

Keskinoglu Livestock and Meat Processing Project

Stakeholder Engagement Plan

Prepared for: Keskinoglu, Turkey

> Prepared by: ENVIRON (UK)

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Glossary

EBRD	European Bank for Reconstruction and Development
EIA	Environmental Impact Assessment
ESIA	Environmental and Social Impact Assessment
ESAP	Environmental and Social Action Plan
EU	European Union
IFC	International Finance Corporation
NTS	Non-technical Summary
OIZ	Organised Industrial Zone (OIZ)
SEP	Stakeholder Engagement Plan

1. Introduction

Keskinoglu has proposed an investment programme for 2011-2012 involving a capacity expansion programme for the Keskinoglu Livestock and Meat Processing Project (the Project) comprising:

- New co-generation plant at the Organised Industrial Zone (OIZ) Akhisar and upgrade to the existing co-generation plant at the current processing site at Akhisar;
- Auto warehouse for cold storage adjacent to the current processing site at Akhisar;
- New slaughterhouse adjacent to the current processing site at Akhisar;
- Increased egg production and egg packing plant at Rahmiye with layer rearing at Kapakli;
- New hatchery (3rd phase) at Kayislar;
- New egg breaking and pasteurisation unit adjacent to the current processing site at Akhisar;
- New logistics centre and the purchase of 15 refrigerated lorries at the OIZ, Akhisar;
- New broiler breeding facility at Osmancali;
- Installation of manure drying system (all sites); and
- Live bird handling modernization (all sites).

The investment programme concerns the following elements of the project

- New co-generation plant at the Organised Industrial Zone (OIZ) Akhisar and upgrade to the existing co-generation plant at the current processing site at Akhisar;
- Auto warehouse for cold storage adjacent to the current processing site at Akhisar and logistics centre at the OIZ;
- Increased egg production and egg packing plant at Rahmiye and conversion of broiler breeding facilities at Kapakli to layer rearing;
- New hatchery (3rd phase) at Kayislar;
- New egg breaking and pasteurisation unit adjacent to the current processing site at Akhisar;
- Installation of manure drying system (all sites); and
- Live bird handling modernization (all sites).

Keskinoglu have assessed the project elements with respect to the requirements of Turkish Environmental Impact Assessment (EIA) Regulations and have prepared an EIA for the increased egg production project at Rahmiye and conversion of broiler breeding facilities at Kapakli to layer rearing. The remaining elements of the project do not require the preparation of EIA materials.

In accordance with best international practice (EBRD's Performance Requirement 10 'Information Disclosure and Stakeholder Engagement' for Category A projects), Keskinoglu has developed a Stakeholder Engagement Plan (SEP) to outline the Project's plans for disclosure and consultation as part of the overall ESIA process. This SEP details Keskinoglu's consultation activities to date and its future plans for the Project disclosure and stakeholder consultation in respect of the proposed capacity expansion programme. This document will

guide the current and future stakeholder engagement activities, and ensure that the Plan is maintained as a live document and is regularly updated and revised as appropriate.

The sections of this SEP provide the following information:

- A summary of Turkish requirements for public consultation, public access to information and project disclosure, in respect of activities required under the local permitting processes;
- A record of key consultation activities undertaken to date with respect to the development of the Keskinoglu Project;
- An identification of stakeholders relevant to the Project;
- A plan for further consultation and disclosure during the preparatory, construction and operational phases of the Project, including details such as the format for effective and culturally meaningful interaction with different stakeholder groups;
- The allocation of internal resources and responsibilities to ensure the continuous and effective implementation of the SEP and activities outlined herein;
- A mechanism for handling grievances and concerns and a process for addressing stakeholders comments on the ESIA; and
- Provisions for monitoring and reporting on the SEP implementation.

1.1 Summary Project Description

Keskinoglu is the largest Turkish egg producer and exporter as well as a leading poultry meat producer in Turkey with estimated annual sales of ca. EUR 268 million in 2010. Company activities are conducted at 16 different locations, all within a 10km radius of Akhisar, Turkey.

Keskinoglu's current operational facilities include:

- Processing Site approximately 8.3 km to the south-west of Akhisar town centre, comprising the slaughterhouse, processing, rendering plant, wastewater treatment plant, further processing (cooked products), co-generation plant, packing and distribution of meat products;
- Main Campus located approximately 5 km to the south-west of Akhisar town centre, comprising a hatchery, egg laying houses, egg box production, egg packing, manure processing plant, feed production, wind turbine and general storage;
- Organised Industrial Zone (OIZ) located to the west of the Processing Site on the northeastern area of the OIZ, approximately 7.8 km to the south-west of Akhisar town centre. Comprising feed production plant, new egg box production (due to open at the end of 2012) and project construction areas;
- A second manure processing plant and layer rearing house located near Kapakli, 12km south of the Processing Plant;
- Breeder farms (both layer and broiler) at Kuyucak, Kemiklidere, Mecidiye, Pembe, Bordo and Segirdim;
- A hatchery at Kayislar;

- Laying hen houses at Rahmiye and Kayalioglu; and
- Akhisar Gida broiler rearing farm.

