
SMART SOLAR TECHNOLOGIES

Aliğa Solar Cell & Solar Module Integrated Production Factory

STAKEHOLDER ENGAGEMENT PLAN (SEP)

JANUARY 2024

ANKARA



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ABBREVIATIONS

AIIB	Asian Infrastructure Investment Bank
ALOSBİ	Aliağa Organized Industrial Zone
AoI	Area of Influence
EBRD	European Bank for Reconstruction and Development
EIA	Environmental Impact Assessment
ESBO	Aegean Region Chamber of Industry
ESF	Environmental and Social Framework
ESMP	Environmental and Social Management Plan
ESP	Environmental and Social Policy
ESS	Environmental and Social Standards
GBV	Gender Based Violence
GRM	Grievance Redress Mechanism
IFC	International Finance Corporation
İŞKUR	Agency of Employment
KPI	Key Performance Indicators
OHS	Occupational Health and Safety
OIZ	Organized Industrial Zone
PPE	Personal Protective Equipment
PPM	Public Participation Meeting
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SEP	Stakeholder Engagement Plan

1 INTRODUCTION

This plan presents the Stakeholder Engagement Plan (SEP) that will be used in construction and operational phases for 'Aliağa Solar Cell & Solar Panel Integrated Production Factory' (hereinafter referred to as "the Projects") and has been prepared by 2U1K Engineering and Consultancy Inc. on behalf of Smart Solar Technologies" (herein after 'the Project Company-Smart Solar Technologies).

The Project Company has submitted a finance application to the Asian Infrastructure Investment Bank (AIIB), demonstrating its commitment to fully comply with national regulations, the applicable clauses of AIIB's Environmental and Social Policy, and recognized international industry standards, including the World Bank Group's Environment, Health, and Safety Guidelines. This plan has been developed in alignment with the Environmental and Social Due Diligence Report and the Environmental and Social Management Plan(ESMP).

The project is exempt from Environmental Impact Assessment (EIA) regulations, as indicated in the Official Gazette dated 29.07.2022, number 31907, due to its exclusion from the activities specified in Annex-1 and Annex-2 of the EIA regulation.

The stakeholder engagement plan has been prepared in accordance with the Environmental and Social Standards (ESS) 1 requirements defined in detail in the AIIB Environmental and Social Framework (ESF) document. The purpose of the Stakeholder Engagement Plan is to guide the Project Company on the following topics:

- Establishing the core principles of stakeholder engagement;
- Describing stakeholders;
- Establishing a relationship between stakeholders and projects;
- Identifying the means of communication with stakeholders;
- Defining the activities that are planned to be carried out as part of stakeholder engagement;
- Finding a way of and maintaining constructive relationship with all stakeholders;
- Improving the Project's environmental and social performance;
- Encouraging stakeholder engagement and keeping stakeholders informed of both environmental and social issues, throughout projects lifecycle;
- Catering for stakeholders' suggestions, grievances and need for information;
- Outlining the communication channels for stakeholders;
- Defining the roles and responsibilities in the Project;

- Recording grievances systematically;
- Taking actions for the grievance redress mechanism to serve its purposes, and
- Developing monitoring activities to ensure that the grievance redress mechanism works well.

The Project has been tentatively assigned Category B under the Bank's Environmental and Social Policy (ESP). The Project will require application of ESS 1, Environmental and Social Assessment and Management.

The Project Company is committed to implement this plan throughout the project lifecycle. Additionally, the Project Company will be responsible for the regular monitoring and, if necessary, revision of this plan.

2 ABOUT THE PROJECT

Project Company efficiently manages two production facilities, located in Gebze and Dilovası, as a company engaged in solar panel production. The Company aims to establish a solar cell integrated production facility in Aliağa Chemical Specialization and Mixed Organized Industrial Zone, which will contribute to the supply of intermediate products for solar panel production. Additionally, Company plans to expand its solar panel production capacity, targeting sales for residential, industrial, and solar power plant markets.

The Project encompasses the construction and operation of an integrated production factory for Solar Cells and Solar Panels facility within the Aliağa Organized Industrial Zone (ALOSBİ) in Çoraklar District, Aliağa district, Izmir province. The production factory, located within ALOSBİ, occupies an area of 49,888 square meters and has a total enclosed area of 10,834 square meters. While the project focuses on solar panel production in this space, construction for the cell production section in the adjacent building is also progressing rapidly. While the project focuses on solar panel production in this area, the construction of the cell production section in the adjacent building is also progressing rapidly. Within the scope of the project activities, there will be no glass and/or chemical production. Surface coating or cleaning will be done with chemical processes.. Notably, the project does not include the vulcanization process of elastomer-based products, the production of batteries and/or accumulators, or the establishment of an industrial factory for electricity, gas, steam, and hot water production exceeding 20 MWt.

The Project Company will utilize the financing for the development of a new solar cell and solar module production facility, each with an annual capacity of 1,200 MW. This strategic expansion will strengthen Smart Solar's module manufacturing capabilities, ultimately raising production capacity to an impressive 2.3 GW per year. The Project Company aims to play a significant role in reducing Turkey's current account deficit by decreasing reliance on imported solar cells, a critical component in the solar panel production process. Construction progress stands at 60% as of the third quarter of 2022, with partial operations anticipated to commence in 2023, followed by full project completion in 2024.

The Project Area is owned by Smart Holding and leased to Smart Solar Technology. There is no need for land acquisition for the project, and there are no formal/informal user on the site. Furthermore, the ESS 2: Land Acquisition and Involuntary Resettlement Standard is not applicable to the project as there is no land acquisition requirement. Similarly, the AIIB ESS3: Indigenous Standard does not apply since there are no communities in Türkiye that include individuals defined as indigenous people.

3 PROJECT LOCATION

The Project area is located in the Aliğa Organized Industrial Zone in Çoraklar Neighbourhoods, Aliğa District of İzmir Province as provided in Figure 3-1.

Aliğa Organized Industrial Zone (ALOSBİ) was included in the investment program in 1997 as "Organized Industrial Zone to be established without using a loan from the Ministry of Industry" and was established under the leadership of the Aegean Region Chamber of Industry (EBSO) with the participation of Aliğa Chamber of Commerce and İzmir Special Provincial Administration.

The ownership of the project area belongs to Smart Holding and has been leased to Smart Solar Technology. Therefore, there will be no land acquisition for the project, and also there are no informal users on the site.

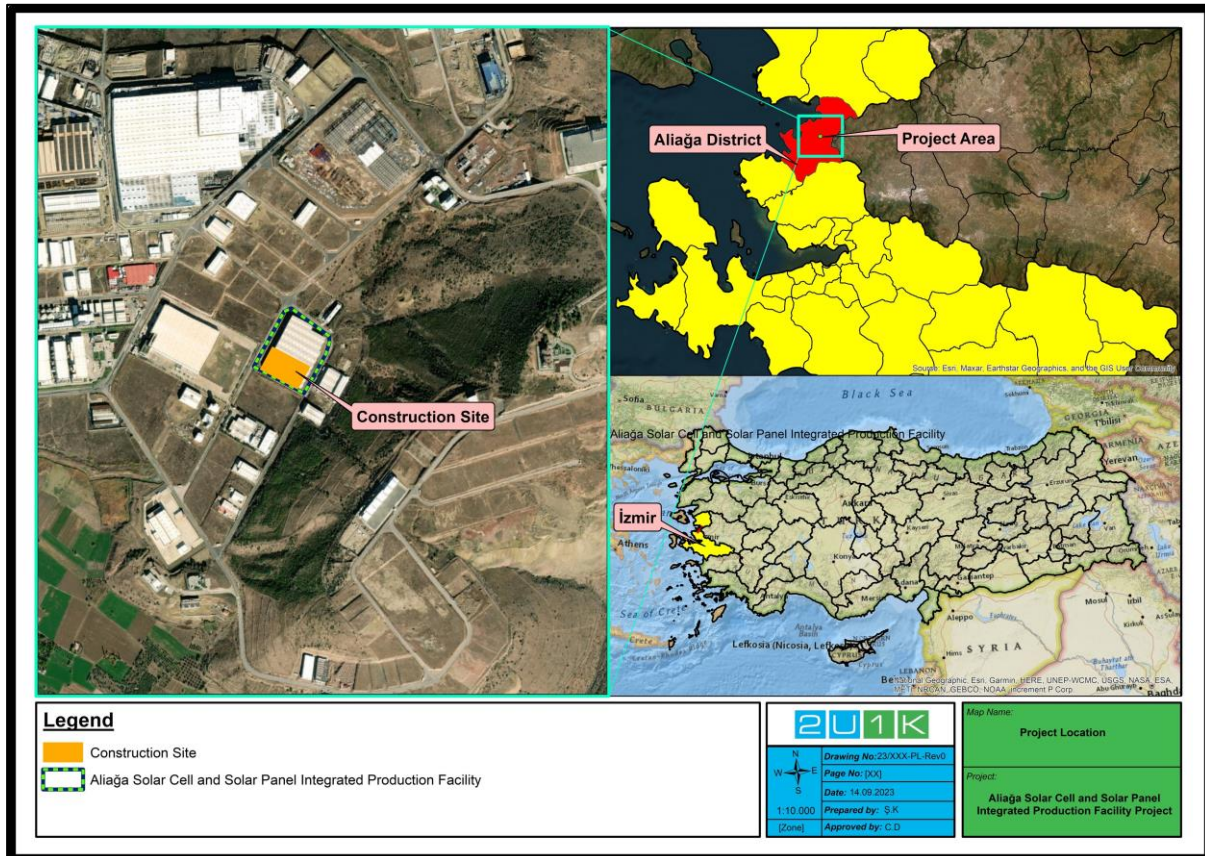


Figure 3-1. Project Location

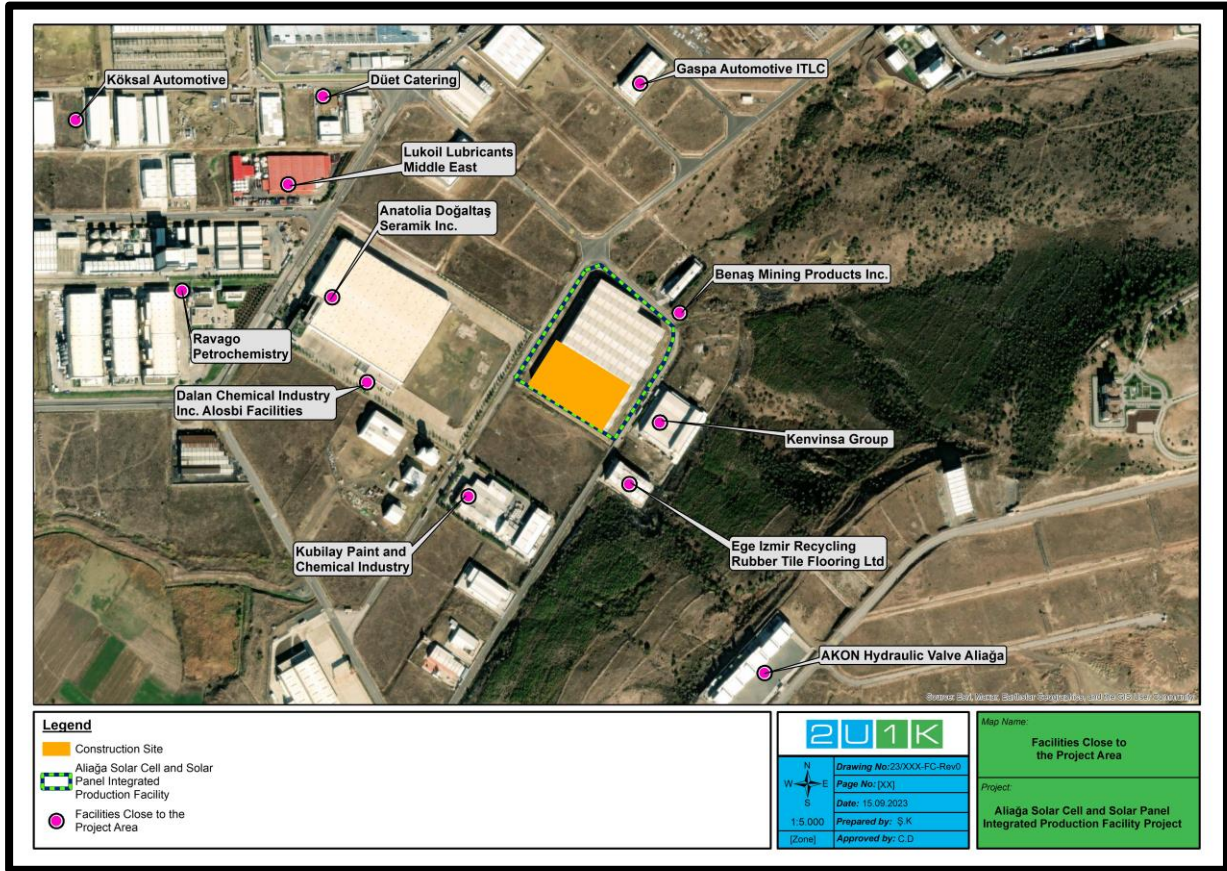


Figure 3-2. Facilities Around the Project Area

Facilities around the Project area as shown in the Figure 3-2 above;

- Located in the northeast of the project, Benaş Mining Products produces cat litter with the bentonite it produces for its own mines and sells it retail and wholesale.
- Located in the east of the project, Kenvinsa Group operates in different sectors such as paper, finance, construction, logistics, tourism and real estate.
- Located in the southeast of the project, Ege İzmir Recycling Rubber Tile Döşeme Ltd., It produces rubber tiles with the material obtained from recycling vehicle tires. Impact protection plates and coating systems are made from recycled rubber granules.
- Located in the south of the project: Kubilay Paint and Chemical Industry, Paint and varnish production is carried out.
- Located in the southwest of the project, Dalan Chemical Industry Inc.: Produces paint and varnish.
- Located in the west of the project, Anatolia Doğaltaş Seramik Inc.: There are porcelain, ceramic and other floor and wall tiles.

3.1 Area of Influence

The Area of Influence (Aoi) is an important element in assessing environmental and social impacts of a proposed development since it informs upon the physical and/or social extent unto which the assessment should be performed.

The project's area of influence has been determined in accordance with the criteria outlined in AIIB's Environmental and Social Framework document. According to AIIB's definition, in a project, the area of influence encompasses all components and associated effects that constitute it, including power transmission corridors, pipelines, canals, tunnels, resettlement and access roads, borrow and disposal areas, construction camps, as well as unplanned developments induced by the project, such as spontaneous settlements or shifting agriculture along access roads.

The area of influence may encompass the following elements:

- a) The boundaries of the watershed within which the project is located;
- b) Any affected estuary and coastal zone;
- c) Off-site areas required for resettlement or compensatory purposes;
- d) The airshed, where airborne pollutants like smoke or dust may enter or exit the area of influence;
- e) Human, wildlife, or fish migratory routes, particularly where they relate to public health, economic activities, or environmental conservation;
- f) Areas utilized for livelihood activities (hunting, fishing, grazing, gathering, agriculture, etc.) or for customary religious or ceremonial purposes.

This definition enables a more detailed assessment of the project's environmental and social impacts and ensures compliance with AIIB's relevant policies and guidelines. (AIIB, 2022)

In determining the Project Area of Influence, the potential effects arising from the elements listed above have been duly considered. Additionally, inquiries have been made regarding the relevant activities defined as follows:

There are no associated facilities within the project's scope. Environmental and Social Aoi is defined as the project area and its surroundings, encompassing a radius of 500 meters. Specifically, the project's environmental and social impacts are confined to its footprint and have a limited duration, primarily during the construction phase.

In line with the assessments made, the environmental and social area of influence has been determined as given in Figure 3-3.

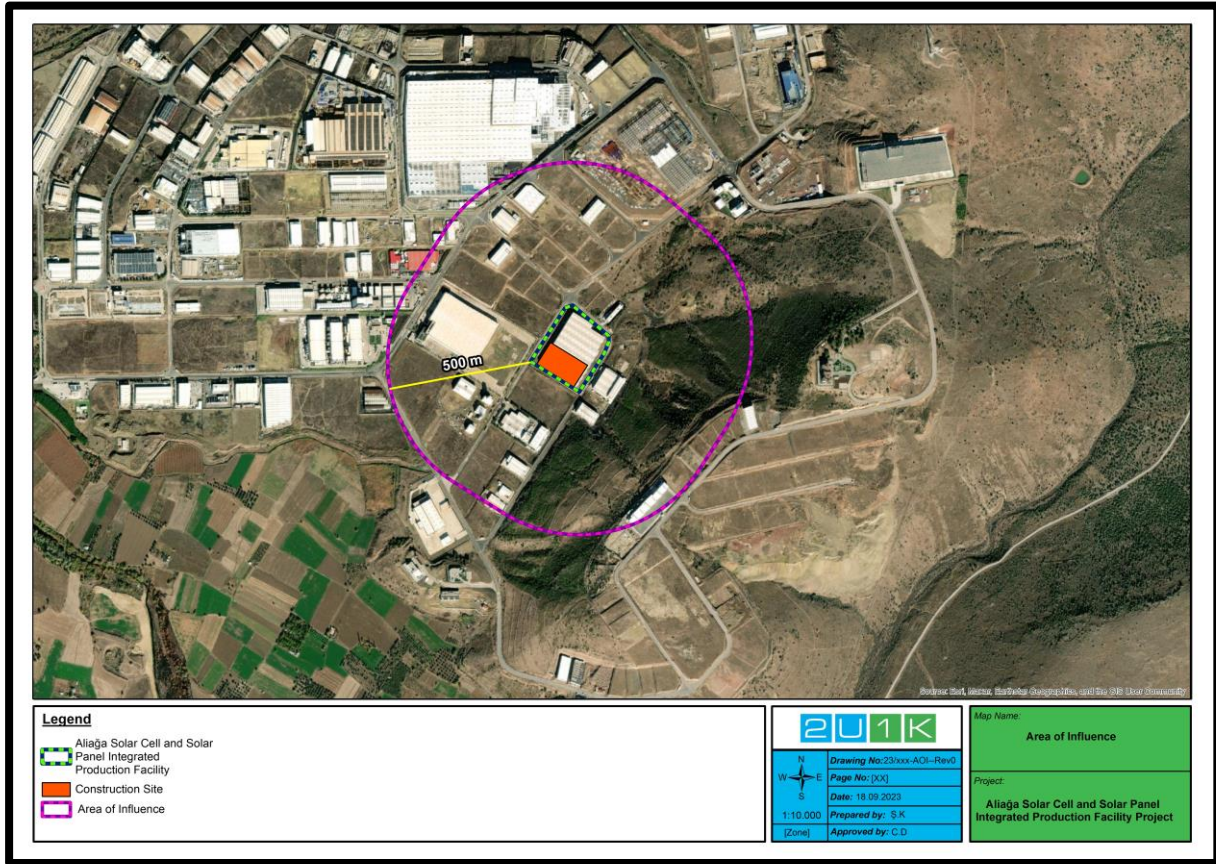


Figure 3-3. Environmental and Social Aoi

4 REGULATORY REQUIREMENTS

This section outlines the regulatory framework for the Project's stakeholder engagement activities, according to national and international requirements.

4.1 Turkish Legislation

The Environmental Law No. 2872, which was published in the Turkish Official Gazette No. 18132 dated 11 August 1983 and amended in the Official Gazette dated 29 May 2013 (by Law No. 6486), establishes the underlying legal framework of the environmental legislation in Türkiye and is supported by a large number of regulations. Article 10 of the Environmental Law constitutes the main framework of the Environmental Impact Assessment Regulation (EIA Regulation) published in the Official Gazette No. 31907 dated 29 July 2022.

Within the scope of EIA, for the projects included in the Annex-I list, a Public Information and Public Participation meeting will be organized by the bodies and organizations authorized by the Ministry with the participation of the project company on the date set by the Ministry and at the place and time determined by the Governor's Office before the Committee determines the scope to inform the public about the investment and to hear their opinions and suggestions regarding the project.

Specific Objectives of PPM according to regulation is presented in Table 4-1.

Table 4-1. Specific Objectives of PPM

<ol style="list-style-type: none"> 1) In order to inform the investing public, to get their opinions and suggestions regarding the project; Public Participation Meeting will be accomplished on the date given by Ministry and Ministry qualification given institution / organization and project companies as well as the participants of the project affected community will be expected to attend in a central location determined by the Governor. <ol style="list-style-type: none"> a) The competency issued institutions / organizations by the Ministry will publish the meeting date, time and place through in a local periodical published in the region where the project will be realized and in widely published newspaper at least ten (10) calendar days before the determined date for the PPM. b) Public Participation meeting will be held under the Director of Provincial Directorate of Environment, Urbanization and Climate Change or authorized chairman. The meeting will inform the public regarding the project, receive views, questions and suggestions. The Director may seek written opinions from the participants. Minutes of meeting will be sent to Ministry, with one copy kept for the Governorship records. 2) Governorship will announce the schedule and contact information regarding for the public opinion and suggestions. Comments received from the public will be submitted to Commission as per the schedule. 3) Members of Commission may review the Project implementation area before the scoping process, also may attend to public participation meeting on the date announced. 4) The competency issued institutions / organizations by the Ministry could provide studies as brochures, surveys and seminars or through internet in order to inform the public before the Public Participation Meeting.
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Environmental Impact Assessment (EIA) encompasses the identification of potential positive and negative effects of the planned projects on the environment, the measures to be taken to avoid adverse effects or minimize them to a degree not harmful to the environment, the

determination and assessment of the selected location and technology alternatives, and the efforts to be maintained for the monitoring and control of the implementation of projects.

The project has been evaluated within this scope, and the activities of the Project are not included in Annex-1 and Annex-2 according to Turkish repealed EIA Regulation (Official Gazette dated 25.11.2014 and numbered 29186), therefore the Project is considered out of scope.

Apart from environmental laws, the Project Company is also obliged to follow the following laws:

- Labour Law No. 4857, Official Gazette No. 25134 dated 10 June 2003
- Law on Right of Petition No. 3071, Official Gazette No. 18571 dated 10 November 1984
- Law on the Right to Obtain Information No. 4982, Official Gazette No. 25269 dated 24 October 1984
- Law on Protection of Personal Data No. 6698, Official Gazette No. 29677 dated 07 April 2016.
- Law on Trade Unions and Collective Bargaining Agreements No 6356 Official Gazette No 28460 dated 07 November 2012.
- Laws on Right to Information No 4982 Official Gazette No 29186 dated 25 November 2014.

4.2 International Standards

The Project seeks finance from the AIIB. Project activities are required to comply with the AIIB ESP (including applicable ESS) and good international industry practice, such as the World Bank Group's Environment, Health and Safety Guidelines. The project has been provisionally classified as Category B under the Bank's Environmental and Social Policy (ESP).

4.2.1 AIIB Environmental and Social Framework

AIIB is an international organization that provides a multilateral regional financing and investment platform for infrastructure development and enhanced interconnectivity in Asia. The Bank's goal is to increase the pool of multilateral development support available to regional economies for infrastructure development and improvement. In doing so, the Bank cooperates closely with other multilateral development banks and bilateral development organizations; and its financing complements and supplements their efforts.

According to AIIB's Environmental and Social Framework, AIIB recognizes that environmental and social sustainability is a fundamental aspect of achieving outcomes consistent with its

mandate to support infrastructure development and enhance interconnectivity in Asia. The objective of this overarching policy is to facilitate achievement of these development outcomes, through a system that integrates sound environmental and social management into projects.

The Environmental and Social Framework comprises Environmental and Social Policy (ESP) and Environmental and Social Standards (ESSs). Below are three standards included in the Environmental and Social Standards (ESSs) established by the AIIB to ensure compliance with environmental and social principles: this detail specific environmental and social requirements;

- ESS 1: Environmental and Social Assessment and Management;
- ESS 2: Land Acquisition and Involuntary Resettlement; and
- ESS 3: Indigenous Peoples.

Indigenous People: Although the term is used in a generic sense to refer to a distinct social and cultural group possessing the following characteristics in varying degrees, there is no community in Türkiye that carries these characteristics:

- Self-identification as members of a distinct indigenous cultural group and recognition of this identity by others;
- Collective attachment to geographically distinct habitats or ancestral territories in the project area and to the natural resources in these habitats and territories;
- Customary cultural, economic, social, or political institutions that are separate from those of the mainstream society or culture; or
- A distinct language or dialect, often different from the official language or languages of the country or region in which they reside.

ESS 1: Environmental and Social Assessment and Management; ESS 1 aims to support the environmental and social resilience and sustainability of projects and to integrate environmental and social considerations into the project decision-making process and implementation. ESS 1 is applicable if there is a possibility of adverse environmental and social risks and impacts associated with the project.

ESS 2 is applicable if the project involves Involuntary Resettlement and Land Acquisition (including recent or foreseeable Resettlement directly related to the project). Resettlement encompasses physical displacement (relocation, loss of housing land, or shelter loss) and economic displacement (loss of land or assets, loss of access to land and natural resources, loss of income sources, or livelihood sources).

ESS 3 is applicable if Indigenous Peoples are present in the proposed project area or have a collective attachment to this area and there is a possibility of being affected by the project.

Table 4-2. AIIB Standards Assessment

ESS 1: Environmental and Social Assessment and Management	ESS 2: Land Acquisition and Involuntary Resettlement	ESS 3: Indigenous Peoples
<ul style="list-style-type: none"> • The client is required to conduct an environmental and social assessment for the proposed Project to identify direct, indirect, cumulative and induced risks to and impacts on physical, biological, socioeconomic and cultural resources in the Project’s area of influence. The assessment is proportional to the nature and potential risks and impacts and the categorization assigned by the Bank. • The Bank recognizes that environmental and social sustainability is a fundamental aspect of achieving outcomes consistent with its mandate to support infrastructure development and enhance interconnectivity in Asia. The objective of this overarching policy is to facilitate achievement of these development outcomes, through a system that integrates sound environmental and social management into projects. • The client is required to apply a mitigation hierarchy in the environmental and social assessment. • The client is required to implement the Environmental and Social Management Plan (ESMP) and monitor its effectiveness. Document monitoring results, including the development and implementation of corrective actions, and disclose monitoring reports. • The ESMP is required to include organizational arrangements. • AIIB recognizes the important role played by workers and their representatives in the development process and their contribution to sustainable economic growth. It believes that the following measures contribute to the quality of the Project: providing workers with living wages, safe and healthy working conditions and putting measures in place to prevent accidents, injuries and disease; avoiding activities involving forced labour and harmful or exploitative forms of child labour; having good human resources management; and having a sound labour management relationship based on equal opportunity, fair treatment, non- discrimination, freedom of association, right to collective bargaining and access to grievance mechanisms, consistent with the national law (including international 	<p>This AIIB ESS-2 is out of scope as there will be no land acquisition in the Project area.</p>	<p>This AIIB ESS-3 is not applicable for the project since as there are no indigenous people in Türkiye.</p>

ESS 1: Environmental and Social Assessment and Management	ESS 2: Land Acquisition and Involuntary Resettlement	ESS 3: Indigenous Peoples
<p>agreements adopted by the member) governing the Project.</p> <ul style="list-style-type: none"> • The client is required to apply pollution prevention and control technologies and practices under the project consistent with international good practice, as reflected in internationally recognized standards, such as the World Bank Group's Environmental, Health and Safety Guidelines. • The client is required to improve efficiency in consumption of energy and water, as well as other resources and material inputs. • Document and report on accidents, diseases and incidents. Put in place preventive and emergency preparedness and response measures to avoid, or where avoidance is not possible, to minimize adverse risks and impacts of the Project on the health and safety of local communities. • Minimize and manage waste generation and release of hazardous materials from production, transportation, handling and storage. Avoid the use of hazardous materials subject to international bans or phase outs. Purchase, use and manage pesticides based on integrated pest management and integrated vector management approaches, and reduce reliance on synthetic chemical pesticides. • Safe Working Conditions and Community Health and Safety. <p>Assess labor and working conditions of Project workers, as well as health and safety risks to local communities in the area of the Project. Implement measures designed to ensure Project workers have safe and healthy working conditions, and put in place measures to prevent accidents, injuries, and disease caused by the Project. Apply the relevant occupational health and safety provisions of internationally recognized standards, such as the EHSGs and, as appropriate, industry-specific EHSGs, to the Project. Document and report on accidents, diseases and incidents. Put in place preventive and emergency preparedness and response measures to avoid, or where avoidance is not possible, to minimize adverse risks and impacts of the Project on the health and safety of local communities.</p>		

4.3 Gaps Between Turkish Legislation and International Guidelines

Turkish EIA procedures comply with AIIB, with some exceptions. The main exceptions are in project classification, scope of environmental and social impact assessment, land acquisition and resettlement considerations. Where Turkish legislation differs AIIB, stricter rules will be applied in the implementation of the project.

5 ROLES AND RESPONSIBILITIES

The Project Company will make sure that all affected parties, particularly affected settlements, the local community, neighbouring facilities, and local governmental agencies are informed about the Project and will be involved in the process of identifying the important issues of the Project. Roles and responsibilities have been defined in order to ensure effective stakeholder engagement during the life of the project.

Table 5-1. Key Roles and Responsibilities

Roles	Responsibilities
Project Company	Overall responsibility for Project implementation Ensure that the Project complies with the provisions of International Finance Institutions described in ESMP
Project Manager	Ensures that this SEP is implemented. Provides necessary resources for effective implementation of this Plan. Coordinates with parties for effective implementation of this Plan. Evaluate the compliance of Project activities with national and international legislation requirements. Develop and publicize the grievance management procedures. Address the complaints to necessary parties when necessary. Receive, review, investigate, and keeping track of grievances. Forwards the received grievances to the related departments of the Project for the resolution of the grievance. Monitor and evaluate the fulfillment of arrangements achieved through the grievance procedure. Ensure the Grievance Redress Mechanism is reviewed on a regular basis as a result of changes to employment legislation and lessons learned from its operation. Communicate the Grievance Redress Mechanism to all Contractor employees through means of communications structured for the Project. Ensure the Grievance Redress Mechanism is a dedicated topic during the new employee orientation. Provide confidential advice to employees on matters they are reluctant to discuss with their Supervisor or any other member of Contractor Management. Provide advice and support to Contractor supervisors and management on their roles and responsibilities for the successful implementation and operation of the Grievance Redress Mechanism. Conduct external reporting to the public, summarizing project progress in order to maintain good stakeholder engagement, implement Good industry practice. Continue to engage with stakeholders to maintain community development projects to avoid negative social impacts and increase positive public perception of the Project Company.

Roles	Responsibilities
<p>Occupational Health and Safety (OHS) Specialist</p>	<p>Implements and improves this SEP.</p> <p>Determines necessary resources for effective implementation of this SEP and submits to managers.</p> <p>Evaluates the compliance of Project activities with national and international legislation requirements.</p> <p>Searches the causes of the social incidents that cause; injuries, delays, or stoppage in the work and disputes among Project and communities.</p> <p>Monitors all grievances and ensure that all complaints are resolved and closed,</p> <p>Coordinates with parties for proper implementation of this SEP.</p> <p>Reports grievances, which are received or observed verbally, to Project Manager.</p> <p>Investigates and proposes an appropriate methodology for resolving the grievance.</p> <p>Conducts follow ups for the results of complaints and reports on weekly, monthly and annual basis to the Management, when requested.</p>
<p>Contractors</p>	<p>The contractor shall ensure that its employees have access to the grievance redress mechanism.</p> <p>In case of any sensitive complaint received due to Project works, the contractor will be responsible for reporting the situation to the Project Company.</p> <p>In the event that security personnel are contractor employees, they will provide training on the correct methods of communicating with the community.</p> <p>Responsible for complying with the ESMP, SEP and related management plans prepared for the project and informing its employees about the requirements to be followed.</p>

6 ENVIRONMENTAL AND SOCIAL FIELD STUDY FOR ESMP

2U1K visited the site on August 16-17, 2023 to gather information to prepare ESMP and SEP. The activities carried out as part of the site visit are as follows:

- A kick-off meeting with the managerial and administrative staff of the Project Company;
- Review of EHS based documents for both constructional and operational phases (desktop review);
- Interview with the Project workers;
- Unstructured Interview with the mukhtar of Çoraklar Neighbourhood;
- Site walkover; and
- A closure meeting with the managerial and administrative staff.

During the site visit, the Sociologist of 2U1K interviewed with managers of the Project Company to assess any discrimination, working conditions, access to drinking water, access to sanitary facilities, access to the grievance mechanism, wages, overtime, and compensation.

In addition to these interviews, six (6) Focus Group Interviews (FGI) were held with blue-collar and white-collar employees, separately from male and female participants. Each interview took at least fifteen minutes and several questions were asked which are about working conditions, employee rights, grievance mechanism. All workers responded comfortably and participated actively. Unstructured interviews were also conducted with blue-collar personnel working in construction area.

The general purpose of this assessment is to determine important labor conditions and evaluate the facility's current HR policies and procedures.

6.1 Baseline Labour Conditions

Currently, a total of 375 personnel, including 336 blue-collar and 39 white-collar are employed directly by the Project Company. The Project Company plans to increase its employment capacity to 800 individuals, including 75 qualified personnel, with the commencement of the operational phase of the project.

The Project Company works with 3 different subcontractor companies for food, security, and transportation services. The number of personnel working for these services is a total of 17 people, including 4 female and 13 male.

The Project Company is working with the main contractor and three different subcontracting firms for the construction works covered by the loan. The total number of employees is 56,

comprising 5 female white-collar employees, 3 male white-collar employees, and 48 male blue-collar employees.

The Project Company has a subcontractor management plan in place, which is diligently implemented by the subcontractors as required. There are no foreign national personnel working in the facility. There are two 2 disabled personnel working in the facility, and their recruitment was made in line with the negotiations held with Agency of Employment (İŞKUR), one of the Project stakeholders. Under the provisions of the Labor Law No. 4857, employers in the private sector with fifty or more employees in their workplaces are required to employ disabled workers at a rate of 3% of their total workforce. The Project Company's recruitment and employment program aims to employ more disabled personnel in accordance with the job requirements and qualifications.

The work permits of the employees and the hiring procedures are followed by the Project Company within the framework of legal practices.

Local employment is a goal of Project Company to hire people who live close to the place of work. It is beneficial for stakeholder engagement and transportation costs. In addition, the Project Company has a positive approach towards increasing female employment, as evidenced by the employment figures provided above, where the number of female employees exceeds that of male personnel. The Project Company aims to empower women in local employment by hiring female staff.

Blue-collar workers operate on a three-shift schedule. Their daily working hours consist of 8 hours, inclusive of a half-hour meal break, and Sundays are designated as their designated day off. The working hours for the shifts are as follows: 07:30-15:30, 15:30-23:30, and 23:30-07:30. Services are extended to all three shift teams.

White-collar personnel work five days a week between 07:30 and 17:30. Transportation services are also provided for white-collar employees.

Employees have the right to establish unions and higher organizations, and to freely join and withdraw from their membership without obtaining permission, but there is no trade union to represent the common interests of workers. There are three (3) male worker representatives elected by the Project employees.

Human Resources Department: The Project has human resources policy/procedures in line with Project's international standards. The Project Company states that it has a zero-tolerance approach to discrimination and harassment within its human resources policy.

All workers (including sub-contractors) are hired through contracts and wages and over-time payments are paid accordingly. After the contract is verbally explained to the employees, it is signed, and a copy is given to the employee. All employees are insured, and the insurance is started from the date of employment. Personal protective equipment (PPE) and clothing for workers are provided.

The Project Company possesses a document outlining the code of conduct and employees are informed about this document during their onboarding process.

The project company uses the following channels in recruitment:

- Recruitment platforms (Kariyer net, LinkedIn);
- People come to the company and fill out the application form;
- Applications submitted through company employees;
- Applications submitted via the internet and social media;
- Various universities, high schools, public institutions, non-governmental organizations, etc. applications submitted via.

The general scope of the documents required by the Human Resources department during the hiring process is outlined below:

- Discharge Certificate from Military Service (for male candidates);
- Marriage Certificate (for married employees);
- Residence Certificate;
- Identity Card;
- Educational Certificate (diploma);
- Criminal Record Check (via e-government);
- Employment Certificate from the previous workplace;
- Social Security Institution (SGK) Service Record.

Additional Employee Benefits are considered satisfying by workers. Some of the benefits are:

- Ramadan package delivered during the Ramadan month,
- Bonus;
- Severance Benefit
- Duty Compensation
- Family Assistance;
- Heating aid;
- New Year's Money;
- Food Receipt;
- Marriage Allowance;
- Birth Assistance;

- Educational Assistance;
- Supplementary Health Insurance;
- Women's Day Support;
- April 23 Children's Day Support.

Security services are provided by a company named Securitas. There are six security personnel working at the facility on a rotational basis, consisting of five (5) males and one (1) female. The working hours for the security personnel are from 08:00 to 20:00 and from 20:00 to 08:00. Some of the training courses attended by the security personnel include:

- Hospitality and Security Training;
- Human Rights Principles in Security Practices;
- Disaster Awareness Training;
- Duties and Responsibilities;
- Extraordinary Situations;
- Precautions Against Vehicle Accidents;
- Body Language for Security Officers;
- Image Training;
- Internal Threat Training;
- Sign Language.

Transportation services are provided by the company Egetrans, which employs 8 drivers. There is a dining hall within the facility, and catering services are provided by a subcontractor company employing 3 female staff members. Sanitary facilities are located separately for male and female personnel in the production areas and at the entrance of the dressing rooms. The prayer rooms are located within the locker rooms and are suitable for use.

Within the scope of the project, personnel engaged in ongoing construction activities work under a subcontractor company. There is an established campsite within the project area where 24 personnel are accommodated. These containers will meet standards for worker accommodation prepared by International Finance Corporation (IFC) and European Bank for Reconstruction and Development (EBRD) and approved by the WB¹. To initiate this action, the Project Company will engage in discussions with the subcontractor company and ensure the implementation of these standards.

¹ <https://documents1.worldbank.org/curated/en/604561468170043490/pdf/602530WP0worke10Box358316B01PUBLIC1.pdf>

7 STAKEHOLDERS ENGAGEMENT

Stakeholder identification is a key step in managing the overall stakeholder engagement process. A stakeholder is defined as any individual, organization or group which is potentially affected by the Project or which has an interest in the Project and its impacts.

It is important that particular effort is made to identify any disadvantaged and vulnerable stakeholders who may be differentially or disproportionately affected by the Project or who may have difficulty participating in the engagement and development processes. Stakeholder identification is also an on-going process and will require regular review and update. The Stakeholder Engagement Plan (SEP) has been prepared for this project to identify project stakeholders and establish engagement methods for the future of the Project.

Stakeholder identification has been an on-going process and different issues are likely to concern different stakeholders. Therefore, stakeholders have been grouped based on their connections to the Project. Understanding the connections of a stakeholder group to the Project helps identify the key objectives of engagement.

Qualified personnel will be authorized by the Project Company to implement SEP and will be responsible for stakeholder engagement activities, but the Project Company has ultimate responsibility for implementing SEP.

The nearest settlement to the Project Area is Çoraklar Mahallesi, located at a distance of 2.72 km. Although the likelihood of being affected by the project is considered quite low, the neighbourhood headman and local residents have been recognized as stakeholders. During the site visit, contact was made with the headman of Çoraklar Mahallesi via telephone, and he stated that a single business located within the Organized Industrial Zone (OIZ) does not have a significant impact on the neighbourhood. The population of the neighbourhood consists of 18 women and 97 men, with a total population of 115.

Since the project is situated within the OIZ, the neighboring facilities will be the most affected by the project activities.

Table 7-1 presents the interested and affected stakeholders within the scope of the Project.

Table 7-1. Stakeholder Groups

Stakeholder Groups	Stakeholder Type	
	Affected Party	Interested Party
Lender		
• AİB		√
Local Communities		
• Çoraklar Neighbourhood	√	

Stakeholder Groups	Stakeholder Type	
	Affected Party	Interested Party
Government / Authorities		
<ul style="list-style-type: none"> Ministry of Environment, Urbanization and Climate Change Ministry of Industry and Technology Ministry of Energy and Natural Resources Izmir Governorship Provincial Directorate of Environment, Urbanization and Climate Change Izmir Governorship Provincial Directorate of Industry and Technology İŞKUR Aliağa Organized Industrial Zone (ALOSBİ) Neighboring facilities within ALOSBI Izmir Museum Directorate 		√
Municipality		
<ul style="list-style-type: none"> Aliağa Municipality 		√
Project Employees(including contractors)		
<ul style="list-style-type: none"> Facility Personnel Contractor Personel (including construction worker) 	√	

7.1 Stakeholder Engagement Tools

A range of tools will be used for stakeholder engagement within the scope of this Project. Stakeholder engagement will continue using these already established communication mechanisms, with new mechanisms employed as required to ensure efficient and effective engagement throughout the life of the Project. The Project has and will continue to use the following methods for engaging with stakeholders:

- Informal/formal face-to-face or online meetings with affected communities and other stakeholders –can be the main form of consultation throughout the lifetime of the Project. Stakeholders will be informed about these consultation meetings by telephone, brochures, posters, and e-mail. The meeting or any information sharing activity to be held with the stakeholders will be informed to the parties ten (10) days in advance.
- Project Company website – a publicly available site for project announcements, documents, reports, etc. The ESMP, SEP and Non-Technical Summary (NTS) documents prepared for the Project will be published in English and Turkish via the Project website. Information on the application of the grievance redress mechanism created by the Project Company will be also announced in the website together with the contact details of the GRM responsible person. At the same time, all up-to-date information about the Project will be made available to the public via the website.
- Written materials – Handbooks, banners, brochures, leaflets, posters, informative booklets, etc. to enable stakeholders to learn about the Project. – Materials will provide information about the Project and inform Stakeholders about all communication methods and stakeholder engagement tools created for the Project.

- Grievance Redress Mechanism – aimed particularly at directly affected stakeholders. The mechanism has been and will continue to be widely disclosed to the affected public.
- Media advertisements – invitations to participate in meetings, information disclosure, etc.

7.2 Further Stakeholder Engagement Activities

Stakeholder engagement will continue throughout Project's lifespan. Key stakeholders will be kept informed about the progress of the Project, have the opportunity to provide feedback on the effectiveness of mitigation and enhancement measures, and to raise any concerns or grievances.

Information to be shared will include (but is not limited to) the following:

- Objective of the Project,
- Impacts and the mitigation or enhancement measures that are being implemented,
- Roles and responsibilities,
- Monitoring and management measures, and
- Information on the grievance mechanism for the Project.

To ensure effective stakeholder engagement, the following measures will be taken into consideration by the Project Company;

- SEP will be distributed to all affected neighborhoods and interested stakeholders.
- SEP will be reviewed by the Project Company annually and updated in case of a change in the Project or in case of a change in the Grievance Mechanism officer or their contact details by taking into account the grievances and requests received.
- The Project Company will engage with the affected stakeholders and other interested parties as structured by this Plan.

The specialist assigned to ensure the Social Compliance of the Project will be responsible for engagement with stakeholders as an on-going process throughout the life of the Project. Consultations will be documented using the form provided as an example in Appendix-1 to record the consultations.

8 THE GRIEVANCE REDRESS MECHANISM

The purpose of the Grievance Redress Mechanism (GRM) is foremost to give access to a problem-solving procedure to Project affected people including affected communities and project workers. Grievances can be an indication of growing stakeholder concerns and can escalate if not identified and resolved. Identifying and responding to grievances supports the development of positive relationships between Project worker's, local communities, and other stakeholders.

The structured GRM will ensure that grievances associated with the Project are addressed through a transparent and impartial process. From the early stages of the Project lifecycle, the grievance procedure has been and will continue to be disclosed to the public through individual or group meetings, printed materials, notice boards.

The grievances will be acknowledged by the Project Manager assigned by the Project Company and timeframe for the provision of response or for further consideration will mainly depend on the complexity of the issue raised, however, ideally, it is expected to not exceed 14 days after receiving the grievance.

Requests that require urgent remedy and/or support will be responded to and given support within the same day, and all outstanding grievances/requests will be recorded within two (2) business days and reviewed and assessed within ten (10) business days and concluded not later than fourteen (14) business days. Subsequently, the necessary corrective actions will be taken to resolve the grievance. The suitable resolution for the complaint will be accordingly communicated to the complainant within the two (2) working days of completing the grievance investigation phase.

The methods used to publicize the availability of the grievance redress mechanism should be culturally appropriate and in accordance with how stakeholders usually acquire information. Women and men may access information differently and it needs to be ensured that both have equal access to information. Stakeholders will be able to share their opinions and grievances via a range of options such as letters, e-mail, grievance boxes, and face to face meetings throughout the Project's lifespan.

All stakeholders initiating a grievance will have an opportunity to claim their case in a confidential manner. The Project Company will ensure that the name and contact details of the complainant are not disclosed without their consent.

Stakeholders, in case of sensitive issues arising from Project activities (such as workplace sexual harassment and abuse, gender-based violence, or potential child abuse within project areas), have the right to seek legal recourse by contacting the relevant authorities to protect their rights. The Project Company does not impede any employee from exercising their legal rights.

Relevant Legal Institutions: Relevant Institutions can be summarized as, but not limited to, as follows.

- Civil Courts of First Instance;
- Administrative Court;
- Commercial Courts of First Instance;
- Labour Courts, and
- Ombudsman (<https://ebasvuru.ombudsman.gov.tr/>).

During construction and operational activities, the grievance redress mechanism will continue to be driven by views of stakeholders, making this procedure accessible to all affected stakeholders.

During the construction period, the contractor will designate a responsible person to record complaints conveyed verbally or in writing. In case a sensitive complaint is received by the Contractor they will be responsible for conveying the issue directly to the Project Company GRM focal point. The Project Company is also responsible for forwarding sensitive complaints to the bank immediately.

Grievances of gender-based violence, exploitation and harassment can result in a culture of silence due to negative reactions from the community. For the avoidance of this, it is highly important that the stakeholders can raise the grievances involving these issues about the Project anonymously. In addition, the authorities handling the grievances should address such issues with in confidence and by an unbiased approach.

The Contractor and Project Company should receive training in the principles applicable to Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) and Gender Based Violence (GBV) cases.

The Asian Infrastructure Investment Bank's grievance mechanism² will be used as a reference document during both the construction and operation phases of the project.

8.1 Grievance Register

All incoming grievances will be reflected in a Grievance Log to assign an individual reference number. Verbal complaints will also be recorded in the grievance log by the GRM officer.

² **AiIB Independent Accountability Mechanism.** The Project-Affected People's Mechanism (PPM) has been established by the AiIB to provide an opportunity for an independent and impartial review of submissions from Project- affected people who believe they have been or are likely to be adversely affected by AiIB's failure to implement its ESP in situations when their concerns cannot be addressed satisfactorily through the Project-level Grievance Redress Mechanism (GRM) or the processes of Bank Management. Information on the PPM is available at How We Assist You - Project-Affected People's Mechanism <https://www.aiib.org/en/policies-strategies/operational-policies/policy-on-the-project-affected-mechanism.html> .The PPM has a standardized optional PPM sample submission form to guide Requestors in preparing their submissions. The submission form is available on the PPM website at: [https://www.aiib.org/en/about-aiib/who-we-1\]are/project-affected-peoples-mechanism/submission/index.html](https://www.aiib.org/en/about-aiib/who-we-1]are/project-affected-peoples-mechanism/submission/index.html) .

The Grievance Log will also be used to track the status of a grievance, analyses the frequency of complaints arising, typical sources and causes of complaints, as well as to identify prevailing topics and any recurrent trends. A sample grievance registration and closure form are presented in Appendix-2 and 3, respectively.

All complaints will be recorded in the respective Grievance Log with the following information:

- Grievance reference number,
- Date of the grievance,
- Location where the grievance was received and in what form (for grievance boxes),
- Complainant's contact details (in case of non-anonymous grievances)
- Content of the grievance,
- Parties responsible for the addressing the issue,
- Dates when the investigation of the grievances initiated and completed,
- Results of the investigation,
- Information on the proposed corrective actions to be sent to complainant (in case of non-anonymous) and the date of the sent,
- Deadlines for required actions by the Project staff,
- Indication on whether the corrective action was satisfactory or a reason for non-resolution of the grievance,
- The of the close-out, and;
- Any outstanding actions for non-closed grievance cases.

8.2 Roles & Responsibilities

Responsibilities of the Project GRM Manager include but not limited to:

- Ensure the GRM complies fully with all employment legislation;
- Ensuring the GRM is reviewed on a regular basis as a result of changes to employment legislation and lessons learned from its operation;
- Communicate the GRM to all direct and indirect employees through means of communications structured for the Project
- Ensure the GRM is a dedicated topic during the new employee orientation;
- Provide confidential advice to employees on matters they are reluctant to discuss with their Supervisor
- Provide advice and support to Subcontractor supervisors and management on their roles and responsibilities for the successful implementation and operation of the GRM.

- Acceptance of issues from employees.
- Log of issues.

8.3 Grievance Procedure

8.3.1 Public Grievance Redress Mechanism

Grievances should be reviewed as soon as possible to give priority to resolution. Regardless of general response and resolution times, some important grievances may require immediate action, such as an urgent safety issue or issues affecting public health. A Public Grievance Redress Mechanism Officer will be appointed by the project company, responsible for the management and operation of the Public GRM. After the appointment is made, the SEP will be updated by the Project company and the contact information of the officer will be announced to the employees. There are 6 steps that supplement the Public Grievance Redress Mechanism. This process is described by the steps provided in Table 8-1.

Table 8-1. Public Grievance Redress Mechanism

Steps	Scope	Details
Step 1	Identify grievances	<i>Regardless of general response and resolution times, some important grievances may require immediate action, for example an urgent safety issue or issues regarding local people's livelihoods.</i>
Step 2	Record grievances in the system	<i>After determining the urgency level of the grievances, it will be ensured that the grievances is recorded.</i>
Step 3	Determine specific actions for grievances and report them to relevant units / supervisors for resolution	<i>Requests that require urgent support will be responded to and given support within the same day, and all outstanding grievances/requests will be approved within two (2) business days, and responded to within ten (10) business days, and concluded not later than fourteen (14) business days. The suitable resolution for the complaint will be accordingly communicated to the complainant within the two (2) working days of completing the grievance investigation phase.</i>
Step 4	Develop a response to grievances	<i>A response will be developed by the delegated team within 14 days with input from relevant units and supervisors, excluding complaints involving emergencies. The response should identify a suitable resolution to the grievance, which could involve further information to clarify a situation, taking measures to mitigate problems.</i>
Step 5	Communicate the response developed for grievances	<i>The official appointed for the Project grievance handling will adopt and implement the most accurate approach to the communication of the relevant response. The response will also contain an explanation of how the person that raised the grievance can proceed with the grievance in case the outcome is not satisfactory.</i> <i>In case the grievance is raised anonymously, a summary of the grievance and resolution should be posted on the website as well as in the headman's offices in the settlements that are anticipated to be affected. In addition, the neighbourhood headmen should be contacted regarding anonymous grievances and resolutions.</i>

Steps	Scope	Details
Step 6	Close grievances	<p><i>Based on the potential effects of the grievance, the complainant can be allowed time to respond and the complainant's response will be recorded, to help assess whether the grievance is closed or whether further action is required.</i></p> <p><i>Final approval will be provided after the relevant Project officials assess whether the grievance can be closed.</i></p> <p><i>Closed grievance files will be recorded in a systematic way, and will be submitted to the authorities during third party inspections when necessary.</i></p>

8.3.2 Worker Grievance Redress Mechanism

Worker Grievance Redress Mechanism is defined as complaints from Project employees (including both direct and indirect employees).

This mechanism is structured with an intention of it being an effective approach for early identification, assessment and resolution of grievances throughout the Project's lifespan. The Grievance Redress Mechanism (GRM) should guarantee that any employee raising a complaint will not be subject to any reprisal.

The scope of the Worker GRM can be summarized as but not limited to; any worker with a concern of pertaining to onsite work such as occupational health and safety, terms of employment, wages, issues with the local community or among co-workers, hygiene issues in the common areas, insufficient amount of food and / or concerns regarding the security of the workers.

An officer responsible for the management and operation of the Workers GRM will be appointed by the Project Company. After this appointment is made, the SEP will be updated by the Project company and the contact information of the officer will be announced to the employees. The GRM will be informed to all Project workers through written and verbal communications. Each worker should be informed about the grievance redress mechanism at the time they are hired, and details about how it operates should be easily available, in employee handbooks for example.

Confidentiality is quite significant to some workers; therefore, workers can submit their complaint and remain anonymous. However, grievances lodged anonymously may prevent the Human Resources Specialist of the Project Company from resolving the matter and providing feedback. Nevertheless, Project workers wishing to lodge grievances anonymously should be allowed to do so. The Project GRM Manager will open the complaint boxes located within the Facility every 5 days and will assess to determine whether the issue raised by the complaint fall within the scope of Worker GRM or not.

It is important to note that, Project employees will retain their right to access the public grievance redress mechanism for non-employment-related issues.

Complaints should be reviewed as soon as possible in order to prioritize for resolution. Regardless of general response and resolution timeframes, some complaints may require immediate attention, for example, where it concerns the livelihood of workers.

There are 5 steps that supplement the Worker Grievance Redress Mechanism. This process is described by the steps provided in Table 8-2.

Table 8-2. Worker Grievance Redress Mechanism

Steps	Scope	Details
Step 1	Identify grievances	<i>The grievance will be raised through the Project Company/Contractor official to be assigned. This could be in person, by phone, letter, grievance boxes or email.</i>
Step 2	Record grievances in the system	<i>Once the grievance is received and recorded, the Project Company /Contractor official to be assigned based on the subject and issue will identify the department, management or personnel responsible for resolving the grievance.</i>
Step 3	Follow up grievances	<p><i>The Project Company /Contractor official to be assigned and the relevant units should assess the facts relating to the grievance. This should be aimed at establishing and analysing the cause of the grievance and identifying suitable mitigation measures. The analysis of the cause will involve assessing various aspects of the grievance, such as the background of the employee, frequency of the complaint occurrence, managerial practices, recent incidents in the workplace, etc.</i></p> <p><i>When needed, the Project Company official to be assigned may also undertake confidential discussions with the concerned parties to develop a more detailed understanding of the issue at hand. A site visit may be deemed necessary to gain first-hand understanding of the nature of the complaint and to verify the validity and severity of the grievance.</i></p> <p><i>After the details of the grievance are escalated to the relevant management unit, the said grievance will be discussed jointly by the employee and the regional and/or line manager.</i></p> <p><i>The investigation phase should be completed not later than 14 business days of the grievance receipt.</i></p>
Step 4	Resolve and close grievances	<p><i>This is concluded based on the process developed in consultation between the assigned GRM official and the related departments or management. The suitable remedy for the grievance should be communicated to the complainant within 14 business days of the completion of grievance investigation phase.</i></p> <p><i>If the grievance is beyond the duty of the assigned GRM official, the grievance should be escalated to the Project Implementation Unit to so that it can be resolved at managerial levels within 7 business days of the escalation.</i></p>
Step 5	Close Grievances	<p><i>The assigned GRM official, having received the necessary signatures, will close the grievance once the grievance is resolved and the result is communicated to the complainant. The current status of the grievance and the details regarding how the grievance is resolved will be recorded in the Grievance Log. The purpose of recording further information in the grievance log is to provide a baseline for any similar grievances that may arise in the future.</i></p> <p><i><u>If the grievance is raised anonymously, a summary of the grievance and resolution should be posted on the Company's website and on notice boards located in common areas of the facility and should be announced through tool-box or weekly meetings.</u></i></p>

8.3.3 AIIB Independent Accountability Mechanism.

The Project-Affected People's Mechanism (PPM) has been established by the AIIB to provide an opportunity for an independent and impartial review of submissions from Project- affected people who believe they have been or are likely to be adversely affected by AIIB's failure to implement its ESP in situations when their concerns cannot be addressed satisfactorily through the Project-level Grievance Redress Mechanism (GRM) or the processes of Bank Management. Information on the PPM is available at <https://www.aiib.org/en/policies-strategies/operational-policies/policy-on-the-project-affected-mechanism.html> .The PPM has a standardized optional PPM sample submission form to guide Requestors in preparing their submissions. The submission form is available on the PPM website at: [https://www.aiib.org/en/about-aiib/who-we\[1\]are/project-affected-peoples-mechanism/submission/index.html](https://www.aiib.org/en/about-aiib/who-we[1]are/project-affected-peoples-mechanism/submission/index.html) .

9 MONITORING

The Project will implement the monitoring measures throughout the lifespan of the Project.

The Project Company is committed to implement this SEP throughout all phases of the Project. The SEP has been prepared in accordance with the Environmental and Social Standards (ESS) 1 requirements defined in detail in the AIIB Environmental, Social Framework (ESF) document and Turkish legislation. The report will be also reviewed annually and updated if required according to the Project developments and the unexpected public reactions. The outputs of stakeholder engagement activities and monitoring of KPIs will be reported to the Project Management and lenders on an annual basis. The GRM established for the Project will be used effectively and the statistical summary of the outputs of the GRM will be reported to the Project management and lenders.

The key performance indicators during the implementation of the SEP is provided in the Table 9-1 below.

Table 9-1. Key Performance Indicators (KPI) and monitoring actions – Stakeholder Engagement

No	KPI	Target	Monitoring Measure
1	Number of community grievances	Total number raised and reduced on year	Database
2	Number of complaints responded to within targeted time frame of one month	Target of 90%	Database
3	Reporting back to stakeholders on implementation of the Grievance Redress Mechanism	Delivery of regular reports to stakeholders on the outcomes of the Grievance Procedure	Reporting
4	Internal auditing Grievance Procedure to ensure that it is being implemented and grievances are being adequately addressed	Annual audit complete target of 90% of grievances closed out to satisfaction of complainant within one month	Audit report.

The outputs of stakeholder engagement activities and monitoring of KPIs will be reported to the Project Management and lenders on an annual basis.

APPENDIX - 1 Sample of Consultation Form

CONSULTATION FORM					
Form Completed by:			Date and Time:		
Subject of Meeting:					
1. MEETING DETAILS					
Interviewed Entity:			Mode of Communication		
Name-Last Name of the Interviewee:			Telephone / Toll Free Number		<input type="checkbox"/>
Telephone:			Face-to-Face Meeting		<input type="checkbox"/>
Address:			Website / E-mail		<input type="checkbox"/>
E-mail:			Other (Describe)		<input type="checkbox"/>
Type of Stakeholder					
Governmental Body	<input type="checkbox"/>	PAP	<input type="checkbox"/>	Private Enterprise	<input type="checkbox"/>
Focus Groups	<input type="checkbox"/>	Union of Industries	<input type="checkbox"/>	Labor Union	<input type="checkbox"/>
				Profession Chamber	<input type="checkbox"/>
				Media	<input type="checkbox"/>
				NGO	<input type="checkbox"/>
				University	<input type="checkbox"/>
2. MEETING DETAILS					
Project-related questions:					
Project-related concerns/feedback:					
Responses to the views provided above:					

APPENDIX - 2 Sample of Grievance Form

Date	
Full Name	<p><i>You can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent.</i></p> <p><input type="checkbox"/> I request non-disclosure of my identity information</p> <p><input type="checkbox"/> I would like to submit ANONYMOUS claim</p>
Please mark how you wish to be contacted (mail, telephone, e-mail).	<p><input type="checkbox"/> By Post: Please provide mailing address</p> <p><input type="checkbox"/> By person:.....</p> <p><input type="checkbox"/> By telephone:.....</p> <p><input type="checkbox"/> By e-mail:.....</p> <p><input type="checkbox"/> Other:.....</p>
Province/Town/Settlement	
Category of the Grievance	
1. On assets/properties impacted by the project	
2. Compensation (delay, value, discrimination, lack of information)	
3. On infrastructure	
4. On decrease or complete loss of sources of income	
5. On environmental issues (like pollution, dust, noise)	
6. Damage on the properties (on croplands, structure)	
7. Request for employment	
8. On traffic, transportation and other risks	
9. On health	
10. On the quality of life (security issues, cultural conflicts)	
11. Other (Please specify):	
Description of the Grievance (WHAT, WHEN, WHERE, WHY, IMPACT) Please briefly explain the cause-root of the complaint	
Have you ever filed a complaint on the same issue before?	
Do you know if any other locals that are experiencing the same issue?	

Please state if you have any suggestions or options to resolve your complaint?	
Please do not fill this section of the form. To be filled out by the Project Manager	
How was the comment received?	
<input type="checkbox"/> In-person <input type="checkbox"/> By phone <input type="checkbox"/> By mail <input type="checkbox"/> By grievance box number: (please include the box number) <input type="checkbox"/> Other (please describe)	
Grievance Registration Date:	Grievance Number:
Response Required:	Signature:
<input type="checkbox"/> Yes <input type="checkbox"/> No	

APPENDIX - 3 Sample of Grievance Closeout Form

Type of Grievance:	<input type="checkbox"/> Public	<input type="checkbox"/> Employee
Is the case urgent:	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Grievance closeout number:		
Date Submitted:		
Target Date for Resolution:		
Contact Information of the Stakeholder (if given)		
Desired Method of Contact:		
Description of the Grievance:		
Compensation Required?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Assessment of Grievance Level and Rationale:		
CONTROL OF THE REMEDIATE ACTION AND THE DECISION		
Stages of the Remediate Action	Deadline and Responsible Party	
1.		
2.		
3.		
4.		
5.		
6.		
Sign off:		
Date:		
In case the case was non-anonymous	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Is the complainant satisfied with the corrective action taken to address the grievance?	Comments:	
Is the grievance resubmitted?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
	Comments:	
New Grievance Number		Date of Resubmission:

Grievance Closure: To be Completed by Non-Anonymous Complainant		
Name of the Complainant:		
Are you satisfied with the corrective measures taken for your grievance?	[] YES [] NO	Comments:
Signature of Complainant:		Date:
To be Completed by Project Manager		
Are you satisfied that this grievance has been resolved?	[] YES [] NO	Comments:
Signature of Project Manager		Date: