



MINISTRY OF INDUSTRY AND TECHNOLOGY

TÜRKİYE ORGANIZED INDUSTRIAL ZONES PROJECT

**İzmir Aliağa
Organized Industrial Zone**

**Wastewater Treatment Plant Capacity
Extension Project**

Stakeholder Engagement Plan (SEP)

AUGUST 2024

REVISION HISTORY

Rev.	Date of Issue	Issue Reason	Client	Project Owner	Consultant
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TABLE OF CONTENTS

REVISION HISTORY.....	ii
TABLE OF CONTENTS.....	iii
LIST OF TABLES.....	v
LIST OF FIGURES	v
ABBREVIATIONS.....	vi
EXECUTIVE SUMMARY.....	1
1 INTRODUCTION/PROJECT DESCRIPTION.....	2
1.1 Objectives.....	2
1.2 Components	2
1.3 Location	3
1.4 Area of Influence	5
2 OBJECTIVE.....	11
3 STAKEHOLDER IDENTIFICATION AND ANALYSIS.....	12
3.1 Methodology	12
3.2 Affected Parties and Other Interested Parties.....	12
3.3 Disadvantaged/Vulnerable Individuals or Groups	14
4 STAKEHOLDER ENGAGEMENT PROGRAM.....	15
4.1 Summary of Stakeholder Engagement Done During Project Preparation	15
4.2 Summary of Project Stakeholder Needs and Methods, Tools, and Techniques for Stakeholder Engagement	15
4.3 Reporting Back to Stakeholders.....	19
5 RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES.....	20
5.1 Resources	20
5.2 Management Functions and Responsibilities.....	20
6 GRIEVANCE MECHANISM.....	21
6.1 Grievance Mechanism at the National Level.....	21
6.2 Project Level Grievance Mechanism	22
6.3 Grievances Related GBV/SH/SEA	25
7 MONITORING AND REPORTING	25
7.1 Summary of how SEP implementation will be monitored and reported	25
7.2 Reporting Back to Stakeholder Groups.....	26
ANNEXES.....	27
APPENDIX – A Sample Grievance Form	27
APPENDIX – B Sample Grievance Closure Form	28
APPENDIX – C Sample Key Informant Interview.....	29
APPENDIX – D Sample Consultation Form	30



APPENDIX – E Other supportive documents for stakeholder participation meetings such as participant list, announcements, photographs, correspondence, letters etc.....	31
Announcement of Public Consultation Meeting in Website.....	31
Announcement of Public Consultation Meeting in Neighborhood	31
Advertisement in the Newspaper.....	31
Minute of Meeting	31
Photos of Public Consultation Meeting.....	31
APPENDIX – F Regulatory Requirements	32



LIST OF TABLES

Table 1.1 Population of Settlements at Aol.....	5
Table 1.2 Firms located in Nemrut Small Industry Site	7
Table 3.1 Vulnerable Groups at Aol.....	14
Table 3.2 Vulnerable Groups at ALOIZ.....	14
Table 4.1 Consultation and Information Disclosure Strategy	17
Table 5.1 Roles and Responsibilities for Social Engagement Plan.....	20
Table 6.1 Contact Details of CIMER.....	21
Table 6.2 Contact Details of YIMER	22
Table 6.3 Contact Details of MoIT	22
Table 6.4 Procedural Steps of Grievance Mechanism	23

LIST OF FIGURES

Figure 1.1 Satellite Image of İzmir Aliaga OIZ and The Planned WWTP Project Area	4
Figure 1.2 Project's Social Area of Influence.....	6
Figure 1.3 Firms Close to the Project Area	7
Figure 6.1 Screenshot of Aliaga OIZ Contact Web Page	23



ABBREVIATIONS

AoI	Area of Influence
CIMER	Presidency's Communication Center
CLO	Community Liaison Officer
EIA	Environmental Impact Assessment
EHS	Environmental Health and Safety
ESF	Environmental and Social Framework
ESMP	Environmental and Social Management Plan
ESMR	Environmental and Social Monitoring Report
IFC	International Finance Corporation
KPI	Key Performance Indicators
MoIT	Ministry of Industry and Technology
OHS	Occupational Health and Safety
OIZ	Organized Industrial Zone
PAP	Project Affected People
PIU	Project Implementation Unit
PPM	Public Participation Meeting
SEP	Stakeholder Engagement Plan
WHO	World Health Organization
WB	World Bank
WBG	World Bank Group
YIMER	Foreigners Communication Center



EXECUTIVE SUMMARY

This Stakeholder Engagement Plan (SEP) has been prepared by Encon Çevre Danışmanlık for the Aliğa Organized Industrial Zone (OIZ) Construction of WWTP Capacity Extension Project ("The Project") within the scope of "Türkiye Organized Industrial Zones Project" for "Directorate of Aliğa Organized Industrial Zone" (hereinafter referred to as 'Project Owner / Aliğa OIZ).

The Aliğa Organized Industrial Zone (Aliğa OIZ) Construction of WWTP (Capacity Increase) Project is being prepared under the World Bank's Environment and Social Framework (ESF). Per Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, the implementing agencies should provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, or intimidation.

The implementing agency for the project is MoIT. MoIT will provide loans to borrowing OIZs, as a sub-borrower. The Industrial Zones Directorate in MoIT is the responsible Project Implementation Unit (PIU), which coordinates overall project activities daily and involves other MoIT units and departments as needed. The PIU includes environmental and social specialists with sufficient qualifications and experience to manage the implementation of the ESMP and SEP and their respective requirements.

The Aliğa Organized Industrial Zone (Aliğa OIZ) Construction of WWTP (capacity increase) aims to provide necessary treatment units to comply with the discharge standards and serve the increasing number of factories in different industrial sectors, including metal, food, pulp, paper, chemicals etc.

The SEP covers the entire stakeholder engagement process, such as stakeholder identification and engagement, planned stakeholder consultation activities, determining the timeline and methodology of consultation/interaction, establishing a Grievance Mechanism and a system for long-term communication between the Project and communities for the benefit of all parties. SEP has been prepared under the Environmental and Social Framework (ESF) and Türkiye legislation.

Monitoring and reporting sections are also covered in the plan which also contains sample consultation and grievance forms.



1 INTRODUCTION/PROJECT DESCRIPTION

This Stakeholder Engagement Plan (SEP) has been prepared by Encon Çevre Danışmanlık for the Aliğa Organized Industrial Zone (OIZ) Construction of WWTP Capacity Extension Project ("The Project").

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1.1 Objectives

Aliğa OIZ's existing WWTP was designed in 2015. The facility was commissioned in 2017 and the project flow rate was determined as 3,500 m³/day. The WWTP operates with a conventional activated sludge process that includes mechanical pre-treatment, chemical, and biological wastewater treatment processes. Aliğa OIZ has experienced rapid growth, with a continuous influx of new industries into the Organized Industrial Zone (OIZ).

This substantial expansion has led to a significant rise in wastewater generation, reaching a point where the effective operation of the existing Wastewater Treatment Plant (WWTP) can no longer be assured. In response to this surge in wastewater volume, in 2020, Aliğa OIZ started project studies to meet the increasing capacity of the OIZ and "Central Wastewater Treatment Plant Capacity Increase and Facility Improvement Studies Feasibility Project" has been prepared by the design consultant assigned by Aliğa OIZ accordingly. This covers the construction of a conventional activated sludge process with an expansion of capacity of 8,500 m³/day within the scope of this project (In total, 12,000 m³/day with the existing WWTP). Considering the wastewater characteristics of the cumulative wastewater from the companies, mechanical pre-treatment, chemical treatment, and biological treatment were selected. This expansion aims to accommodate the increased wastewater inflow while also enabling the treatment of effluent wastewater for reclamation purposes, optimizing resource utilization and sustainability.

The Aliğa Organized Industrial Zone (Aliğa OIZ) Construction of WWTP (capacity increase) aims to provide necessary treatment units to comply with the discharge standards and serve the increasing number of factories in different industrial sectors, including metal, food, pulp, paper, chemicals etc.

1.2 Components

The existing and proposed capacities of the WWTP are as follows:

Existing WWTP:	3,500 m ³ /day (conventional)
2 nd Stage WWTP:	8,500 m ³ /day (conventional) + 3,000 m ³ /day (for reclamation --- out of scope)



Considering the wastewater characteristics of the cumulative wastewater from the companies, mechanical pre-treatment, chemical treatment, and biological treatment were selected. The Aliğa Organized Industrial Zone (Aliğa OIZ) Construction of the WWTP (capacity increase) Project comprises the following components:

1. Mechanical Pre-Treatment

- Coarse Screen & Fine Screen
- Aerated Grit and Grease Removal Tank
- Equalization Tank
- Pumping Station

2. Chemical Treatment Units

- Coagulation Tanks
- Flocculation Tanks
- Chemical Sedimentation Tank and Chemical Sludge Pumping Station

3. Biological Treatment Units

- Bio-P Tank
- Aeration Tank
- Final Sedimentation Tank
- Chlorination Tank
- Return and Excess Sludge Pumping Station
- Sludge Storage Tank
- Sludge Dewatering Building

Detailed information on components is presented in the ESMP.

