

Feedback Process and Grievance Procedure for the TurkStream Offshore Gas Pipeline



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Contact information

South Stream Transport B.V.,
Merkezi Hollanda Istanbul Merkez Subesi
Resitpasa Mah., Eski Buyukdere Cad. No. 26,
Windowist Tower, Maslak 34467, Sariyer, Istanbul

General Requests:
contact@turkstream.info
Tel: +90 212 9008320

Share your opinion

We are committed to having an open and respectful dialogue with the community throughout the Project and welcome your feedback. Please send the feedback form in this leaflet to the above address, or leave it with one of our Project representatives. You can also reach us via feedback@turkstream.info.

www.turkstream.info



Designed by Dimiry Kolytrev, 2017

Our Community Liaison Officer, Emre Kapusuz, will frequently be in Kiyikoy and he is available to inform you about our project. Please do not hesitate to consult Emre if you have any comments, concerns or questions.

Feedback Process

We are committed to having an open and respectful dialogue with all stakeholders, and we welcome feedback from community members, NGOs, businesses, government, industry groups and other stakeholders. 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. We will treat all types of feedback with professional consideration and respect, and we will base our responses on open and honest communication. Our Feedback Process helps us to effectively and consistently manage, respond to, and benefit from stakeholder feedback. As part of the

Feedback Process, we will:

- document all feedback;
- forward it to the responsible persons within the company;
- consider the feedback in the ongoing planning and implementation of the Project, including management and monitoring programmes;
- 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. We will work with all parties to address complaints and concerns. This process is managed through the company's Grievance Procedure.



