

Stakeholder Engagement Plan

Fahrettin Altay-Narlidere Istihkam Metro Line Project

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**IZMIR METROPOLITAN MUNICIPALITY
IZMIR METRO A.Ş.**

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1 INTRODUCTION

1.1 Overview

This document presents the Stakeholder Engagement Plan (SEP) for the extension of the existing metro line from Fahrettin Altay to Narlidere Istihkam which includes the construction of a 7.2-km extension and seven underground stations linking the western districts of Izmir to the existing public transportation network (the “Project”). The Project is estimated to take approximately 42 months, and targeted to be completed by 2020. The investment will be funded by the European Bank for Reconstruction and Development (EBRD).

Izmir Metropolitan Municipality (IMM) has obtained all the necessary approvals from the central government to include the Project in the National Annual Investment Programme (“NAIP”) for making the Project eligible for foreign financing. IMM launched the tender process in Q1 of 2017 for the selection of the construction contractor company. The procurement under the Project is planned to be done according to EBRD’s procurement policies and rules. The tender process is expected to be completed by March or April 2018. It should be noted that IMM and the construction contractor company (to be selected by IMM) are responsible parties during the construction phase of the Project, and Izmir Metro A.S. (IM) is the responsible party during the operation phase of the Project.

This SEP has been developed for the Project as a public document, to present plans for stakeholder engagement, consultation and disclosure in line with the environmental and social policies of IM and IMM, international standards and lenders’ requirements. The SEP is a live document, which is to be updated for each phase of the Project and as needed.

1.2 Who are Izmir Metropolitan Municipality and Izmir Metro A.S.?

Izmir Metro A.S. was established in 2000 as the municipal metro operator. It is owned by IMM and incorporated as a joint stock company. Assets of the rail system (e.g. vehicles, station equipment, etc.) are owned by IMM, whilst these assets are operated and managed by IM. The roles and responsibilities of the IMM and IM in relation to the metro system are defined by a lease agreement signed in 1999 for an indefinite period.

Izmir Metro network has been planned in 3 stages as described below:

- **Stage 1:** Establishment of 11.6 km long network with 10 stations between Bornova and Ucyol. Stage 1 network commenced operation in May 2000.
- **Stage 2:** 5.5 km extension of the existing network from Ucyol station to Fahrettin Altay station (5 stations). Stage 2 has been planned as two stages. Izmirspor and Hatay stations have been operating since December 2012. Goztepe, Poligon and Fahrettin Altay stations have been operating since July 2014.
- **Stage 3:** Establishment of 2.3 km of network (with 2 stations) after Bornova station. This network has been in operation since March 2012.

As of today, the metro system currently consists of one line and the total length of the system is 19.5 km long with 17 stations. There are 11 underground stations (Evka-3, Ege University, Basmane, Cankaya, Konak, Ucyol, Izmirspor, Hatay, Goztepe, Poligon, and Fahrettin Altay) and 6 aboveground

stations (Hilal, Halkapinar, Stadyum, Sanayi, Bölge, and Bornova). There are currently 77 Light Rail Vehicles (LRVs) operated by IM.

1.3 Purpose of this Stakeholder Engagement Plan

The main goal of this SEP is to ensure that project-affected people and other stakeholders are provided relevant, timely and accessible information so that they have an opportunity to express their views and concerns about the Project and its impacts. Stakeholder engagement process helps to:

- identify and involve all potentially affected stakeholders;
- generate a good understanding of the Project among those that will be affected;
- identify issues early in the project cycle that may pose risks to the Project or its stakeholders;
- ensure that mitigation measures are appropriate (implementable, effective and efficient); and
- establish a system for long-term communication between the Project and communities that is of benefit to all parties.

The main purposes of this document are to:

- define a consultation approach for stakeholders in relation to construction and operation of the Project;
- identify resources and responsibilities for implementation and monitoring of the consultation program; and
- set up a grievance mechanism for the stakeholders, including a process to address views and concerns.

The ultimate purpose of this SEP is to establish and maintain constructive relationships with the local community and other interested stakeholders that are essential for the successful management of the Project's environmental and social impacts. As construction activities are under the responsibility of IMM, stakeholder engagement activities during construction will be the responsibility of IMM. Related to operational activities, SEP is the responsibility of IM, although coordination with IMM is considered to be important as deemed necessary. Both IMM and IM are fully committed to undertaking necessary engagement activities in a manner that is consistent with international good practice as outlined in next sections.

1.4 Structure of the SEP

Contents of this SEP include the following:

- Project description and key environmental and social issues;
- Public consultation and information disclosure requirements;
- Identification of stakeholders and other affected parties;
- Overview of previous stakeholder engagement activities;
- Stakeholder engagement programme and methods of engagement;
- Grievance mechanism;
- Resources and responsibilities; and
- Reporting.