1.2 **Project Activities**

Keskinoglu plans to expand its current production capacity including poultry breeding, egg production and meat processing within the Akhisar area of Turkey. The expansion programme will also include an increase in egg production capacity from 2 to 5 million eggs per day. The expansion is being undertaken through a series of land purchases, expansion to existing sites and the construction of new facilities for the Project.

Those sites included within the Project are as follows:

- land has been purchased from private landowners adjacent to the current Processing Site with construction works commenced for the new egg breaking and pasteurisation unit and auto warehouse for cold storage. Upgrade works are also planned to the cogeneration plant at the Processing Site.
- at the **OIZ** of Akhisar, land has been purchased and construction work commenced on the new cogeneration plant and logistics centre.
- at the existing **Rahmiye** farm, it is planned to increase egg production with the construction of a further 18 laying houses (3 are currently in operation at this site) and an egg packing plant. This is a farm site with crop cultivation (maize), owned and operated by Keskinoglu.
- conversion of existing broiler breeding facilities to layer rearing at **Kapakli** is planned, providing a total of 900,000 birds (rearing) in 10 houses.
- at the existing **Kayislar** facility it is planned to install a new hatchery (3rd phase). There are currently 4 units constructed at Kayislar, with 2 units operational. The project involves the installation within unit 3, whilst unit 4 remains unoccupied for future expansion.

The location of all the Project facilities is shown in Figure 1 overleaf.



Figure 1. Location of the Project Area

1.3 Project Timeline

The timeline for the Project is still in preparation, but general information is summarised in Table 1 below.

Table 1. Project Timeline

Site	Planning	Site preparation and Construction	Commissioning
New cogeneration plant (OIZ)	Completed	Under construction	2012
Auto warehouse for cold storage (processing site)	Completed	Under construction	2012
Logistics centre (OIZ)	Completed	Under construction	2012
Rahmiye laying houses	On-going	Partly started	Partly in operation
			Full operation 2012
Kapakli conversion to layer rearing	On-going	Unknown	Unknown
Kayislar hatchery	Completed	Not applicable – only installation would take place	2012
Egg breaking and pasteurisation unit	Completed	Under construction	2012
Manure drying system	On-going	Pilot plant operational at the Main Campus	2012
Live bird handling modernization	On-going	Involves purchase of equipment only.	2012

1.4 Purpose of the Stakeholder Engagement Plan

This SEP is designed to ensure that Keskinoglu identifies all stakeholders with an interest in the Project (persons, groups and entities that can be or perceive themselves to be affected by the Project, or are interested in the Project), and can provide information and communicate with these stakeholders during the development and life of the Project.

2. Stakeholder Engagement - National Requirements

In compliance with best international practice, public consultation at the scoping stage and during the ESIA public disclosure period will be undertaken to seek input from stakeholders.

At the scoping stage the information disclosure and consultations would be:

- on the Project itself and potential alternatives;
- on the proposed scope for the ESIA; and
- on the proposed stakeholder engagement plan and programme.

Once a draft ESIA is available, stakeholder input is sought in relation to:

- the impact assessment (ESIA documentation);
- proposed environmental and social management measures as part of an Action Plan.

Public consultation activities that have been identified in this document and will be undertaken to support the planned development will conform to:

- Turkish national regulations;
- Guidelines established by International Financial Institutions, specifically the European Bank for Reconstruction and Development (EBRD) Environmental and Social Policy; and
- Best international practice outlined in the EU EIA Directive, EBRD Performance Requirement 10 and the UNECE Aarhus Convention.

Further details of Turkish regulations and specific EBRD policy requirements are given in the following sections.

2.1 Stakeholder Engagement - National Requirements for Public Participation

Under the scope of the Turkish National Environmental Impact Assessment Regulation (Article 9, 1st clause)¹, it is a legal obligation for the project owner to organize a public participation meeting in project area on a date which is determined in agreement with the Ministry of Environment and Forestry with the aims to inform project affected people regarding the investment and to collect their ideas and comments regarding the project. Additionally, the 2nd clause of the same article of the EIA Regulation states that activities such as questionnaires and seminars/workshops can be conducted by the project owner prior to an environmental impact assessment process and recommends these as an additional activity to Public Participation Meeting, which is a legal obligation, with the aim of increasing public participation.

2.2 International Conventions for Public Participation

Directive 2003/4/EC (repeals Directive 90/313) on Public Access to Environmental Information incorporates the provisions and requirements of the Aarhus Convention on public access to environmental information.

¹ The EIA Regulation in effect is the one published in the official gazette dated July 17, 2008 and numbered 26939

3. Summary of Previous Stakeholder Engagement

Activities

3.1 Rahmiye

Keskinoglu carried out a Public Participation Meeting on May 24, 2011 in Rahmiye Village at Muhtarin Kahvehanesi in accordance with the Article 9 of the Turkish Regulation on Environmental Impact Assessment (Official Gazette; Date: July 17, 2008, No.26939). The objective of the meeting was defined as informing local people about the investment and to gain their opinions and suggestions with respect to the project. Meetings of the meeting are presented in Annex C.

