



# **Gaziantep Duzbag Water Treatment Project - 55262**

## **Stakeholder Engagement Plan (SEP)**

### **Final Report**

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## List of Acronyms

CHS	Community Health and Safety
CIMER	Turkish Presidential Communication Center
DWTP	Drinking Water Treatment Plant
DSI	State Hydraulic Works
E&S	Environment and Social
EBRD	European Bank for Reconstruction and Development
EIA	Environmental Impact Assessment
ESAP	Environmental and Social Action Plan
ESHS	Environmental, Social, Health and Safety
ESMS	Environmental and Social Management System
EU	European Union
GASKI	Gaziantep Water and Sewage Administration
GBVH	Gender-Based Violence and Harassment
GM	Grievance Mechanism
GMM	Gaziantep Metropolitan Municipality
GRM	Grievance Redress Mechanism
IPAM	Independent Project Accountability Mechanism
KPI	Key Performance Indicator
LRP	Livelihood Restoration Plan
MoAF	Ministry of Agriculture and Forestry
MoEUCC	Ministry of Environment, Urbanization and Climate Change
MoLSS	Ministry of Labor and Social Security
MWe	Megawatt Electricity
NGO	Non-Stakeholder Organization
OHS	Occupational Health and Safety
OIZ	Organized Industrial Zone
PAP	Project Affected People
PDoEUCC	Provincial Directorate of Environment, Urbanization and Climate Change
PIU	Project Implementation Unit
PR	Performance Requirement
SEP	Stakeholder Engagement Plan
SSF	Shareholder Special Fund
TEIAS	Türkiye Electricity Transmission Inc.
TM	Transformer Substation
VG	Vulnerable Group

## 1. Introduction

Gaziantep Metropolitan Municipality ("GMM" or "City") is Turkey's sixth metropolitan municipality with a population of approximately 2.1 million. The province of Gaziantep, which has been seriously affected by the refugee crisis created by the civil war in Syria, hosts approximately 450 thousand refugees, and pressure has begun to arise on the infrastructure services of the city, where the population continues to increase.

In Gaziantep, the city's water supply infrastructure faces formidable challenges exacerbated by the earthquakes. Currently, Gaziantep relies on the Duzbag Regulator, Kartalkaya Dam, and Mizmilli groundwater resources to meet its water demand. However, the existing water supply system, particularly reliant on pumped water to reach higher elevations, proves highly energy-intensive. Furthermore, Gaziantep's primary drinking water treatment plant, in operation since 1980, poses significant health and safety risks to surrounding settlements due to its location within the densely populated urban area, which lacks sufficient space to implement necessary occupational health and safety measures.

One of the primary challenges confronting Gaziantep is the inadequacy of its drinking water treatment capacity, exacerbated by increased turbidity levels and a sudden population surge following the earthquakes. Consequently, urgent measures are required to address this pressing issue, necessitating the construction of a new drinking water treatment plant to bolster capacity and ensure the provision of safe and clean drinking water for Gaziantep's residents.

The European Bank for Reconstruction and Development ("EBRD" or the "Bank") is considering providing a loan of up to EUR 110 million to the Republic of Türkiye, represented by the Ministry of Treasury and Finance ("MoTF"), to finance the construction of the Duzbag Drinking Water Treatment Plant ("DWTP") (the "Project"). The implementing entity will be İller Bankası A.Ş. ("İLBANK") and the beneficiary of the loan will be Gaziantep Water and Sewerage Administration ("GASKİ"), an affiliated institution of GMM.

Originally, the proposed project will be constructed on a 55-ha area in three stages as Duzbag (1<sup>st</sup> and 2<sup>nd</sup> stages) and Kartalkaya (3<sup>rd</sup> stage) DWTPs with a total capacity of 1,050,000 m<sup>3</sup>/day. Duzbag DWTP, which have a land acquisition footprint of approximately 22.4 hectares, will have an overall average treatment capacity of 700,000 m<sup>3</sup>/day provided by two units each having 350,000 m<sup>3</sup>/day capacity. These two units constitute the 1<sup>st</sup> and 2<sup>nd</sup> stages which will be financed by the EBRD. The 3<sup>rd</sup> stage would be Kartalkaya DWTP (350,000 m<sup>3</sup>/day) which is planned to be constructed in future and will not be part of the Project financed by the Bank.

This SEP has been developed for the Project as a public document, to represent plans for stakeholder engagement, consultation, and disclosure in line with the E&S policies of GASKİ, international standards, and lender's requirements. This SEP will be reviewed by GASKİ at a minimum on an annual basis to meet the needs of local communities and other relevant stakeholders as listed in this SEP and to determine whether any changes or updates are required to SEP unless a more frequent update is

required to reflect the Project phase activities, changing Project design, legislative and/or Environmental and Social Management System requirements.

## 1.1 Who are the Project Parties?

The parties of interest for the planning, tendering, construction, and operation of the water projects are ILBANK, Gaziantep Metropolitan Municipality (GMM), GASKI, Owner's Engineer and Contractor.

### **Objectives of ILBANK:**

- Meet the financing needs of Special Provincial Administrations and Municipalities;
- Develop projects for local joint services;
- Provide consultancy and audit services;
- Mediate all kinds of fund transfers from the national government to local governments;
- And perform all kinds of development and investment banking functions.

### **GMM has the authority to:**

- Develop and implement the master plan, planning and coordinating public services within the metropolitan areas.
- Carry out public services within the City and for this purpose to establish, build, operate, or to allow operation the necessary facilities.

### **GASKI has the authority to:**

- Develop and implement plans and projects related to water supply and sewerage services within the City.
- Manage and maintain the infrastructure related to water distribution and wastewater collection, ensuring efficient and reliable services.

The implementing entity of the Project will be ILBANK and the beneficiary of the loan will be GASKI, an affiliated institution of GMM.

## 1.2 Purpose of the SEP

The Stakeholder Engagement Plan has been prepared as a component of the Environmental and Social Management Plan, in line with EBRD PR10 requirements, to determine the most appropriate and efficient method, approach and stakeholder groups for the characteristics and needs of the project.

Since establishing communication and relationships with project stakeholders on a constructive, sustainable, open and trust-based basis is one of the success indicators of the project, it is planned to identify stakeholders correctly, use effective and functional methods, and maintain stakeholder participation effectively throughout the project. In this context, the Stakeholder Engagement Plan focuses on the following objectives as one of the basic and important elements of the project.



SEP applies to the entire Project includes pre-construction, construction, commissioning and operation phases. The objective of SEP is to identify all stakeholders and their potential interest in the Project and define principles to be applied during engagement with the stakeholders.

This plan ultimately aims to:

- Identify all stakeholders and their potential interest in the Project
- Define roles and responsibilities for the implementation of this Plan
- Describe the effective engagement methods
- Establish long term relations between GASKI and local communities on the basis of mutual trust and transparency
- Make sure that stakeholders have access to relevant information on the Project
- Define a grievance mechanism for the Project
- Define monitoring and reporting requirements for the effective implementation of the SEP
- Establish a grievance mechanism for stakeholders, including a process for addressing comments and concerns.

## 2. Project Information

Gaziantep, historically prone to destructive earthquakes, is situated within the influence of several fault zones, including the East Anatolian Fault Zone and Dead Sea Fault Zone, among others. The devastating earthquakes of February 2023, the largest since 1939, significantly impacted Gaziantep and neighbouring provinces, causing extensive damage to both infrastructure and the economy. Furthermore, the influx of refugees following the Syrian War has led to an increased demand for water and strained existing infrastructure services since 2011. This surge in population has further challenged the effective operation of water supply and wastewater collection systems across the province districts, exacerbating existing issues.

Gaziantep is a city that has limited local water sources, reportedly 94% of the utilized water sources is located in Kahramanmaraş. Before the Duzbag Regulator is constructed, the city relied on water supply from the Kartalkaya Dam, Mizmilli Wells, and the urban wells. As the population grew quickly and the demand from industries and agriculture increased, the need for more water sources has become urgent.

