





Introduction

South Stream Transport B.V. is developing an Offshore Pipeline through the Black Sea ('the Project') that will deliver natural gas from Russia to Europe. The Project will comprise of four pipelines and will extend across the Black Sea, starting from the Russian coast near Anapa.

Approximately 4 km of the Russian Sector of the Project is on land and the rest is offshore. The pipelines will cross the shore via specially designed microtunnels. The nearest residential area to the Project is the village of Varvarovka, approximately 1 km west of the landfall facilities. The landfall facilities of the Project will connect to the Russkaya Compressor Station via four pipelines with a length of 2.5 km. The Russkaya Compressor Station and connecting pipelines have been developed by Gazprom Invest.

At South Stream Transport, we are committed to having open and respectful dialogue with all stakeholders, and we welcome feedback from community members, NGOs, businesses, government, industry groups and other stakeholders.

Figure 1: Offshore Pipeline—Russian Sector



Feedback Process

Stakeholders are invited to provide feedback about the Project. This lets us know how we are doing, and helps us identify areas that might be improved.

Feedback may include questions, comments, requests for information, suggestions, concerns, and complaints. These can be provided in person, over the phone, or in writing by email, fax or post. South Stream Transport will treat all types of feedback with professional consideration and respect, and base our responses on open and honest communication.

South Stream Transport's **Feedback Process** helps us to effectively and consistently manage, respond to, and benefit from stakeholder feedback. As part of the Feedback Process, South Stream Transport will:

- o document all feedback:
- forward to the relevant people within the company;
- consider within the ongoing planning and implementation of the Project, including management and monitoring programmes; and
- o provide responses where needed.

While we hope that most feedback will be positive, we also recognise that some people may have complaints. We are committed to treating complaints with the same consideration and respect as other types of feedback. South Stream Transport will work with all parties to address complaints and concerns. This process is managed through the company's Grievance Procedure.







Grievance Procedure

A **grievance** is a complaint that someone has about the activities of the Project or South Stream Transport. A grievance might be related to a specific incident, or an impact on the environment or community, or the behaviours of people working on the Project.

In line with good international industry practice, South Stream Transport has established a **Grievance Procedure** which aims to ensure that any grievances associated with Project activities are addressed in good faith through a transparent and impartial process.

Specific objectives of the Grievance Procedure are:

- to help South Stream Transport identify issues and concerns early, so that we can address them quickly and proactively;
- o to continuously improve Project performance in all areas; and
- to demonstrate South Stream Transport's commitment to meaningful stakeholder engagement, and respect for local opinions and concerns.







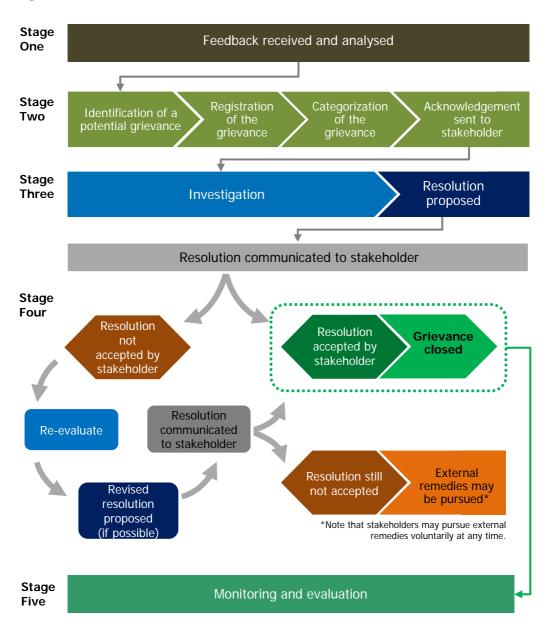


How does the Grievance Procedure work?

- **Stage 1: Feedback received.** Comments and questions are received and analysed as part of the standard Feedback Process. All communications are subject to the Feedback Process, which ensures that feedback is documented, incorporated, and responded to as needed. In some cases, this process may identify a grievance. If so, Stage 2 of the Grievance Procedure is initiated.
- **Stage 2: Grievance logged.** When a grievance is identified, it is officially registered and given a unique identification number. It is categorised based on the type of complaint and its severity. An initial response is sent to the person(s) who raised the grievance, acknowledging their feedback and describing the next steps in the grievance process, time estimates for these steps and a contact person.
- **Stage 3: Investigation and resolution.** South Stream Transport will investigate grievances and their surrounding circumstances. These investigations will be undertaken in a timely manner. The results of these investigations will be reviewed and a resolution will be proposed. The development of the resolution may involve consultation with the person(s) involved. The proposed resolution will then be formally communicated to all parties.
- **Stage 4: Resolution accepted (or not accepted).** If the resolution is accepted by all parties, it is implemented and the grievance is closed. If the resolution is not accepted, it will be reconsidered and a revised resolution may be proposed. The affected person(s) may choose to pursue external remedies at any time, including if an agreed resolution cannot be found.
- **Stage 5: Monitoring & Evaluation.** After the accepted resolution has been implemented, it will be monitored and its effectiveness will be evaluated. All parties will be notified that the resolution has been implemented and will have the opportunity to provide feedback on the grievance process and its implementation.



Figure 2: Illustration of Grievance Procedure



Grievance Procedure: Key Principles

- Any person or organisation can express concerns, complaints and grievances at any time, without fear of retribution.
- All grievances will be taken seriously by South Stream Transport and will be treated in a fair and respectful manner.
- When a grievance is received, South Stream Transport will respond to the stakeholder to confirm its receipt within seven (7) business days. At this time, the stakeholder will also be provided information about response times, next steps and a contact within the company.
- The process by which grievances will be received, investigated and resolved will be consistent and transparent.
- Information relating to a grievance (and related investigations and decisions) will be documented.
- Personal information about the affected stakeholders will be treated as confidential.
 South Stream Transport will also respect other confidentiality requests as needed.
- Grievances may be submitted in relation to the construction, operation and other activities associated with the Project, as well as the company of South Stream Transport, and its contractors.
- Affected stakeholders may choose to pursue external remedies at any time.