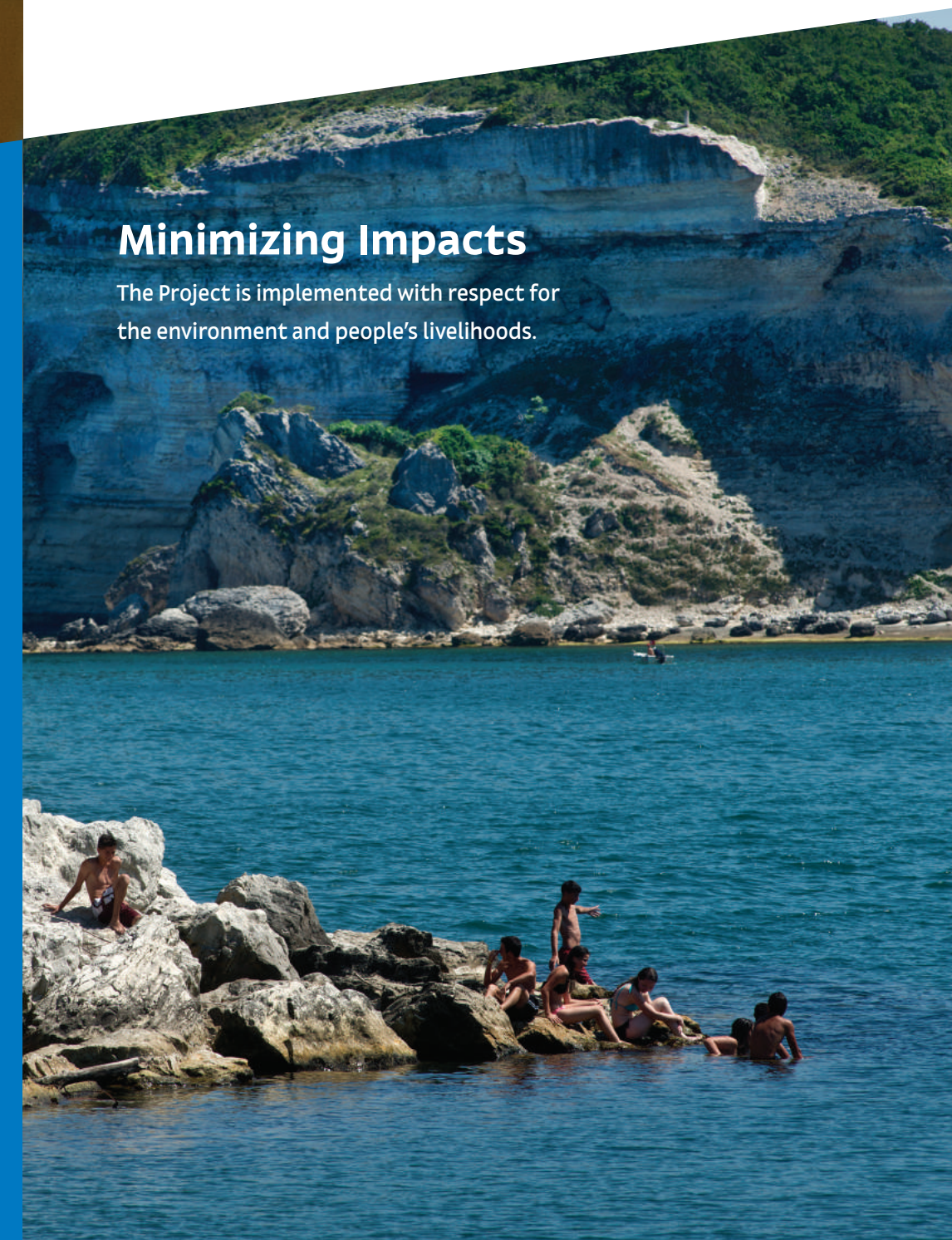
The TurkStream Offshore Pipeline

The TurkStream Gas Pipeline System will directly connect the large gas reserves in Russia to the Turkish gas transportation network, to provide reliable energy supplies for Turkey and Europe. The Pipeline will carry a total of 31.5 billion cubic meters of natural gas, half of which will be used in the Turkish market and the other half to be delivered further into Europe. The pipeline will land on the Turkish coast near Kiyikoy. The offshore section, including the receiving terminal, will be designed and constructed by South Stream Transport B.V., a subsidiary of Russian gas company Gazprom.

More information can be found on www.turkstream.info.

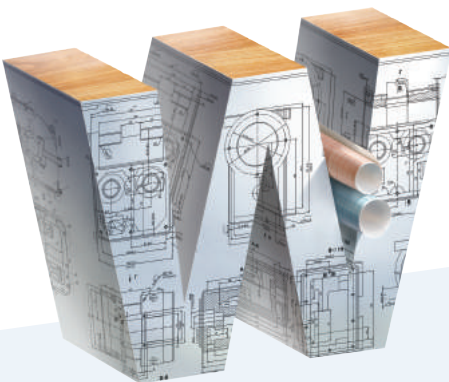
Minimizing Impacts

The Project is implemented with respect for the environment and people's livelihoods.



Grievance Procedure

A grievance is a complaint about the activities of the TurkStream Offshore Gas Pipeline. It might be related to an incident, the environment, or the behaviour of people working on the Project. In line with good international industry practice, we have established a Grievance Procedure to ensure that these matters are addressed through a transparent and impartial process.



We are committed to having an open and respectful dialogue with all stakeholders

Specific objectives of the Grievance Procedure

- To help us identify issues and concerns early, so that we can address them quickly and proactively.
- To continuously improve Project performance in all areas.
- To demonstrate our commitment to meaningful stakeholder engagement, and respect for local opinions and concerns.



Feedback from community members, NGOs, businesses, government, industry groups and other stakeholders helps us develop the Project in a sustainable way

How does the Grievance Procedure work?

