

## **ABOUT THIS LEAFLET**

Large and complex projects, such as the Sakhalin-2 project, can sometimes cause problems 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 resolve them in a timely manner.

This leaflet tells you how you can inform us of a grievance/issue that can cause your concerns. It also sets out the steps that we will take to address your concerns.

## **WHAT KINDS OF GRIEVANCES CAN I RAISE?**

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 your quality of life. Examples of this may include:

- negative impacts on yourself or community, e.g. financial loss, physical harm, nuisance from traffic or dust;
- dangers to health and safety or the environment;
- failure to comply with standards or legal obligations;
- harassment of any nature;
- criminal activity;
- improper conduct or unethical behavior;
- financial malpractice or impropriety or fraud;
- attempts to conceal any of these.

We will look into all grievances that we receive. Sometimes we may find that a grievance does not relate to our activity. 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 standards 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 at the end of the form;
- contact the information centre available at your district or community (please see the list of the Company's information centres at the end of this leaflet);
- send an email to the following address [Grievancereport@Sakhalinenergy.ru](mailto:Grievancereport@Sakhalinenergy.ru);
- call the telephone given at the end of this leaflet;
- call Sakhalin Energy directly on a hot 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 later.

**Comment:** The stated procedure does not forfeit of your lawful right to seize the court or other non-judicial authorities for processing your claims.

## **CONFIDENTIALITY AND ANONYMITY**

You may wish to raise a concern in confidence. 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. 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 Community Liaison Officers (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 7 working days of having received the grievance.

Our acknowledgement will specify a contact person, grievance reference indicator and an anticipated target date when your grievance may be resolved.

### **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.

We will do our best to resolve your grievance within 45 working days from the date of its registration.

If you consider the grievance to be satisfactorily resolved we would ask you to sign 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.

## **HOW YOU CAN CONTACT COMMUNITY LIAISON OFFICERS**

<b>District</b>	<b>Contact telephone<sup>1</sup></b>
Okha, Noglikskiy, Tymovsk, Alexandrovsk	29-44-08 66-28-93 66-22-96 29-42-08*
Poronaysk, Makarov, Smirnykh	66-28-93 66-22-96 29-44-08 29-42-08*
Yuzhno-Sakhalinsk, Aniva, Dolinsk, Kholmsk	66-28-93 66-22-96 29-42-08*
Korsakov	66-28-93 66-22-96

*\* Telephone numbers to be used if your concerns relate to the Sakhalin Indigenous Minorities. You may also call the numbers stated in the leaflet Grievance Procedure of the Sakhalin Indigenous Minorities Development Plan (at [www.simdp.ru](http://www.simdp.ru) or in the Sakhalin Energy's information centres).*

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<sup>1</sup> International code: +7 4242, Russian and local code 8 4242.

### COMPANY INFORMATION CENTRES LIST

Aniva	Troitskoye	Rural library, Branch No.7, Sub-division of the Municipal Institution Aniva Municipal Centralised Library System	13, Sovetskaya Str.
Dolinsk	Vzmorye	Rural library, Branch No.6, Sub-division of the Municipal Institution Dolinsk Municipal Centralised Library System	22, Pionerskaya Str.
	Sovetskoye	Rural library, Branch No.10, Sub-division of the Municipal Institution Dolinsk Municipal Centralised Library System	122, Tsentralnaya Str.
	Dolinsk	Dolinsk Central City Library, Sub-division of the Municipal Institution Dolinsk Municipal Centralised Library System	31, Lenina Str.
	Sokol	Rural library, Branch No.5, Sub-division of the Municipal Institution Dolinsk Municipal Centralised Library System	26, Sovkhoznaya Str.
Kholmsk	Kholmsk	Central Regional Library named after Yury Nikolayev, Sub-division of the Municipal Institution of Culture Kholmsk Centralised Library System of Kholmsk Municipality	124, Sovetskaya Str.
Makarov	Vostochnoye	Rural library, Branch No.2, Sub-division of the Municipal Institution Makarov Municipal Centralised Library System	8, Privokzalnaya Str.
	Makarov	Makarov Central Library, Sub-division of the Municipal Institution Makarov Municipal Centralised Library System	9a, 50 Let Oktyabrya Str.
	Novoye	Rural library, Branch No.4, Sub-division of the Municipal Institution Makarov Municipal Centralised Library System	11-7, Tsentralnaya Str.

Poronaysk	Poronaysk	Poronaysk Central Library, Sub-division of the Municipal Institution of Culture Poronaysk Municipal Centralised Library System	45, Gagarina Str.
	Gastello	Rural library, Branch No.4, Sub-division of the Municipal Institution of Culture Poronaysk Municipal Centralised Library System	42-2, Tsentralnaya Str.
	Vostok	Rural library, Branch No.13, Sub-division of the Municipal Institution of Culture Poronaysk Central Library System	10a, Gagarina Str.
Smirnykh	Onor	Rural library, Branch No.3, Sub-division of the Municipal Institution of Culture Smirnykh Centralised Library System	5, Sovetskaya Str.
	Pobedino	Pobedino Rural Library-Museum, Branch No.4, Sub-division of the Municipal Institution of Culture Smirnykh Centralised Library System	60, Tsentralnaya Str.
	Smirnykh	Smirnykh Central Library, Sub-division of Municipal Institution of Culture Smirnykh Centralised Library System	12, Lenina Str.
	Roschino	Rural library, Branch No.6, Sub-division of the Municipal Institution of Culture Smirnykh Centralised Library System	4, Komsomolskaya Str.
	Buyukly	Rural library, Branch No.7, Sub-division of the Municipal Institution of Culture Smirnykh Centralised Library System	1, Kosmonavtov Str.

Tymovsk	Molodezhnoye	Rural library, Branch No.17, Sub-division of the Municipal Institution of Culture Tymovsk Centralised Library System	15, Sovetskaya Str.
	Tymovskoye	Central District Library, Sub-division of the Municipal Institution of Culture Tymovsk Centralised Library System	68a, Kirovskaya Str.
	Yasnoye	Rural library, Branch No.13, Sub-division of the Municipal Institution of Culture Tymovsk Centralised Library System	2, Titova Str.
	Kirovskoye	Rural library, Branch No.8, Sub-division of the Municipal Institution of Culture Tymovsk Centralised Library System	70, Tsentralnaya Str.
Nogliki	Nogliki	Nogliki District Central Library, Sub-division of the Municipal Institution of Culture Nogliki Centralised Library System	5a, Pogranichnaya Str.
Korsakov	Korsakov	Korsakov city Youth Library, Branch No.13, Sub-division of the Municipal Institution of Culture Korsakov Centralised Library System	7, Molodezhny Per