

Report of the National Coaching Workshop "Criteria and Indicators for Sustainable Forest Management in Kazakhstan"

Astana, Kazakhstan, June 28-30, 2017

Organized by the UNECE/FAO Forestry and Timber Section in cooperation with the Forestry and Wildlife Committee of the Ministry of Agriculture of the Republic of Kazakhstan (FWLC) under the UNECE/FAO project "Accountability Systems for Sustainable Forest Management in the Caucasus and Central Asia" funded by the United Nations Development Account (UNDA)

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1. Introduction

This report provides an overview of the results of the UNECE/FAO national coaching workshop on the topic "Criteria and Indicators for Sustainable Forest Management for Kazakhstan". The working languages of the workshop were English and Russian (with interpretation).

Mr. Maxat Yelemessov, the Head of the Forestry and Specially Protected Natural Areas Department of the Forestry and Wildlife Committee of the Ministry of Agriculture of the Republic of Kazakhstan, addressed the workshop with a welcoming speech from the host country. From the part of UNECE, the participants of the workshop were greeted by Mr. Roman Michalak.

The workshop was supported by experts who participated in the development of national criteria and indicators for sustainable forest management in the framework of the Montreal and Pan-European processes. The participating group of experts contributed to the workshop with various presentations and input to the group exercises.

Mr. Vardan Melikyan and Mr. Peter O'Hara facilitated the workshop and UNECE staff - Mr. Roman Michalak, Ms. Theresa Loeffler, Ms. Roksolana Shelest helped to conduct the workshop.

Additional information (program, presentations, press release, photos) about the workshop is available on the website: <https://www.unece.org/index.php?id=45559#/>

More detailed information on the three-year project can be found on the website: <http://www.unece.org/forests/areas-of-work/capacity-building/unda2016-2019.html>

2. Overview of the national workshop

Forestry in Kazakhstan is under transition, shifting from a previous top down, command and control regulatory approach with an emphasis on ecological preservation, towards releasing the full potential of Sustainable Forest Management (SFM) to fully contribute to the Sustainable Development and a Green Economy. As a result of reforms, the principles of SFM, related to the optimization of social, economic, and environmental elements, are increasingly better reflected in policies and practices. Newly developed policies and practices recognized the need for and capacity of criteria and indicators (C&I) for SFM as a useful tool for measuring progress towards the national goals on SFM.

Besides, development of C&I is seen as a way to involve a wide range of interested stakeholders from the forest sector so that a wide range of interests are reflected and more inclusive decision-making in the forest sector develops.

26 experts from different organizations took part in the workshop at the invitation of the Ministry of Agriculture of the Republic of Kazakhstan, including representatives of

regional administration (Akimats), Ministries, the Trade Union of Forestry Workers, the Association of Forestry and Timber processing "Zhasyl Orman" to discuss, exchange experiences, and formulate recommendations for future work on Criteria and Indicators for SFM in Kazakhstan.

The process of developing C&I for SFM at the national level in Kazakhstan has been already started, and the project and workshop aim was to help Kazakhstan - based on this work - to strengthen the ongoing process and results, to help developing an integrated, effective and feasible national set of C&I for SFM.

The objectives of the workshop "Criteria and Indicators for Sustainable Forest Management for Kazakhstan" were:

- Review of the progress, challenges and lessons related to the state of forests and forest management, as well as national and international reporting on forests in Kazakhstan.
- Providing clarity as to what the principles, purpose, processes and definitions associated with national C&I for SFM are.
- Strengthening skills of practical development of a national set of C&I based on the best international and national practices.
- Preparing the initial set of C&I for SFM and developing a plan for the process of their further development, testing and formulation.

3. Presentations

Mr. Roman Michalak gave a background presentation with an overview of the definitions, objectives, processes, benefits and challenges associated with C&I for SFM. The presentation introduced the premises for developing criteria and indicators for sustainable forest management and defining sustainable forest management. The definitions of criteria, indicators and necessary characteristics of sustainable forest management indicators were presented, and examples of criteria and indicators were given. An overview of international processes for developing and approving criteria and indicators for sustainable forest management was also provided.