The Project is expected to provide an important transportation opportunity to the Dokuz Eylul University Hospital with 1,000 beds, Faculty of Fine Arts, Izmir Economy University, commercial premises and resident population along the Project route.

With the construction of the Balçova-Kaymakamlık extension line, there will be time savings due to decreased travel time compared to using buses and minibuses, as well as reduction in the vehicle operating costs in public transportation in the city and reduction in the minibus and bus traffic in the route which is expected to result in savings in road maintenance costs.

Metro Stations

The stations are designed to be simple and functional with the ultimate goal of reducing cost. Seven underground stations are proposed for the Project. The basic station includes the following elements: rail-lines, platform level, group of staircases, and provisions for auxiliary rooms at concourse level.

Power Supply and Traction Power System

The Power Supply System aims to ensure the adequate power supply for all the consumers covered by the LRV in a safe and efficient way. Thus, the system will also include the auxiliary power supply regarding the vital functions. The electric power for traction and the auxiliary power consumed at the transformer substations will be supplied by the Power Supply System.

In the passenger stations, the auxiliary power shall be supplied by means of a transformer that can supply the highest demand power for the station. In case of a failure in the network, the necessary power will be supplied by means of the generator to be installed with the sufficient power. A computerized SCADA (System Control and Data Acquisition) system, which is designed for remote control and supervision of the complete Power Supply System, will be used to ensure high availability of the power supply to the metro system.

Communication System

The control and communication system for Fahrettin Altay-Narlıdere line is fully integrated with the relevant systems at the stations and with the Station Supervisor rooms, the TCC (Traffic Control Centre) in Halkapınar Warehouse and Maintenance Facilities and the central equipment is expected to be ensured.

Signalling System

All the lines in the rail system shall be equipped with Traffic Signalling system and it will be designed in a way to allow 90-second headway at peak hours on the main line. The trains will operate at a maximum speed of 80 km/h on a scheduled service on the main line. In the event that the Signalling System receives seismic data from systems such as 'Earthquake Early Warning System' at further stages, the system will be designed to be able to shut down all operating trains on the line safely and automatically with a warning to be sent to the Rail Operator.

Environmental Control System

The environmental control system necessary for creating and maintaining an environment that is suitable for passengers, personnel and equipment within the limits of the estimated operating conditions will be designed and installed as follows:

- Tunnel Emergency Ventilation System;
- Public Areas Environmental Control System:
 - Station Emergency Ventilation System – Vehicle Fire;
 - Station Emergency Ventilation System – Baggage Fire; and
 - Station Comfort Ventilation System.
- Non-public Areas Environmental Control System.

Ventilation systems and equipment (e.g. fans, dampers, etc.), air conditioning ventilation systems, cooling systems, sewage systems, drainage systems and control systems will be installed in the public and non-public areas of the stations and tunnels within Fahrettin Altay-Narlıdere Metro Line.

2.2 Construction Process of the Project

The metro line construction method will be twin tube single line bored tunnel with tunnel inside diameter of 5.70 m. Tunnel construction will be executed by Tunnel Boring Machine (TBM) technique at stations and New Austrian Tunnelling Method (NATM) will be applied for the connection to the current line in the opposite direction. Shaft construction will be implemented at six stations (Balcova, Cagdas, DEU Hospital, Guzel Sanatlar, Narlıdere, and Siteler) and cut and cover technique at all seven stations.

Bored tunnelling by TBM often yields an effective and more economical result in construction of long tunnel sections. The TBM method is also widely preferred because of its quieter and vibration-free operation and consequently its ability prevent undesired underground movements. Through use of the TBM technique, negative impacts during tunnel construction under buildings such as houses, schools, hospitals will be minimised since the level of vibration is low and the upper soil volume is sufficiently thick.