To address this, the Duzbag Dam project was started. While the dam has not been built yet, the Duzbag Regulator was set up to help provide water from the same source (Goksu River) in the meantime.

Regarding the treatment capacity, Gaziantep relies on the existing Hacibaba DWTP, which has a capacity of 400,000 m<sup>3</sup>/day (4.63 m<sup>3</sup>/sec). The water treated at Hacibaba meets 74% of Gaziantep's water needs, specifically supplying the Şehitkamil and Şahinbey districts. Reportedly, Hacibaba DWTP struggles to meet the increased demand during the summer months, and it is already being operated in exceedance of its treatment capacity (around 450,000 m<sup>3</sup>/day). Therefore, construction of the Duzbag DWTP is a priority to meet the treated drinking water demand.

Another goal for constructing Duzbag DWTP is to minimize pumping requirements and optimize water distribution throughout the city, including the main distribution reservoirs, through gravity-based systems. The project seeks to streamline operations by strategically consolidating water treatment operations at selected sites, reduce energy consumption, and minimize maintenance costs associated with numerous pumping stations. When completed, the old Hacibaba DWTP is planned to be decommissioned.

### 2.1 Project Location

Duzbag DWTP, which have a land acquisition footprint of approximately 22.4 hectares, will be constructed between 1000 - 950 m. elevation in Incesu neighborhood, northwest of the city.

The Project site is 18 km away from the city centre, 1.2 km from the Adana - Şanlıurfa Motorway (O-52), 47 km from the Gaziantep Airport, and can be reached in about 50 minutes.

The closest surroundings of the project site and its birds eye distance to settlements can be described as follows:

- North: Akcaburc village (2.8 km) and Akcagoze Village (3.3 km)
- South: Gaziantep Organized Industrial Zone 3<sup>rd</sup> Region (1.6 km)
- South-west: Erikli village (2.5 km)
- East: Karacaburc village (2.3 km)
- West: Incesu village (1.3 km)

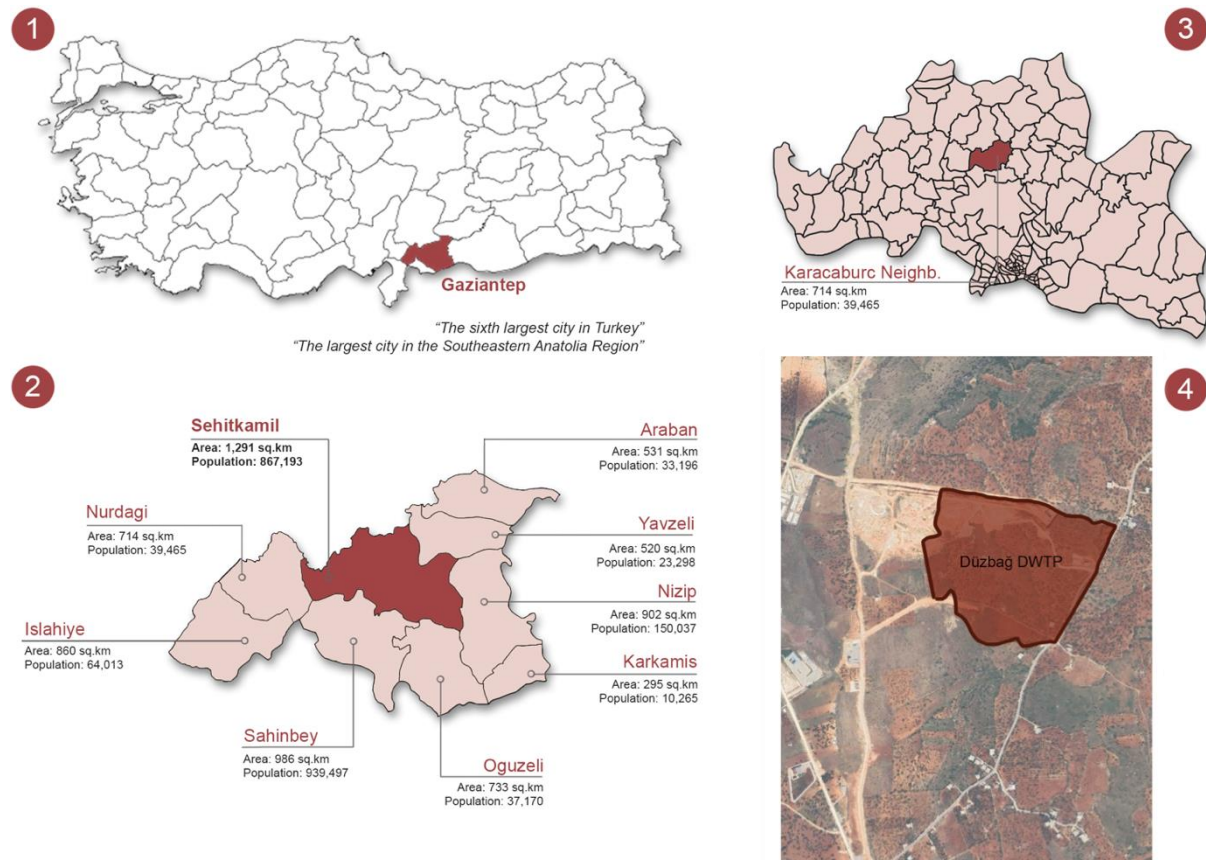







Figure 1. Project Location

## 2.2 Project Components

Project components are shown in Figure 2.



-  Planned Duzbag DWTP
-  Transformer with a capacity of 25 MVA
-  Approximately 200-m long new power transmission line
-  Approximately 1-km long new power transmission line
-  Approximately 5-km long flood discharge line with 1,400 mm diameter steel pipe

**Figure 2. Project Components**



### 2.2.1 Duzbag DWTP

The proposed design consists of construction of a conventional type water treatment plant with aeration, ozone oxidation, coagulation, flocculation, filtration, and disinfection.

To ensure uninterrupted system operation during planned maintenance, repairs, or potential malfunctions in response to city demands, a balance tank has been designed. This tank is strategically located at the inlet and the highest point of the treatment plant. It is facilitating water transmission between the Duzbag Transmission Line and Kartalkaya Transmission Lines in various scenarios.

The balance tank serves as a pressure regulator and enables transmission to the storage tank (100.000 m<sup>3</sup>). Construction of the balance tank, along with the associated 2,600 mm diameter Duzbag Transmission Line and the connecting line to the 100.000 m<sup>3</sup> tank, involving 1,400 mm diameter pipes, was completed in 2020.

The components of the DWTP are as follows:

1. **Main Units:** The water treatment process involves raw water from the Duzbag Regulator being balanced and aerated to remove contaminants like iron, manganese, hydrogen sulfide, and carbon dioxide. Pre-ozonation is performed for disinfection and pollutant oxidation. The coagulation process uses ferric chloride and poly aluminium chloride for flocculation, followed by sedimentation in lamellar tanks and filtration through rapid sand filters. Chemicals such as PAC, FeCl<sub>3</sub>, NaOH, H<sub>2</sub>SO<sub>4</sub>, KMnO<sub>4</sub>, and chlorine are used, depending on water quality.
2. **Chemical Building:** The chemical building is planned to include all tanks, piping, valves, pumps, measuring devices, service water supply, control chambers, personnel quarters and related electrical and mechanical equipment required for partial storage of these chemicals, preparation and storage of their solutions and application.
3. **Chlorine Building:** The site will perform both pre- and post-chlorination, with a dedicated chlorination building sized for total chlorine needs. The building will include storage for chlorine barrels, chlorinators, chlorine measuring rooms, staff facilities, ventilation, drainage, and a crane system for barrel handling.
4. **Sludge Treatment System:** Sludge from settling tanks will be thickened and dewatered in decanter units, producing 48 m<sup>3</sup>/day of sludge cake.
5. **Filter Backwashing Water Recovery System:** According to DSI specifications, filter backwashing water will be recovered in a double-chamber tank, with each chamber holding one backwash volume.
6. **Auxiliary Buildings in Treatment Plant:** The following auxiliary buildings will be constructed at the plant;
  - Administration Building
  - Service Water System
  - Flooding and Drainage System of the Facility
  - On-Site Roads and Protection Fence

### 2.2.2 Discharge Line

A flood discharge line is required to ensure the safe evacuation of the plant in case of a sudden production stop and similar situations that may occur during the operation of the DWTP. It was decided that the flood discharge line should be connected to the downstream of the existing over-flow channel rehabilitated within the Gaziantep OIZ. The flood discharge line will be approximately 5,0-km long with 1,400 mm diameter steel pipe.

