employee has an equal opportunity to develop his or her skills and talents. To encourage the involvement of employees in the planning and direction of their work; to provide them with channels to report concerns. We recognise that commercial success depends on the full commitment of all employees.

#### ***e. To those with whom we do business***

To seek mutually beneficial relationships with contractors and suppliers to promote the application of these Sakhalin Energy General Business Principles or equivalent principles in such relationships. The ability to promote these principles effectively will be an important factor in the decision to enter into or remain in such relationships.

#### ***f. To society***

To conduct business as responsible corporate members of society, to observe the laws of the Russian Federation and the other countries in which Sakhalin Energy operates, to support fundamental human rights in line with the legitimate role of business, and to give proper regard to health, safety, security and the environment.

### **Principle 1: Economic**

Long-term profitability is essential to achieving our business goals and to our continued growth. It is a measure both of efficiency and of the value that customers place on Sakhalin Energy's products and services. It supplies the necessary corporate resources for the continuing investment that is required to develop and produce future energy supplies to meet customer needs. Without profits and a strong financial foundation, it would not be possible to fulfill our responsibilities.

Criteria for investment and divestment decisions include sustainable development considerations (economic, social and environmental) and an appraisal of the risks of the investment.

### **Principle 2: Competition**

Sakhalin Energy supports free enterprise. We seek to compete fairly and ethically and within the framework of applicable competition laws; we will not prevent others from competing freely with us.

### **Principle 3: Business Integrity**

Sakhalin Energy insists on honesty, integrity and fairness in all aspects of our business and expects the same in our relationships with all those with whom we do business. The direct or indirect offer, payment, soliciting or acceptance of bribes in any form is unacceptable. Facilitation payments are also bribes and should not be made.

Employees must avoid conflicts of interest between their private activities and their part in the conduct of company business. Employees must also declare to their employing company potential conflicts of interest. All business transactions on behalf of Sakhalin Energy must be reflected accurately and fairly in the accounts of the company in accordance with established procedures and are subject to audit and disclosure.

### **Principle 4: Political activities:**

#### ***a. Of companies***

Sakhalin Energy act in a socially responsible manner within the laws of the Russian Federation and the other countries in which we operate in pursuit of our legitimate commercial objectives.

Sakhalin Energy does not make payments to political parties, organizations or their representatives or take part in party politics. However, when dealing with governments, Sakhalin Energy has the right and the responsibility to make our position known on any matters, which affect us, our employees, our customers, our shareholders or local communities in a manner, that is in accordance with our values and the Business Principles.

#### ***b. Of employees***

Where individuals wish to engage in activities in the community, including standing for election to public office, they will be given the opportunity to do so where this is appropriate in the light of local circumstances.

### **Principle 5: Health, Safety, Security and the Environment**

Sakhalin Energy has a systematic approach to health, safety, security and environmental management in order to achieve continuous performance improvement.

To this end, Sakhalin Energy manages these matters as critical business activities, set standards and targets for improvement, and measure, appraise and report performance externally. We continually look for ways to reduce the environmental impact of our operations, products and services.

### **Principle 6: Local Communities**

Sakhalin Energy aims to be good neighbours by continuously improving the ways in which we contribute directly or indirectly to the general well-being of the communities within which we work.

We manage the social impacts of our business activities carefully and work with others to enhance the benefits to local communities, and to mitigate any negative impacts from our activities.

In addition, Sakhalin Energy takes a constructive interest in societal matters, directly or indirectly related to our business.

### **Principle 7: Communication and Engagement**

Sakhalin Energy recognises that regular dialogue and engagement with our stakeholders is essential. We are committed to reporting of our performance by providing full relevant information to legitimately interested parties, subject to any overriding considerations of business confidentiality.

In our interactions with employees, business partners and local communities, we seek to listen and respond to them honestly and responsibly.

### **Principle 8: Compliance**

We comply with all applicable laws and regulations of the countries in which we operate.

### **Living by our Principles**

Our shared core values of honesty, integrity and respect for people, underpin all the work we do and are the foundation of our Business Principles.