How can you contact us?

Anyone can submit a concern or grievance (as well as questions and other comments) to South Stream Transport at any time. Below are the some of the ways that you can contact the company.



In person: visit our Anapa office or Varvarovka Site office, come to a meeting, or request a meeting with a representative of South Stream Transport.



By telephone: call directly to our local office in Anapa, or South Stream Transport's headquarters in Amsterdam.



Online: contact us by email (<u>feedback@south-stream-transport.com</u>) or through our website (<u>www.south-stream-transport.com</u>).



By post or fax: send us your concerns in writing. Use the feedback form at the back of this brochure, or write a letter. Don't forget to include your contact details so we can respond.

We understand that some questions and concerns may not be directly related to the construction activities of the Offshore Pipeline being developed by South Stream Transport, but to other issues related to the overall Pipeline System. In these instances, we will assist as far as we can to help you to contact the relevant company or organisation. We will also work with local authorities, NGOs and other organisations as applicable.

For more information

Updates about the Project and South Stream Transport can be found online at www.south-stream-transportcom. The website includes reports, press releases and other documents, as well as basic information about the Project design, planning and schedule.

Stakeholder Engagement Plans (SEPs) are also available, which provide a forward-looking plan for consulting with and providing information to the Project's stakeholders, as well as a summary of the activities that have been undertaken to date. The SEPs can be found on our website, as well as in our local offices.



Community Liaison Officer

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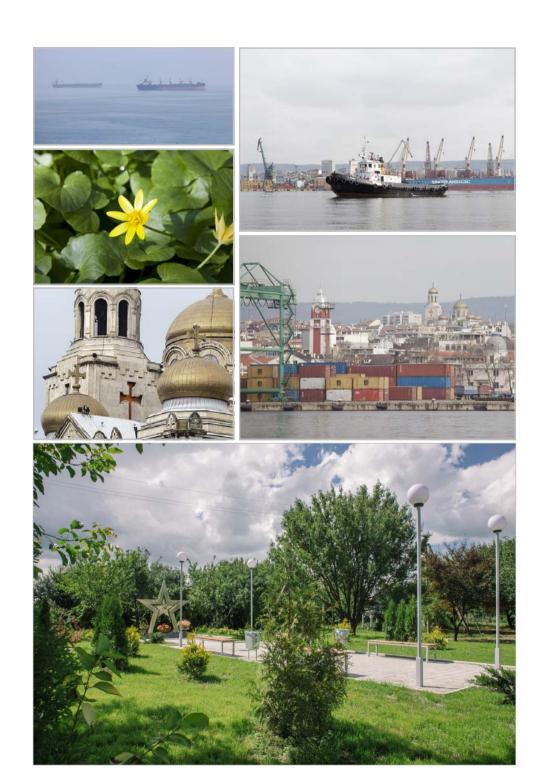
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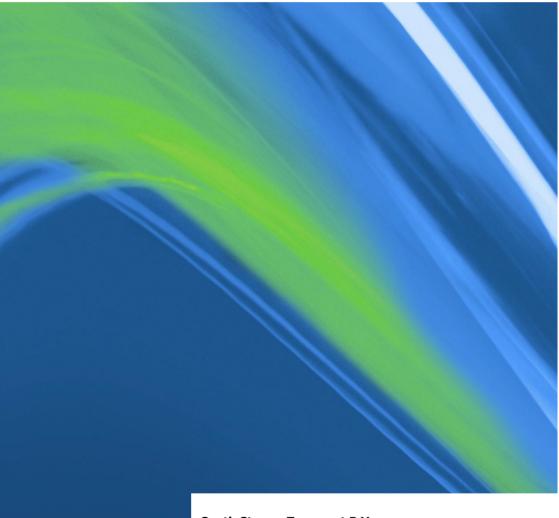
Email: feedback@south-stream-transport.com





South Stream **Feedback and Complaint Form** Name Date Contact Address: Information: Please indicate Phone: how you prefer to E-mail: be contacted **Preferred Language for Communication:** □ Russian □ English **General Feedback:** Please summarise your comments, questions, or concerns. For complaints, see below. **Complaints:** Please describe the incident or complaint. Date of Incident: Location of Incident:

How often has this incident occurred?							
One time incident (please provide date):							
Happened more than once (how many times?):							
Ongoing (Currently occurring, please describe):							
Is this the first time you have lodged a complaint with South Stream Transport?Yes/ No							
If no, how many times?							
What do you suggest could resolve the problem?							
Please include any other information that may be relevant to this incident/complaint. If							
available, photographs and other documentation would be useful.							
Please return this form to: feedback@south-stream-transport.com							
Or find postal, fax and other contact information for South Stream Transport B.V. inside this brochure or							
online at www.south-stream-transport.com.							
Please attach additional pages if needed.							
Your personal information will be recorded for the purpose of data analysis of South Stream Transport's stakeholder consultation and to respond to your complaint. To resolve your complaint, the information you have provided may be shared if necessary with other parties involved in the Project, but will not be sold or distributed to any third party. In cases where information is communicated to parties that are not involved in the resolution of the grievance, your personal information will not be provided. You have the right to contact South Stream Transport B.V. at any time to obtain access to your personal information and to request South Stream Transport B.V. to rectify any personal information which you feel is not accurate.							



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