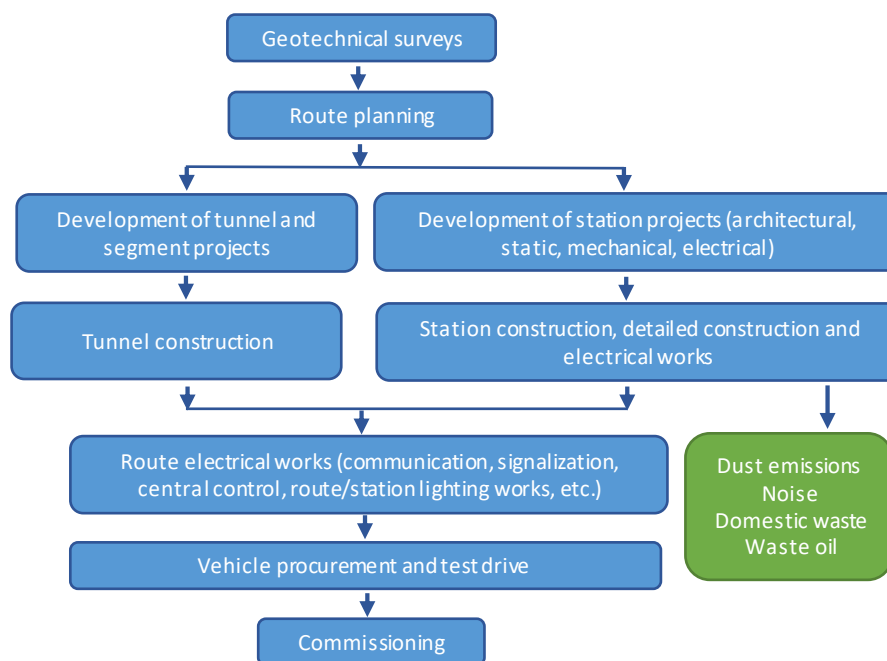
The NATM integrates the principles of the behaviour of rock masses under load and monitoring the performance of underground construction during construction. The method relies on the inherent strength of the surrounding rock mass being conserved as the main component of tunnel support. The excavation location of a tunnel is divided into segments first, then the segments are then excavated sequentially with supports. Primary support is directed to enable the rock to support itself. For shorter tunnels, the preparation period is considerably shorter for NATM. The final choice for deciding NATM or TBM is determined by the local geological and environmental conditions.

The cut-and-cover method involves construction of a box frame structure within a trench excavation that is subsequently backfilled. Temporary excavation support walls (or shoring) will be installed before significant excavation commences. These walls will be supported with internal struts or tiebacks as the excavation is deepened to avoid instability and control settlement at the sides of the cut.

Temporary shafts will be used in the tunnel metro sections: the shafts will have concrete and will be used for the NATM method of construction where mechanical equipment will be lowered into the

tunnel excavation areas. Shafts will be the main entrance in and out of the tunnel until the project is completed.

The workflow consists of project planning and construction steps, as schematically shown in below. As a first step, geotechnical surveys were conducted on alternative routes and the most suitable route plan and profile were prepared. Following identification of the tunnel construction methodology, tunnel, segment and station architectural, static, electrical and mechanical plans were prepared accordingly. After tunnel and station construction works are finalized, electrical and lighting works will be conducted. Following vehicle procurement and test driving, the system will be commissioned if there are no adverse issues.



Construction and Commissioning Process

Total duration of planning and construction of the Project is estimated as 42 months. After completion of the construction of the Project, electrical and lighting works will be conducted. After vehicle procurement and test driving, the system will be commissioned and placed in service for public use.

2.3 Project Area of Influence

According to the Turkish Statistical Institute's (TÜİK) 2017 Population of provinces data, the population of İzmir is 4,279,677 making it the third largest city in Turkey comprising 5.29% of the country's population. Population density in the province is 356 per km², with 105 per km² in Turkey as a whole. The annual population growth rate for İzmir is 1.12% considering the population change between 2010 and 2017.

The Project affected settlements are all categorized as neighbourhoods in line with Turkish regulations. The neighbourhood administration consists of three bodies: the neighbourhood headmen (muhtars), the neighbourhood society and the council of elders. All neighbourhood activities are being performed under the leadership of the headmen and the council of elders.

The demographic profiles of the potentially affected neighbourhoods are presented below. Onur neighbourhood has the largest population (16,890) while Bahcelerarasi neighbourhood (666) has the smallest. Total population within the Project area of influence is 90,307.

Population of Neighbourhoods within the Project Area of Influence (2016)

District	Station	Neighbourhood	Population
Balcova	Balcova	Bahcelerarasi	666
		Egitim	13,936
		Onur	16,890
	Cagdas	Koruturk	12,530
	DEU Hospital	Inciralti	2,923
Narlidere	Guzel Sanatlar	Ilica	8,828
		Camtepe	6,401
	Narlidere	Yenikale	5,608
		Narli	7,421
	Siteler	Catalkaya	7,105
	Kaymakamlik	Huzur	8,080
TOTAL			90,307

2.4 Potential Environmental and Social Impacts and Issues Related to the Project and Existing Operations

Based on environmental and social assessment undertaken for the Project, the potential environmental and social impacts have been identified to be mainly related to the following:

