



# Nord Stream 2

Committed. Reliable. Safe.

## **Stakeholder Engagement in Russia**



Nord Stream 2 is a new pipeline through the Baltic Sea, which will transport natural gas from Russia via the most efficient route to Europe. It begins 3 kilometres south of the village Bolshoe Kuzemkino in the Kingisepp municipal district of the Leningrad region, and crosses Narva Bay. The Nord Stream 2 landfall facilities are located at a safe distance from the settlements.

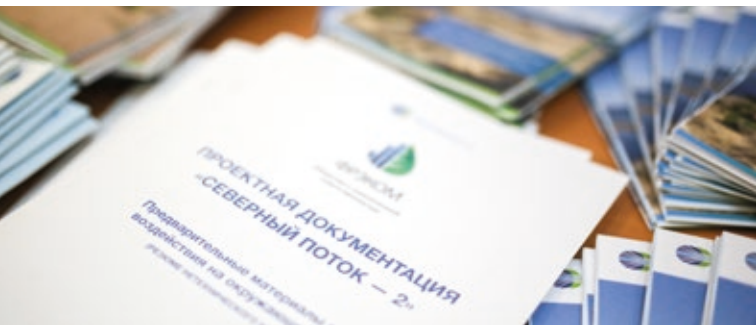
### **The Russian section of the pipeline includes**

- > Offshore section (114km long within the territorial waters of Russia)
- > Onshore section (3.7 km long)
- > Landfall facilities (including monitoring facilities and control valves)

During the construction period, a temporary accommodation camp was built for personnel. This will be dismantled once the pipelines are in operation.

Nord Stream 2 seeks to implement this important Project in harmony with nature and the local community. Environmental protection and safety are high priorities. The company is committed to adhering to Russian requirements and international standards.

Careful planning, innovative engineering solutions and comprehensive offset activities are fundamental to the Project. Additionally, Nord Stream 2 is committed to a transparent and respectful dialogue with all stakeholders. Stakeholders can ask questions, provide opinions, or submit a grievance directly to the company at any time using the contact details provided below. Alternatively, please contact our Community Liaison Offices during working hours.



## Contact information:

### E-mail

feedback@nord-stream2.com

Russia@nord-stream2.com

### Kingisepp Branch

PO box 1

188475 Bolshoe Kuzemkino

Leningrad Region, Russia

### Head Office

Baarerstrasse 52

6300 Zug, Switzerland

## Community liaison office schedules in the Kingisepp municipal district, Leningrad region

<b>Bolshelutskoe Rural Settlement Administration</b> 188451, Kingiseppskiy House 21	09:00–10:00 Tuesday
<b>Kuzemkinskoe Rural Settlement Administration</b> 188475, Bolshoe Kuzemkino House 18	11:00–12:00 Tuesday
<b>Ust'-Luga Rural Settlement Administration</b> 188471, Ust'-Luga, Kingisepp House 2, 2 quarter Lenryba	14:00–15:00 Tuesday
<b>Vistino Rural Settlement Administration</b> 188477, Vistino Izhorskaya Street, House 13	16:00–17:00 Tuesday

## Project information is available at the above addresses and at the

- > Municipal Budget Cultural Institution Kingisepp Cultural and Leisure Complex, Kingisepp, Karl Marx Ave., house 40 (1<sup>st</sup> floor)
- > Nord Stream 2 construction site entrance point, Haniki village, Kingisepp municipal district

## How to file a grievance

If you have a concern in relation to Nord Stream 2, please contact us at [feedback@nord-stream2.com](mailto:feedback@nord-stream2.com) or by mail so that we can investigate the issue. When filing a grievance, please state your name, organisation and contact details.



## What happens next?

- 1 Nord Stream 2 will log all submitted grievances.
- 2 Nord Stream 2 will send an initial response with information about next steps within 7 days.
- 3 Nord Stream 2 will investigate the circumstances. The investigation may involve the complainant.
- 4 The proposed resolution will be provided within 30 days, or in more complex issues, within 45 days. If the resolution does not satisfy the complainant, further actions to resolve the issue will be taken.

## Nord Stream 2 AG

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6300 Zug, Switzerland

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[feedback@nord-stream2.com](mailto:feedback@nord-stream2.com)

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