The Business Principles apply to all transactions, large or small, and drive the behaviour expected of every employee in every Sakhalin Energy Company in the conduct of its business at all times.

We are judged by how we act. Our reputation will be upheld if we act in accordance with the law and the Business Principles. We encourage our business partners to live by them or by equivalent principles.

We encourage our employees to demonstrate leadership, accountability and teamwork, and through these behaviours, to contribute to the overall success of Sakhalin Energy.

It is the responsibility of management to lead by example, to ensure that all employees are aware of these principles, and behave in accordance with the spirit as well as with the letter of this statement.

The application of these principles is underpinned by a comprehensive set of assurance procedures, which are designed to make sure that our employees understand the principles and confirm that they act in accordance with them.

As part of the assurance system, it is also the responsibility of management to provide employees with safe and confidential channels to raise concerns and report instances of non-compliance. In turn, it is the responsibility of Sakhalin Energy employees to report suspected breaches of the Business Principles to Sakhalin Energy.

The Business Principles have for many years been fundamental to how we conduct our business and living by them is crucial to our continued success.

## APPENDIX 2 CLO CONTACTS AND BULLETIN BOARD LOCATIONS

DISTRICT	COMMUNITY	POP.	KEY PROJECT ASSET IN/NEAR COMMUNITY	SAKHALIN ENERGY DOCUMENTS/INFORMATION MATERIALS LOCATION	BULLETIN BOARD LOCATION	NAME CONTACT PHONE* CLO OFFICE	DISTRICT NEWS-PAPER**
Nogliki	Val	1,450		Nogliki	Nogliki, CLO office	Leena Zhamyanova +8 4242 29 42 08	Znamya Truda
	Venskoye	6		Nogliki	Nogliki, CLO office	Sergey Kamelin +8 4242 29 44 08 CLO office: 12 Pogranichnaya St., Nogliki	
	Nogliki	11,200		District library (7 Sovetskaya St., Tel. +8 42444 910 57 Administration	CLO office		
	Nysh	710	OPF (apart of 70 km from the community, camp is on construction site)	Library	Nogliki, CLO office		
Tymovsky	Chir-Unvd	285		Molodezhnoe	Molodezhnoe, library	Sergey Kamelin +8 4242 29 44 08	Tymovsky Vestnik
	Voskresenovka	297		Molodezhnoe	Molodezhnoe, library	Leena Zhamyanova +8 4242 29 42 08	
	Molodezhnoye	1,033		Library/ Information Center	Library (14 Sovetskaya St.)		

DISTRICT	COMMUNITY	POP.	KEY PROJECT ASSET IN/NEAR COMMUNITY	SAKHALIN ENERGY DOCUMENTS/INFORMATION MATERIALS LOCATION	BULLETIN BOARD LOCATION	NAME CONTACT PHONE* CLO OFFICE	DISTRICT NEWS-PAPER**
	Tymovskoye	9,000		District library, Administration	District library (14 Kharitonov St., tel. +8 42447 224 78)		
	Voskhod	696		Tymovskoye/Kirovskoye	Tymovskoye/Kirovskoye, library		
	Podgornoe	287		Tymovskoye/Kirovskoye	Tymovskoye/Kirovskoye, library		
	Kirovskoye			Library	Library branch office		
	Yasnoye	1,640		Library	Library branch office # 13		
	Palevo	114		Yasnoye	Yasnoye, library		
Smirnykh	Onor	1,874		Library (7 Transportnaya St.)	Library branch office # 3	Olga Shpagina +8 4242 29 47 44	Novaya Zhizn
	Roschino	821		Library (11 Parkovaya St.)	Library branch office # 6		
	Pobedino	1,959		Library (52-a Centralnaya St.)	Library branch office # 4		
	Smirnykh	7,600		District library, (12 Lenin St., tel. +8 42452 223 67), Administration	District library, (12 Lenin St., tel. +8 42452 223 67)		
	Elniki	126		Smirnykh	Smirnykh, library		
	Buyukly	2,223		Library (28 Lesnaya St.)	Library branch office # 1		

DISTRICT	COMMUNITY	POP.	KEY PROJECT ASSET IN/NEAR COMMUNITY	SAKHALIN ENERGY DOCUMENTS/INFORMATION MATERIALS LOCATION	BULLETIN BOARD LOCATION	NAME CONTACT PHONE* CLO OFFICE	DISTRICT NEWS-PAPER**
Poronaisk	Leonidovo	2,300		Poronaisk, library	Poronaisk, library	Olga Shpagina +8 4242 29 47 44 CLO office: 21 Shmakova St., Apt. 18, Poronaisk	Express Zvezda
	Poronaisk	20,600		Library Administration	District Library (45 Gagarina St., tel. +8 42431 427 13)		
	Tikhmenevo	1,200		Gastello, library	Gastello, library		
	Gastello	1,300	Booster station	Administration Library branch office	Library branch office		
	Vostok	583		Administration Library branch office	Library branch office # 13		
Makarov	Novoye	894		Library	Library branch office # 4	Olga Shpagina +8 4242 29 47 44	Novaya Gazeta
	Gornoye	384		Novoye, library	Novoye, library		
	Tumanovo	32		Novoye, library	Novoye, library		
	Makarov	8,700		District library (9-a 50 Let Oktyabrya St., tel. +8 42443 533 78) & Administration	District library (9-a 50 Let Oktyabrya St., tel. +8 42443 533 78)		
	Vostochny	570		Library	Library branch office # 2		
	Pugachevo	107 64		Vostochny	Vostochny, library		
Dolinsk	Vzmorye	67		Library	Library branch office	Olga Deryabina	Dolinskaya

DISTRICT	COMMUNITY	POP.	KEY PROJECT ASSET IN/NEAR COMMUNITY	SAKHALIN ENERGY DOCUMENTS/INFORMATION MATERIALS LOCATION	BULLETIN BOARD LOCATION	NAME CONTACT PHONE* CLO OFFICE	DISTRICT NEWS-PAPER**
	Sovetskoye	791		Library, Administration,	Library branch office	+8 4242 29 44 84	Pravda
	Dolinsk	13,800		District library, Administration	District library (31 Lenin St., tel. +8 42442 252 84)		
	Pokrovka/Oktyabrskoye/Sosnovka/Ruchi			District library	District library		
	Sokol	5,000		Administration Library	Library branch office # 3		
Yuzhno Area	Novaya Derevnya/Elochki/Dalnee			Yuzhno Library	Yuzhno Library	Olga Deryabina +8 4242 29 44 84 CLO office: 35 Dzerzhinsky St., Yuzhno-Sakhalinsk	Sovietsky Sakhalin/Gubernskiye Vedomosti (regional papers available in all other districts)
	Yuzhno	179,200	Head office	Regional library (78 Khabarovsk St., tel +8 4242 72-22-82), City library, City administration (173 Lenin St.)	City library (244 Lenin St., tel. (22) 42-45-59)		
Aniva	Troitskoye	3,576		Administration Library	Library branch office # 7	Olga Deryabina +8 4242 29 44 84	Utro Rodiny
	Novo-Troitskoye			Library	Troitskoye, library		
	Aniva	8,600		District library,	District library (10 Pervomaiskaya St., tel. (41) 512-84)		

DISTRICT	COMMUNITY	POP.	KEY PROJECT ASSET IN/NEAR COMMUNITY	SAKHALIN ENERGY DOCUMENTS/INFORMATION MATERIALS LOCATION	BULLETIN BOARD LOCATION	NAME CONTACT PHONE* CLO OFFICE	DISTRICT NEWS-PAPER**
	Mitsulevka	211		Library	Troitskoye, library		
Korsakov	Solovyevka	1,395		Administration Library	Library (Centralnaya St.)	Tatyana Derivedmid +8 4242 29 09 93 CLO office: 11 Korsakovskaya St, Korsakov	Voskhod
	Ozersky	2000	LNG/OET	-	Administration		
	Chapayevo	800	LNG/OET	-	Korsakov		
	Korsakov	36,500	LNG/OET,	District library, Administration	District library, (18 Sovetskaya St., tel. +8 42435 208 68), Child library (38 Sovetskaya St) Administration CLO office (11 Korsakovskaya St.)		
	Prigorodnoye	0	LNG/OET	Korsakov	Korsakov		
Kholmsk	Kholmsk	39,300	Port access	District library, Administration	District library (124 Sovetskaya St., tel. +8 42433 508 62),	Olga Deryabina +8 4242 29 44 84	Kholmskaya Panorama