- Development/improvement of environmental, health and safety management systems
- Impacts to small businesses during metro station construction through temporary changes to vehicular and pedestrian access, temporary loss of parking, and nuisance impacts, such as noise and dust, related to construction activities
- Access limitations for public, especially to public infrastructures such as schools, hospitals etc. during construction activities
- Handling and storage of hazardous materials and wastes during construction
- Occupational health and safety during construction and operation
- Subcontractor management during construction and operation
- Development and implementation of a Stakeholder Engagement Plan (SEP) and grievance mechanism

Potential positive social impacts of the Project include the following:

- Job creation and employment opportunities for those who will be employed by the Project, either in the construction or operation
- Decrease in the number of vehicles in traffic and consequent reduction in emissions
- Increase in travel safety
- Decrease in the amount of time allocated to traffic by passengers
- Increased economic activities directly or indirectly related to the Project

3 NATIONAL REGULATORY AND INTERNATIONAL REQUIREMENTS

Turkish Environmental Impact Assessment (EIA) Regulation (Official Gazette date and number: 25.11.2014/29186) includes provisions for environmental impact assessment, public consultation and disclosure of project information for projects listed in annexes of the regulation. Urban transportation such as metro, tramway and light rail systems etc. are covered under Annex II of the EIA Regulation, therefore a limited EIA process was conducted for the Project and an “EIA is not Required Decision” was issued by the provincial environmental authority on 29th June 2016 following the evaluation of the related Project Description File. As per the Turkish EIA regulation, public consultation is only required for projects that are subject to Annex I of the regulation or a full EIA process. Accordingly, no stakeholder engagement was officially needed.

As indicated previously, IMM will be responsible for the construction phase of the Project. The construction contractor company to be selected by IMM will establish a detailed organizational structure that involves environmental and OHS management as per relevant Turkish laws and regulations; and IMM will control the works of the construction contractor including environmental, health and safety aspects. In relation to the operation of the Project, the management systems of IM ensure compliance with national and international regulations as well as recognized standards, such as ISO 9001 quality management, ISO 14001 environmental management, OHSAS 18001 Occupational health and safety management, and ISO 50001 energy management system. IM Health, Safety and Environment (HSE) department oversees all levels of operations at the sites.

Due to international financing and as best industry practice, IMM and IM will ensure that the Project will comply with the requirements of EBRD Environmental and Social Policy (May 2014) (and related EBRD Performance Requirements). Within this scope, IMM and IM will conform to EBRD’s disclosure and stakeholder engagement requirements outlined in Performance Requirement 1 (Assessment and Management of Environmental and Social Impacts and Issues) and Performance Requirement 10 (Information Disclosure and Stakeholder Engagement), as follows:

Performance Requirement 1:

- Identify and engage with stakeholders in accordance with PR10;
- Dynamic process of performance monitoring and evaluation, including the monitoring of stakeholder feedback, including the local community or inspections by regulatory authorities;
- Regular reporting to EBRD on stakeholder engagement during project implementation.

Performance Requirement 10:

- Identification of people or communities that are or could be affected by the project, as well as other interested parties. Special attention should be paid to identification of individuals and groups that may be differentially or disproportionately affected by the Project because of their disadvantaged or vulnerable status;
- Stakeholders appropriately engaged on environmental and social issues that could potentially affect them through a process of information disclosure and meaningful consultation;
- Maintenance of a constructive relationship with stakeholders on an on-going basis through meaningful engagement during project implementation.

According to best practice and the EBRD requirements, IMM and IM is offering consultation opportunities for stakeholders as described in the following sections.

4 STAKEHOLDER IDENTIFICATION

4.1 Introduction

For the purposes of this plan, a stakeholder is defined as any individual, organization or group who is potentially affected by the Project or who has an interest in the Project and its impacts. The purpose of stakeholder identification is to identify and prioritize Project stakeholders for consultation who may be affected (either directly or indirectly in positive or negative way) by the Project or who have an interest in the Project but are not necessarily directly impacted by the Project. As part of the stakeholder identification process, it is also important to identify individuals and groups that may be differentially or disproportionately affected by the Project because of their disadvantaged or vulnerable status. It is important to note that stakeholder identification is an ongoing process, and thus stakeholders will continue to be identified during different stages of the Project.

IM has previously identified a stakeholder list which is included in IM 2015-2019 Strategic Plan disclosed in IM's website (www.izmirmetro.com.tr). The most important stakeholders are the passengers of the light rail transit (LRT) system. Other priority stakeholders are identified as suppliers, IMM, fire brigade, 112 emergency services, police, metro line and vehicle contractors, GEDİZ Elektrik A.S. and Kentkart. İZBAN, which Metro A.S. is working closely, is also identified as a primary stakeholder for the Project. Other stakeholders within the transportation business are ESHOT and İZULAS (bus operators) and İZDENİZ (ferry operator).