Mr. Maxat Muratovich Yelemessov presented an overview of forestry and forest sector, forest information systems, available data and gaps in Kazakhstan. During the presentation, the current structure of forestry management, and current and developing regulatory legal acts regulating the forestry sector in the Republic of Kazakhstan were presented. Statistical and departmental data on the state of forests and wildlife were presented. Plans for the forthcoming period to increase the area of the country forest fund were announced, including plans to develop and implement sustainable forest management into the work of the C&I. In his presentation, Mr. Elemessov reaffirmed the political support to the processes for development and approval of C&I for sustainable forest management at

the national level and application of the world's best methods for determination of C&I for sustainable forest management. A plan of processes for further work on development and approval of C&I for sustainable forest management was presented.

Ms. Irina Alexandrovna Vukolova presented the international Montreal Process¹ and the lessons learned by the national C&I development of the Russian Federation. Taking into account that Kazakhstan has started the process on development of C&I for sustainable forest management since early 2017, namely, the national C&I project developed on the basis of the C&I of the Montreal Process was prepared and sent to interested parties, the presentation by Ms. Vukolova was especially welcomed. Ms. Vukolova presented the events held in the Russian Federation in the framework of implementation of the C&I of the Montreal Process, in which the Russian Federation took part in. In detail, the scheme of responsibilities and control over the use of forests at the federal and regional levels of forestry management was clarified in detail. It was noted that C&I for SFM in the Russian Federation are fixed at the legislative level.

The presentation of Mr. Tamer Otrakcier delivered presentation on the progress in development, implementation and use of sustainable forest management and C&I in Turkey. In detail, step by step, the immense work on C&I development carried out in Turkey since the beginning of work in 1998 to 2011, was presented. Mr. Otrakcier, provided recommendations to Kazakhstan on methods, ways, approaches to development and implementation of C&I for sustainable forest management. The problems that arose in the process of development of sustainable forest management were highlighted, as well as the ways to solve them.

4. Assessment of needs and priorities for sustainable forest management in Kazakhstan

Earlier, in November 2016, representatives of the Committee and Republican National Enterprise "Kazlesprojekt" took part in the regional inception workshop held in Armenia (Yerevan). The workshop was attended by representatives of the participating countries of the project - Armenia, Georgia, Kazakhstan, Kyrgyzstan and Uzbekistan, as well as international experts. Practically all criteria and indicators applied in the world, systems of sustainable forest management assessment were shown during the workshop. The best international practices of Germany, Spain, Italy and other countries were shown.

¹ The Montreal Process Working Group on Criteria and Indicators for Conservation and SFM of temperate and boreal zones ("Montreal Process") was established in 1994. The Montreal Process Working Group includes 12 participating countries: Australia, Argentina, Canada, China, South Korea, Mexico, New Zealand, the Russian Federation, the United States of America, Uruguay, Chile and Japan. These countries account for more than 80% of the temperate and boreal forests of the world, 50% of all forests of the world, 45% of the world trade of timber and wood products and 35% of the world's population.

At the beginning of 2017, following the results of the inception workshop, the Committee prepared a pilot project for C&I. The C&I of the Montreal Process² were used as the basis for the national C&I for SFM set, as it was considered most suitable for the conditions of Kazakhstan.