### 2.2.3 Transformer

Transformer Substation (TM) with a capacity of 25 MVA will be financed by the Bank. The TM will be designed and constructed according to Türkiye Electricity Transmission Incorporation's (TEIAS) standard technical specifications. The design of TM is being prepared by GASKI. Blanting is not envisaged during the excavation works of the TM.

### 2.2.4 Power Transmission Lines

Power Transmission Line between the Existing 154kV Power Transmission Line is approximately 200-m long. The planned line will be financed by the Bank and constructed by GASKI. Land acquisition will be done by TEIAS.

Power Transmission Line between the Planned Transformer and the Planned Duzbag DWTP is approximately 1,0-km long. The planned line will be financed by the Bank and constructed by GASKI. Land acquisition is not envisaged since the route of the PTL will follow the existing roads.

## 2.3 Project Activities

### Construction Phase

Following the completion of the tender process, it is anticipated that the facility will be completed and operational within a total period of 44 months.

In the construction of the treatment plant, site grading works, transportation roads, infrastructure construction, and superstructure construction will be completed sequentially. Following these, the procurement and installation of electromechanical equipment will be completed.

### Operation Phase

In Türkiye, water and sewerage services are provided by municipalities (for small to medium sized provinces) or by semi-autonomous water and sewerage authorities under metropolitan municipalities. GASKI, an institution affiliated with Gaziantep Metropolitan Municipality (GMM), with an independent budget and public legal personality, will be the owner of the proposed Duzbag DWTP after construction.

During the 12 months defects liability period after the construction, the Contractor will be responsible for process guarantee, operation, maintenance and any repairs of the newly constructed facilities, in



accordance with Regulations as of provisional acceptance. After the final acceptance of the DWTP, GASKI will be responsible for operation, repairs and maintenance of the whole system.

The operation and maintenance of a treatment plant is a team effort that brings together expertise in different job disciplines. GASKI's team of experts (environmental, mechanical, electrical, chemical engineers and technicians) are operating the existing Hacibaba DWTP units effectively. After the new Duzbag DWTP is taken over by GASKI, these expertise of GASKI may ensure effective operation of the new treatment plant, maintain the treatment plant for the water quality and quantities desired and also ensure long life usage of units and electromechanical equipment.

During operation, the operator team assigned by GASKI will ensure compliance of drinking water parameters comply with Regulations.

## 3. National Regulatory and International Requirements

### 3.1 National Legislation

#### 3.1.1 The Constitution of The Republic of Turkiye

“The Constitution of the Republic of Turkiye” is the main document related to the stakeholder engagement component of the Project. The articles of the Constitution related to engagement issues are listed below:

**Article 25:** Freedom of thought and opinion – Everyone has the right to freedom of thought and opinion. No one can be forced to express their thoughts and opinions for any reason or purpose, nor can they be condemned or blamed for their thoughts and opinions.

**Article 26:** Freedom of Expression and Dissemination of Thoughts – Everyone has the right to express and disseminate their thoughts and opinions, individually or collectively, through speech, writing, pictures or other means. This right includes freedom to receive and impart information and ideas without interference by public authorities.

**Article 56:** Health, Environment and Housing – Health Services and Environmental Protection – Everyone has the right to live in a healthy and balanced environment. It is the duty of the state and citizens to improve the natural environment and prevent environmental pollution.

**Article 63:** Protection of Historical, Cultural and Natural Assets - The State ensures the protection of historical, cultural and natural assets and riches, and takes supportive and developmental measures in this direction.

**Article 74:** Right to Petition - Citizens and resident foreigners, observing the principle of reciprocity, have the right to apply in writing to the competent authorities and the Grand National Assembly of Turkey regarding requests and complaints that concern them or the society.

#### 3.1.2 Civil Law

Real property rights and restrictions are defined under the relevant section of Civil Law No. 4721 (Issued on 08.12.2001, Official Gazette No. 24607). Provisions of Turkish Civil Law will be considered and met in all phases of the Project.

#### 3.1.3 Law on the Right to Information

Law on the Right to Information No. 4982 (Issued on 24.10.2003, Official Gazette No. 25269) regulates the procedure and the basis of the right to information according to the principles of equality, impartiality and openness that are the necessities of a democratic and transparent government. Everyone has the right to information on the activities of public institutions and professional organizations, which qualify as public institutions.

### 3.1.4 Law on the Use of Right to Petition

Turkish citizens have the right to apply in writing to the Turkish Grand National Assembly and the component authorities about the requests and complaints concerning themselves or the public according to Article 3 of the Law on the Use of Right to Petition No. 4982 (Issued on 01.11.1984, Official Gazette No. 3071). Foreign residents have this right considering the principle of reciprocity and by drawing up petitions in Turkish.

### 3.1.5 Expropriation Law

Another law related to the involvement of stakeholders in the Project is Expropriation Law No: 2942 (Issued on 04.11.1983, Official Gazette No. 18215).

The administrative action of the expropriation process is performed in line with Expropriation Law No. 2942 (Issued on 08.11.1983, Official Gazette No. 18215) according to its purpose, authorization, procedure, reason, and the subject of the action.

## 3.2 EBRD Performance Requirements

EBRD financed projects are required to comply with the Bank's E&S Policy (2019) throughout their life phases to ensure environmentally and socially sustainable development. In this regard, the projects are expected to meet the key environmental and social requirements outlined by the Performance Requirements (PRs) set by the Bank. The EBRD, as a signatory to the European Principles for the environment, is committed to promoting the adoption of EU environmental principles, practices, and substantive standards. Moreover, EBRD recognizes the ratification of international environmental and social agreements, treaties, and conventions by its countries of operations. The EBRD seeks to ensure that projects satisfy and fulfil the following conditions:

- A project / operational activities are socially and environmentally sustainable,
- A project / operational activities are respectful to the rights of affected workers and communities,
- A project / operational activities are designed and carried out in compliance with applicable regulatory requirements and good international practice.

EBRD PRs are detailed as follows:

#### **PR 10: Information Disclosure and Stakeholder Engagement:**

This PR outlines the requirements related to an open and transparent engagement between the client, its workers, local communities directly affected by the project and, where appropriate, other stakeholders. The client is expected to outline a systematic approach to stakeholder engagement, to promote improved environmental and social performance of clients through effective engagement with the project's stakeholders and to ensure that grievances from affected communities and other stakeholders are responded to and managed appropriately.

## 4. Brief Summary of Previous Stakeholder Engagement Activities

In accordance with The Environmental Impact Assessment (EIA) Regulation and procedures, the Project is not subject to EIA Regulation. For this reason, since no EIA report was prepared within the scope of the Project, public participation meetings were not held.

Within the framework of the Project, the consultations and engagement activities were done by GASKI. Official correspondence has been made with all necessary public institutions and organizations. Some interviews were conducted with project affected person (PAP) but they seemed not conducted as part of a plan and they were not documented. Also, GASKI lacks a capacity of CLO/a staff with social impact management responsibility to oversee all stakeholder engagement activities.

In order to ensure the requirements of this Plan, GASKI is supposed to hold its meetings with the stakeholders regularly (for the purpose of information disclosure and/or consultation). All the engagements should be recorded, and continuous engagement needs to be maintained to monitor and address the issues, if needed.