Considering the expansion of metro line and related construction activities of the Project (which are under the responsibility of IMM), the construction works may affect local communities, facilities and neighbourhoods. Therefore, it is important that the stakeholder engagement activities are planned by taking relevant stakeholders into account as well.

Priority stakeholders identified for the Project are outlined in sections 4.2 to 4.8 based on the information provided in the Strategic Plan prepared by IM and considering the planned constructions by IMM, and listed below:

- Local communities and businesses that may be affected by the Project (including vulnerable groups);
- Passengers (including vulnerable groups);
- IM employees;
- Contractors and suppliers;
- Stakeholders in the Transportation Sector;
- Governmental organizations (e.g. Ministry of Transport, Maritime and Communications, Ministry of Environment and Urban Planning, Ministry of Labor and Social Security) including ministries and affiliated public institutions;
- Local authorities (e.g. district municipalities); and
- Non-governmental organizations.

4.2 Local Communities and Businesses (including Vulnerable Groups)

Local communities and businesses are among the important stakeholders both in relation to operational and construction activities (particularly in terms of access limitations for public and impacts on local businesses through temporary changes to vehicular and pedestrian access, temporary

loss of parking and nuisance impacts). Districts that could potentially be impacted by Project activities include Balcova, Narlidere, Konak and Karabaglar, particularly neighbourhoods located at immediate vicinity of the Project alignment.

Among the local communities, potential vulnerable groups should be given priority as stakeholders and their access to project information disclosure should be ensured. Such groups may include women, disabled people and certain disadvantaged groups (including illiterate people, elderly people, people with special needs and similar).

The lands required for the planned 7.2-km long metro line and stations belong to the IMM, therefore no land acquisition or resettlement activities will occur in relation to the construction activities. There is only one structure that will need to be relocated which is Narlidere headman's (Muhtar) office currently located adjacent to the planned Guzel Sanatlar Station. All land parcels are registered and no informal users are identified on the metro line route. In order to inform the people living around the construction zone, announcements will be made and billboards will be used to inform the public.

4.3 Passengers (including Vulnerable Groups)

Passengers are the most important stakeholders for the Project in relation to metro operations (in terms of efficiency of services provided by IM and other issues such as health and safety of passengers). Among the passengers, women and vulnerable groups should be given priority which include disabled people and certain disadvantaged groups (including hearing, visually and physically impaired; illiterate people and similar) and people with limitation of movement (the elderly, pregnant women, people carrying luggage, people with broken leg and similar).

4.4 IM Employees

The employees of IM may be affected by the Project and associated changes in operations including changes in workload, shifts and similar. The total number of permanent employees at IM is 426, of which 378 are men and 48 are women.

4.5 Contractors and Suppliers

The construction contractor company to be selected by IMM is an important stakeholder in relation to the realization of the Project. Contractors and suppliers of IM constitute important stakeholders for Project related activities and include: suppliers of equipment, vehicles, spare parts and associated services; maintenance service suppliers; and other suppliers of services such as electricity (GEDIZ Elektrik A.S. and water and sewage (Izmir Water and Sewerage Administration – IZSU).

4.6 Stakeholders in the Transportation Sector

IMM aims to expand the Izmir Metro and IZBAN systems and to establish tram systems in the city. Considering the planned mass transport investments, companies involved in the transportation business can be regarded as important stakeholders for the Project. The most important stakeholder in the transportation business is IZBAN with whom IM is working closely. The other stakeholders within the transportation business are ESHOT and IZULAS (bus operators) and IZDENIZ (ferry operator).

4.7 Governmental Organizations

Governmental organizations can be grouped as national, provincial, district and local (i.e. neighbourhood) levels. These organizations include authorities with statutory responsibilities relevant to the Project or to environmental or social issues, and other bodies responsible for providing infrastructure relevant to the Project. A list of governmental agencies relevant to the Project has been prepared as given below:

GOVERNMENTAL BODIES		
Level	Organization	Relation to the Project
National	Ministry of Transport, Maritime Affairs and Communications (MotMAC), General Directorate of Infrastructural Investments	MoTMAC has regulatory functions such as issuing relevant permits for infrastructural investments.
	Ministry of Environment and Urbanisation (MoEU), General Directorate of EIA, Permits and Audits	MoEU has regulatory functions such as environmental impact assessment permits and environmental permitting.
	MoEU, General Directorate of Environmental Management	
	MoEU, General Directorate of Spatial Planning	
	Ministry of Labour and Social Security (MoLSS), General Directorate of Occupational Health and Safety	MoLSS may have specific views on labour and working conditions, and occupational health and safety.
	MoLSS, General Directorate of Labour	
	MoLSS, Social Security Institution	
Provincial	Izmir Governorship	The governorship is the highest authority in the province representing national government.
	Izmir Metropolitan Municipality (IMM)	The municipality and its relevant departments have responsibilities for the Project (e.g. issuing of permits and licenses of construction works and traffic planning).
	IMM Department of Fire Brigade	In case of fire, fire brigade is the responsible body to respond.
	Izmir Provincial Directorate of Environment and Urbanization (PDEU)	PDEU has regulatory functions relating to the Project such as environmental impact assessment permits and environmental permitting. PDEU may have views on future construction activities.
	Izmir Provincial Directorate of Disaster and Emergency Management	This organization has a function to manage and respond to emergency cases.
	Izmir Provincial Directorate of Security (Police)	In case of crime related issues, the police perform necessary actions.
	Izmir Provincial Directorate of 112 Emergency Medical Services	In case of adverse health issues, 112 Emergency Medical Services is informed.
	Izmir Provincial Directorate of Culture and Tourism	This organization may provide specific view related to archaeological potential of future construction areas.
	Local governorships	Local municipalities and governorships and their relevant associated bodies may be important in case of emergency cases. In addition, these authorities together with the headmen of the neighbourhoods in the vicinity of construction areas may have specific views about the project activities.
District/ Local	Local municipalities	
	Headmen of neighbourhoods in the vicinity of construction areas	

4.8 Non-Governmental Organizations (NGOs)

A list of key NGOs that may have interest in the Project has been prepared as given below:

NON-GOVERNMENTAL BODIES		
Level	Organization	Relation to the Project
Provincial	The Union of Chambers of Turkish Engineers and Architects (Izmir Representative Office)	These chambers may provide provincial-specific and/or site-specific views related to construction activities and route selection.
	Chamber of Urban Planners (Izmir Office)	
	Chamber of Architects (Izmir Office)	
	Izmir Chamber of Minibus Drivers Tradesmen	These chambers may have views in relation to future metro expansion and potential restrictions in their existing routes.
	Izmir Chamber of Drivers and Motor Vehicles Tradesmen	

5 PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

Both IM and IMM have developed mechanisms for stakeholder engagement, information disclosure and grievance management.

The communication tools that are used by IM to disclose information include IM website (www.izmirmetro.com.tr), Izmir Metro Periodical Magazine (published twice a month, available at IM's website and in magazine holders in stations), visual screens, announcements in carriages and information given by personnel. In order to inform the residents of Izmir, tools including announcements made by drivers, use of visual screens and disclosure through periodical magazine were used prior to the start of the construction of the new recent line and stations.

IMM employs communication tools such as press briefings, billboards, local newspapers, digital screens (where projects are presented), periodical magazine (published once or twice a month) and website. IMM website is up-to-date and refreshed almost every day. Another communication tool used by both IM and IMM to promote their activities is social media: IM currently has a social media presence on Facebook (4,676 followers) and Twitter (4,599 followers), while IMM uses Facebook (141,881), Twitter: Izmirbld (IMM) 136,000; IzmirHiM (Public Relations) 136,000, and Instagram (78,300 followers). Social media platforms are actively used to make announcements, inform the public about changes made to transportation services, and share social activities.

Currently, the Project is only communicated to stakeholders and affected communities through IMM's website and media coverage. IMM will disclose Project specific information to the local communities upon completion of the tender process related to the selection of the construction contractor company.

As an example, previous information disclosure activities conducted by IMM in relation to the construction of 5.5-km metro line extension and 5 stations from Ucyol station to Fahrettin Altay station is described here: IMM prepared and distributed 40,000 information brochures to announce the citizens of the traffic diversion due to construction of Izmirspor, Hatay, Goztepe, Polygon and Fahrettin Altay stations from June 2010 to February 2011. The brochure contained information on traffic diversion, measures to facilitate transportation, alternative routes, cancelled bus lines, newly created and rescheduled bus lines. The brochures were also placed in buses, headmen's offices, Ucyol metro station, district governors' offices, and Uckuyular-Göztepe ferry boats. In addition, a press conference was held by the Mayor of IMM to announce closure of Inonu Street due to the metro line construction. During the construction phase when a problem was encountered with construction contractor, IMM used billboards and 250,000 brochures to inform the citizens on progress of the metro line construction.

IMM will conduct similar information disclosure activities as appropriate in relation to the Project as well.

6 STAKEHOLDER ENGAGEMENT APPROACH AND FUTURE STAKEHOLDER ENGAGEMENT PROGRAMME

This section provides an overview of the stakeholder engagement approach for the Project related activities (i.e. existing metro operations and construction activities). The main communication methods and mechanisms that have been and/or will be used to consult with key stakeholders are summarised in the Table below.