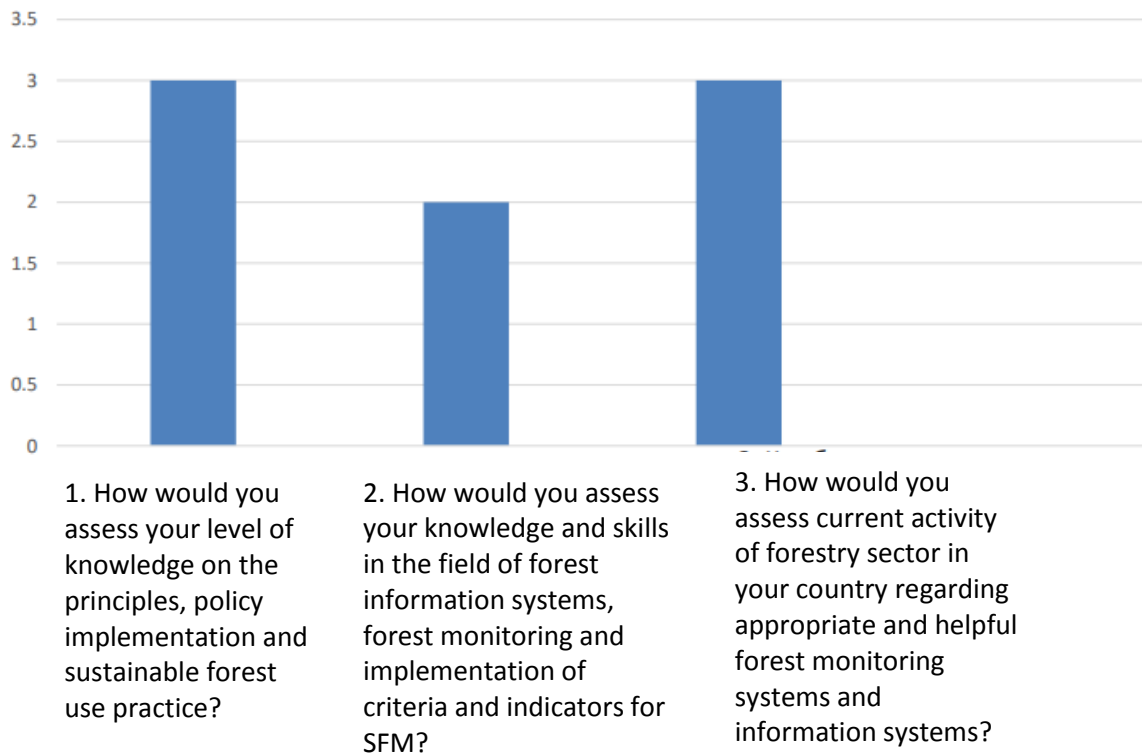
On February 27th 2017, the C&I project was sent for considering and submitting proposals to regional Akimats, interested central executive bodies, the Atameken RPE and non-governmental organizations, namely the Association of Legal Entities "Association of Forestry and Timber Processing Organizations of the Republic of Kazakhstan "Zhasyl Orman", Public Association "Branch trade union of forestry and wildlife workers". The project included 6 criteria and 33 indicators, developed on the basis of criteria and indicators of the Montreal Process.

Participants assessed needs and priorities for sustainable forest management in Kazakhstan within a questionnaire prior to the workshop. However, it should be noted that only 8 respondents participated in the assessment, therefore the assessment cannot be considered as fully representative and it is necessary to ensure participation of a larger number of interested parties in future evaluations.

In February 1995, the countries participating in the Montreal Process adopted the Santiago Declaration in which they declared their commitment to the principles of conservation and sustainable forest management and recommended 7 criteria and 67 related indicators as a guide for assessing and analyzing trends in sustainable forest management.

From the needs assessment questionnaire: How would you assess the current activity of the forest sector in your country regarding appropriate and helpful forest monitoring systems and information systems? From 8 submissions

(0=Extremely poor, 3=OK, 5=Excellent)



According to the view in the needs assessment, this is how the forest information systems perform according to the following criteria / Согласно оценке потребностей, вот каким образом функционируют системы лесной информации по следующим критериям

Criteria / Критерии	Performance 5 = excellent down to 1 = extremely poorly Эффективность 5 = отлично, 1 = очень плохо
Protective functions / Защитные функции	4
Forest resources coverage and quality / Покров и качество лесных ресурсов	4
Production functions / Производственные функции	4
Biodiversity / Биоразнообразие	3.7
Forest health / Здоровье леса	3.6
Capacity of forest institutions / Потенциал лесных институтов	3.1
Forest monitoring / Лесной мониторинг	2.7
Legal environment forest forestry / Правовая среда леса	2.6
Socio-economic functions / Социально-экономические функции	2.1



In addition to the survey, , a feedback round of the tentative set of C&I for SFM developed by Kazakhstan was collected, with the use of a participatory method.

During this exercise, the workshop participants were divided into 3 groups. Each group assessed the criteria for their relevance to Kazakhstan. All questions, comments, or recommendations, which are available in the Annex 1, were reflected in the course of this exercise. Based on the results of this exercise, the average ratings for each criterion and indicator were determined.

5. Introduction of the principles and practices of the C&I development process

International experts presented the principles and practices of the C&I development process.

There is no commonly agreed conceptual framework for how to develop national C&I. The main task should be to identify the least number of C&I needed for comprehensive and reliable monitoring, reporting and evaluation of forest management in an economically

justified manner. An example of an approach to the development of C&I is presented in the following steps for selection of indicators (Linser, 2002, adapted, see Figure 6):