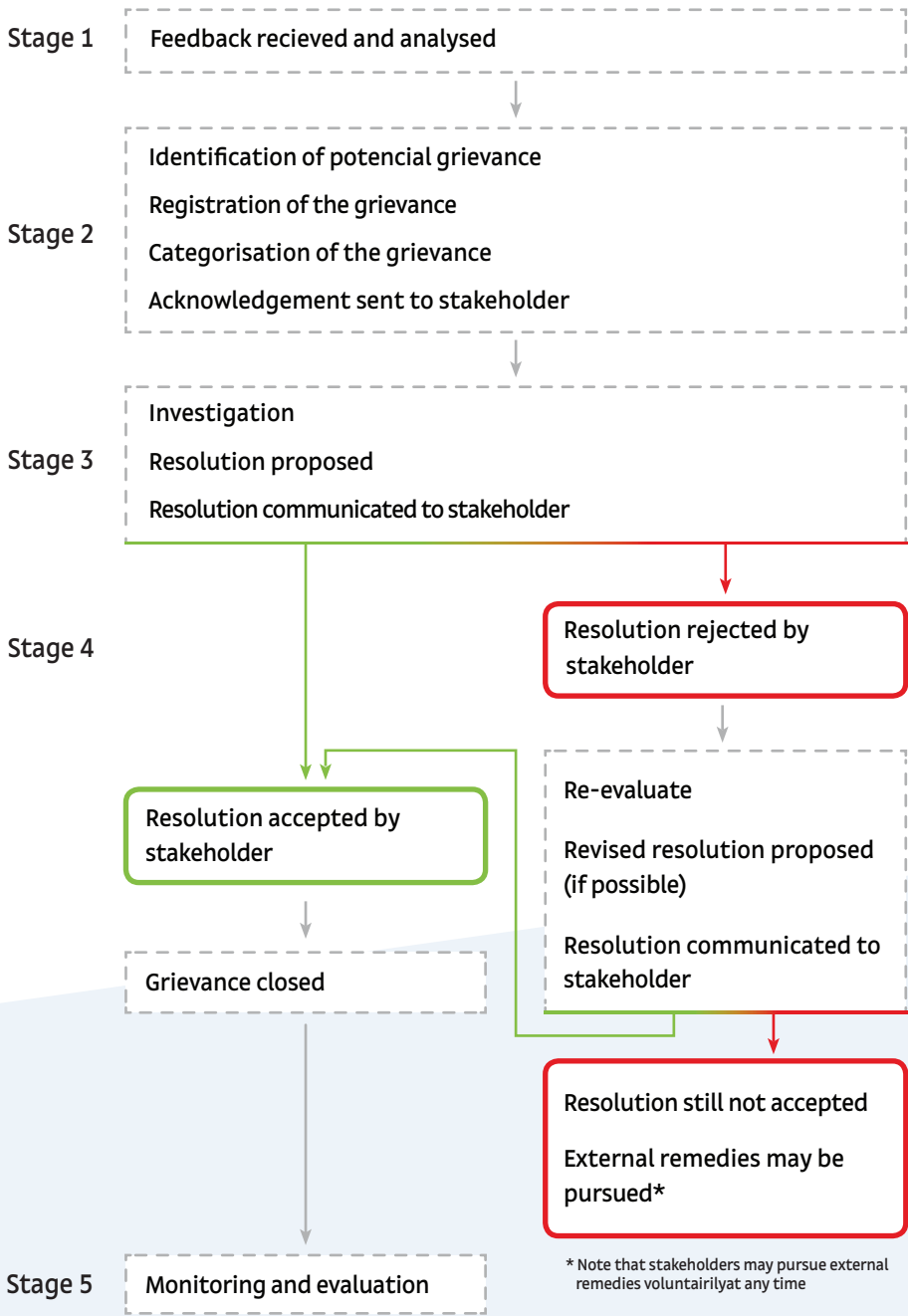
Stage one: Feedback received.
Comments and questions are received and analysed as part of the standard Feedback Process. All communications are subject to the Feedback Process, which ensures that feedback is documented and implemented and responded to as needed. In some cases, this process may identify a grievance. If so, Stage 2 of the Grievance Procedure is initiated.

Stage two: Grievance logged.
When a grievance is identified, it is registered and 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.

Stage 3: Investigation and resolution.
We will investigate grievances and their surrounding circumstances 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 rejected, 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 cases in which 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.



How can you contact us?

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

- In person: request a meeting with a representative of our Company.
- Contact our Community Liaison Officer, Emre Kapusuz. You can call him directly at +90 212 900 8325 or send him an e-mail to emre.kapusuz@turkstream.info.
- E-mail: contact us through feedback@turkstream.info.
- By post or fax: send us your concerns in writing. Use the feedback form on the right side, or write a letter. Don't forget to include your contact details so we can respond.

Share your opinion

To give us your feedback, please return the attached form to one of our Project representatives or send it to the address below. You can also e-mail your feedback to feedback@turkstream.info.

Resitpasa Mah., Eski Buyukdere Cad. No. 26, Windowist Tower, Maslak 34467, Sariyer, Istanbul

Feedback Form

Name: _____ Date: _____

Please indicate how you prefer to be contacted:

☐ Address: _____
☐ Phone: _____
☐ E-mail: _____

Preferred Language for Communication:

☐ English ☐ Russian ☐ Turkish

Please summarise your comments, questions, or concerns.
For complaints see below.

Please describe the incident or complaint:

Date of incident _____ Location of incident _____

How often has this incident or situation occured?

☐ Once (please provide date): _____
☐ More than once (how many times?): _____
☐ Ongoing (currently happening, please describe): _____

Is this the first time you have lodged a complaint the TurkStream project?

☐ Yes ☐ No If no, then 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 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 TurkStream Offshore Pipeline, 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.