Based on the minutes of this meeting, it can be concluded that the public opinion regarding Keskinoglu and its activities are rather positive. The only concern raised during the meeting was noted as flies that might increase in number due to the planned facility. However, it was explained to the public that the manure drying system will be in place to prevent any negative impacts.

The Public Participation Meeting constitutes the only formal stakeholder engagement activity undertaken by Keskinoglu to date regarding the Project at Rahmiye.

All other activities carried out by Keskinoglu to date were undertaken according to the local requirements and with respect to consultation practices in the region. The new project allows Keskinoglu the opportunity to develop a more structured approach to information disclosure and public consultation. In addition, a new mechanism for handling public complaints and grievances, should they arise, has been developed.

3.2 Kapakli

In line with the national Environmental Impact Assessment Regulation, a public participation meeting was held in Kapakli village in November 2011. The aim of the meeting was to inform local people about the potential impacts of the Project and measures proposed to be taken to mitigate those impacts and receive their views and recommendations to be considered throughout the EIA process. The prominent subjects raised by local people during the meeting covered concerns about manure and odour management issues. These concerns were taken into consideration in the scope of EIA studies and detailed descriptions about the measures to be taken are provided in the EIA Report.

No notes or minutes of this meeting have been provided as part of the EIA for Kapakli.

4. Future Consultation Activities

Keskinoglu will continue to actively engage with Project Stakeholders throughout the Project's lifetime. During construction, Keskinoglu will participate in disclosure and consultation for the new developments. Key environmental and social impact assessment documents (a 'disclosure package') will be released into the public domain to provide a basis for informed consultation. In addition to this SEP, the disclosure package will include an Environmental and Social Impact Assessment (ESIA), Environmental and Social Action Plan (ESAP), additional information that supplements the evaluation of impacts in the EIA, and a non-technical summary (NTS).

During the construction phase Keskinoglu will also conduct the following activities:

- Inform affected communities about any preparatory and construction activities that may influence them (information would be provided in advance of such activities).
- Update affected communities on the progress of construction.
- Solicit feedback from community members on the effectiveness of any mitigation measures proposed and implemented to alleviate nuisance resulting from construction.
- Implement a Grievance Procedure (see Section 8 below and the Grievance Form in Annex A).
- Identify an individual within the Keskinoglu structure who will be responsible for maintaining ongoing communications and liaison with members of the community and other stakeholders.

Provision of information to affected communities will include use of the Keskinoglu website, which will be updated in real time where necessary. This approach might include the following:

- A description of the construction works (in written and/or graphical form) with an indication of scheduled start and finish dates for each type of the works.
- A drawing showing the works being carried out and indicating the areas affected by the works and including information on; the type of impacts, relevant mitigation measures, and progress photos of the worksite.

Throughout the life of this Project, Keskinoglu would continue to update stakeholders via the website and locally. The grievance mechanism described in Section 8 will be active (with updates or modifications as necessary) throughout the Project implementation.

4.1 Disclosure of Documentation

This SEP will be one of the documents that will be disclosed to the public. Materials to be disclosed also include the ESIA, ESAP, additional information that supplements the evaluation of impacts in the EIA, and NTS. Electronic copies of these materials will be placed on the website of Keskinoglu (www.keskinoglu.com.tr). This will allow stakeholders with access to the internet to view information about the planned development and to initiate their involvement in the public consultation process. As the project sponsor, Keskinoglu will be responsible for communications and for addressing stakeholders feedback and concerns in a timely and effective manner. As described later in this SEP, Keskinoglu will establish a process to receive and facilitate resolution of stakeholders' concerns and grievances about the project's

environmental and social performance. The grievance mechanism will be scaled to the risks and potential adverse impacts of the project.

Copies of the ESIA, ESAP, the NTS and this Stakeholder Engagement Plan will also be made accessible for the general public for review at the following locations:

- Kayalioglu Kasabasi, 45200 Akhisar/Manisa
- EBRD's London office One Exchange Square, London, EC2A 2JN (as hard copy)
- EBRD's Turkey office Buyukdere Caddesi, 185 Kanyon Ofis Binası, Kat: 2 Levent 34394 Istanbul Turkey (as hard copy)

We welcome comments on communication and the SEP throughout the project development and implementation. We will also provide routine updates on the project status and environmental and social issues, on at least an annual basis on the company website and locally. We may make environmental and social studies and analyses publicly available in the future.

It is envisaged that electronic copies of the relevant reports (the ESIA, ESAP, NTS and SEP) will remain in the public domain beyond the 60 day consultation period for information purposes. This SEP will be reviewed and updated periodically and will remain publicly available on the Keskinoglu website and in Company offices.

4.2 Public Notification

Announcements that the materials are available for public review and comment will be sent to local NGOs and public initiative groups (as specified in Annex B. *'List of Stakeholders and Methods of Communication'*). Public meetings will be held in Akhisar District for the projects that have to have full EIA reports to receive comments from the stakeholders. The Public Participation Meeting for the Rahmiye project was held on May 24, 2011 in Rahmiye Village at Muhtarin Kahvehanesi (see Section 3). Any future meetings concerning the Rahmiye project will be held at the same location with Stakeholders notified via the method of communication described below (also see Annex B).

Materials will be made available for the duration of the project, including construction, operation and maintenance. When any additional important information is released, the public will be informed about this through the media: Akhisar regional newspaper "Akhisar Yeni Gozde Gazetesi" or "Akhisar'in Sesi Gazetesi", a district public radio station "Radyo Metronom". In addition, information will be made available through direct contact on request. Notice of availability and any changes to project plans will be made public through regional newspaper and radio station mentioned above, and through posting signs and announcements in directly impacted areas. Prior to any public meetings, Keskinoglu will place announcements two weeks in advance. Keskinoglu will also directly notify local authorities.

Table 2 below summarises the possible processes (methods and document formats) that would be used for stakeholder engagement in the course of the project. More detailed information about the methods of communication is presented in Annex B.

Stage	Stakeholder	Engagement procedure/method	Format and information disclosed	
Planning/Pre- construction	Governmental officials including local/regional officials, and environmental protection authorities	 Interviews Meetings 	 ESIA Non-technical documents Project summary Leaflets Status reports 	
	Environmental and other NGOs and initiative groups	 Questionnaires Public meeting E-mail Phone calls 	 Leaflets ESIA Non-technical documents Project summary 	
	• Businesses	 Interviews Surveys and questionnaires Public meeting E-mail Phone calls 	 Leaflets Non-technical documents Project summary 	
	 Local community Vulnerable stakeholders Elderly people and pensioners Unemployed persons People with disability status Women-headed households Migrants and ethnic minorities 	 Interviews Surveys and questionnaires Public meeting 	 ESIA Leaflets Non-technical documents Project summary 	
	All stakeholders invited	Public meeting as required by Turkish legislat		
During construction & operation	Governmental officials including environmental protection authorities	Grievance mechanismsMeetings	 Feedback format depending on issue or complaint 	
	 NGOs, businesses, local community including vulnerable and other relevant sub-groups (e.g. women, elderly, youth etc.) 	 Open house discussions/meetings Project updates Grievance mechanisms 		

5. **Project Stakeholders**

Keskinoglu consider stakeholder engagement to be a key part of good business practice and corporate responsibility, as well as a constructive feedback mechanism which allows the quality of the Project. Keskinoglu also recognizes that effective community engagement is central to successful management of risks and impacts on project-affected communities, as well as promoting enhanced community benefits.

To this end, stakeholders have been identified for the preparation and operation phases of the proposed Project. The Project Stakeholders include individuals and groups that:

- are likely to be affected, directly or indirectly, by the project (affected parties); and
- may have an interest in the project (interested parties; individuals or groups that may be affected by the project or be interested in the Project).

The stakeholders are individuals, entities and organizations that may be directly or indirectly affected by the Project in a positive or negative way, and who wish to express their views, concerns, suggestions and opinions about the Project and would like their input to be taken into consideration. The key national stakeholders have been identified in the EIA process relevant to this type of project. The key stakeholder groups identified for the Keskinoglu project are detailed in Annex B.

A broad list of the major stakeholders is considered to include the following parties:

- Municipal government, local and district authorities;
- Ministries and departments such as Ministry of Environment and Urban Planning, Ministry of Agriculture, Ministry of Health, Ministry of Labour and Social Security.
- Local communities in the Project Area of Influence, including vulnerable groups within the affected communities;
- National and local NGOs and any other public initiative groups;
- Businesses, service providers and commercial sector;
- Project employees, including contractors (when identified);
- Other governmental and non-governmental institutions.

Affected Settlements are listed below:

- Akhisar District Hurriyet Quarter
- Akhisar District Haciishak Quarter
- Akhisar District Seyhisa Quarter
- Kayalioglu Municipality Ataturk Quarter
- Kayalioglu Municipality Cumhuriyet Quarter

Among Project stakeholders, it is important that Keskinoglu is aware of and effectively engages with any individuals and groups that may be considered *disadvantaged* or *vulnerable*

as a result of their economic, financial, social, physical, mental status, gender, age, or origin. Interaction with these groups may need to employ specially tailored techniques such as separate focus group discussions, individual household visits, extra assistance and provision of more detailed information and clarification of risks and opportunities.

Keskinoglu will engage with all the stakeholder groups identified, ensuring that relevant project information is made available to these stakeholders.

To ensure transparency and availability of comprehensible information regarding the Keskinoglu project during the preparation, construction and operational phase, Keskinoglu will implement the following actions:

- Prepare a one-page information leaflet (in Turkish) to describe the Project and outline main impacts associated with its implementation. This will be distributed in the area of the proposed Project, notably in the local government offices and offices of Quarter headmen. The leaflet will comprise the most important information regarding the project as well as indicate the Keskinoglu website address and associated contact information (office address, telephone and email).
- Keskinoglu will disclose relevant project information on its website (http://www.keskinoglu.com.tr) and on the websites of any relevant subsidiary companies. Information will be available in Turkish. In case of any relevant project changes, Keskinoglu will publicly disclose them.

Copies of this documentation will also be made available to the public in hard copy, upon request.

6. Timetable

A list of actions and provisional dates with regard to information disclosure and stakeholder consultation can be summarized as follows:

- Posting of the SEP, NTS and ESAP report on the web site 01.12.2011
- Public disclosure period 60 days, concluding 29.01.2012

7. Resources and Responsibilities

Keskinoglu will take overall responsibility for consultation with all stakeholders in relation to the Project and will use available resources to ensure that all consultation activities are conducted to the appropriate standard. To implement the activities listed effectively, Keskinoglu will form a SEP Team in charge of stakeholder engagement. These responsible persons within Keskinoglu organisational structure are:

- SEP Operational Manager directly reporting to Keskinoglu Business Management
- Legal Department Manager. Reporting to SEP Operational Manager
- Business Development Manager (BDM)

Stakeholder engagement activities would primarily be coordinated by the SEP Operational Manager:

Keskinoglu Tavukculuk ve Damizlik Isl. San. Tic. A.S.

Assistant Manager for Legal Affairs Kayalioglu Kasabasi, 45200 AKHISAR/MANISA Landline: +90 (236) 427 25 72 Hot Line: +90(800) 441 14 41 Fax: +90 (236) 426 24 54 e-mail: keskinoglu@keskinoglu.com.tr http://www.keskinoglu.com.tr

8. Grievance Mechanism

8.1 Introduction

Plans will be made to manage potential environmental or social impacts identified, as part of Keskinoglu's Environmental and Social Action Plan (ESAP) included within the disclosure package.

However, in order to ensure that Keskinoglu is made aware of, and thereby able to manage or offset any unforeseen environmental and social impacts, a Public Grievance Mechanism has been developed.

8.2 Procedure

Information on the procedures to follow in order to lodge a grievance is provided below and will be provided at Keskinoglu offices, on information boards within the affected communities, and on the relevant websites. A Public Grievance Form is provided in Annex A.

Responsibility for dealing with community grievances will be assigned to a specified department, responsible for community liaison (SEP Operational Manager and Legal Department). Each complaint whether from an individual, entity or a community will be considered and a response to each specific complaint will be communicated to the party that raised it (complainant). A formal procedure will be used to log the key information provided by a complainant and to record any related incoming communications. A record of actions taken and resolutions agreed as a result of the grievance investigation will also be documented.

Keskinoglu will ensure that the following measures are put in place for the Project at the beginning of the ESIA process:

- Set up a telephone hotline for using during public disclosure and consultation, and to receive grievances (Hot Line: +90(800) 441 14 41).
- Appoint a community-liaison officer who receive verbal complaints and assist complainants with completing forms, as needed. The Community Liaison Officer will be appointed by the end 2011 and the website and local authorities will be given contact details.
- Visual displays of the mechanism, such as brochures and leaflets distributed in the communities.

Information on the grievance procedure will be provided on information boards in the communities and on Keskinoglu's website. At present the location and contact information for raising grievance or giving feedback are:

Keskinoglu Tavukculuk ve Damizlik Isl. San. Tic. A.S.

Kayalioglu Kasabasi, 45200 AKHISAR/MANISA Landline: +90 (236) 427 25 72 Hot Line: +90(800) 441 14 41 Fax: +90 (236) 426 24 54 e-mail: keskinoglu@keskinoglu.com.tr http://www.keskinoglu.com.tr The SEP Operation Manager (SOM) is responsible for project development and is also in charge of related stakeholder engagement. Responsibility for managing the grievance procedure and responses to comments is:

Keskinoglu Tavukculuk ve Damizlik Isl. San. Tic. A.S.

Assistant Manager for Legal Affairs Kayalioglu Kasabasi, 45200 AKHISAR/MANISA Landline: +90 (236) 427 25 72 Hot Line: +90(800) 441 14 41 Fax: +90 (236) 426 24 54 e-mail: keskinoglu@keskinoglu.com.tr http://www.keskinoglu.com.tr

A Register of Communications (including grievances) will be maintained and all written and other forms of communication will be acknowledged and, in the case of straightforward issues, the aim will be to resolve them within seven (7) days.

Keskinoglu will make all reasonable efforts to investigate and address the complaint upon acknowledgement of the grievance. If Keskinoglu is unable to address the issues raised by immediate corrective action, appropriate, long-term corrective action(s) will be identified. The complainant will be informed about the proposed corrective action(s) and follow-up of corrective action within 30 days upon the acknowledgement of the grievance.

If Keskinoglu is not able to address the particular concern raised or if action is not required, the company will provide a detailed explanation/justification on why the issue has not been addressed, listing all feasible and available alternative solutions proposed. The response will also contain an explanation on how the person/organization which raised the complaint can pursue the grievance in case the outcome is not satisfactory.

If the complainant is not satisfied with the solutions proposed and implemented by the company to address the raised comment or grievance, the complainant is always free to seek other mediation or legal remedies in accordance with Turkish law.

Workers' grievances are addressed via Keskinoglu's internal management mechanism as outlined in the Human resources policy. This SEP does not address the internal procedure for work-related grievances.

The grievance procedure will be operational from the date when the disclosure package is released. The procedure is shown graphically in the flow diagram overleaf.