1. Teaching the team the principles, process, methods and skills for coordinating/facilitating development process of national C&I (relevant guidelines were developed to guide the training).
2. Review of existing relevant national forest information and forest information systems.
3. Review of relevant regional and international processes and C&I packages.
4. Stakeholder mapping to identify relevant stakeholders for involvement in the process
5. Facilitation of involvement of interested parties, analysis, multilateral negotiations and prioritization of key priority areas on which C&I of the national level should be focused.
6. Implementing the process of logical hierarchy from national goals to criteria and indicators. Taking and adapting the indicators that correspond to national priorities, from regional and national C&I sets and develop new indicators if there are gaps.
7. Assessment of potential indicators in terms of the following requirements:
 - A set of indicators should indicate the intended use.
 - A set of indicators should be practical, which means a small set of approximately 30 rather than hundreds of indicators
 - Indicators should be meaningful and communicative that is easily understood, in particular for those who make decisions.
 - If the above requirements are met, then it is also necessary to meet various requirements related to the data underlying the SFM indicators:
 - Data should, if possible, be represented by time series, because this allows us to assess the trend of this aspect with respect to sustainable management.
 - Data should be sensitive to positive or negative changes made by people.
 - Data must be highly relevant and reliable.
 - Data must be measurable and feasible.
 - Indicators should be comparable at the international level and be referent for further actions.
8. Checking the existing national data collection system for the selection of relevant data, in order to support development of potential indicators. If there are no necessary data, you need to assess the possibility of collecting such data, and if the response is positive, you need to give a new impulse to get the data.
9. Selection of indicators.

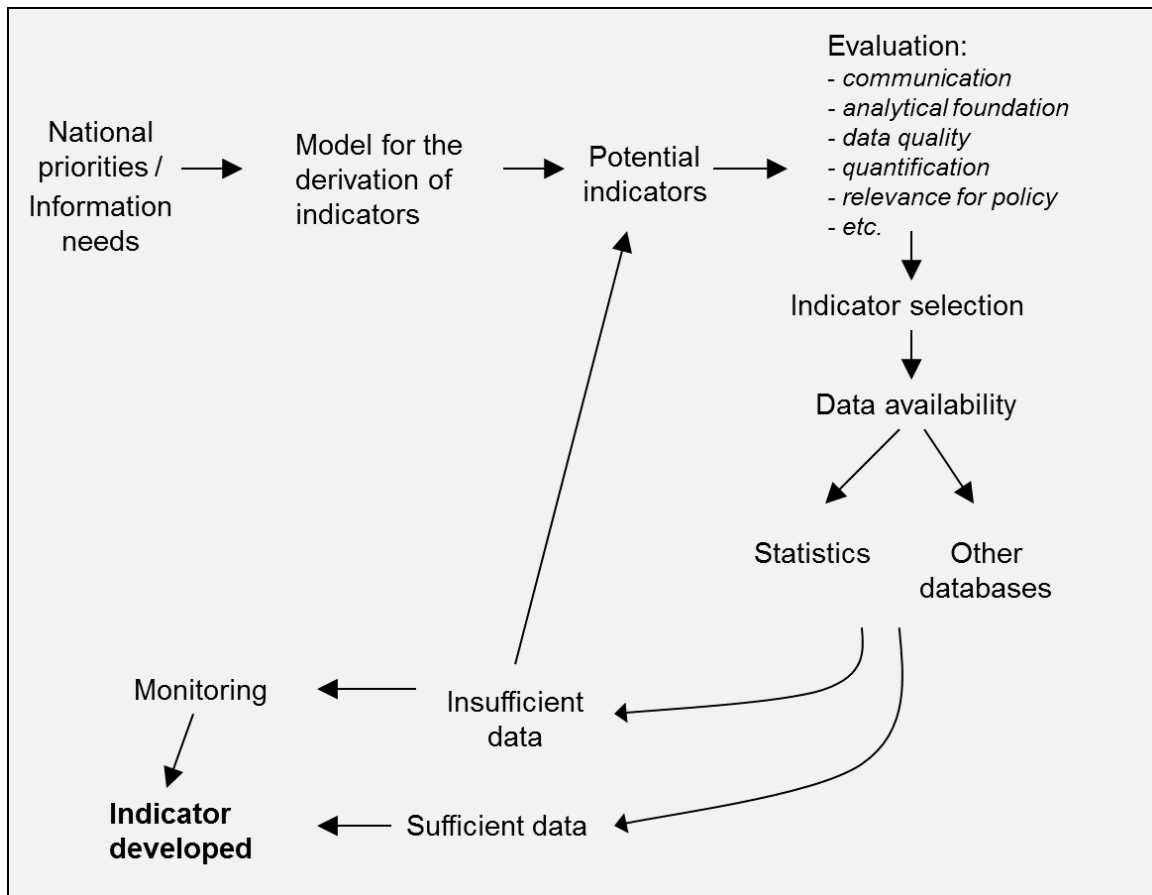


Figure 6. Process of indicator selection, steps 6-9 of the step process given above (Linser, 2002, revised)