### APPENDIX 3 SAKHALIN ENERGY INFORMATION CENTERS LOCATIONS

District	Settlements
Aniva	<ul style="list-style-type: none"> <li>• Troitskoye</li> </ul>
Dolinsk	<ul style="list-style-type: none"> <li>• Dolinsk</li> <li>• Sokol</li> <li>• Sovetskoye</li> <li>• Vzmorye</li> </ul>
Makarov	<ul style="list-style-type: none"> <li>• Makarov</li> <li>• Novoye</li> <li>• Vostochnoye</li> </ul>
Poronaisk	<ul style="list-style-type: none"> <li>• Vostok</li> <li>• Gastello</li> </ul>
Smirnykh	<ul style="list-style-type: none"> <li>• Pobedino</li> <li>• Smirnykh</li> <li>• Onor</li> <li>• Buyukly</li> <li>• Roschino</li> </ul>
Tymovsk	<ul style="list-style-type: none"> <li>• Molodezhnoye</li> <li>• Tymovskoye</li> <li>• Kirovskoye</li> <li>• Yasnoye</li> </ul>
Kholmsk	<ul style="list-style-type: none"> <li>• Kholmsk</li> </ul>

## APPENDIX 4 COMMUNITIES, NGOS AND OTHER STAKEHOLDERS

Organisations on this list receive news updates from Sakhalin Energy. To be added to the list, please contact Sakhalin Energy (see Section 9 of the Public Consultation and Disclosure Plan for details).

Local & RFE	National	Regional	International
<ul style="list-style-type: none"> <li>• Sakhalin Environment Watch</li> <li>• ISAR – Far East</li> <li>• Sakhalin Fishing Associations and co-operatives</li> <li>• Russian Geographical Society</li> <li>• Marine Rescue Centre</li> <li>• Rodnik Environmental Centre</li> <li>• Green Island School</li> <li>• Sakhalin Initiatives</li> <li>• Int. Academy of Nature and Social studies</li> <li>• Russian-American Business Training Centre</li> <li>• Young Talents of Sakhalin</li> <li>• Sakhalin State University</li> <li>• Institute of Advanced Teachers Training</li> <li>• AntiAIDS Foundation</li> <li>• Sakhalin Regional Anti-AIDS Centre</li> <li>• The Youth Association</li> <li>• Sakhalin Branch of Russian Journalists Association</li> <li>• WWF – RFE</li> <li>• Podrostok</li> <li>• Boomerang</li> <li>• Club Romantic</li> </ul>	<ul style="list-style-type: none"> <li>• WWF – Russia</li> <li>• IFAW-Russia</li> <li>• Greenpeace – Russia</li> <li>• IUCN - Russia</li> <li>• EcoJuris</li> <li>• RAIPON</li> <li>• Rodnik</li> </ul>	<ul style="list-style-type: none"> <li>• Consulate General, Japan – Yuzhno</li> <li>• Hokkaido Government</li> <li>• Wakkanai Municipal Government</li> <li>• Abashiri Municipal Government</li> <li>• Monbetsu Municipal Government</li> <li>• Rumoi Municipal Government</li> <li>• Governmental Fishing Agencies</li> <li>• Hokkaido Bureau of Economy, Trade and Industry</li> <li>• Hokkaido Regional Assembly</li> <li>• Tourism Authorities</li> <li>• Japan Coast Guard – Tokyo and Regional Headquarters</li> <li>• Hokkaido Fishing Associations</li> <li>• Hokkaido regional fishing cooperatives in Wakkanai, Sarufutsu, Esashi, Abashiri, Kitarumoi, Otaru, Tokoro, Yuubetsu, Oumu, Ishikari</li> <li>• Japan Environment Disaster Information Centre</li> <li>• Hokkaido University</li> <li>• Ship &amp; Ocean Foundation</li> <li>• Friends of Earth Japan</li> </ul>	<ul style="list-style-type: none"> <li>• WWF International</li> <li>• WWF Switzerland</li> <li>• WWF USA</li> <li>• IFAW</li> <li>• IUCN</li> <li>• Pacific Environment</li> <li>• Wild Salmon Centre</li> <li>• International Bird Rescue Research Center</li> <li>• Kidsave International</li> </ul>