1.3 Location

Aliğa OIZ wastewater treatment plant will be built inside the OIZ's built-up industrial area. The project will be constructed on the parcel that hosts the existing WWTP (parcel no: 141/17). The Project Area is given in Figure 1.1.



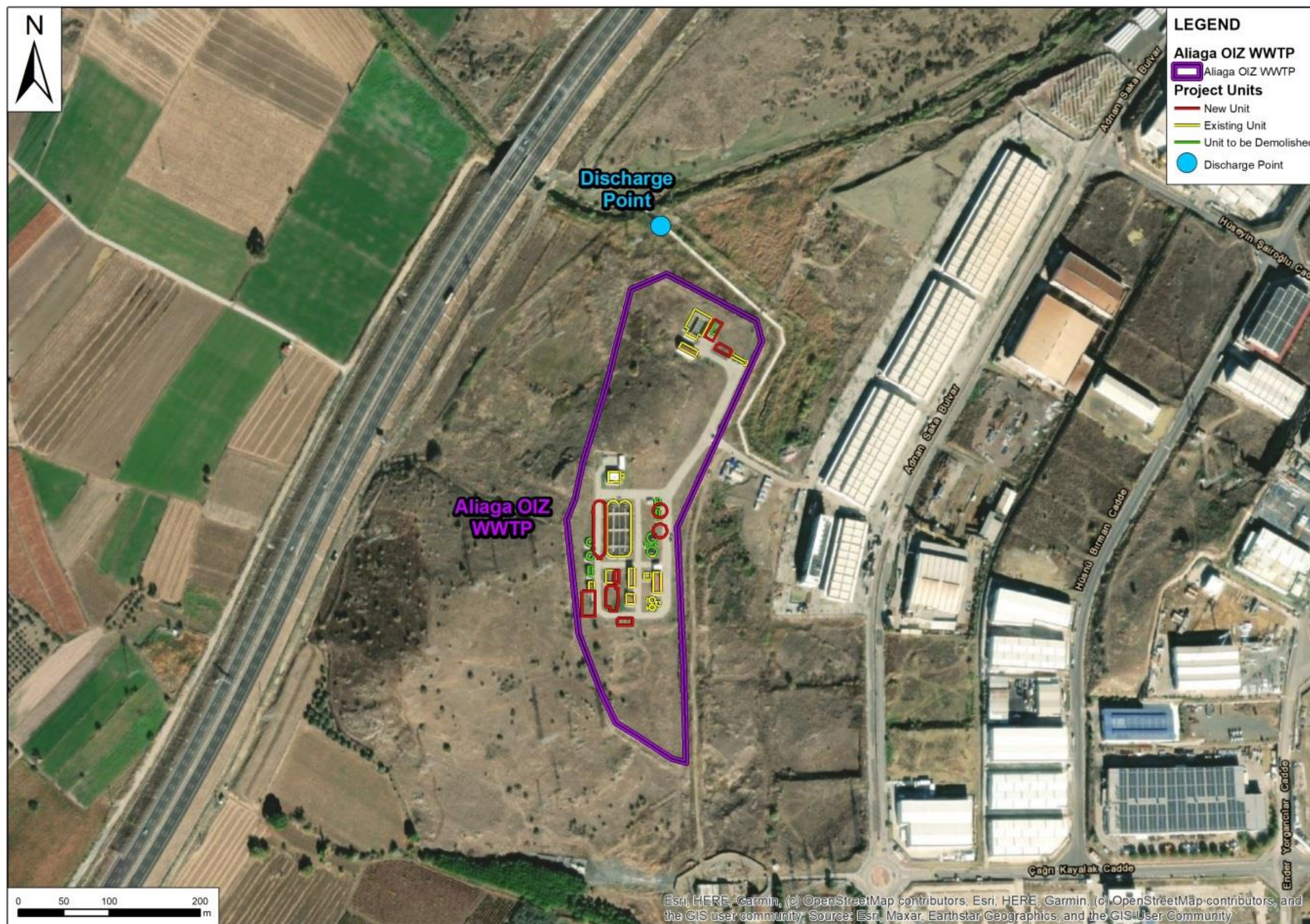


Figure 1.1 Satellite Image of İzmir Aliaga OIZ and The Planned WWTP Project Area

1.4 Area of Influence

Aliağa Organized Industrial Zone (Aliağa OIZ), which was established on an area of approximately 10 million m², is located northwest of the settlement area of Aliağa District. Aliağa Organized Industrial Zone is located at the west of the Menemen Aliağa Çandarlı Motorway, 5,7 km from Aliağa city centre, and 11,5 km from Nemrut Port cluster. The distance of Çatıldere Neighborhood which is the nearest settlement to the project area is 3.4 km, as the crow flies. Çatıldere Neighborhood of Aliağa District is located to the north of Aliağa OIZ.

The project will be constructed within the existing WWTP land in the existing OIZ's built-up industrial area. The existing WWTP area is owned by Aliağa OIZ (parcel no: 141/17). The expropriation of 60 tiny land shares in this parcel which were owned by 5 deceased persons having a total of 40 descendants with claims to the land were completed by Aliağa OIZ.¹ The project does not require land acquisition and the nearest settlement to WWTP construction site is 3.4 km. The potential Area of Influence (Aol) for the Project includes the Aliağa Organized Industrial Zone (Aliağa OIZ), planned Wastewater Treatment Plant Capacity Extension Project area, the area located discharge line, collector line, energy transmission line and the downstream of discharge point to Kunduz Creek. In addition to these areas, users and owners of the lands downstream of the discharge point, the closest neighbourhood centers, Çatıldere which is 3.4 km to project site, Çoraklar which is 4.1 km to project site and Yalı which is 4.4 km to project site, neighbourhoods, are included in the social Aol of Project. While Çoraklar and Çatıldere are small settlements with a population below 700, Yalı neighbourhood which has physically integrated with the city of Aliağa has more than 3,200 (Table 1.1). Last 5 years population data of these settlements shows that the population of these settlements tends to increase slowly.

In Aliağa district, which contains intense industrial activities, the male population is higher than the female population. In Çoraklı and Çatılı settlements within the project's Aol, the share of male population is higher than the share of female population. In Çoraklar settlement, the female population is very low around 15.7% of the total population (TurkStat, 2023).

Table 1.1 Population of Settlements at Aol

Settlement	Total	Female	Male	Share of Female (%)	Share of Male (%)
İzmir	4,462,056	2,246,340	2,215,716	50.3	49.7
Aliağa	104,828	47,423	57,405	45.2	54.8
Çoraklar	115	18	97	15.7	84.3
Çatıldere	699	339	360	48.5	51.5
Yalı	3,277	1,693	1,584	51.7	48.3

Source: TurkStat, 2023

There is one primary school which is 3.2 km to project site and one kindergarten which is 3.4 km to project site in Çatıldere neighbourhood and one primary school which is 4.2 km to project site and one secondary school which is 4.6 km to project site in Yalı neighbourhood. There is no school in Çoraklar neighbourhood.

There is only one Community Health Center which is 3.5 km to the project site located in Çatıldere. There was a Community Health Center in Yalı however it was destroyed in the 6.6 magnitude earthquake that occurred on October 30, 2020. Residents of Çoraklar and Yalı neighbourhoods are receiving health services from health centres in Aliağa centre. The project's social Area of Influence which also covers environmental Aol is given in Figure 1.2.

¹ EPSA report was prepared for these parcels.