Stakeholder engagement approach

Stakeholder Type	Information to be Disclosed	Engagement Tool(s)	Timeframe
Local communities and businesses that may be affected by the Project (Including vulnerable groups)	Project information (including Non-Technical Summary, SEP and grievance mechanism) and updates, particularly any activities likely to cause disturbance to the nearby businesses and neighbourhoods	<ul style="list-style-type: none"> Websites (IM: www.izmirmetro.com.tr), (IMM: www.izmir.bel.tr) Face-to-face meetings Community events Project disclosure handouts Progress press releases Visual screens and announcements Specific communication tools for vulnerable groups Written communication as needed 	Pre/during construction* and operation** *IMM/construction contractor company is responsible **IM is responsible together with IMM as appropriate.
	Public grievance mechanism	<ul style="list-style-type: none"> Comment/complaint forms available at construction site security gates/metro security gates, website, face-to-face meetings Telephone E-mail Mail 	Pre/during construction and operation
Passengers (Including vulnerable groups)	Project information (including Non-Technical Summary, SEP and grievance mechanism) and operation updates	<ul style="list-style-type: none"> Websites (IM: www.izmirmetro.com.tr), (IMM: www.izmir.bel.tr) Visual screens and announcements Press releases Specific communication tools for vulnerable groups 	Pre/during construction and operation
	Public grievance mechanism	<ul style="list-style-type: none"> Comment/complaint forms available at construction site security gates/metro security gates, website, face-to-face meetings Telephone E-mail Mail 	Pre/during construction and operation
IM employees	Project updates and changes in operations, employee standards/benefits	<ul style="list-style-type: none"> Face-to-face meetings Trainings Tool box Safety and innovation campaigns Newsletters, posters and memos Employee grievance mechanism 	Operation
	Internal grievance mechanism	Contact supervisors or appointed IM personnel by: <ul style="list-style-type: none"> Face-to-face communication Telephone E-mail 	Operation

Stakeholder Type	Information to be Disclosed	Engagement Tool(s)	Timeframe
		<ul style="list-style-type: none"> • Comment boxes 	
Contractors and suppliers	Project updates and changes in operations	<ul style="list-style-type: none"> • Face-to-face meetings • Trainings • Tool box • Newsletters, posters and memos • Employee grievance mechanism 	Pre/during construction and operation
	Internal grievance mechanism	Contact supervisors or appointed IMM personnel/IM personnel by: <ul style="list-style-type: none"> • Face-to-face communication • Telephone • E-mail • Comment boxes 	Pre/during construction and operation
Stakeholders in the transportation sector	Project information and updates	<ul style="list-style-type: none"> • Websites (IM: www.izmirmetro.com.tr), (IMM: www.izmir.bel.tr) • Face-to-face meetings, as necessary • Written communication as necessary 	Pre/during construction and operation
Governmental organizations	Project information and updates	<ul style="list-style-type: none"> • Face-to-face meetings, as deemed necessary • On-going communication with relevant regulatory stakeholders related to permitting, emergencies, etc. • Written notifications of local authorities prior to investment works 	Pre/during construction and operation
Non-governmental organizations	Project information and updates	<ul style="list-style-type: none"> • Websites (IM: www.izmirmetro.com.tr), (IMM: www.izmir.bel.tr) • Written response to NGOs based on their request • Face-to-face meetings, as deemed necessary 	Pre/during construction and operation

Stakeholder engagement is a continuous process that will be monitored and updated as necessary according to the needs of new activities in order to maintain constructive relationships with all stakeholders. IMM/IM websites will be updated to include information on Project related activities and any changes in environmental policy, plans and procedures that are followed. All comments and grievances will be managed in accordance with the Grievance Mechanism as described in Section 7.

7 GRIEVANCE MECHANISM

IM has a formal mechanism to collect views and grievances from the public. The main characteristics of the available mechanism are as follows:

- The views and grievances can be submitted by telephone, fax, e-mail and online application system.
- Following the submission of grievances, the Public Relations (PR) Department of the IM responds within 1.5 working days. If it is foreseen that the response time may exceed 1.5 days due to the need for investigation of the issue, the applicant is informed about the situation. Once the issue is resolved, the applicant is informed about the progress.
- Disabled individuals can convey their grievances through toll free hot lines or can fill out electronic questionnaire systems at all stations with the help of security guards.
- There is a registration system for views and grievances. All grievances are recorded in the system together with information on name and contact details of the person submitting the view/grievance, the reason of the grievance, how and when the person is responded back.
- PR Department prepares monthly reports for submitted views/grievances and responses provided to the applicants.

All views and grievances are assessed fairly and objectively in accordance with Customer Satisfaction Procedure. IM has generated a system according to a methodology which is focused on passengers. This methodology involves:

- Easy delivery of views/grievances;
- Fair, intense and confidential assessment; and
- Regularly following required improvements and undertaking controls to avoid receiving similar grievances.