Information on the Duzbag DWTP project is available in the GASKI website and social media accounts:

1. GASKI's website: <https://gaski.gov.tr/project/duzbag-icmesuyu-temin-projesi/>
2. GMM's website: <https://www.gaziantep.bel.tr/tr/haberler/gaski-duzbag-projesini-halka-daha-iyi-anlatmak-icin-stand-kurdu>
3. GMM youtube page: [https://www.youtube.com/watch?v=0uz\\_ZtA5t4](https://www.youtube.com/watch?v=0uz_ZtA5t4)
4. GASKI facebook page:
  - <https://www.facebook.com/watch/?v=2599063950316044>
  - <https://www.facebook.com/gaskikurumsal/posts/ilbank-as-gaziantep-bolge-muduru-volkan-bektaş-düzbağ-ıçme-suyu-temin-projesi-ka/1213952772057031/>

## 5. Stakeholder Identification

Effective stakeholder identification is a critical component of successful project management in order to ensure that all stakeholders impacted by the project are recognized and engaged appropriately. Stakeholder identification underlines the approach and strategy for identifying and analyzing stakeholders, emphasizing the significance of engagement throughout the project lifecycle.

This section includes an examination of the Project's area of influence for understanding the social impacts. Additionally, stakeholders are classified into internal and external groups. The process follows the guidelines set out by the EBRD's PR 10 to ensure comprehensive and effective stakeholder engagement.

### 5.1 Approach and Strategy

Stakeholder identification and analysis should be carried out as early as possible in the project life cycle, taking into account the dynamics between stakeholders and the risks and opportunities of their participation in the Project.

However, identifying Project stakeholders should be a work that must be done not only in the early stages of the Project life cycle, but also when each different phase of the Project is passed, such as construction and operation, or when activities change.

This is because when the Project activities or phase changes, it may be necessary to include new stakeholders affected by the project in the Project process. For this reason, monitoring and evaluation activities carried out simultaneously while implementing the Stakeholder Engagement Plan play an important role in the process of updating stakeholders and tools.

The first step in successful stakeholder engagement is for GASKI to identify the various individuals or groups who (i) are affected or likely to be affected (directly or indirectly) by the project ("affected parties"), or (ii) may have an interest in the project ("other interested parties")<sup>1</sup>.

The following steps are followed for the stakeholder identification and analysis process in accordance with EBRD PR 10.

- Potential impacts will be assessed according to the stakeholder groups.
- Individuals and groups that may be differentially or disproportionately affected by the project because of their disadvantaged or vulnerable status will be identified,
- Geographical location where the expected impacts (positive and negative) will occur and therefore the locations where stakeholders may be affected and the nature of the impacts that may arise will be defined,

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<sup>1</sup> [https://www.ebrd.com/downloads/about/sustainability/ESP\\_PR10\\_Eng.pdf](https://www.ebrd.com/downloads/about/sustainability/ESP_PR10_Eng.pdf)

- Appropriate consultation tools for the social, cultural and economic conditions of the community representatives and stakeholders will be determined,
- Consultation methods and tools with vulnerable groups will be determined,
- Project stakeholder engagement program will be developed.

## 5.2 Project Area of Influence

The social area of influence (Aol) of the Project has been determined by taking into account the direct and indirect effects of the Project, and in addition to the settlements that may be exposed to negative effects that may arise from the construction and operation activities of the Project, the settlements that may be positively affected by local employment and local purchasing opportunities have also been defined within the scope of the Aol.

This Aol includes the area likely to be affected by:

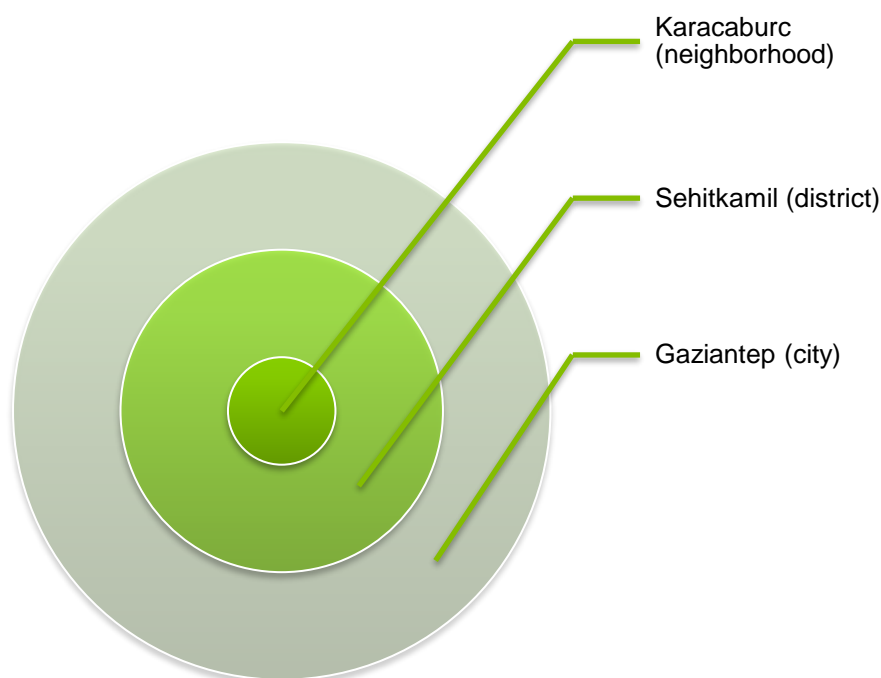
- The Project activities and facilities that are directly owned, operated, or managed (including by contractors) and that are component of the Project;
- Impacts from unplanned but predictable developments caused by the project that may occur later or at a different location; or
- Indirect project impacts on biodiversity or on ecosystem services upon which Affected Communities' livelihoods are dependent.

Therefore, in the light of the above explanations, the Project Area of Influence is defined in the following order;

- Directly Project activities impacted area which is defined as the foot-print of the Project;
- The area where direct environmental, social and economic impacts are spread as a result of the activities of the Project;
- The board area over which Project impacts and benefits are spread that may be affected by the results of the Project.

Based on this approach, the Project Area of Influence diagram is shown in Figure below.





**Figure 3. Project Area of Influence**

## **5.3 Stakeholders**

Stakeholders of the Project are classified into internal (working at the Project or for its key contractors, directly involved in and benefitting from the Project) and external (not working at the Project and not involved in the Project).

Internal Stakeholders are GASKI Employees and Contractors and Suppliers and their workers.

External stakeholders are classified into Affected Parties and Other Interested Parties. The categories of stakeholders are presented below.

### **5.3.1 Affected Parties and Other Interested Parties**

Affected Parties include local communities, community members and other parties that may be subject to direct impact from the Project. Specifically, the following individuals and groups are defined within this category:

- Local settlements and Mukhtars
- PAPs
- Municipalities
- Local Businesses
- Vulnerable/ Disadvantaged Individuals or Groups

The projects' stakeholders also include interested parties other than the directly affected communities, including:

- Central and provincial governmental agencies
- Municipalities
- NGO's and organizations
- Academics

### 5.3.2 Vulnerable Groups

Vulnerable groups refer to people who may be more affected by the potential negative impacts of the Project or are less able to access information or get their voice heard and concerns raised.

It can be stated that the population living throughout Gaziantep Province and in the Project application area is in a fragile period and the population structure has changed in the last years due to internal migration.

It can be noted that the proportion of vulnerable groups within the population in Gaziantep and project impact area is high.

The following vulnerable groups have been identified in the project impact area.

- People with physical or mental disabilities
- PAPs with chronic diseases or bedridden people
- Female heads of households
- Poor people living on government or association aid within Project Aol
- Elderly people in need of care and social assistance
- Children who cannot continue their education and work in various jobs
- Unemployed (even though they are looking for a job)
- People who are homebound due to chronic illness
- Illiterate adults
- Earthquake victims
- Refugees, migrants, citizens with limited Turkish language abilities
- Villagers who do not own land and work on other people's lands as daily wage earners.