However, in practise the national C&I process could be more complex and include a mix between a bottom-up and a top-down approach with the process and outcomes, particularly indicators built strongly on national characteristics and priorities but with an aim for alignment of particularly criteria with regional and international C&I sets. The process should be logical, clear, transparent, as inclusive as possible and combining technical aspects with stakeholder interests. A proposed and during this project applied conceptual framework for developing national C&I is displayed in figure 7.

This conceptual framework builds on three sources to logically develop a coherent and clear hierarchy of national priorities, criteria and indicators which are nationally relevant, compatible with international systems, user friendly and feasible to implement. The three major inputs derive from reviewing existing national forest information systems and relevant past national experience bottom-up stakeholder engagement to define national priorities and top-down reference to regionally/intentionally used C&I sets. The three inputs illustrated in figure 7 do not necessarily follow a sequence, but can go in parallel.

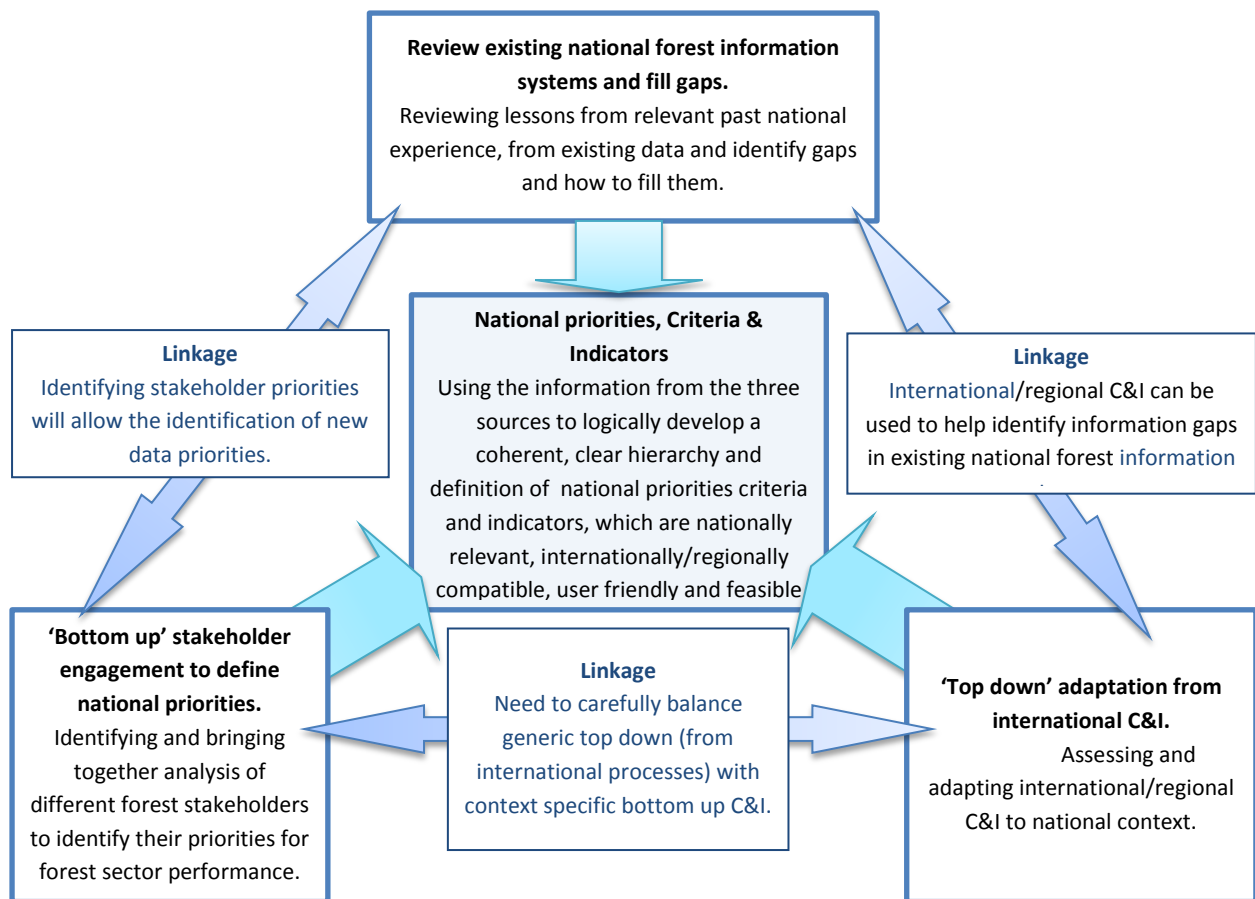


Figure 7: Conceptual Framework for C&I development. Source: O'Hara, 2017.