Local & RFE	National	Regional	International
<ul style="list-style-type: none"> <li>• Sakhalin Community</li> <li>• Youth Parliament Chamber</li> <li>• Youth Achievements</li> <li>• Disabled Children’s Organisation</li> <li>• Sakhalin Oblast Student’s Youth Association</li> <li>• Association of Indigenous People</li> <li>• Poronaysk Lyceum of Traditional Industries of the People of the North</li> <li>• Military Veterans Organisation</li> <li>• Korsakov Business Association</li> <li>• Knowledge is Power</li> </ul>		<ul style="list-style-type: none"> <li>• IFAW – Japan</li> <li>• WWF Japan</li> <li>• Wildlife Preservation Bureau of Hokkaido</li> <li>• Etopilika</li> <li>• Hokkaido Raptores Research</li> <li>• Wild Bird Society of Japan</li> <li>• Yamashina Institute for Ornithology</li> <li>• Okhotsk Environmental Protection Network</li> </ul>	

## APPENDIX 5. LIST OF EXISTING JAPANESE STAKEHOLDERS ON SAKHALIN ENERGY DATABASE

Detailed description of Japanese stakeholders principles are described in Section 6.6 of this plan.

Japanese stakeholders	Japanese stakeholders
<ul style="list-style-type: none"> <li>• Consulate General – Yuzhno</li> <li>• Hokkaido Government</li> <li>• Wakkanai Municipal Government</li> <li>• Abashiri Municipal Government</li> <li>• Monbetsu Municipal Government</li> <li>• Rumoi Rumoi Municipal Government</li> <li>• Governmental Fishing Agencies</li> <li>• Hokkaido Bureau of Economy, Trade and Industry</li> <li>• Hokkaido Regional Assembly</li> <li>• Tourism Authorities</li> <li>• Hokkaido Fishing Associations</li> <li>• Hokkaido regional fishing cooperatives in Wakkanai, Sarufutsu, Esashi, Abashiri, Kitarumoi, Otaru, Tokoro, Yuubetsu, Oumu, Ishikari</li> </ul>	<ul style="list-style-type: none"> <li>• Japan Coast Guard – Tokyo and Regional Headquarters</li> <li>• Japan Environment Disaster Information Centre, Hokkaido University</li> <li>• Ship &amp; Ocean Foundation</li> <li>• Friends of Earth Japan</li> <li>• IFAW – Japan</li> <li>• WWFJapan</li> <li>• Wildlife Preservation Bureau of Hokkaido</li> <li>• Etopilika</li> <li>• Hokkaido Raptors Research</li> <li>• Wild Bird Society of Japan</li> <li>• Yamashina Institute for Ornithology</li> <li>• Okhotsk Environmental Protection Network</li> </ul>

If an organisation or individual would like to be added to the list of interested stakeholders they should contact Sakhalin Energy:

Via email: [SEIC-ask-japan@sakhalinenergy.ru](mailto:SEIC-ask-japan@sakhalinenergy.ru)

Via telephone: +7 4242 66 2684 (Japanese speaking)

Via fax: +7 4242 662020

List of libraries in Japan where Sakhalin Energy materials are available for review:

Wakkanai Library  
4-1-1, Daikoku, Wakkanai-shi, Hokkaido  
Tel : 81-162-23-3874

Monbetsu Library  
3-1-8, Saiwaicho, Monbetsu-shi, Hokkaido  
Tel : 81-1582-4-2111

Abashiri Library  
3 chome, Kita 2 jyo Nishi, Abashiri-shi, Hokkaido  
Tel : 81-152-43-2426