**Table 1. Stakeholders of the Project**

Level	Stakeholders	Affected Parties		Other Interested Parties	Responsibility/Authority
		Direct Stakeholders	Indirect Stakeholders		
<b>National</b>	Ministry of Treasury and Finance (MoTF)	x			Represents the Republic of Türkiye to finance the construction of the Project.
	İller Bankası A.Ş. (ILBANK)	x			The implementing entity of the Project will be ILBANK
	Ministry of Environment, Urbanization and Climate Change (MoEUCC)			x	MoEUCC has regulatory functions such as environmental impact assessment permits and environmental permitting.
	Ministry of Labour and Social Security (MoLSS)			x	MoLSS may have specific views on labour and working conditions, and occupational health and safety.
	Ministry of Agriculture and Forestry (MoAF)			x	MoAF oversees regulations and provides guidance on agricultural practices, forestry management, and rural development policies.
	Türkiye Electricity Transmission Inc. (TEIAS)	x			TEIAS constructs and operates power transmission lines
<b>Provincial</b>	Gaziantep Governorship	x			The governorship is the highest authority in the province representing the national government.
	Gaziantep Metropolitan Municipality	x			The municipality and its relevant departments have responsibilities for the Project.
	GMM Department of Fire and Brigade	x			In case of fire, the fire brigade is the responsible body to respond.

Level	Stakeholders	Affected Parties		Other Interested Parties	Responsibility/Authority
		Direct Stakeholders	Indirect Stakeholders		
	Gaziantep Provincial Directorate of Environment, Urbanization, and Climate Change (PDoEUCC)	x			PDEUCC has regulatory functions relating to the Project such as environmental impact assessment permits and environmental permitting. PDEUCC may have views on future construction activities.
	Gaziantep Provincial Directorate of Disaster and Emergency Management	x			This organization has a function to manage and respond to emergency cases.
	Cultural Heritage Protection Regional Board Directorate	x			This organization will provide a specific view related to archeological potential of future construction areas.
	Gaziantep Provincial Directorate of Security (Police)		x		In case of crime-related issues, the police perform necessary actions.
	Gaziantep Provincial Directorate of 112 Emergency Medical Services		x		In case of adverse health issues, 112 Emergency Medical Services is informed.
	Gaziantep Provincial Directorate of Agriculture and Forestry		x		In case of agricultural or forestry related issues, the Directorate takes the necessary actions.
District/Local	Local governorships	x			Local municipalities and governorships with their associated bodies may be important in case of emergency cases. Also, these authorities together with the headmen of the neighborhoods in the vicinity of construction areas may have specific views about the Project activities
	Local municipalities	x			
	Communities living in the neighborhood settlements Mukhtars of the surrounding settlements Vulnerable groups living in the neighborhood settlements:	x			

Level	Stakeholders	Affected Parties		Other Interested Parties	Responsibility/Authority
		Direct Stakeholders	Indirect Stakeholders		
	<ul style="list-style-type: none"> <li>• People with physical or mental disabilities</li> <li>• PAPs with chronic diseases or bedridden people</li> <li>• Female heads of households</li> <li>• Poor people living on government or association aid within Project Aol</li> <li>• Elderly people in need of care and social assistance</li> <li>• Children who cannot continue their education and work in various jobs</li> <li>• Unemployed (even though they are looking for a job)</li> <li>• People who are homebound due to chronic illness</li> <li>• Illiterate adults</li> <li>• Earthquake victims</li> <li>• Refugees, migrants, citizens with limited Turkish language abilities</li> <li>• Villagers who do not own land and work on other people's lands as daily wage earners.</li> </ul>				
<b>NGOs</b>	Gaziantep Chamber of Environmental Engineers			x	These chambers may provide provincial/site specific views related to E&S aspects
	Gaziantep Chamber of Civil Engineers			x	
<b>Academics</b>	Universities Institutes			x	Academics may provide provincial/site specific views related to E&S aspects
<b>Local media including social media</b>	Regional and local media			x	Local media including social media may provide communication platform for the Project





## 6. Stakeholder Engagement Approach and Future Stakeholder Engagement Programme

This section provides an overview of the stakeholder engagement approach for the Project-related activities. GASKI will use various methods for effective stakeholder engagement. Key methods and tools which will primarily be used to engage with different stakeholder groups are shown in the table below.

### Information Disclosure

Reliable and complete Project information will be presented to stakeholders in a manner that takes account of specific local conditions, cultural and language preferences of local communities.

To effectively communicate relevant information to different stakeholder groups, the following documents will be disclosed at the GASKI's and ILBANK's website:

- Non-technical summary (in Turkish and English)
- This Stakeholder Engagement Plan (in Turkish and English)

The international community will be also able to have access to the English versions of these documents at the GASKI's and ILBANK's website. GASKI and ILBANK will keep updated project information regularly on the Project website. Grievance mechanism will also be disclosed on the web site with grievance form and description of grievance mechanism. Project information will be supplied to public media through appropriate means such as interviews, press releases and similar. These activities will be coordinated with Communication Department in GMM and GASKI. GASKI will give full and timely responses to comments and questions of local communities following grievance management procedure. At the Entrance Office on the Project site and GASKI, booklets, leaflets, posters and similar material providing information about different stages of the Project will be available, and stakeholders will be kept posted by GASKI officials.

### Engagement Programme

The stakeholder analysis presented in this Plan is based on publicly available information sources. The information on stakeholders should be amended and updated as the Plan progresses.

The key stakeholders identified as a result of the analysis are listed below together with along with a summary analysis of their potential interest in the Project.

Stakeholder engagement is an ongoing activity throughout pre-construction, construction and operation stages. The following programme summaries key planned stakeholder engagement activities during the construction and operation phases and will be reviewed periodically during construction, and annually during operations, to ensure that it remains valid and meets the needs of GASKI, communities and other relevant stakeholders as identified in this SEP.

**Table 2. Stakeholders Engagement Program: Pre-construction and Construction Phase**

Topic of Consultation	Target stakeholders	Method / Tool	Timetable	Frequency	Responsibilities
<b>Disclosure of the project information along with the E&amp;S safeguard plans instruments including ESDD, ESMP, SEP including GM</b>	Internal Stakeholders	<ul style="list-style-type: none"> <li>• Face to face meetings</li> <li>• Trainings</li> <li>• Brochures/ booklets</li> </ul>	Once plans are approved	At the beginning of the Project following the plans are approved	GASKI and Contractor
<b>Disclosure of the project information along with the E&amp;S safeguard plans instruments including ESA, ESMP, SEP including GM</b>	National	<ul style="list-style-type: none"> <li>• ILBANK website</li> <li>• GASKI Website</li> <li>• E-mail to external stakeholders</li> <li>• Online meetings</li> <li>• Letter/post</li> <li>• Consultation meetings</li> </ul>	Once plans are approved	At the beginning of the Project following the plans are approved	ILBANK GASKI
	Provincial	<ul style="list-style-type: none"> <li>• GASKI Website</li> <li>• E-mail to external stakeholders</li> <li>• Online meetings</li> <li>• Letter/post</li> <li>• Consultation meetings</li> </ul>	Once plans are approved	At the beginning of the Project following the plans are approved	GASKI
	District/Local	<ul style="list-style-type: none"> <li>• GASKI Website</li> <li>• Consultation meetings</li> <li>• Letter/post</li> <li>• Informative brochures/ posters (for Mukhtars and local communities)</li> </ul>	Once plans are approved	At the beginning of the Project following the plans are approved	GASKI
	Vulnerable Groups	<ul style="list-style-type: none"> <li>• Face to face Consultation meetings</li> <li>• Focus Group meetings</li> </ul>	Once plans are approved	At the beginning of the Project following the plans are approved	GASKI