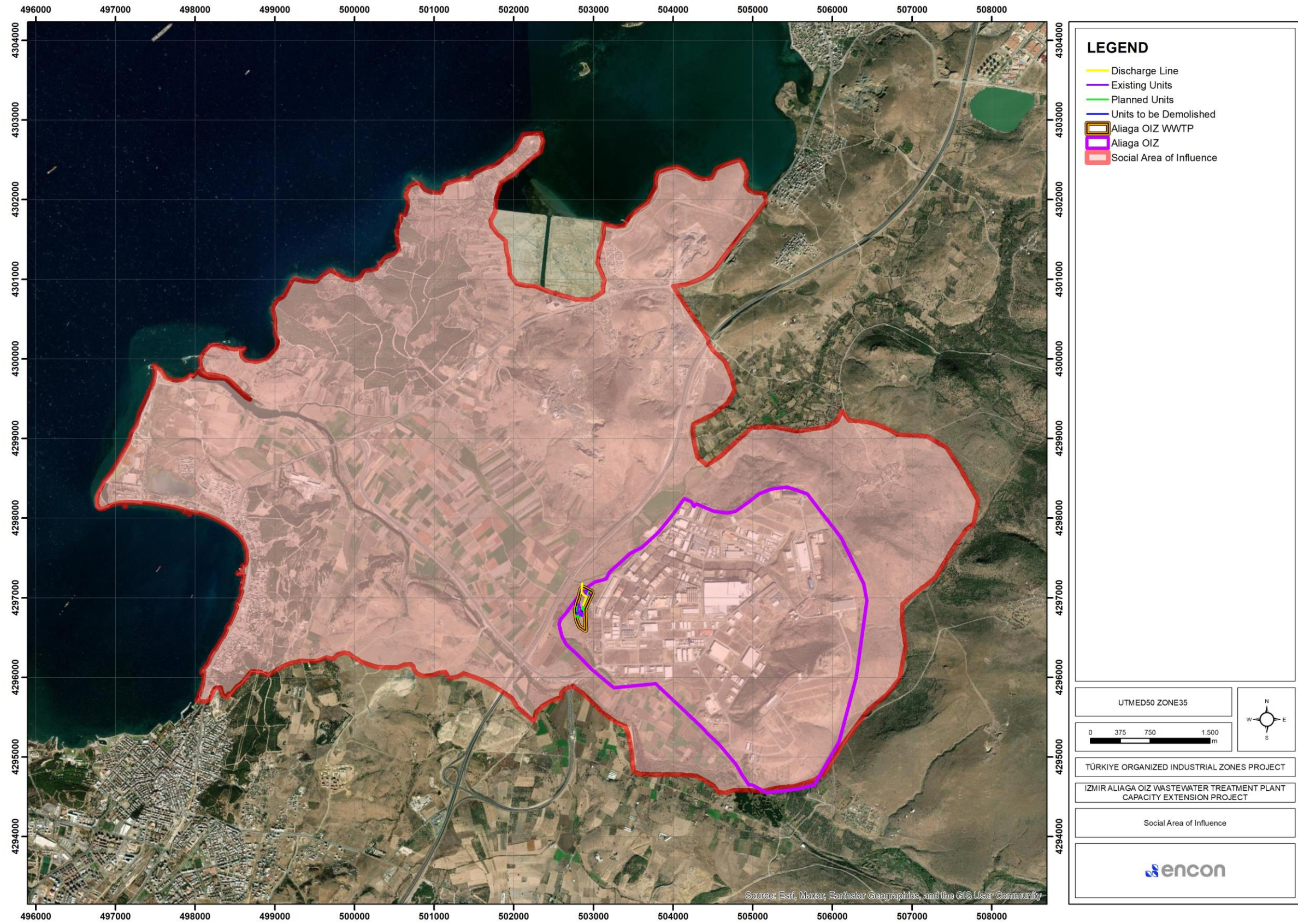


Figure 1.2 Project's Social Area of Influence

The Project activities within the construction phase are associated with a range of activities that generate noise. Since the planned WWTP is in an industrial area, the nearest settlement to the WWTP construction site is 4,1 km. There exists Nemrut Small Industry Site about 150 m away. Due to the potential to be affected by the companies close to the facility during the construction and operation phases of the project, the Aol covers these firms.



Figure 1.3 Firms Close to the Project Area

Firms located in Nemrut Small Industry Site are listed below,

Table 1.2 Firms located in Nemrut Small Industry Site

No	Firm No	Property Owner Information	Renter Information
1	A1 Blok 1	Can Atik	
2	A1 Blok 2	Can Atik	
3	A1 Blok 3	Aliağa Kimya İhtisas Ve Karma Organize Sanayi Bölgesi	
4	A1 Blok 4	Elmas Grup Loj.Taş.Dep.Dağ. Ve Tic A.Ş.	Green Mac Makine San.Ve Tic.Ltd.Şti.
5	A1 Blok 5	Bilge Göktoğan	Otoby Turizm Ve Otomotiv Tic.A.Ş.
6	A1 Blok 6	Efe Göktoğan	Castinalloy Metal Ve Paz.San.Tic.Ltd.Şti.
7	A1 Blok 7	Ekinoks Klima Isıtma Ve Soğutma Sis.San. Ve Tic. Ltd.Şti.	
8	A1 Blok 8	Yakup Yanık	Aurora Nautical Turizm Yatçılık Sanayi Ticaret Limited Şirketi
9	A1 Blok 9	Murat Zengin	Zenweld Kaynak Ve Kesme Ekip.İnş.San.Tic.A.Ş.

No	Firm No	Property Owner Information	Renter Information
10	A1 Blok 10	Murat Zengin	Zenweld Kaynak Ve Kesme Ekip.İnş.San.Tic.A.Ş.
11	A1 Blok 11	Murat Zengin	Tursteel International Steel And Construction Metal Endüstri A.Ş.
12	A1 Blok 12	Murat Zengin	Tursteel International Steel And Construction Metal Endüstri A.Ş.
13	A1 Blok 13	Mehmet Umut Günaltay	Support İn Sports Eastern Europe İnş.Ve Spor Hizm.A.Ş.
14	A1 Blok 14	Mehmet Umut Günaltay	
15	A1 Blok 15	Zühtü Hasdemir	Kiatork Gaz Müh.San.Malz.İmalat San.Ve Tic.Ltd.Şti.
16	A1 Blok 16	Nezahat Talay	Fipack Makine San.Ve Tic.Ltd.Şti.
17	A1 Blok 17	Fehmi Emre Talay	Gemsan Motor Jeneratör Makina Mühendislik Sanayi Ve Ticaret Limited Sirketi
18	A1 Blok 18	Engin Talay	Kimosan Kimya San.Ve Tic.Ltd.Şti.
19	A1 Blok 19	Ziraat Katılım Bankası A.Ş.	Egesit İnş.Taah.Tur.San. Ve Tic.Ltd.Şti.
20	A1 Blok 20	Nimet Yavuzcan	Tursteel International Steel And Construction Metal Endüstri A.Ş.
21	A1 Blok 21	Alp Burkut	Ari Yalitim Danışmanlığı İnş.Tur.İth.İhr.San.Ve Tic.A.Ş.
22	A1 Blok 22	Elvan Hasanoğlu Burkut	Enipo Plastik Alüminyum İnş.Turiz.Gıda San.Ve Tic.Ltd.Şti.
23	A1 Blok 23	Aykut Yanik	Erlitaş Döküm Ve Mühendislik San. Ve Tic.Ltd.Şti.
24	A1 Blok 24	3k Gemi Geri Dönüşüm San.Tic.A.Ş.	Alpines Mobilya İmalat San.Ve Tic.Ltd.Şti.
25	A1 Blok 25	Ceyhun Güney	3a İmalat Montaj Makina San.Ve Tic.Ltd.Şti.
26	A1 Blok 26	Unichem Kimya San. Tic. A.Ş	Omkaş Mekanik İnş.San. Ve Tic.A.Ş.
27	A1 Blok 27	Elmas Grup Loj.Taş.Dep.Dağ. Ve Tic A.Ş.	Omkaş Mekanik İnş.San. Ve Tic.A.Ş.
28	A1 Blok 28	Havva Tuba Turhan	Dkm Atık Yönetimi Loj.Hiz.San.Ve Tic.A.Ş.
29	A1 Blok 29	Gündüz Trafo Elektrik Makinaları Ve Turizm Sanayi Tic.A.Ş.	Dkm Atık Yönetimi Loj.Hiz.San.Ve Tic.A.Ş.
30	A1 Blok 30	Gündüz Trafo Elektrik Makinaları Ve Turizm Sanayi Tic.A.Ş.	Dkm Atık Yönetimi Loj.Hiz.San.Ve Tic.A.Ş.
31	A2 Blok 1	İzmir Ekmek Sanayi Ve Tic. A.Ş.	Asel Çati Müh.İnş.Taah.İş Mak.San.Ve Tic.Ltd.Şti.
32	A2 Blok 2	Abkar Elektrik Taahhüt San. Ve Tic. Ltd.Şti.	
33	A2 Blok 3	Abkar Elektrik Taahhüt San. Ve Tic. Ltd.Şti.	Alkon Enerji Proje Taah.Müh.İnş.San.Ltd.Şti.
34	A2 Blok 4	Ahmet Yiğit Özuysal - Mert Özuysal	
35	A2 Blok 5	Çağlayan Seven	
36	A2 Blok 6	Çağlayan Seven	Biyodem Kimya San.Ve Tic.Ltd.Şti.
37	A2 Blok 7	Aliağa Kimya İhtisas Ve Karma Organize Sanayi Bölgesi	Alosbi Kaynak Atölyesi
38	A2 Blok 8	Nezahat Küçükler	Stella Mare Yatçılık Denizcilik Turizm San.Ve Tic.Ltd.Şti.
39	A2 Blok 9	Nilgün Yetim	Stella Mare Yatçılık Denizcilik Turizm San.Ve Tic.Ltd.Şti.
40	A2 Blok 10	Başak Hirdavat Teknik Malz.Mak.San. Ve Tic. Ltd.Şti.	Güneş Paslanmaz İnş.Mekanik Tesisat San. Ve Tic.Ltd.Şti.
41	A2 Blok 11	Başak Hirdavat Teknik Malz.Mak.San. Ve Tic. Ltd.Şti.	Güneş Paslanmaz İnş.Mekanik Tesisat San. Ve Tic.Ltd.Şti.
42	A2 Blok 12	Mert Gülderen	
43	A2 Blok 13	Osman Nuri Tezcan	
44	A2 Blok 14	Yusuf Çımat	Cmt Mekanik Mühendislik Makina San.Ve Tic.Ltd.Şti.
45	A2 Blok 15	Keramettin Tezcan	Mustafa Kuru - Pelyas Ticaret
46	A2 Blok 16	Yilmazer Soğutma Sanayi Ve Tic. Ltd.Şti.	Metapet Plastik San.Ve Diş.Tic.Ltd.Şti.
47	A2 Blok 17	Nedim Uysal	Mare Zen Yatçılık Ltd.Şti.
48	A2 Blok 18	Mehmet Fatih Uysal	Drillmek Makina San.Ve Tic.A.Ş.
49	A2 Blok 19	Smart-Elektromekanik Mekatronik Müh. San Ve Tic. Ltd.Şti.	Alvafo Tarım İlaçları Gübre Sanayi Ve Tic.A.Ş.
50	A2 Blok 20	Smart-Elektromekanik Mekatronik Müh. San Ve Tic. Ltd.Şti.	Alvafo Tarım İlaçları Gübre Sanayi Ve Tic.A.Ş.