6. Development of priority indicators

The workshop participants, divided into 4 groups, did role-play on general process of developing priority indicators with "bottom-top" involvement of the interested parties and reviewed international and regional sets of Criteria and Indicators to select those that match national priorities in the best way – "top-down process".

For groups 2, 3 and 4, it was necessary to analyze the problems, the strengths and weaknesses of the forestry sector, and make recommendations for improving the situation from the point of view of the three most interested parties, namely the local population dependent on the forest, private forest enterprises or business, and state forest department. Based on given recommendations, the groups formulated related indicators. They should be clear, specific, measurable and realistic for measurement, that is quantitative, or qualitative, they can be more descriptive. In their work, groups referred to the presented international indicators specified in Annex 1 of the Guidelines for the Development of Criteria and Indicators Set for Sustainable Forest Management.

For group 1 the task was on the procedure for stakeholder mapping as means to involve the most interested parties into solving forestry problems. The list of the interested parties, identified by the group was as follows:

- Government;
- Parliament;
- Authorized body (Ministry of Agriculture of the Republic of Kazakhstan);
- Territorial bodies of the authorized body;
- Other state bodies;
- Akimats of regions and their structural subdivisions;
- State forest organizations;
- Local population;
- Forest users;
- Non-governmental organizations;
- Organizations of science and education;
- Forest products processors.

The results of the work of the groups were discussed using the "fishbowl" method, where each group of the interested parties presented a full grounding for their priority recommendations and relevant indicators from the point of view of the interested parties.

Based on the results of the work on the identification of priority recommendations and relevant indicators from the point of view of national priorities, they are linked to international and regional sets of criteria and indicators.(Following the results of work on definition of prime recommendations and the corresponding indicators from the point of view of national priorities the binding them to the international and regional sets of criteria and indicators is carried out.)

7. Preliminary structure of C&I and process plan

Based on the results of the workshop, a preliminary set of Criteria and Indicators for Sustainable Forest Management in Kazakhstan was prepared, and a process plan or a plan for the development of Criteria and Indicators for Sustainable Forest Management in Kazakhstan until 2019 was finalized.

National criteria and indicators for sustainable forest management in the Republic of Kazakhstan

(based on the results of the workshop on June 28-30, 2017)

Criterion 1: PRESERVATION OF BIOLOGICAL DIVERSITY

Indicators

- 1.1 Area of forests by types of forest and their percentage of the total area of the forest fund
- 1.2 Area of forests of specially protected natural areas and their percentage of the total area of specially protected natural areas
- 1.3 Distribution of areas of the State Forest Fund by main forest-forming species
- 1.4 Preservation of species diversity in situ and ex situ

Criterion 2: MAINTAINING PRODUCTIVE CAPACITY OF FOREST ECOSYSTEMS

Indicators

- 2.1 Area of forest fund land and percentage of forest cover
- 2.2 Total volume of timber in forests
- 2.3 Area and volume of timber in private forest fund
- 2.4 Volume of annual stock of timber in the context of all types of wood logging
- 2.5 Annual volume of stock of non-timber forest products (Berries, mushrooms, forest herbs, birch sap, birch brooms, nuts, honey)

Criterion 3: SAFETY AND PROTECTION OF FORESTS AGAINST FOREST FIRES, PESTS, AND DISEASES OF FORESTS

Indicators

- 3.1 Area of forests infected by harmful insects, forest diseases, including invasive species
- 3.2 Forest area affected by forest fires

Criterion 4: SUPPORT AND EXPANDING OF LONG-TERM MULTI-SOCIAL AND ECONOMIC BENEFITS FOR SATISFACTION OF THE NEEDS OF SOCIETY