Figure 2 Grievance Procedure Diagram

9. Monitoring and Reporting

The outcomes of the stakeholder engagement process will be documented and reported by SEP Team. This will include the following information:

- Details of the public consultation meetings conducted.
- Details of information made available to stakeholders and the associated communication/dissemination mechanisms.
- General information on the participants (e.g. local residents, representatives of NGOs etc).
- Issues and concerns raised during the consultation meetings.
- List, number and types of grievances raised in the reporting period (Quarterly) and the number of resolved and outstanding grievances.
- Information on how the issues raised during the meetings were taken into consideration by Keskinoglu.
- Every six months the project SEP will be reviewed in order to know if it is functioning adequately and to see that the identified stakeholder groups and methods of communication are still appropriate and effective.

A report will be prepared that will include a summary of implemented corrective measures undertaken to address the grievances.

The key issues to be considered during the semi-annual (six-month) review of the SEP will be:

- Is the current engagement process still meaningful and culturally appropriate, particularly in communication methods?
- Are there any new engagement activities that will be undertaken, including participatory processes, joint decision-making, and/or partnerships undertaken with local communities, NGOs, or other project stakeholders?
- Are vulnerable people/groups being reached? Are their concerns being adequately met?
- Are different formats of stakeholder meetings required (e.g. a small focus group for women; a separate discussion for elderly people)?
- Is attendance at public meetings adequate, if not, are the local residents aware of the process?
- Is information reaching people in a timely manner?

A suitable set of key performance indicators (KPIs) will be used by Keskinoglu to monitor stakeholder engagement.

10. Contact Details for the Public

Keskinoglu Tavukculuk ve Damizlik Isl. San. Tic. A.S.

Kayalioglu Kasabasi, 45200 AKHISAR/MANISA Contact Person: Vuslat Cavus (Business Development Manager) Landline: +90 (236) 427 25 72 Hot Line: +90(800) 441 14 41 Fax: +90 (236) 426 24 54 e-mail: keskinoglu@keskinoglu.com.tr or v.cavus@keskinoglu.com.tr http://www.keskinoglu.com.tr

Annex A: Public Grievance Form

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Annex A. Public Grievance Form

A			
Full Name *			
Contact Details		By Post: Please provide mailing address:	
Please mark how you wish			
to be contacted (mail,			
telephone, e-mail).			
		By Telephone:	
		By E-mail	
		By E main	
Preferred Language for		Turkish	
communication			
		English	
		Other ()	
Confidential YES /NO			
other (please describe)	erime	as appropriate): in person, by phone, at community meeting, by mail, by email,	
Confirm that the Grievance ha	is bee	n acknowledged and a copy of this form provided to the complainant?	
Yes/No Date:			
Description of Incident or G			
What happened? Where did	t happ	pen? Who did it happen to? What is the result of the problem?	
Date of Incident/Grievance			
Date of Incident/Grievance		One time incident/grievance (date)	
Date of Incident/Grievance			
Date of Incident/Grievance		□ Happened more than once (how many times?)	
Date of Incident/Grievance			
	happe	 Happened more than once (how many times?) On-going (currently experiencing problem) 	
Date of Incident/Grievance What would you like to see	happe	 Happened more than once (how many times?) On-going (currently experiencing problem) 	
	happe	 Happened more than once (how many times?) On-going (currently experiencing problem) 	
What would you like to see	happe	 Happened more than once (how many times?) On-going (currently experiencing problem) 	
	happe	 Happened more than once (how many times?) On-going (currently experiencing problem) 	
What would you like to see	happe	 Happened more than once (how many times?) On-going (currently experiencing problem) 	
What would you like to see Response	happe	 Happened more than once (how many times?) On-going (currently experiencing problem) 	
What would you like to see Response	happe	 Happened more than once (how many times?) On-going (currently experiencing problem) 	
What would you like to see Response Date		 Happened more than once (how many times?) On-going (currently experiencing problem) 	
What would you like to see Response Date Action Under Taken		 Happened more than once (how many times?) On-going (currently experiencing problem) 	

[♣] Note: The name and contact details may remain anonymous. However, please note that in such a case it would be difficult for Keskinoglu to communicate to you the outcomes and findings of our investigation or to seek further information if it is necessary for successful resolution.

Annex B: Stakeholder Groups, Characteristics and Methods of Communication for the Project

ANNEX B. Stakeholder Groups, Characteristics and Methods of Communication for the Project

No	Stakeholder Group	Method of Communication
1	Local Residents	
1	Stakeholder with an interest/impact on the Project 1.) Akhisar District Ataturk Quarter	Method of external communication: Keskinoglu website, Keskinoglu magazines, public notifications, meetings with authorities, institutions and other stakeholders,
	2.) Akhisar District Atatur Quarter 2.) Akhisar District Cumhuriyet Quarter	Communication to be also achieved by media notices, notice boards, grievance forms
	Quarter Headmen Name: Kadir ZENGİL	
	 3.) Akhisar District Efendi Quarter Quarter Headmen Name: İbrahim ERTAS 4.) Akhisar District Haqiishak Quarter 	
	4.) Akhisar District Hacrishak Quarter Quarter Headmen Name: İbrahim EKİNCİ	
	5.) Akhisar District Hashoca Quarter Quarter Headmen Name: Orhan KERE	
	 6.) Akhisar District Hurriyet Quarter Quarter Headmen Name: Yakup DİKMEN 7.) Akhisar District İnonu Quarter 	
	Quarter Headmen Name: Figen KARABULUT 8.) Akhisar District Kethuda Quarter	
	9.) Akhisar District Pasa Quarter	
	Quarter Headmen Name: Hidayet CAKMAK 10.) Akhisar District Ragipbey Quarter	
	Quarter Headmen Name: Ziya SENTURK 11.) Akhisar District Resatbey Quarter	
	Quarter Headmen Name: İsmail DOGRAMACI 12.) Akhisar District Seyitahmet Quarter	
	Quarter Headmen Name: İbrahim YILDIRIM 13.) Akhisar District Seyhisa Quarter	
	Quarter Headmen Name: Zarif SUZGUN	
	14.) Akhisar District Ulucami Quarter	<u> </u>

No	Stakeholder Group	Method of Communication
	Quarter Headmen Name: Selda KORKMAZ	
	15.) Kayalıoglu Municipality Ataturk Quarter Quarter Headmen Name: Armagan AGDANLI	
	16.) Kayalıoglu Municipality Cumhuriyet Quarter Quarter Headmen Name: Musa BAGCI	
2	Specialist Local Stakeholders	
<u>2a</u>	Local Businesses	Communication to be achieved in writing, e-mails or by phone with stakeholders based on the communications guidelines
2a-1	ADNAN AKSUYEK - AKSUYEK INSAAT VE TARIM ALETLERI SANAYI VE TICARET (Adnan Akyurek- Aksurek Construction and Agricultural Instruments Industry and Trade) Address: KAYALIOGLU KASABASI AKHISAR/MANISA E-mail: adnanaksuyek@hotmail.com	Direct contacts, in writing, e-mails or by phone, based on the external and internal communications guidelines
2a-2	AKHİSAR YILDIZ ELEKTRİK İNSAAT TASIMACILIK TAAHHUT DIS TICARET SANAYI VE TICARET LIMITED SIRKETI (Akhisar Yildiz Electricity, Transportation Foreign Trade Industry Limited Liability Corporation) Address: PASA MH. 5 SK. NO:65-2 AKHİSAR/MANİSA Phone: +90 236 4144604 E-mail: yildizelektrik45@gmail.com Website: http://www.yildizelektrikinsaat.com	Direct contacts, in writing, e-mails or by phone, based on the external and internal communications guidelines
2a-3	ARAS KARGO YURT ICI YURT DISI TASIMACILIK ANONIM SIRKETI AKHISAR SUBESI (ARAS KARGO National and International Logistic Incorporated Company Akhisar Branch) Address: İNONU MH. 1. NAKLİYE CD. NO:7 / A AKHİSAR/MANİSA Phone: +90 236 4133276	Direct contacts, in writing, e-mails or by phone, based on the external and internal communications guidelines
<u>2b</u>	Local NGOs	Communication to be achieved in writing, e-mails or by phone with stakeholders based on the communications guidelines
2b-1	NGO- Akhisar Balkan Gocmenleri Kulturunu Yasatma ve Dayanisma Dernegi (Akhisar Balkanian Migrant Culture sustentation	Communication to be achieved in writing, e-mails or by phone, based on the communications guidelines

No	Stakeholder Group	Method of Communication
	and Improvement Association) Address: Ragipbey Mahallesi 43 Sokak No:7 Akhisar Manisa 45200 Turkiye Phone: +90 236 413 23 28 Fax: +90 236 413 23 28 0 Website: http://www.akhisarbalgoc.org	
2b-2	NGO- AKGIAD Akhisar Genc Is Adamları Dernegi (Akhisar Young Businessmen Association) Address: Ragıpbey mah. No:61/B Akhisar / Akhisar - Manisa - Turkiye Phone: +90 236 414 54 84 Fax: +90 236 413 70 19	Communication to be achieved in writing, e-mails or by phone, based on the communications guidelines
2b-3	NGO- AKISAD Akhisar Sanayici ve Is Adamlari Dernegi (Akhisar Industrialist and Businessmen Association) Address: HURRİYET MAHALLESİ 15 SOKAK NO: 142 – 3/A AKHİSAR MANİSA TURKİYE Phone: +90 0236 413 33 88 Fax: +90 236 413 33 88 Website: akisad@akisad.org	Communication to be achieved in writing, e-mails or by phone, based on the communications guidelines
2b-4	NGO- Akhisar Ciftci Malları Koruma Dernegi (Akhisar Farmer's Assets Protect Association) Address: Pasa Mah. 7. Sok. Belediye Is Hanı No:4 K:1 Hurriyet Akhisar Manisa Phone: +90 236 414 14 03	Communication to be achieved in writing, e-mails or by phone, based on the communications guidelines
2b-5	NGO- Akhisar Sanayi ve Ticaret Odası (Akhisar Chamber of Industry and Commerce) Address:Tahir Un Cad. 14 Sok. No:87 K:2 Manisa / Akhisar Phone: +90 236 414 15 63 Fax: +90 236 414 80 44	Communication to be achieved in writing, e-mails or by phone, based on the communications guidelines
<u>2c</u>	Local Governmental Organization	Communication to be achieved in writing, e-mails or by phone, based on the communications guidelines
2c-1	Local Governmental Organization- Akhisar Belediye Baskanligi	Based on the external and internal communications guidelines

No	Stakeholder Group	Method of Communication
	(Akhisar Municipality) E-mail: akbel@akhisar.bel.tr	
2c-2	Local Governmental Organization- Akhisar Kaymakamlıgı (Akhisar District Governorship) Address: Tahir Un Caddesi, Hukumet Konagı, Kat:3 Akhisar-Manisa Phone: + 90 236 412 29 60 0236 414 20 30 Fax: +90 236 412 29 61 E-mail: akhisar@icisleri.gov.tr Website: http://www.akhisar.gov.tr	Based on the external and internal communications guidelines
2c-3	Local Governmental Organization- Kayalıoglu Belediye Baskanligi (Kayalıoglu Municipality) Phone: +90 236 427 24 70	Based on the external and internal communications guidelines
2c-4	Local Governmental Organization- Toplum Saglıgı Merkezi. (Public Health Center) Phone: +90 236 412 87 85	Communication to be achieved in writing, e-mails or by phone, based on the communications guidelines
2c-5	Local Governmental Organization- Akhisar İlce Tarım Mudurlugu (Akhisar District Directorate of Agriculture) Phone: +90 236 412 29 41	Communication to be achieved in writing, e-mails or by phone, based on the communications guidelines
3	Specialist National Stakeholders	
<u>3a</u>	National Governmental Organization	Based on the external and internal communications guidelines
3a-1	Orman ve Su İsleri Bakanlıgı (Ministry of Forestry and Water Works) Turkiye Cumhuriyeti Orman ve Su İsleri Bakanligi Address: Sogutozu Cad. No:14/E Bestepe 06560 Yenimahalle - ANKARA Phone: +90 312 207 50 00	Based on the external and internal communications guidelines
3a-2	İcisleri Bakanlıgı Ministry of Internal Affairs	Based on the external and internal communications guidelines

No	Stakeholder Group	Method of Communication
3a-3	Zafer Kalkınma Ajansı (Zafer Development Agency) Address: Nisancıpasa Mah. Ataturk Bulvarı, İl Genel Meclisi Binası, No:30 Phone: +90 236 237 29 47 Fax: +90 236 239 49 51 E-Mail : manisaydo@zafer.org.tr	Based on the external and internal communications guidelines
	Website: http://www.zafer.org.tr	
3a-4	Cevre ve Sehircilik Bakanlığı (Ministry of the Environment and City Planning) Address: Vekaletler Cad. No:1 Bakanlıklar / Ankara Phone: +90 (0312) 410 10 00	Based on the external and internal communications guidelines
3a-5	Karayolları Genel Mudurlugu (Directorate general for highways) Address: Karayolları Genel Mudurlugu İnonu Bulvarı No: 14 06100 Yucetepe/ANKARA Phone: +90 312 - 415 70 00 E-Mail : info@kgm.gov.tr	Based on the external and internal communications guidelines.
3a-6	Ankara Tavukculuk arastırma Enstitusu (Ankara Poultry Research Institute) Address: Gıda Tarım ve Hayvancılık Bakanlıgı Tavukculuk Arastırma İstasyonu Mudurlugu Sehit Cem Ersever Cad.No:9/11 PK.47 06220 Yenimahalle / ANKARA Phone: +90 312 344 5990 E-mail: info@tae.gov.tr Website: http://www.tae.gov.t	Communication to be achieved in writing, e-mails or by phone, based on the communications guidelines
3a-7	Turkiye İs Kurumu (Turkish Employment Agency) Address: Ataturk Bulvarı no 133 Bakanlıklar Ankara Phone: +90 312 431 21 80 Website: http://www.iskur.gov.tr	Based on the external and internal communications guidelines.

No	Stakeholder Group	Method of Communication
<u>3b</u>	National NGOs	Communication to be achieved in writing, e-mails or by phone, based on the communications guidelines
3b-1	NGO- Saglıklı Tavuk Bilgi Platformu (Healthy Chicken Information Platform) Phone: +90 312 – 342 12 45 Website: http://www.sagliklitavuk.org/	Communication to be achieved in writing, e-mails or by phone, based on the communications guidelines
3b-2	Kanatlı Hayvan Ureticileri Birligi (Poultry Slaughter Producer Alliance)	Communication to be achieved in writing, e-mails or by phone, based on the communications guidelines
4	Internal Stakeholder	
4a-1	Staff of Keskinoglu Address: Keskinoglu Tavukculuk ve Damızlık İsl. San. Tic. A.S. Kayalıoglu Kasabası 45200 Akhisar / MANİSA Phone: +90 236 427 25 72	Keskinoglu will provide a transparent procedure both for internal and external communications. Internal communications – formal and informal meetings with employees, notice boards and Keskinoglu website

Annex C: Minutes of Meeting and List of Attendants, Rahmiye Egg-Laying Poultry Facility Project Public Participation Meeting

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