No	Firm No	Property Owner Information	Renter Information
51	A2 Blok 21	Aracilar Ambalaj Matbaacilik San. Tic. Ltd.Şti.	Tuv Teknik Kontrol Ve Belgelendirme A.Ş.
52	A2 Blok 22	Mustafa Alp Yilmaz	
53	A2 Blok 23	Ömer Güler Elk. Proje Taah. Müh. Enerji Tesis. San. Ve Tic.Ltd.Şti.	
54	A2 Blok 24	Yüksel Tezcan Gıda San. Tic. A.Ş.	Asel Çati Müh.İnş.Taah.İş Mak.San.Ve Tic.Ltd.Şti.
55	A3 Blok 1	Erkut Atik	Turgay Koyuncu - Teka Makine
56	A3 Blok 2	Yarkin Atik	Marincraft Yatçılık A.Ş.
57	A3 Blok 3	Pomza Eksport Madencilik Sanayi Ve Tic.A.Ş.	Şekerciler Denizcilik San.Ve Tic.A.Ş.
58	A3 Blok 4	Aliağa Kimya İhtisas Ve Karma Organize Sanayi Bölgesi	Aslansan Demir Çelik İnşaat Nakliye San.İç Ve Dış Tic.Ltd.Şti.
59	A3 Blok 5	Aliağa Kimya İhtisas Ve Karma Organize Sanayi Bölgesi	Sterco Tarım A.Ş.
60	A3 Blok 6	Hasan Engin Katrancı	Sterco Tarım A.Ş.
61	A3 Blok 7	Berna Kiziltan	Gip Gıda İçecek Temizlik Malz.İnş.İth. Ve İhr.Tic.Ltd.Şti.
62	A3 Blok 8	Olçay Güzelil	
63	A3 Blok 9	Olçay Güzelil	Kuantum Elektrik Otomasyon Teknolojileri San.Ve Tic.Ltd.Şti.
64	A3 Blok 10	Okyay Güzelil	Asay Alüminyum Cephe Sist.Ve İnş.San.Tic.Ltd.Şti.
65	A3 Blok 11	Okyay Güzelil	Sea Wolf Yatçılık İmalat San.Ve Paz.A.Ş.
66	A3 Blok 12	Sergüzeşt Reklamcılık Danışmanlık Organizasyon Matbaacılık San. Ve Tic.A.Ş.	Sea Wolf Yatçılık İmalat San.Ve Paz.A.Ş.
67	A3 Blok 13	Cem Atik	Ctm Metal Ürünleri Sanayi Ve Ticaret A.Ş.
68	A3 Blok 14	Cem Atik	
69	A3 Blok 15	Saka Beton İnşaat Taah. Tic. San. Ltd.Şti.	Muharrem Tok
70	A3 Blok 16	Rasih Erciyes	Bg Balans A.Ş.
71	A3 Blok 17	Bs İletişim Enerji Sanayi Ve Ticaret Ltd.Şti.	Misirli İplikçilik Taş.Manifatura İnş.Malz.Tic.Ltd.Şti.
72	A3 Blok 18	Bs İletişim Enerji Sanayi Ve Ticaret Ltd.Şti.	Misirli İplikçilik Taş.Manifatura İnş.Malz.Tic.Ltd.Şti.
73	A3 Blok 19	Taydes Enerji Makina San. Ve Tic.A.Ş.	Ünlü Mekanik Mühendislik Taah.Proje Danışmanlık İnş.San.Ve Tic.Ltd.Şti.
74	A3 Blok 20	Taydes Enerji Makina San. Ve Tic.A.Ş.	Bartek Elektrik Sistemleri San.Ve Tic.A.Ş.
75	A3 Blok 21	Taydes Enerji Makina San. Ve Tic.A.Ş.	Uslu Elektrik Mühendislik Makina Sanayi Ve Ticaret Ltd.Şti.
76	A3 Blok 22	Pomza Eksport Madencilik Sanayi Ve Tic.A.Ş.	Şekerciler Denizcilik San.Ve Tic.A.Ş.
77	A3 Blok 23	Aem Akgün Elektrik Mühendislik Sanayi Ve Ticaret Ltd.Şti	
78	A3 Blok 24	Dalan Kimya End. A.Ş.	
79	B Blok 1	Çağrı Ötnü	Bagosan Kimya San. Ve Tic. A.Ş.
80	B Blok 2	Çağlar Ötnü	Dc Kimya San.Paz.Tic.Ltd.Şti.
81	B Blok 3	Biyokim Haşere Kontrol Hiz.San. Ve Tic.Ltd.Şti.	
82	B Blok 4	Aliağa Kimya İhtisas Ve Karma Organize Sanayi Bölgesi	
83	B Blok 5	Gülser Korkmazer	Karbotek Karbon Ve Metal Ürünİ.San.Tic.A.Ş.
84	B Blok 6	3k Gemi Geri Dönüşüm San.Tic.A.Ş.	Selta Teknik Makina Yedek Parça Malz.Teknik Servis San.Ve Tic.Ltd.Şti.
85	B Blok 7	Saimler Mimarlık Müh.Müş.İnş. Taah.San. Ve Tic.Ltd.Şti.	Cs Wind Turkey Kule İmalatı A.Ş.
86	B Blok 8	Aliağa Kimya İhtisas Ve Karma Organize Sanayi Bölgesi	Alosbi Mem
87	B Blok 9	Asli Benlioğlu	Arti Seyahat Acentesi Tekstil San.Ve Tic.A.Ş.
88	B Blok 10	Nükhet Atik	Emel Sariayvaz - Emr Bakim Onarım
89	B Blok 11	Nil Türk	Enopa Elekt.Otom.Ltd.Şti.
90	B Blok 12	Murat Benzeşik	Egesit İnş.Taah.Tur.San. Ve Tic.Ltd.Şti.
91	B Blok 13	Bekir Benzeşik	Özacar İnşaat Müh.Tarım Hayvan. Gıda Sanayi Tic.Ltd.Şti.
92	B Blok 14	Abs Hafriyat Maden. Nak. İnş.Oto. San. Tic.Ltd.Şti.	

No	Firm No	Property Owner Information	Renter Information
93	B Blok 15	Serkan Çolakkaya	
94	B Blok 16	Nesrin Targitay	Doğanlar Yemekçilik Catering Gıda San.Tic.Ltd.Şti.
95	B Blok 17	Mehmet Uzuncuk	Sercan Kaya
96	B Blok 18	Tuğba Yetim	Dtm Denizcilik Makina Ltd.Şti.
97	B Blok 19	Elif Topçu	Ali Tapci-Tapcılar Büfe
98	B Blok 20	Ergin Güler	Şair Turizm Oto Kiralama Nak.İlet.Ltd.Şti.



2 OBJECTIVE

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The SEP outlines how the AOIZ will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project activities or any activities related to the project.