Topic of Consultation	Target stakeholders	Method / Tool	Timetable	Frequency	Responsibilities
		<ul style="list-style-type: none"> <li>• (Both for women and VGs)</li> <li>• Letter/post</li> <li>• Informative brochures/posters</li> </ul>			
	NGO	<ul style="list-style-type: none"> <li>• GASKI Website</li> <li>• E-mail to external stakeholders</li> <li>• Online meetings</li> </ul>	Once plans are approved	At the beginning of the Project following the plans are approved	GASKI
	Academics	<ul style="list-style-type: none"> <li>• GASKI Website</li> <li>• E-mail to external stakeholders</li> <li>• Online meetings</li> </ul>	Once plans are approved	At the beginning of the Project following the plans are approved	GASKI
	Local media including social media	<ul style="list-style-type: none"> <li>• GASKI web site</li> <li>• Online meetings</li> <li>• Letter/post</li> <li>• Email</li> </ul>	Once plans are approved	At the beginning of the Project following the plans are approved	GASKI
<b>Community health and safety information meetings for local communities</b>	<ul style="list-style-type: none"> <li>• Local communities</li> <li>• Vulnerable individuals/ groups</li> <li>• Mukhtars of the Project affected settlements</li> </ul>	<ul style="list-style-type: none"> <li>• Stakeholder visits</li> <li>• Consultation meetings</li> <li>• Brochures/ posters</li> </ul>	In case of Project activities that may negatively affect public health and safety If there will be a road closure or temporary traffic impact during work such as maintenance and repair 1 week before the days when there will be activities such as passage restrictions, road closures, traffic congestion, equipment shipment with heavy vehicles	When Needed / Requested	Contractor

Topic of Consultation	Target stakeholders	Method / Tool	Timetable	Frequency	Responsibilities
<b>Project employment opportunities information / local employment</b>	<ul style="list-style-type: none"> <li>Local communities</li> <li>Vulnerable individuals/ groups</li> <li>Women</li> <li>Mukhtars of the Project affected settlements</li> <li>NGOs</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholder visits</li> <li>Consultation meetings</li> <li>Brochures/ posters</li> </ul>	When project employment opportunities arise	When Needed / Requested	GASKI and Contractor
<b>(i) Procurement strategies and policies of Project</b> <b>(ii) Local procurement opportunities</b>	<ul style="list-style-type: none"> <li>Local businesses</li> <li>NGOs</li> </ul>	<ul style="list-style-type: none"> <li>Community meetings</li> <li>Focus group meetings</li> <li>GASKI website</li> <li>Posters</li> <li>Media</li> </ul>	When Needed / Requested	When Needed / Requested	GASKI and Contractor
<b>Potential Project impacts on agricultural lands, pastures, lands etc.</b>	<ul style="list-style-type: none"> <li>Local communities</li> <li>Vulnerable individuals/ groups</li> <li>Communities living in the neighborhood settlements of the project routes</li> <li>Mukhtars of the Project affected settlements</li> <li>Households engaged in animal husbandry and agricultural activities within the Project Aol</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholder visits</li> <li>Consultation meetings</li> <li>Brochures/ posters</li> </ul>	Beginning of the construction activities	When Needed / Requested	Contractor

Topic of Consultation	Target stakeholders	Method / Tool	Timetable	Frequency	Responsibilities
<b>Land acquisition impacts of the Project</b>	<ul style="list-style-type: none"> <li>Land acquisition affected communities</li> <li>Land acquisition affected landowners/ shareholders/ users/ shepherds</li> <li>Land acquisition affected settlement's</li> <li>Mukhtars</li> <li>Land acquisition affected VGs</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholder visits</li> <li>Consultation meetings</li> <li>Face to face information visits</li> <li>Informative brochures/ posters</li> </ul>	At the beginning and during land acquisition process of the Project	When Needed / Requested	GASKI

**Table 3. Stakeholders Engagement Program: Operation Phase**

Topic of Consultation	Target stakeholders	Method / Tool	Timetable	Frequency	Responsibilities
<b>Disclosure of the reviewed and revised project information along with the E&amp;S safeguard plans instruments ESMP, SEP including GM</b>	All stakeholders	<ul style="list-style-type: none"> <li>ILBANK website</li> <li>GASKI website</li> <li>Email</li> <li>Posts/letter</li> </ul>	Before operation phase, following the plans will be approved	Once at the beginning of the operation phase	ILBANK GASKI
<b>Community health and safety information meetings for local communities</b>	<ul style="list-style-type: none"> <li>Local communities</li> <li>Vulnerable individuals/ groups</li> <li>Mukhtars of the Project affected settlements</li> </ul>	<ul style="list-style-type: none"> <li>Mukhtar consultations</li> <li>Brochures/ posters</li> </ul>	Maintenance, repair etc. During periods when there will be an increase in heavy vehicle traffic for any reason and in all other conditions that may pose a community health and safety risk (temporary road restrictions, etc.).	1 week before the days when there will be activities such as passage restrictions, road closures, traffic congestion, equipment shipment with heavy vehicles	GASKI
<b>Project employment opportunities information / local employment</b>	<ul style="list-style-type: none"> <li>Local communities</li> <li>Vulnerable individuals/ groups</li> <li>Women</li> <li>Mukhtars of the Project affected settlements</li> <li>NGOs</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholder visits</li> <li>Consultation meetings</li> <li>Brochures/ posters</li> </ul>	When project employment opportunities arise	When Needed / Requested	GASKI



## 7. Methods and Tools of Stakeholder Engagement and Grievance Mechanism

The project's methods and tools for stakeholder engagement are described below, including the consultation tools currently used by GASKI. These methods and tools will also be actively used within the scope of the Grievance Mechanism.

**GASKI and 153 Website:** The website will be one of the active tools in the stakeholder engagement process throughout the life of the Project.

GİKOM Grievance web site is as follow: <https://www.gaziantep.bel.tr/tr/gikom>

GASKI ALO 123 web site is as follow: <https://GASKI.gov.tr/alo-153/>

**ALO 153 Hotline:** ALO 153 Hotline will be used to receive all type of grievances.

**E-mail address to external stakeholders:** Project authorized persons can reach stakeholders via e-mail addresses in order to reach stakeholders and/or provide feedback.

- GASKI e-mail: [GASKI@GASKI.gov.tr](mailto:GASKI@GASKI.gov.tr)

**Online meetings:** Consultation and information sharing meetings will be held with key stakeholders.

**Online interviews** can also be used for the application of research techniques such as in-depth interviews, surveys, focus group meetings to monitor and evaluate, obtain information and collect data, if needed. Records can be taken at these meetings, if deemed necessary and with the consent of all stakeholders.

**Grievance Mechanism:** The grievance redress mechanism, which will include the operation of the process where the notifications, records, information and complaints of the stakeholders will be kept, the complaints will be evaluated and monitored and the results will be communicated to the stakeholders with the feedback, is an important stakeholder engagement management tool and method to be used throughout the project.

**Alternative Tools:** The following tools and methods are planned to be used simultaneously in order to ensure stakeholder participation of vulnerable/disadvantaged individuals/groups such as illiterate population, people with disabilities and refugee groups who do not have access to the internet, smart phones, social media or e-mail.

**Letter/post:** Project brochures (including project information, grievance redress mechanism, etc.), postings, reports or announcements can be sent to disadvantaged or vulnerable groups or individuals who do not have access to the internet, smartphone, social media or e-mail.

**Public boards:** Announcements and information posters of communication channels related to the Project can be used in common public areas in surrounding settlements, mukhtar offices, municipalities.

**Posters/brochures/flyers:** Brochures/flyers with communication channels, announcements and information about the Project can be posted in the common public areas in the surrounding settlements, Mukhtar offices, municipalities, provincial directorates, when necessary.

**Local media:** Announcements will be made in the printed and visual media at the stages and situations required by the Project.

**Stakeholder visits:** Face-to-face meetings will be held with stakeholders during the project process, and stakeholder visits will be made when necessary for monitoring and evaluation processes.