Hokkaido Library  
41, Higashi-machi, Bunkyodai, Ebetsu-shi, Hokkaido  
Tel : 81-11-386-8521

## **APPENDIX 6 COMMUNITY LIAISON OVERVIEW**

### **Key Responsibilities**

Key Sakhalin Energy CLO responsibilities include the following:

- Ongoing engagement with local authorities, management of local enterprises, representatives of community groups, local media and other key community shareholders;
- Maintain professional understanding of local issues and problems;
- Obtain regular feedback from community residents, through the Company information centres, CLO local offices and other pro- active means such as public meetings;
- Address community concerns and grievances related to the Project activity;
- Assist local residents with job application processes and informing them about employment opportunities;
- Assist local business development;
- Identify the need for the development of specific local social projects and monitoring the projects progress if approved;
- Disseminate Project-related information to communities; and other stakeholder groups;
- Make the public aware of the grievance procedure, including the public grievance leaflet, the Public Grievance Form, and with whom grievances should be lodged;
- Compile databases, contact lists and other community information sets;
- Monitor relations between Contractors/Subcontractors and local communities;
- Monitor on a monthly basis the local media (newspapers, radio, TV) and build relationships and exchanges information exchange with local media representatives;
- Inform key Sakhalin Energy audiences of community background information and current issues through regular reporting to interested Corporate;
- Track project impacts on communities and attitudes/expectations associated with Project implementation (through the Social Monitoring Programme), and provide regular feedback to the Company;

A breakdown of responsibilities between different CLOs is provided in Table 1.

**Table 1: Summary of CLO positions and job responsibilities**

Position	Reporting to	Job Responsibilities (key tasks)
CLO Coordinator	External Affairs	<ul style="list-style-type: none"> <li>- Perform regular CLO duties (below)</li> <li>- Coordinate activities of other CLOs</li> <li>- Regularly communicate with other CLOs</li> <li>- Provide technical support in grievance process</li> <li>- Compile regular reports from field locations and on CLO activity statistics</li> </ul>
Corporate CLO	External Affairs	<ul style="list-style-type: none"> <li>- Build and maintain relations with local public in districts in project footprint</li> <li>- Advise Sakhalin Energy on local social/economic matters and issues/concerns related to the Project</li> <li>- Develop and maintain effective communications with local authorities and communities</li> <li>- Organise and facilitate meetings as required</li> <li>- Contribute in settling grievances</li> <li>- Maintain verbal and visual records of incidents</li> <li>- Provide Sakhalin Energy presence at community events</li> </ul>

### Key Responsibilities of the IP CLO

In addition to general CLO responsibilities, the IP CLO has the following specific IP related responsibilities:

- Assistance with implementation of the SIMDP in the six districts of compact living of IP;
- Liaison with indigenous and non-indigenous residents of Val;
- Liaison with indigenous people of Nogliki and Tymovsk and addressing IP-related issues in these communities;

The IP CLO conducts open hours three times a week and meets with key IP representatives and stakeholders in Nogliki and Tymovsk Districts on a regular basis. The IP CLO participates in other IP-related consultation activities carried out by the Company in Nogliki District and other districts as required, including all workshops with IP.

### Training

Training is considered to be of prime importance for the CLOs, whose work requires many skills and practices that are not usually developed or learned through standard Russian education and work experience.

The Head of Government Relations and Stakeholder Engagement is responsible for monitoring continued professional development and competence of CLOs.

## **Work cycle**

The CLOs currently operate on a cycle of eight weeks in the field and three days in the Yuzhno-Sakhalinsk office. During these three days in the office, CLOs typically attend briefings and debriefings, attend training sessions, prepare progress reports and meet with the different Company's departments. During this period they also complete forms and undergo training and assessment as required by the Human Resources Department (HR).

The Community Liaison Organisation (CLO Organisation) has established a 24-hour communication system with Company's departments, whereby factual and reported information is passed from Community Liaison Officers (CLOs) to departments as required by each department.

## **CLO Offices and other Information Centres**

### *Community Liaison Offices*

Three CLO offices are open in Korsakov, Poronaisk and Nogliki. For maximum public accessibility, offices are centrally located and open on part-time basis.

During open hours (up-to-day timetable is located at [www.sakhalinenergy.com](http://www.sakhalinenergy.com)), residents most frequently visit CLO offices to enquire about employment opportunities. They also:

- Obtain quick answers to questions about Project/Contractor activity;
- Discuss Project-related issues/concerns and seek clarifications; and
- Obtain assistance in preparing resumes and job applications.

The CLO offices are also used:

- As a meeting place for CLOs and local officials, when appropriate; and
- For other purposes related to community liaison activity.

### *Community Information Boards*

Information boards have been placed in 29 communities along the pipeline right-of-way. Most are located in local libraries, which are regularly used by community residents. CLOs use these boards to post relevant information, including:

- Job recruitment and contact information;
- Notices of any meetings;
- Locations of Project information (e.g., booklets, ESHIA and videos); and
- Notices of planned visits of CLOs and others, including where people can visit them to ask questions.

Information on the location of community information boards is provided in Appendix 2 of the PCDP.

### *Other Locations for information dissemination*

For remote communities with no CLO office, CLOs regularly hold open hours in the Company information centers, located in libraries. For most local residents this is the only opportunity to maintain regular communication with Sakhalin Energy.

In addition, CLOs regularly distribute Project information materials to libraries and other locations. CLOs also obtain materials from External Affairs in response to information requests from communities.



**SUGGESTIONS AND FEEDBACK FORM**

**How you can contact Community Liaison Officers:**

District	Town/ Settlement	Contact telephone (type of dialling)		
		International 7 4242 +	Russia code 8 4242 +	Sakhalin code 8 4242 +
Noglikiy	Nogliki	29 44 08	29 44 08	29 44 08
	Val	29 42 08	29 42 08	29 42 08
Tymovskiy	Tymovsk	29 44 08	29 44 08	29 44 08
Smirnykhovskiy	Smirnykh	29 47 44	29 47 44	29 47 44
Poronaiskiy	Poronaisk	29 47 44	29 47 44	29 47 44
	Gastello	29 47 44	29 47 44	29 47 44
Makarovskiy	Makarov	29 47 44	29 47 44	29 47 44
Dolinskiy	Dolinsk	29 44 84	29 44 84	29 44 84
Yuzhno-Sakhalinsk		29 44 84	29 44 84	29 44 84
Kholmskiy	kholmsk	29 44 84	29 44 84	29 44 84
Anivskiy	Aniva	29 44 84	29 44 84	29 44 84
Korsakovskiy	Korsakov	29-40-18	29-40-18	29-40-18

If the Community Liaison Officer you need is not available you can contact our Social Performance Advisor using the contact details below:

By phone to Yuzhno-Sakhalinsk (international code 7 4242; Russia code 8 4242, Sakhalin code 8 4242):

- **66 2893** – direct phone
- **66 20 00** – all day commutator
- **8 220 66 24 00** – direct free-of-charge telephone only for island districts (should be dialled the way it is indicated)

By e-mail: [ask-sakhalinenergy@sakhalinenergy.ru](mailto:ask-sakhalinenergy@sakhalinenergy.ru)

By mail: **«Sakhalin Energy Investment Company Ltd.»**  
**35, Dzerzhinskogo str. Yuzhno-Sakhalinsk, 693020**

**SUGGESTIONS AND FEEDBACK FORM**

Dear Residents!

It is important for Sakhalin Energy Investment Company Ltd. to know your opinion on Sakhalin-2 oil-and-gas project implementation.

You can put your suggestions and feedback on Sakhalin Energy, its contractors and subcontractors activities using the sheet above.

Should you have any questions please contact our Community Liaison Officers as indicated here.

Sakhalin Energy employees will consider all your suggestions and feedback in confidence.

Thank you in advance for your participation.

Respectfully,  
 External Affairs Department

*Note: Should you wish to notify the Company of a grievance or complaint, please use the Public Grievance Form provided in Section 9 of the PCDP, or as distributed at libraries listed in Appendix 2 of the PCDP.*