The purpose of the Stakeholder Engagement Plan is to guide Aliağa OIZ to:

- Build and maintain a constructive relationship with all stakeholders, especially affected communities,
- To enable stakeholders' views to be taken into account in project design and environmental and social performance
- Promote and provide means for effective and inclusive engagement with all stakeholders and affected parties throughout the project life cycle and to
- Ensure that meaningful project information on environmental and social risks and impacts is disclosed to all stakeholders in a timely, understandable, accessible and appropriate manner and format.
- Ensure that project-affected communities have inclusive and accessible means to raise issues and grievances, and Aliağa OIZ responds to and manages such issues and grievances appropriately.



3 STAKEHOLDER IDENTIFICATION AND ANALYSIS

Since the main finance source of the Project is WB, the Project must comply with the the World Bank's Environmental and Social Framework (ESF)'s Environmental and Social Standard (ESS) 10, "Stakeholder Engagement and Information Disclosure", which underlines the importance of open and transparent engagement between the Borrower and project stakeholders. aThe process of stakeholder engagement starts with stakeholder identification and analysis.

A stakeholder is defined as any individual, organization or group who is potentially affected by the Project or who has an interest in the Project and its impacts. The objective of stakeholder identification is to establish which stakeholders may be directly or indirectly affected – either positively or negatively or have an interest in the Project ("other interested parties").

3.1 Methodology

In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement:

- Openness and life-cycle approach: Public consultations for the project will be arranged during the whole life cycle, carried out openly, free of external manipulation, interference, coercion, or intimidation.
- Informed consultation and feedback: Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities will be provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
- Inclusiveness and sensitivity: Stakeholder identification will be undertaken to support better communications and build effective relationships. The engagement process will be inclusive and al stakeholders will be encouraged to be involved in the consultation process. Equal access to information will be provided to all stakeholders. Sensitivity to stakeholders' needs will be the key principle underlying the selection of engagement methods. Special attention will be given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.

3.2 Affected Parties and Other Interested Parties

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

Internal Stakeholders:

- Aliğa OIZ Personnel
- Supervision Consultant: Supervision Consultant and Employees
- Construction Contract: Construction Contract Firm and Employees

Communities (residents, businesses and schools):

- Çoraklar Neighborhood (with a population of 115)
- Çaltıldere Neighborhood (with a population of 699)
- Yalı Neighborhood (with a population of 3,277)

Business and Employees:

- Firms in Aliağa OIZ Nemrut Small Industry
- Firms in Aliağa OIZ
- Employees of Firms: About 8.000 Employees

Vulnerable Groups

- 1 individual over 65 years of age living alone in Coraklar neighbourhood,
- 5 individuals over 65 years of age living alone in Catlıdere neighbourhood,
- 10 individuals over 65 years of age living alone in Yalı neighbourhood,
- 15 individuals which are physically/mentally disabled in Catlıdere neighbourhood,
- 3 individuals which are physically/mentally disabled in Yalı neighbourhood.

The projects' stakeholders also include parties other than the directly affected communities, including project development and finance partners, government/ authorities, municipalities, non-governmental organizations, newspapers and universities. Specifically, the following individuals and groups fall within interested parties:

Project Development and Finance Partners:

- World Bank
- Ministry of Industry and Technology

Central and Local Authorities:

- İzmir Provincial Governorate
- District Governorate of Aliağa
- İzmir Provincial Directorate of Environmental Urbanism and Climate Change
- İzmir Industry and Technology Provincial Directorate
- İzmir Provincial Directorate of Health
- Aliağa District Directorate of Health
- State Hydraulic Works 2nd Regional Directorate
- İzmir Metropolitan Municipality
- Aliağa Municipality

Non-Governmental Organizations:

- Organized Industrial Zones Association
- Organized Industrial Zones Supreme Organization
- İzmir Chamber of Industry
- Aliağa Industrialists and Businessmen Association
- Aliağa Chamber of Industry and Commerce

Universities:

- Ege Üniversitesi Aliağa Vocational School

Media/ Electronic Media

- Aliağa Ekspres (<https://www.aliagaekspres.com.tr/>)
- Aliağa Kent Haber (<https://www.aliagakenthaber.com/>)
- Günaydın Aliağa (<https://www.gunaydinaliaga.com/>)

3.3 Disadvantaged/Vulnerable Individuals or Groups

Disadvantaged or vulnerable refers to those who may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project's benefits. Such an individual/group is also more likely to be excluded from/unable to participate fully in the mainstream consultation process and as such may require specific measures and/ or assistance to do so.

Within the Project, vulnerable or disadvantaged groups may include but are not limited to the following:

- Individuals over 65 years of age living alone;
- Physically or mentally handicapped;
- People who have a chronic illness or are bedridden;
- Women heads of households;
- Poor people who live on state or association aid;
- Persons who are economically dependent on unique natural resources;
- Peasants who do not own land and work daily on other people's land;
- Refugees/non-Turkish speaking people.

According to the information provided by the headmen of neighbourhoods, information about vulnerable/disadvantaged individuals/groups is presented in Table 3.1. Only two vulnerable groups exist in Aol.

Table 3.1 Vulnerable Groups at Aol

Settlement	Individuals over 65 years of age living alone	Physically / Mentally disabled	Total
Çoraklar	1	0	1
Çatılıdere	5	15	20
Yalı	10	3	13
Total	16	18	34

According to the information provided by the ALOIZ, information about vulnerable/disadvantaged individuals/groups is presented in Table 3.2. Four vulnerable groups exist in ALOIZ.

Table 3.2 Vulnerable Groups at ALOIZ

	Individuals over 65 years of age living alone	Physically / Mentally disabled	People who have chronic illness or are bedridden	Women heads of households	Total
ALOIZ	17	126	64	58	265

A description of the methods of engagement that will be undertaken by the project is provided in the following sections.

4 STAKEHOLDER ENGAGEMENT PROGRAM

4.1 Summary of Stakeholder Engagement Done During Project Preparation

Aliğa OIZ Wastewater Treatment Plant Capacity Extension is a part of Türkiye Organized Industrial Zones main project developed by MoIT. Stakeholder engagement activities carried out during the development of the main project are presented in the project's SEP. Stakeholder engagement efforts have included meetings with key stakeholders, including relevant ministries and other government agencies, OIZs, development agencies and other development partners.

A Stakeholder Consultation Meeting (SCM) will be conducted after the approval of this Draft SEP. During the meeting, details about the project, its potential environmental and social impacts/risks, mitigation measures to be taken, and implementation/monitoring/ reporting responsibilities of different parties will be shared with the stakeholders; and then their opinions and suggestions will be received during the question-answer (Q&A) session.

Participants (Industrialists):

Before deciding on the wastewater treatment plant capacity, discussions were held with industrial facilities that have started or will start production in the Zone. By conducting surveys in the field, data such as water characteristics, flow rate, hours when wastewater will increase, and the number of people were collected. In the light of these data, a feasibility study was prepared and the investment decision was made.

4.2 Summary of Project Stakeholder Needs and Methods, Tools, and Techniques for Stakeholder Engagement

A range of tools will be utilized for stakeholder engagement under this Project. Stakeholder engagement will continue to utilize these already established communication mechanisms, along with new mechanisms to be used as needed to ensure efficient and effective engagement throughout the lifetime of the Project. The project has and will continue to use the following methods for interacting with stakeholders:

- Public meetings with stakeholders –will be the main form of consultation throughout the lifetime of the Project. Stakeholders will be informed about these consultation meetings by telephone, WhatsApp messages, short message service (SMS), brochures, posters, or e-mail. The stakeholders will be informed at least fourteen (14) days before meetings or information-sharing activities. A public consultation meeting will be conducted about the draft ESMP .
- Focus group meetings with stakeholders – will be a form of engagement that will support negotiations throughout the life of the Project. It will also provide a suitable environment for stakeholders to express their views.
- Digital Communication Tools -Aliğa OIZ website (alosbi.org.tr) is a public website created for announcements, documents, reports, etc. – The ESMP and SEP documents prepared for the Project will be published in English and Turkish via the Aliğa OIZ website. Information on the application of the grievance mechanism created by Aliğa OIZ will be also announced on the Aliğa OIZ website. At the same time, all up-to-date information about the Project will be made available to the public via the website and social media accounts of the Aliğa OIZ. In addition, telephone, WhatsApp messages, short message service (SMS), brochures, posters, and e-mail will be used for information disclosure and announcements.
- Written materials – including brochures, leaflets and posters. will be used to inform stakeholders about the Project. Written materials will include information about the Project and the project's E&S principles the Grievance mechanism, and stakeholder engagement tools created for the Project. These written materials will be in Turkish.

- Grievance mechanism – will be employed as per the World Bank's ESS10 requirement to receive grievances from all types of stakeholders. Information on the mechanism will be widely disclosed to all parties.
- Media promotions: Throughout the life of the Project, information disclosure and contact information will be promoted through local newspapers and the social media accounts of Aliğa OIZ.

A public consultation meeting will be held regarding the draft ESMP and additional public consultations will be conducted

- If there is a recurring grievance on a specific issue,
- If there is a major change regarding the project,
- If there is an intense impact foreseen by Aliğa OIZ,
- If there is extra intensive work in the construction.

The timing of stakeholder engagement meetings will be arranged in consultation with the stakeholders, and the highest possible participation will be aimed. A shuttle will be arranged for stakeholders to come to the meetings when necessary, or the responsible people will be at the stakeholders' location for face-to-face meetings.

All kinds of notifications or complaints from stakeholders received during informal/official face-to-face or Internet meetings or submitted otherwise will be recorded and processing in the grievance mechanism. Stakeholder Engagement Plan

The most important issue during construction will be to identify the stakeholders most likely to be affected by the construction activities and to inform them about these activities and program changes. The aim will be to provide tailored consultation on community health and safety to minimize risk to the lowest possible level with a prompt response time to consider any suggestions or resolve a complaint.

Information activities to be carried out during the construction are as follows:

- Information will be given by distributing brochures to the firms and neighbourhood mukhtars in the project area. The brochures will include the duration of the construction period, the details of the grievance mechanism, and the contact numbers of the Social Expert.
- At the entrances of the construction sites, citizens will be informed about the details of the construction works and GM with information boards.
- Information on the construction phase will be made available to the public on the Aliğa OIZ website every two weeks.
- The contractor representative will be in contact with the neighbourhood mukhtars close to the project area as specified in the stakeholder engagement program.
- In terms of public health and safety, safety signs and plates will be placed in the project areas, construction site and its surroundings.
- Necessary permits will be obtained in line with the needs of the project and the necessary institutions will be informed.

Informing the public during the operation phase will include information on some technical and social issues related to the operation of WWTP.

The consultation and information disclosure strategy is presented in Table 4.1.

Table 4.1 Consultation and Information Disclosure Strategy

Project Stage	Estimated Date/ Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsible Units
Pre-Construction	Continuous	<ul style="list-style-type: none"> Project E&S plans Grievance mechanism Community health and safety Environmental and social risks and mitigation measures Updates about the Project 	<ul style="list-style-type: none"> Formal/ informal face-to-face meetings, Focus group meetings, Digital communication tools, Written materials, 	<ul style="list-style-type: none"> All stakeholders 	<p>PMU is responsible for informing stakeholders about</p> <ul style="list-style-type: none"> Project E&S plans Grievance mechanism Community health and safety Environmental and social risks and mitigation measures Updates about the Project <p>PIU is responsible for monitoring implementation and guidance, E&S Consultant is responsible for the defining environmental and social risks and mitigation measures.</p>
Pre-Construction	After the approval of the first draft by the WB	Giving information on ESMP and SEP at the stakeholder consultation meeting	<ul style="list-style-type: none"> Digital communication tools, Written materials, <p>(The document will be disclosed on the Aliağa OIZ website (www.alosbi.org) and MoIT PIU website (yesilosb.sanayi.gov.tr))</p>	All stakeholders	PMU is responsible for arranging meeting and disclose documents, PIU is responsible for monitoring implementation and guidance, E&S Consultant is responsible for giving information on ESMP and SEP at stakeholder consultation meeting
Construction	Two (2) days before possible traffic impact, whenever necessary during the construction	Traffic safety	<ul style="list-style-type: none"> Digital communication tools, Written materials (notice boards, email, etc.), Media promotions 	<p>Internal Stakeholders:</p> <p>Communities (residents and businesses):</p> <p>Business and Employees:</p> <p>Local Authorities</p>	PMU is responsible for overall project coordination, Contractor is responsible for informing about possible traffic impact, executing tasks to related to traffic safety, Supervision Consultant is responsible for monitoring and ensuring that traffic safety measure implemented by the Contractor
Construction and Operation	Whenever necessary during the construction and operation	Updates on project activities and progress	<ul style="list-style-type: none"> Formal/ informal face-to-face meetings, Digital communication tools, Written materials, Media promotions 	All stakeholders	PMU is responsible for preparing regular updates on project activities and progress, Contractor and Supervision Consultant is responsible for informing about updates on project activities and progress.

Project Stage	Estimated Date/ Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsible Units
Operation	Regularly throughout the operating period.	Learning the expectations/ needs/ grievances of the Associations / Non-Governmental Organizations	<ul style="list-style-type: none"> Formal/ informal face-to-face meetings, Focus group meetings, One-on-one interviews, Digital communication tools, Written materials, 	All stakeholders	PMU is responsible for learning the expectations/ needs/ grievances of the Associations/ Non-Governmental Organizations
Operation	Before operation	Informing about operation	<ul style="list-style-type: none"> Formal/ informal face-to-face meetings, Digital communication tools, Written materials, 	Internal stakeholders, Communities (residents and businesses), Business and employees, Central and local authorities, Vulnerable or disadvantaged groups	PMU is responsible for informing stakeholders about the overall operation of the Project,
Operation	Before operation/ regularly throughout the operating period.	Safety in emergencies	<ul style="list-style-type: none"> Formal/ informal face-to-face meetings, Focus group meetings, One-on-one interviews, Digital communication tools, Written materials, 	Internal stakeholders, Communities (residents and businesses), Business and employees, Central and local authorities, Vulnerable or disadvantaged groups	<p>PMU is responsible for</p> <ul style="list-style-type: none"> developing and implementing overall Emergency Plans, implementing specific safety measures related to emergencies on-site monitoring the implementation of safety measures during emergencies <p>PIU is responsible for monitoring implementation and guidance</p>



While consultations will continue throughout the Project, appropriate consultation methods should be adopted considering the preferences or needs of stakeholders. Vulnerable or disadvantaged groups should be monitored throughout their participation in consultations. If they request assistance to participate in consultations, the Aliağa OIZ should assist the person through the social service units of the municipality. Social Expert/ Community Liaison Officer (CLO) please will contact the stakeholders by phone, e-mail, or SMS to learn about the special needs of those affected by the project and the consultation methods they prefer. Consultation methods and channels should be announced on the Aliağa OIZ website (www.alosbi.org).

4.3 Reporting Back to Stakeholders

Stakeholders will be kept informed parallel to the progress through reporting on project environmental and social performance, implementation of the stakeholder engagement plan and Grievance Mechanism, and the project's overall implementation progress.



5 RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

5.1 Resources

Aliağa OIZ will be in charge of stakeholder engagement activities. The costs associated with the implementation of SEP-related activities (meetings, dissemination materials, digital communication activities, etc.) will be covered under the budgets allocated by the Aliağa OIZ. All the activities will be conducted by the use of the human resources of Aliağa OIZ.

5.2 Management Functions and Responsibilities

The entities responsible for carrying out stakeholder engagement activities are , MoIT PIU, Aliağa OIZ Project Management Unit (PMU) / Social Expert, Supervision Consultant and Contractor.

The ALOSBI/ PMU will be the main responsible body for the coordination, implementation, monitoring and reporting of the SEP's implementation and coordination with the contractors. Detailed roles and responsibilities for the stakeholder engagement of the Project are given in Table 5.1.

Table 5.1 Roles and Responsibilities for Social Engagement Plan

Responsible Entity	Roles and Responsibilities	Activities
World Bank	<ul style="list-style-type: none"> To fulfil the project implementation support role to ensure that the project is carried out in line with WB ESF 	<ul style="list-style-type: none"> Monitoring SEP implementation through progress reports
MoIT PIU	<ul style="list-style-type: none"> Ensuring that the stakeholder engagement is understood by PMUs and other stakeholders. Coordinating interface and reporting to/from the World Bank in relation to the implementation of SEP Reviewing grievance records to illustrate significant non-compliance issues or recurring problems regarding stakeholder engagement and other Project activities and coming up with actions. Coordinating and monitoring GM focal points in OIZ and contractor level Implementing social and environmental monitoring 	<ul style="list-style-type: none"> Monitoring SEP implementation through progress reports Conducting site visits to audit the performance of the Aliağa OIZs regarding compliance with the provisions set out in the SEP
Aliağa OIZ Project Management Unit (PMU)	<ul style="list-style-type: none"> Implementation of SEP Planning and implementation of SEP activities in close collaboration with the MoIT PIU Informing Aliağa OIZ's SEP-related activities to the management board of the Aliağa OIZ Reporting on the implementation of SEP activities to MoIT PIU Executing the defined grievance mechanism in the SEP properly and informing MoIT PIU about the overall implementation status 	<ul style="list-style-type: none"> Implementing SEP Reporting on the implementation of SEP activities to MoIT PIU Informing MoIT PIU about the overall implementation status
Supervision Consultant	<ul style="list-style-type: none"> Monitoring the contractors' recording and resolution of grievances, and reporting these to OIZ and PIU in their monthly progress reports Contacting with PIU GM Focal Point for the follow-up of the grievances 	Monitoring the contractors' recording and resolution of grievances, and reporting
Contractor	<ul style="list-style-type: none"> Informing MoIT PIU and Aliağa OIZ of any issues related to their engagement with stakeholders. Informing PMU for environmental and social issues (e.g., noise, vibration, water quality monitoring, community health and safety, etc.) Developing and implementing a grievance mechanism both for the E&S performance of the project and for their workforce including sub-contractors, before the start of work in compliance with PIU's GM requirements Ensures that all site staff, including 	<p>Informing MoIT PIU and Aliağa OIZ</p> <p>Informing PMU</p> <p>Developing and implementing a grievance mechanism</p>

Responsible Entity	Roles and Responsibilities	Activities
	<p>Subcontractors worker's complaints process and resolutions, comply with this SEP</p> <ul style="list-style-type: none"> • Informing to workers about grievance mechanism • Managing the grievance mechanism to address complaints from the public stakeholders and workers. • Investigating grievances thoroughly and providing timely responses or resolutions. • Ensuring transparency and fairness in the grievance resolution process. • Monitoring and reporting on the effectiveness of the grievance mechanism 	

6 GRIEVANCE MECHANISM

The main aim of the grievance mechanism is to assist in resolving complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved. The GM is intended to serve as a mechanism to:

- Allow identification and impartial, timely and effective resolution of issues affecting the project,
- Strengthen accountability of the beneficiaries, including project-affected stakeholders, and
- Provide channels for the stakeholders to provide feedback and raise concerns.

6.1 Grievance Mechanism at the National Level

Presidency's Communication Center:

The Presidency's Communication Centre (CİMER) provides a centralized complaint system for Turkish citizens, legal persons and foreigners. CİMER only allow applications in Turkish. Contact details of CİMER are given in Table 6.1.

Through CİMER, applicants can submit their requests directly to the relevant authorities. The requests submitted to CİMER are resolved within 30 days. If the applicants do not receive feedback within this period, they can re-submit their grievance to CİMER or elevate it to the Ombudsman Institution (www.ombudsman.gov.tr).

Table 6.1 Contact Details of CİMER

Webpage:	www.cimer.gov.tr/ www.turkiye.gov.tr/
Call Centre (hotline):	150
Phone number:	+90 312 590 20 00
Fax number:	+90 0312 473 64 94
Official Letter/Petition:	Republic of Türkiye, Directorate of Communications T.C. Cumhurbaşkanlığı Külliyesi 06560 Beştepe/ Ankara
Individual Application:	Community relations desks at governorates, ministries and district governorates.

CİMER will be available to Project stakeholders as an alternative and well-known channel for conveying their Project-related grievances and feedback directly to state authorities.

Foreigners Communication Center:

The Foreigners Communication Center (YİMER) provides a centralized complaint system for foreigners. YİMER will be available to Project stakeholders as an alternative and well-known channel

for conveying their Project-related grievances and feedback directly to state authorities. Contact details of CIMER are given in Table 6.2.

Table 6.2 Contact Details of YIMER

Webpage:	www.yimer.gov.tr
Email:	yimer@goc.gov.tr
Call Centre (hotline):	157
Phone number:	+90 312 515 11 22
Fax number:	+90 312 920 06 09
Official Letter/Petition:	Republic of Türkiye General Directorate of Migration Management, Çamlıca Mahallesi 122. Sokak No: 4 Yenimahalle/ Ankara
Individual Application:	Republic of Türkiye General Directorate of Migration Management

MolT Level GM

All stakeholders can submit individual applications to the MolT grievance mechanism established specifically for the Main Project via following ways:

Table 6.3 Contact Details of MolT

E-mail	info@sanayi.gov.tr dboneri@sanayi.gov.tr
Website	www.sanayi.gov.tr
Address	Mustafa Kemal Mahallesi Dumlupınar Bulvarı (Eskişehir Yolu 7.km) 2151. Cadde No:154/A 06530 Çankaya/ANKARA
Phone	444 6 100
Fax	+90 (312) 201 58 23

MolT receives formal requests and grievances through CIMER. Other than CIMER, MolT can receive formal grievances either as official petitions or through its online web channels. Per the requirements of the World Bank, an expert will be assigned to function as the GM focal point of the project and will receive grievances regarding the project through all available GMs. The GM will also allow the submission of anonymous grievances through CIMER. GM focal point of the MolT will act as the central body in handling complaints by coordinating with OIZ GMs and CIMER.

6.2 Project Level Grievance Mechanism

On the website of Aliğa OIZ, there is a Contact page which is available in Turkish and English, German, Spanish, Russian, Arabic and Chinese languages. The grievances/requests related to Aliğa OIZ's activities can be communicated through this page and the resolution process is followed. The page includes information on email, phone number and mailing address of Aliğa OIZ. There is also an Online Contact Form menu on the page. Name e-mail address, telephone number and explanation/message/grievance are entered in the online Contact Form. Filling all fields is obligatory on this form. Notification that the application has been received is made via e-mail address. Aliğa OIZ contact page is given in Figure 6.1.

The screenshot shows the ALOSBI website's contact page. At the top, there's a header with the ALOSBI logo and navigation links. Below this, a 'Contact' section provides contact details for E-MAIL, TELEPHONE, and ADDRESS. The main part of the page is a 'Contact Form' with fields for Name, E-mail, Telephone, and a large Message field. A 'Send' button is at the bottom of the form. There are also checkboxes for consent to data processing and a small disclaimer text.

Figure 6.1 Screenshot of Aliğa OIZ Contact Web Page

The procedural steps of the grievance mechanism are given in Table 6.4.

Table 6.4 Procedural Steps of Grievance Mechanism

Step	Description of Process	Time Frame	Responsibility
GM implementation structure	<p>There exist three Grievance Mechanism at the National Level:</p> <ul style="list-style-type: none"> • Presidency's Communication Center (CIMER) • Foreigners Communication Center (YIMER) and, • MoIT level GM 	-	Presidency's Communication Center, and Foreigners Communication Center and related authorities
Grievance uptake	<p>Grievances can be submitted via the following channels:</p> <ul style="list-style-type: none"> • telephone (+90 232 621 50 50/ +90 533 398 44 40) • E-mail (info@alosbi.org.tr) • Letter to Grievance focal points at local facilities (Çoraklar Mah. 5028 Sok. No:6 Aliğa - İzmir / Türkiye) • Complaint form to be lodged via any of the above channels • Walk-ins may register a complaint in a grievance logbook at the project site or use suggestion box at the entrance of project site. <p>Anonymous Grievances can be submitted via the following channels:</p> <ul style="list-style-type: none"> • telephone • Letter to Grievance focal points at local facilities 	-	Local grievance focal points

Step	Description of Process	Time Frame	Responsibility
	<ul style="list-style-type: none"> Suggestion box at the entrance of project site. 		
Sorting, processing	<p>Any complaint received is forwarded to PMU, logged in the Grievance Log, and categorized according to the following complaint types²:</p> <p>If the complaint is assessed to be out of the scope of the Grievance Mechanism, complainant will be notified through the desired communication method and an alternative mode of solution will be suggested.</p>	Upon receipt of a complaint	Local grievance focal points
Acknowledgement and follow-up	Receipt of the grievance is acknowledged to the complainant by PMU/ Social Expert through a personal meeting, phone call or letter as appropriate, within a target of 2 working days after submission. If the grievance is not well understood or if additional information is required, clarification will be sought from the complainant.	Within 2 working days of receipt	Local grievance focal points
Verification, investigation, action	<p>Investigation of the complaint is led by the Project Manager.</p> <p>The Project Manager is notified of Level 1, 2 or 3 grievances</p> <p>The PMU, as appropriate, supports the Project Manager in deciding who should deal with the grievance and determines whether additional support for the response is necessary.</p> <p>A proposed resolution is formulated by PMU and communicated to the complainant by PMU/ Social Expert</p>	Within 10 working days of receipt	The Complaint Committee composed of PMU, contractor and supervision consultant and also representative from the aggrieved party.
Monitoring and evaluation	Data on complaints are collected in a database and reported to PIU every month	Monthly	PMU
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected by social expert through phone calls or face-to-face interviews.	15 working days after the implementation of the resolution	Social expert

Once all possible means to resolve the complaint have been proposed and if the complainant is still not satisfied, then they should be advised of their right to legal recourse including the right of petition, right to information and appeal to the ombudsperson (constitution, article 74) and right to constitutional complaint (constitution, article 148).

In addition to the project's GM for its internal and external stakeholders, ESS 2 requires the establishment of a Workers' Grievance Mechanism (WGM) for the project workers. The project workers will use the WGM to convey their concerns or suggestions regarding their working conditions and workplace. The Worker Grievance Mechanism is defined as the mechanism that receives complaints from Project employees (including both direct and indirect employees). Procedural steps of WGM is same as described in the Table 6.3.

² Level 1 Complaint: A complaint that is isolated or 'one-off' (within a given reporting period - one year) and essentially local in nature.

Note: Some one-off complaints may be significant enough to be assessed as a Level 3 complaint e.g., when a national or international law is broken (see Level 3).

Level 2 Complaint: A complaint that is widespread and repeated (e.g., noise from the facilities, dust, etc.).

Level 3 Complaint: A one-off complaint, or one which is widespread and/or repeated that, in addition, has resulted in a serious breach of the Project's policies or National law and/or has led to negative national/international media attention, or is judged to have the potential to generate negative comment from the media or other key stakeholders (e.g., inadequate waste management).

6.3 Grievances Related GBV/SH/SEA

To properly address SEA/SH risks, the GM will be in place prior to contractors mobilizing. For GBV—and particularly SEA/SH—complaints, there are risks of stigmatization, rejection and reprisals against complainant. This creates and reinforces a culture of silence so complainant may be reticent to approach the project directly. To enable women to safely access the GM, multiple channels through which complaints will be registered in a safe and confidential manner will be enabled. The GM operators and CLO will to be trained on how to collect SEA/SH cases confidentially and empathetically (with no judgement).

Projects will have multiple complaint channels. No identifiable information on the survivor will be stored in the GM. The GM will not ask for, or record, information on more than the following related to the SEA/SH allegation:

- The nature of the complaint (what the complainant says in her/his own words without direct questioning);
- If, to the best of the survivor's knowledge, the perpetrator was associated with the project;
- If possible, the age and sex of the survivor; and
- If possible, information on whether the survivor was referred to services.

The information in the GM will be confidential—especially when related to the identity of the complainant.

7 MONITORING AND REPORTING

7.1 Summary of how SEP implementation will be monitored and reported

The Project Owner will implement the monitoring activities throughout the lifetime of the Project. This SEP will be updated upon receipt of feedback from stakeholders. Communication methods will also be adjusted/updated during the project duration to ensure an effective implementation of the SEP. In addition, SEP will be updated in case of major changes that may arise in the scope of the Project.

Monthly monitoring activities will be carried out by the Construction Supervision Consultant and Aliağa OIZ, and E&S compliance will be reported regularly to MoIT PIU. The stakeholder engagement activities will be documented through a monthly SEP implementation report. MoIT PIU will carry out its supervision monitoring as required and report to the World Bank quarterly on the progress and updates. Monitoring reports will aim to identify environmental, social, OHS related risks and impacts. Grievances will also be included in the monitoring reports.

The reports will also provide details to all grievances received (if any) during the relevant reporting period, including the number of grievances, dates received, actions taken and pending/open complaints. Such reports will highlight any issues arising from non-compliance with environmental and social requirements and how it has been/ is being addressed from the environmental and social standards point of view.

The reports will also include data on any stakeholder engagement activities (as a separate log carried out during the specified reporting period) carried out along with a summary table of all grievances received and resolved during that reporting period.

When MoIT PIU notices any problems in SEP implementation, it will inform the OIZ and agree with them on steps to rectify these problems.

As part of project progress reports, the GM and its performance will need to be reported regularly to the MoIT PIU. Statistics of grievances will be reported to MoIT monthly in project progress reports.

A set of Key Performance Indicators (KPIs) will also be monitored and regularly integrated by the project into the project progress report, including the following parameters:

- Number and nature of all complaints received in a reporting period,
- Distribution of requests received within a reporting period (gender, province, type, etc.),
- Number and percentage of resolutions within the prescribed timeline, and
- Number of complaints open for more than 30 days for the reasons explained.

7.2 Reporting Back to Stakeholder Groups

The SEP will be periodically revised and updated as necessary in the course of project implementation. Quarterly summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventive actions, will be collated by responsible staff and referred to the senior management of the project. The quarterly summaries will provide a mechanism for assessing both the number and nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year will be conveyed to the stakeholders by the official website of the Aliğa OIZ (<http://www.alosbi.org.tr>).

ANNEXES

APPENDIX – A Sample Grievance Form

Form Completed by:		Date and Time:		
Subject of Meeting:		Aliağa OIZ		
1. PARTICULARS OF THE COMPLAINANT				
Name-Last Name:		Grievance Communicated by:		
TR ID No:		Telephone / Toll Free Number		
Telephone:		Face-to-Face Meeting		
Address:		Website / E-mail		
E-mail:		Other (Describe)		
Type of Stakeholder				
Governmental Body <input type="checkbox"/>	PEB <input type="checkbox"/>	Private Enterprise <input type="checkbox"/>	Professional Chamber <input type="checkbox"/>	NGO <input type="checkbox"/>
Focus Groups <input type="checkbox"/>	Union of Industries <input type="checkbox"/>	Labor Union <input type="checkbox"/>	Media <input type="checkbox"/>	University <input type="checkbox"/>
2. DETAILED INFORMATION ON THE GRIEVANCE				
Description of the grievance:				
Solution method requested by the complainant				
<i>Recorded by</i>		<i>Complainant</i>		
<i>Name-Last Name</i>		<i>Name-Last Name</i>		
<i>Signature</i>		<i>Signature</i>		

APPENDIX – B Sample Grievance Closure Form

Aliağa OIZ	
1. DETERMINATION OF THE CORRECTIVE ACTION	
1	
2	
3	
4	
5	
Responsible Departments	
2. GRIEVANCE CLOSURE	
<i>This section will be completed and signed by the complainant, if the grievance provided in the Grievance Log Form is remediated.</i>	

Grievance Closer's Full Name

Signature:

Grievance Closure Date:

...../...../.....

Complainant's Full Name

Signature:



APPENDIX – C Sample Key Informant Interview

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

APPENDIX – D Sample Consultation Form

Subject of the Meeting			
Meeting Place			
Date and Time		Prepared by	

Number	Subject	Discussed Issues/Decisions
1		
2		
3		
4		
5		

Meeting Photos:

Participant List:

Documents Shared Ahead of the Meeting:



APPENDIX – E Other supportive documents for stakeholder participation meetings such as participant list, announcements, photographs, correspondence, letters etc.

Announcement of Public Consultation Meeting in Website

To be added

Announcement of Public Consultation Meeting in Neighborhood

To be added

Advertisement in the Newspaper

To be added

Minute of Meeting

To be added

Photos of Public Consultation Meeting

To be added

APPENDIX – F Regulatory Requirements

National Framework		
Name	Information on Regulation	Relevance with the Project
Constitution of the Republic of Türkiye	Citizens and foreigners residing in Turkey, provided that the principle of reciprocity is observed, have the right to apply in writing to the competent authorities and the Grand National Assembly of Turkey regarding their wishes and complaints regarding themselves or the public. The results of the applications regarding them are notified to the petitioners in writing without delay. Everyone has the right to obtain information and apply to the ombudsman.	Citizens and foreigners at the Aol have the right to apply in writing to the MoIT and the Grand National Assembly of Türkiye concerning the requests and complaints concerning themselves or the public.
Use of the Right to Petition Law No: 3071	Citizens and foreigners resident in Türkiye, with the condition of observing the principle of reciprocity, have the right to apply in writing to the administrative authorities and the Grand National Assembly of Türkiye about the requests and complaints concerning themselves or the public.	Citizens and foreigners at the Aol have the right to apply in writing to the MoIT and the Grand National Assembly of Türkiye concerning the requests and complaints concerning themselves or the public.
Right to Information Law No: 4982	"Article 11 - The institutions and agencies shall provide the requested information within 15 working days. However, where the requested information or document is to be obtained from another unit within the applied institution and agency or it is necessary to receive the opinion of another institution or if the scope of the application pertains to more than one institution; the access shall be provided in 30 working days. In this case, the applicant shall be notified in writing of the extension and its reasons within 15 working days."	Citizens can request information from MoIT and OIZ. The institutions shall provide the requested information within 15 working days.
The Environmental Impact Assessment Regulation	<ul style="list-style-type: none"> Inform the investing public, to get their opinions and suggestions regarding the project, Public Participation Meeting. Participants raise issues related to the Project. As the Project has EIA exemption, the Public Participation Meeting has not been held.	Inform the investing public, to get their opinions and suggestions regarding the project; Public Participation Meeting. Participants raise issues related to the Project. As the Project has EIA exemption, Public Participation Meeting has not been held.
WB ESS		
Name	Information on Regulation	Relevance with the Project
ESS 10	Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.	Requires a Stakeholder Engagement Plan (SEP). Stakeholders will be engaged throughout the project life cycle
ESS 10	Borrowers will engage in meaningful consultations with all stakeholders. Borrowers will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.	Stakeholders will be provided information and will be consulted

ESS 10	<p>The process of stakeholder engagement will involve the following, as set out in further detail in this ESS: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders</p> <p>The Borrower will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was taken into account, or the reasons why it was not."</p>	Stakeholders will be informed and reported.
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