**Consultation meetings:** Consultation meetings can be held during the project process when needed and when stakeholders demand. Meetings will be held in places and places that will facilitate the participation of stakeholders.

## 8. Grievance Mechanism

GASKI currently operates a grievance mechanism appropriate to its structure. The identified tools and procedures which are explained below, guide the execution of internal and external complaints and are used to monitor the process are used within the scope of the GASKI grievance mechanism.

GASKI has a formal mechanism to collect views and grievances from the public. The formal mechanism is a part of the accredited ISO 10002: 2014 Customer Satisfaction and Grievance Management System which is a standalone management system. The procedures listed below are used to maintain and monitor the external complaint mechanism.

- Customer Satisfaction and Complaint Management Procedure
- Public Relations Process Card
- Public Relations Risk Assessment Form

"Customer Satisfaction And Complaint Management Procedure", implemented by GASKI to manage customer complaints, explains the management of complaints received from all customers, including vulnerable groups such as the disabled, those who speak foreign languages, those who are illiterate, in the following workflow:

No matter how the complainant's complaint comes (e-mail, telephone, ALO 153, face-to-face meeting, written petition, etc.), it is recorded in sufficient detail and in a clear, understandable, traceable and unique format to be created by the organization for the evaluation of the complaint.

The record is maintained and progressed as follows:

- Complainant's name, date (maybe even time)
- Subject, reason, details, content of the complaint,
- The correction requested by the complainant,
- Organizational practices regarding the goods and services complained of,
- The date and time when the complaint will be responded to (if it is stated that the complainant will be informed about the result or evaluation within 3 days, this should be recorded in this form)
- Information about the person, branch or unit regarding the complaint,
- The first action taken regarding the complaint, if any, is the information that should be recorded.

After the initial evaluation, the cause of the complaints is investigated without compromising the principles of fairness, objectivity and impartiality.

Corrective action is defined to resolve the complaint.

The organization informs the complainant, or the personnel involved in the complaint, if any, what decision was taken within the scope of the complaint or what action (repair, etc.) will be taken regarding the complaint.

GASKI does not have a dedicated person/ system to manage GBVH related grievances (during both construction and operation phases). A GBVH policy by GASKI will be developed to be comprehensive enough to address risks, management, implementation, and monitoring elements as well as cascading

throughout the contractor, consulting, operating companies and owned and promoted at the management level. The grievance mechanism and complaints line will be revised in a way to track GBVH issues. Focal points will be assigned and trained on the handling of GBVH complaints properly. Contractors and operations on the field will also be scrutinized to monitor risks of underreporting and misconduct.

GASKI will continue to maintain its existing external grievance mechanism. A grievance mechanism will be maintained by the Contractor and Owner's Engineer as well as workers during construction process. Any grievance received at the construction site by the Contractor or Owner's Engineer, should be reported to GASKI.

Stakeholders can convey all their wishes and complaints as an "anonymous" option.

Stakeholders can submit their complaints about the Project without giving their name and contact address.

Complaints received anonymously will be evaluated by applying the steps defined in the workflow, Figure 4. Third parties will not be informed about complaints that must be kept confidential and no official notification/response will be made.

Although there will be no official feedback on the solution to be implemented when the complaint is concluded, if it is an issue that needs to be informed to the public and it is deemed necessary, it can be announced to the stakeholders through common boards / public and general communication tools.

In addition to the GASKI's complaint receiving channels, complainant's issue their complaints through CIMER and EBRD's complaint mechanism.

## 8.1 CIMER: Turkish Presidential Communication Center

"CIMER" is "Presidential Communication Center - Turkish Presidential Communication Center" which is also a leg of the Project GRM.

Grievances can be conveyed by:

- Hotline "Alo 150" (established by Türk Telecom),
- Written - Online via [www.cimer.gov.tr](http://www.cimer.gov.tr), and
- Written – Post via Turkish Presidential Complex 06560 Bestepe, Ankara, Turkiye

CIMER conveys 99% of received complaints to related governmental institutions.

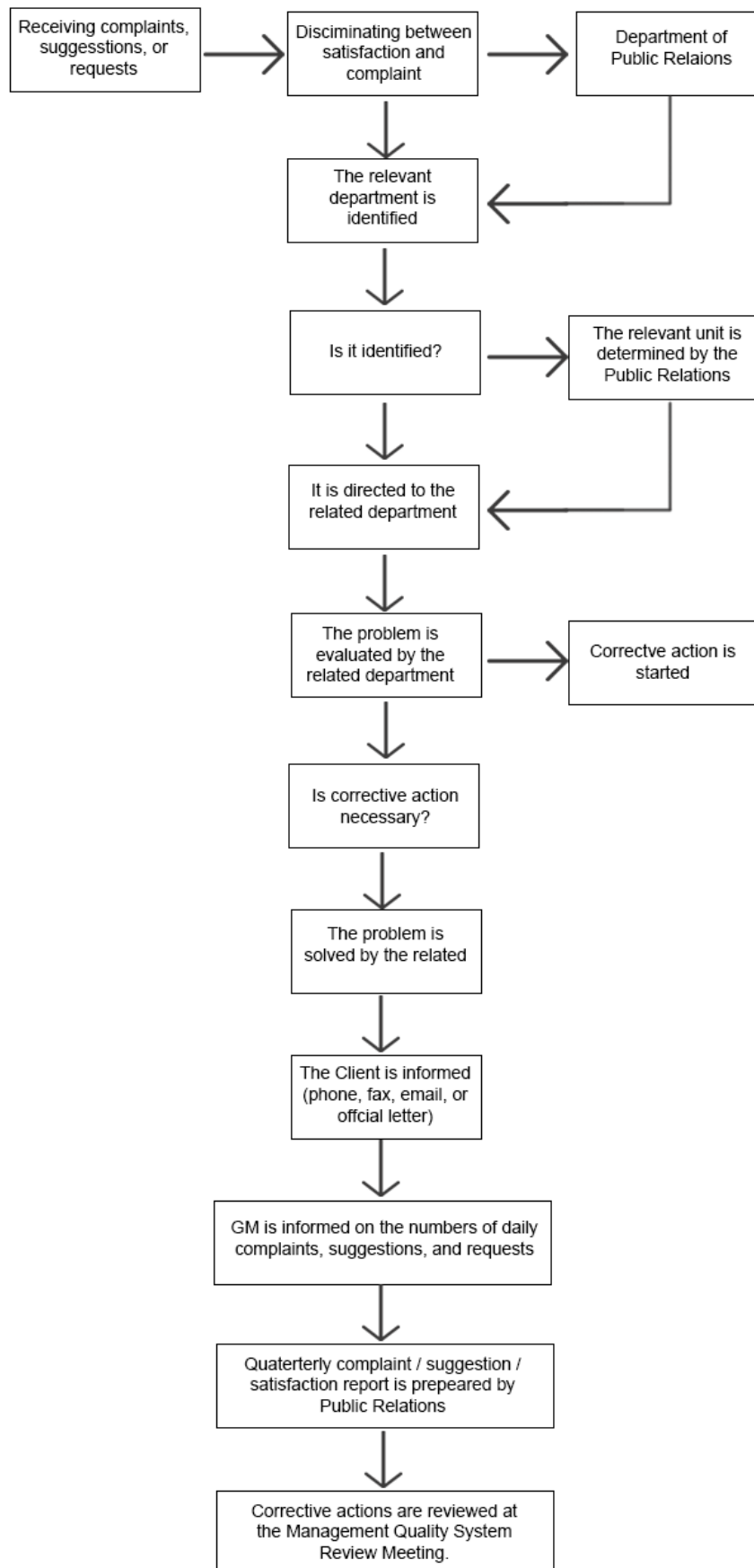


Figure 4. GASKI's Current Customer Satisfaction Workflow Chart

## 8.2 ILBANK Grievance Mechanism

Since September 2021, ILBANK has an existing formal Grievance Policy in place (in Turkish and in English). This Grievance Policy is publicly accessible<sup>2</sup> document which has been applicable to all IFI financed projects and subprojects of ILBANK. Through this Policy, ILBANK has intended to establish transparent and comprehensive processes that allow any stakeholder<sup>3</sup>, including project affected people and other interested parties, to file a complaint, raise a concern or problem or provide opportune feedback including wishes and demands regarding the planning, implementation or the management of a project, which are to be promptly responded, evaluated and managed/resolved in a timely manner by the related ILBANK units operating under the Department of International Relations.

Grievances can be conveyed by:

- İLBANK General Directorate;
  - Website: <https://www.ilbank.gov.tr/form/bilgiedinmeuluslararasi>
  - E-mail: [ilguidb@ilbank.gov.tr](mailto:ilguidb@ilbank.gov.tr)
  - Phone: +90 312 508 79 79
  - Official Letter / Petition: İLBANK Uluslararası İlişkiler Dairesi Başkanlığı UFK Kredi Risk Birimi – Teknik ve Ç&S Birimi (Sosyal Odak Kişinin dikkatine) Emniyet Mahallesi, Hipodrom Caddesi No:9/21 Yenimahalle, Ankara, Türkiye
- İLBANK Gaziantep Regional Directorate;
  - Website: [ilbank.gantep@ilbank.gov.tr](mailto:ilbank.gantep@ilbank.gov.tr)
  - Phone: +90 342 321 78 50
  - Official Letter / Petition: M. F. Çakmak Bulvarı No:108 PK:27090 Şehitkamil / Gaziantep

## 8.3 EBRD's Independent Project Accountability Mechanism (IPAM)

All projects financed by the EBRD must be structured to meet the requirements of the EBRD's ESP (2019) which includes 10 Performance Requirements (PRs) for key areas of E&S sustainability that projects are required to meet, including PR10 on Information disclosure and stakeholder engagement.

In addition, the EBRD's Independent Project Accountability Mechanism (IPAM), as an independent tool, aims to facilitate the resolution of social, environmental and public disclosure issues raised by project-affected people and civil society organisations (CSOs) about EBRD-financed projects among project

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<sup>2</sup> Disclosed at ILBANK's official website in Turkish (<https://www.ilbank.gov.tr/sayfa/uluslararasi-finansmanli-projeler>) and in English (<https://www.ilbank.gov.tr/sayfa/projects-with-external-financing>)

<sup>3</sup> As per World Bank Environmental and Social Standards 10, stakeholder refers to individuals or groups who: (a) are affected or likely to be affected by the project/ subproject (project-affected parties); and (b) may have an interest in the project/subproject (other interested parties). The stakeholders of a project/subproject will vary depending on the details of the project/subproject. They may include local communities, national and local authorities, neighboring projects, and nongovernmental organizations.

stakeholders or to determine whether the Bank has complied with its ESP and the project-specific provisions of its Access to Information Policy; and, where applicable, to address any existing non-compliance with these policies, while preventing future non-compliance by the Bank.



## 9. Resources and Responsibilities

The implementing entity of the Project will be ILBANK and the beneficiary of the loan will be GASKI, an affiliated institution of GMM. GASKI is responsible for the implementation and monitoring of this SEP.

GASKI will assume overall responsibility for undertaking and supervising engagement with all stakeholders concerning 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.

GASKI, Owner's Engineer, and Contractor will appoint social/community relations personnel (CLO) to manage, supervise and monitor the Stakeholder Engagement Plan and Grievance Management Plan.

## 10. Reporting

All comments and complaints received will be recorded in a grievance log (Annex B). Any grievances received at the field level by the Contractor or the Owner's Engineer will be recorded and reported to the GASKI. The Contractor will record and report grievances to GASKI as needed.

All stakeholder engagement activities conducted for the Duzbag DWTP project will be recorded in a tracker by GASKI (Annex C).

GASKI will submit SEP monitoring and evaluation reports to EBRD, all other lenders and ILBANK periodically. This SEP will be periodically revised and updated as necessary during the implementation of the Project.

## Annex A Complaint Form

### Complaint Form

Name-Surname: \_\_\_\_\_

Please write your contact information and complaint in the field below. The subject of your complaint will be evaluated in accordance with the confidentiality principle. If you want to remain anonymous (confidential), you can write your complaint in the box below without leaving any name-surname or contact information. Even if your complaint is anonymous, it will be reviewed and evaluated. Anonymous (confidential) complaints cannot be responded to, and no feedback can be provided.

#### CONTACT INFORMATION

Please specify how you should be contacted.

Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

#### DESCRIPTION OF INCIDENT OR COMPLAINT:

(What Happened? Where Did It Happen? When Did It Happen? Who Did It Happen To?)

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#### DATE OF INCIDENT/COMPLAINT

One-Time Incident/Complaint (Date): \_\_\_\_\_

If More Than One Occurred (How many times has it happened?): \_\_\_\_\_

Ongoing: \_\_\_\_\_

#### HOW DO YOU THINK THIS PROBLEM SHOULD BE SOLVED?

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Date: \_\_\_\_\_

**The following section will be filled in by the responsible personnel!!!**

Authorized Person Receiving the Complaint Notification: \_\_\_\_\_

Reference No: \_\_\_\_\_

Annex B Grievance Log

No.	Complaint Date / Şikayet Tarhi	Owner of the Complaint / Şikayet Sahibi  (Anonim, kişi kurum)	Communication Channel / Şikayetin Geliş Aracı  (Yazılı / Sözlü)	Communication Platform/ Şikayetin Geliş Platformu  (GASKİ, GBB, CİMER, İLBANK, telefon, web sitesi, dilek kutusu, saha gözlemi)	Personnel Evaluating the Complaint / Şikayeti değerlendiren personel	Complainant Gender / Şikayetçinin Cinsiyeti  (E / K)	Complainant Age / Şikayetçinin Yaşı	Project Area & Field of activity (location) for which the complaint received / Şikayetin geldiği Proje alanı & faaliyet alanı (konum)	Complaint Subject / Şikayet Konusu  (Toz / Gürültü / Trafik güvenliği / Çalışanlarla sorunlar/ Çevre tahribatı/ 3. Şahıslara verilen zarar / Şiddet, taciz vb./ Altyapı hatlarına verilen zarar / Bigi talebi veya Öneri / Çamur / Diğer)	Definiton of the Compliant / Şikayetin Tanımı	Corrective Action Taken / Alınan Düzeltici Aksiyon	Action Taken to Prevent Similar Complaints in the Future / Gelecekte Benzer Şikayetlerin Önüne Geçmek İçin Alınan Aksiyon	Closed ? Kapatıldı mı?  (E / H)	Personnel Who Closes The Complaint / Şikayeti Kapanan personel	Date Closed/ Kapatılma Zamanı
1.															
2.															
3.															
4.															
5.															
6.															
7.															
8.															
9.															
10.															
11.															
12.															
13.															
14.															
15.															
16.															
17.															
18.															
19.															
20.															

Annex C Stakeholder Engagement Tracker

Ref No.	Name of the Engagement Activity / Katılım Faaliyetinin Adı	Stakeholder Category / Paydaş Kategorisi	Stakeholder Sub-Category / Paydaş Alt-Kategorisi	Engagement Channel/ Katılım Kanalı	Usage of the Materials / Materyellerin Kullanımı	Date of the Engagement Activity / Katılım Faaliyeti Tarihi	Project Representatives or Responsible Authorities / Proje Temsilcileri veya Sorumlusu	Feedbacks / Geribildirimler	Feedback Method / Geribildirim Alma Yöntemi	Activity / Faaliyet	Responsible for the Activity/ Faaliyet Sorumlusu	Additional Notes / Ek Notlar
1.												
2.												
3.												
4.												
5.												
6.												
7.												
8.												
9.												
10.												
11.												
12.												
13.												
14.												
15.												
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20.												