IMM has an active grievance mechanism, HIM (Hemsehri Iletisim Merkezi), which allows the stakeholders and interested groups to easily convey their complaints and suggestions to the Municipality. Community members and other stakeholders can register their concerns through Municipality's website, a call centre (185), or face to face interactions with the HIM representatives at the Municipality buildings. In addition, neighbourhood headmen can raise and register their concerns through a "Headmen Table" present in Municipality Building via face to face interactions. If needed, views/grievances received related to the metro operations are forwarded to IM to get a specific response to the issue.

IMM's basic procedures for managing grievances are described below:

- The electronic questionnaires at stations are directly connected to the HIM system.
- Views and grievances can be submitted through IMM website, telephone, e-mail and mail. Besides this system, people can also write petitions to related departments of IMM.
- All views and grievances are gathered in a software which is connected to all departments of IMM, plus other main stakeholders such as IZSU and IZBAN. All relevant departments and stakeholders can have access to relevant part of the HIM system.

In addition to the HIM system, it is possible for the citizens to submit views and grievances to a national system called BIMER-Prime Ministry Communication Centre. Views and grievances can be submitted

through BIMER website, telephone, mail or in person. Legally, response to all views and grievances should be made in a maximum of 15 days.

IM and IMM will continue to maintain their existing grievance mechanisms and necessary coordination between themselves during the lifetime of metro operations.

8 RESOURCES AND RESPONSIBILITIES

The implementation of this SEP will be conducted and monitored by IM/IMM as appropriate. IM/IMM will assume an overall responsibility for undertaking and supervising engagement with all stakeholders in relation to the Project and will use available resources to ensure that the relevant activities (such as disclosure of Project information, public consultation activities and the management of the Project) are conducted effectively and to the appropriate standard. The construction contractor company will also have dedicated staff to record and manage complaints from external stakeholders.

The contact details for submitting grievances to IM and IMM are provided below:

Izmir Metro A.S.
2844 Sok. No.5 35110-01 Mersinli – İZMİR
E-mail: info@izmirmetro.com.tr
Telephone: 0232 461 54 45
Fax: 0232 461 47 69
Website: www.izmirmetro.com.tr

IMM Hemşehri İletişim Merkezi (HİM)
Cumhuriyet Bulvarı No: 1 Konak-İZMİR
E-mail: him@izmir.bel.tr
Telephone: 444 40 35 or 185
Website: <http://him.izmir.bel.tr/>
Twitter: <http://twitter.com/izmirhim>

9 REPORTING

All comments and complaints received will be recorded in a comment log and grievance log, respectively. The construction contractor company will record and report grievances to the IMM as needed.

IM/IMM will publicly report on its environmental and social performance on an annual basis including a summary of any grievances raised and how they have been resolved. In addition, SEP monitoring and evaluation reports will be submitted to EBRD periodically by IM/IMM. This SEP will be periodically revised and updated as necessary during the course of Project implementation.

ANNEX A
COMMENT/COMPLAINT FORM

COMMENT/COMPLAINT FORM		
INFORMATION ABOUT THE PERSON SUBMITTING COMMENT AND/OR COMPLAINT (Please leave blank if you wish to remain anonymous. Your comments/complaints will still be considered by Izmir Metro A.S.)		
Full Name:		
Date:		
Contact Information: (Please provide necessary information based on how you wish to be contacted)		
By mail		
By phone		
By e-mail.....		
Indicate your purpose: <input type="checkbox"/> Comment <input type="checkbox"/> Complaint Recorded by: <input type="checkbox"/> Person submitting comment/complaint <input type="checkbox"/> Other (please specify who)		Signature confirming receipt of completed Comment/Complaint Form copy
YOUR COMMENTS ON THE PROJECT (Continue on the back of the sheet if required)		
INFORMATION ABOUT YOUR COMPLAINT		
Describe the Complaint (Continue on the back of the sheet if required)		
Date of Incident Regarding Complaint <input type="checkbox"/> One time incident/grievance (Date) <input type="checkbox"/> Happened more than once (how many times?) <input type="checkbox"/> On-going (currently experiencing problem)		
What would you propose to resolve the problem? (Continue on the back of the sheet if required)		
This section will be filled by Izmir Metro A.S.		
STATUS OF COMMENT		
Comment Logged (Y/N)	Date of submission:	Logged by:
Response Required (Y/N)	Date of response sent:	
STATUS OF COMPLAINT		
Complaint Logged (Y/N)	Date of submission:	Logged by:
Date of Response sent:	Complaint closed (Y/N):	Close out date and signature: