



**ICAO EUR/NAT and ACI EUROPE**

**REGIONAL GREEN AIRPORTS SEMINAR**

**Hosted by the Ministry of Transport  
Republic of Kazakhstan**



ICAO

# Almaty International Airport: Stakeholder Engagement and Noise Insulation Program



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a member of  
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# Presentation Overview

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- 1 Introduction
- 2 Noise Insulation Program
- 3 Stakeholder Engagement
- 4 Conclusion



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Introduction



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## Introduction

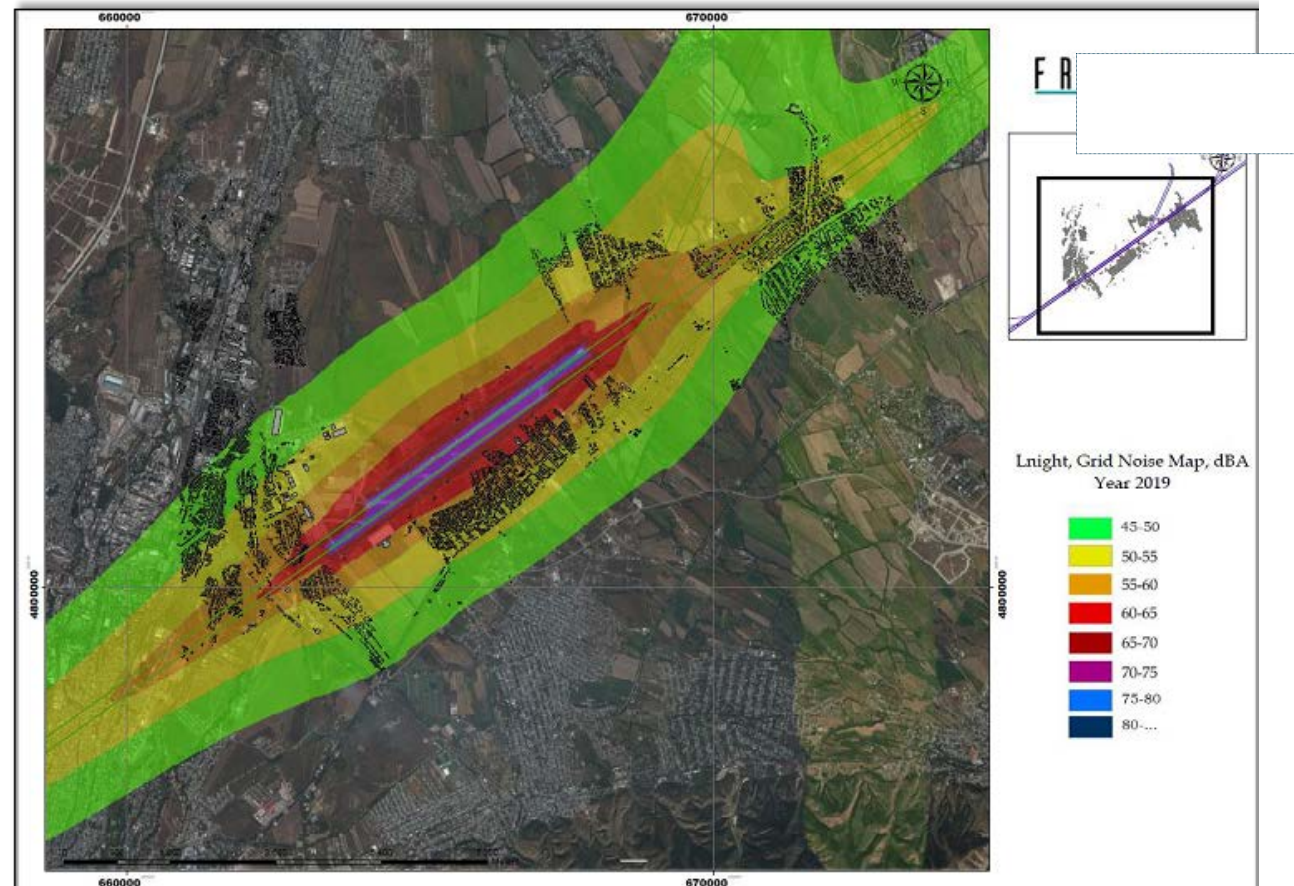
- UN's Sustainable Development Goals
- EBRD and IFC's Environmental and Social Policies
- TAV Airports Sustainability Strategy and Goals
- ALA/TAV Holding's Corporate Social Responsibility supporting improvement of living conditions of local communities and reducing exposure to noise
- ICAO's Community Engagement for aviation Environmental Management – good practices and lessons learned
- Almaty International Airport: Noise Insulation Program

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## Noise Insulation Program

## Motive for Noise Insulation Program

- Commitment to improve quality of life in local communities
- Noise complaints to identify locations to outreach
- Noise studies - Area of Impact



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## Objectives and benefits

- Noise level reduction
- Improvement of daily life
- Thermal efficiency
- Trustful and long-term relationships with communities
- Increased satisfaction and tolerance towards airport



## Expected Challenges

- Old houses with no initial insulation
- New houses with poor construction materials
- Sanitary Protection Zone



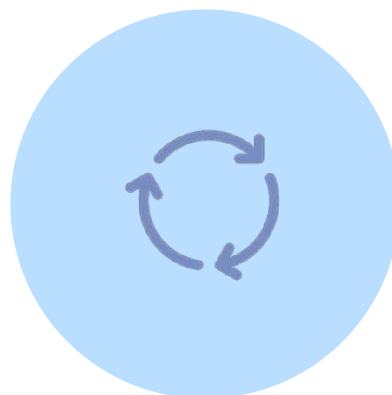
## Program Phases



### PLANNING

Identifying houses (Aol)

- Listing volunteers
- Acoustic initial assessments
- Contractor selection
- Contracting process
- Agreement with houseowners



### IMPLEMENTATION

#### The Pilot House

- Initial maximum noise – 59 dBA
- 3-glazed windows and roof insulation



### EVALUATION AND MONITORING

Feedback

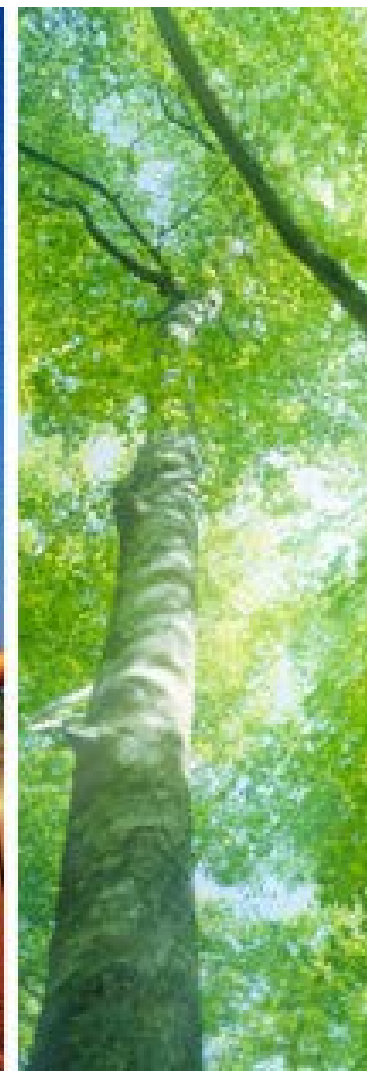
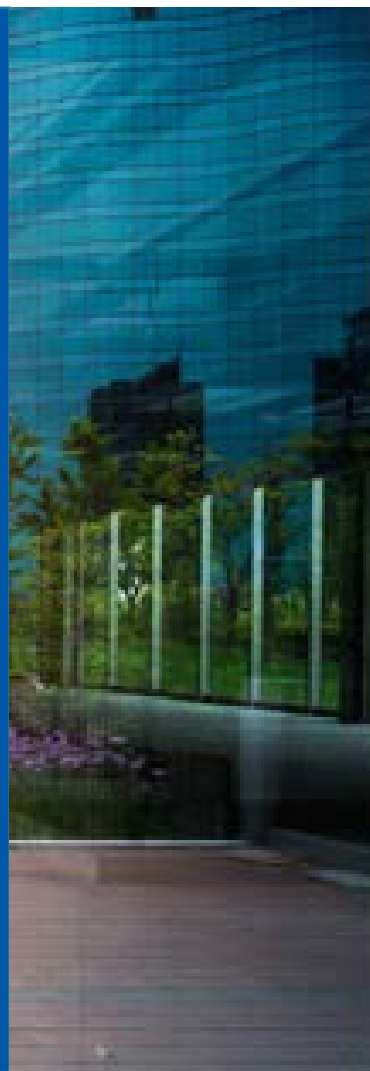
- Insulation measures and materials
  - Installation process
- Extended eligibility criteria

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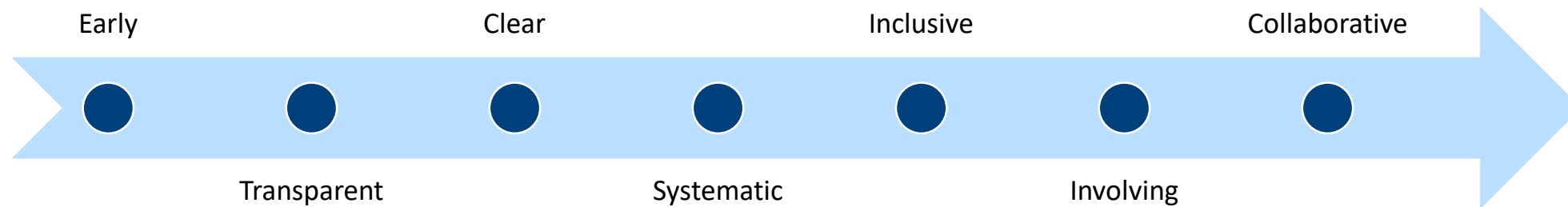
## Insulation Measures and Materials

- Windows (double- and triple-glazed windows)
- Roof (mineral wool boards)
- Ceiling (enhanced plaster boards)
- Walls (mineral wool of different thickness)

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Stakeholder  
Engagement

## Approach



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## Stakeholders Identification

- Local Community (categories)
- Management
- Local Authorities
- Program Team
- Contractors and Suppliers

## Community Communications Plan

Informing community

Receiving consents

Listing volunteers

Maintaining ongoing  
communications

Arranging 24-hours noise  
assessments

Regular updates

Addressing concerns

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## Community Outreach Methods

- Private meetings
- Public meetings
- Messengers
- Targeted group meetings
- Publication on website
- Distribution of print-outs
- Local officials



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## Fostering Trust and Overcoming Hesitancy and Resistance

Regular updates

Open feedback channels

Demonstrations

Genuine empathy

Personalized communication

Sincerity

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## Monitoring and Evaluation with Stakeholders

### Feedback on:

- Insulation measures and materials
- Installation process
- Extended eligibility criteria
- Benefits

# 4 Conclusion

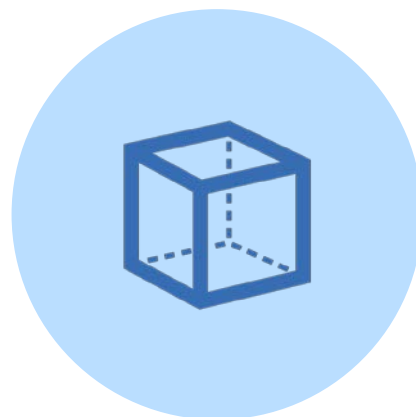


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## Conclusion



Systematic Engagement



Transparency (Outcomes,  
Expectations, Challenges)



Trust as a Foundation