Indicators

- 4.1 Value and volume of production of timber and timber products, including primary and secondary processing
- 4.2 Value and quantity of non-timber products produced or collected
- 4.3 Value and volume (in the equivalent of roundwood) of exports and imports of timber products
- 4.4 Value of exports and imports of non-timber products
- 4.5 Volume of capital investments and annual expenditures for forestry, production of timber and non-timber forest products, environmental services, recreation and tourism
- 4.6 Annual investments and expenditures for forest research and education from the state budget
- 4.7 Area and proportion of forests accessible and/or administrated for recreation and tourism
- 4.8 Number of visits to the forest fund related to recreation and tourism

Criterion 5: INSTITUTIONAL DEVELOPMENT FOR FOREST PRESERVATION AND SUSTAINABLE FOREST MANAGEMENT

Indicators

- 5.1 Legal and political bases for sustainable forest management
- 5.2 Cross-sectoral policy and program coordination
- 5.3 Number of violations of environmental legislation
- 5.4 Implementation of programs, services and other information resources supporting sustainable forest management
- 5.5 Implementation of new scientific developments and technologies for sustainable forest management

8. Conclusion

The following plan was developed during the workshop for development and implementation of C&I in Kazakhstan

Event	Lead time	Interested organizations involved
Presentation of the C&I project, finalized on the basis of the results of the workshop at regional group meetings	July-August 2017	Representative of the Forestry and Wildlife Committee, National Project Coordinator
Conducting a workshop in the Ministry of Agriculture of the Republic of Kazakhstan with the participation of interested governmental bodies (MNE, Statistics Agency, MoF, MoE, Customs Control Committee, etc.) to review the C&I project and develop appropriate methods)	August-September 2017	Representative of the Forestry and Wildlife Committee, National Project Coordinator
Collection and analysis of proposals of the interested parties, finalization of criteria and indicators project, development of projects of C&I methods	December 2017	National Project Coordinator, representative of the Forestry and Wildlife Committee, Kazakh Forest Management Enterprise RNE, Kazakh Scientific Research Institute of Forestry LLP
Directing the project of criteria and indicators to the interested parties and placing it on the websites of the Ministry and the Committee, as well as in mass media	January 2018	National Project Coordinator, representative of the Forestry and Wildlife Committee
Discussion of criteria and indicators project with the interested parties at a regional workshop (Tbilisi, Georgia)	February 2018	National Project Coordinator, representative of the Forestry and Wildlife Committee
Finalization of criteria and indicators project	March –	National Project Coordinator,

as for the proposals of the interested parties and the results of the regional workshop	April 2018	representative of the Forestry and Wildlife Committee
Forwarding national criteria and indicators project to the UNECE	April 2018	National Project Coordinator, representative of the Forestry and Wildlife Committee
Presentation and discussion of the national criteria and indicators project at the national workshop	May 2018	National Project Coordinator, representative of the Forestry and Wildlife Committee
Finalization of the criteria and indicators project basing on the results of consideration at the national workshop	June- November 2018	National Project Coordinator, representative of the Forestry and Wildlife Committee
Forwarding of the criteria and indicators project, finalized at the end of the national workshop, for the interested parties to discuss	November 2018	National Project Coordinator, representative of the Forestry and Wildlife Committee
Introduction of the criteria and indicators for approval by the Minister of Agriculture of the Republic of Kazakhstan	December 2018	National Project Coordinator, representative of the Forestry and Wildlife Committee
Introduction of the national criteria and indicators to interested state bodies and non-governmental organizations for approval	January 2019	National Project Coordinator, representative of the Forestry and Wildlife Committee
Registration of regulatory legal act in the Ministry of Justice of the Republic of Kazakhstan	April 2019	National Project Coordinator, representative of the Forestry and Wildlife Committee
Presentation of the national criteria and indicators at a regional workshop	June 2019	National Project Coordinator, representative of the Forestry and Wildlife Committee

The workshop allowed reviewing the development and use of Criteria and Indicators of sustainable forest management from the point of view of the world experience, which will certainly prove useful for development and use of National Criteria and Indicators of Sustainable Forest Management in the Republic of Kazakhstan. All work on development and implementation of C&I is carried out in the Kazakh and the Russian.

Excellent cooperation between the Forestry Wildlife Committee of the Ministry of Agriculture of the Republic of Kazakhstan (FWLC) and the UNECE/FAO Forestry and Timber Section in implementing the UNECE/FAO project "Reporting Systems for Sustainable Forest Management in the Caucasus and Central Asia", should be noted.

Annex I: Programme

	Wednesday the 28 th of June	Thursday the 29 th of March	Friday the 30 th of March
M O R N I N G S E S S I O N	<p>Registration at 8.30. Start sharp at 9.00. I. Preliminaries, objectives, background to SFM C&I and setting the scene 9.00 – 9.45</p> <p>1.1 Welcome and short opening remarks by the host country representative and Roman Michalak UNECE/FAO, followed by a project overview from Theresa Loeffler UNECE/FAO.</p> <p>9.45-10.30.</p> <p>1.2 Participant introductions, workshop objectives, compiled needs assessment and rules and norms. Introducing the Guidelines for the training. <i>Presentation</i> Vardan Melikyan/ Peter O’Hara (Facilitators)</p>	<p>Start sharp at 9.00. 9.00 – 9.15 Recap of previous day. <i>Presentation by participants.</i></p> <p>II. Practical C&I skills development.</p> <p>9.15-10.30</p> <p>2.1 Introducing principles and practice of C&I development processes. <i>Presentation</i></p> <p>2.2 Role playing a generic ‘bottom up’ multi-stakeholder process to develop priority indicators. <i>Presentation and Exercise</i></p>	<p>Start sharp at 9.00. 9.00 – 9.15 Recap of previous day. <i>Presentation by participants.</i></p> <p>III. National C&I development 9.15-10.30</p> <p>3.1 Reflection on the bottom up/top down process – lessons and recommendations for C&I development process in Kazakhstan. <i>Presentation and Exercise.</i></p> <p>3.2 Group work to develop both the tentative set for national C&I and the process steps and methods for C&I further development, testing and selection for Kazakhstan. <i>Presentation and exercise.</i></p>
	Break 10.30-11.00	Break 10.30 -11.00	Break 10.30 – 11.00
	<p>11.00-11.30</p> <p>1.3 Overview of the background, definitions, purpose, processes, benefits and challenges with C&I for SFM. Speaker tbc, <i>presentation, Q&A.</i></p> <p>11.30-12.00</p> <p>1.4 Overview of Kazakhstan forests and forest sector, forest information systems, data available and gaps. Overview of work conducted in national C&I development process for peer review. Elmesov Maxat Muratovich, <i>presentation, Q&A.</i></p>	<p>11.00-12.30</p> <p>Session 2.2. continues with a focus on good criteria and indicator definition.</p>	<p>11.00 – 12.30</p> <p>Session 3.2 continues</p>
	Lunch 12.30 to 13.30	Lunch 12.30 – 13.30	Lunch 12.30-13.30
A F T E R N O N S E S S I O N	<p>1.5 Case study on the international Montreal Process and lessons learned. Irina Vukulova, <i>presentation, Q&A.</i></p> <p>1.6 Case study of national C&I development in Turkey. Tamer Otrakcier, Turkey, <i>presentation, Q&A.</i></p>	<p>2.3 Reviewing international and regional Criteria and Indicator sets to select those that best match national priorities – a ‘top down process’ <i>Exercise.</i></p>	<p>13.30 – 15.00</p> <p>3.3 Presentation of tentative C&I frameworks and process plans for peer review against criteria such as relevance, feasibility etc. <i>Presentation with peer review exercise.</i></p>
	Break 15.00- 15.30	Break 15.00-15.30	Break 15.00-15.30
	<p>1.7 Assessment of needs and priorities for C&I in Kazakhstan. <i>Exercise.</i></p>	<p>Session 2.3 continues.</p>	<p>3.4 Setting up/reviewing the national working group to take the process forward. <i>Exercise.</i></p> <p>IV. Wrap up and next steps Next steps and support needs identified. Workshop evaluation. Closing remarks. <i>Presentation.</i></p>
Close 17.30	Close 17.30	Close 17.30	

Annex II: List of Participants



"National criteria and indicators for SFM - Kazakhstan" UNECE/FAO, UNDA Workshop 28-30 June 2017 Astana, Kazakhstan

Start Date: Wednesday, June 28, 2017

End Date: Friday, June 30, 2017

Participants: 26

Last Name	First Name	title	Organization	Countries Represented	Phone	Email
Baimuratov	Beknazar	r.	Communal public institution "Syrdarya-Turkestan State regional natural park"	Kazakhstan	+7 (7252) 35-70-41	stgrpp@mail.ru
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Shelest	Roksolana	s.	United Nations Economic Commission for Europe	Ukraine			roksolana.shelest@un.org
Volkov	Boris	r.	Republican state enterprise "Kazakh forest management enterprise"	Kazakhstan	974340 8777 288 90 05	8 (7273)	I_kforest@mail.ru
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