

Stakeholder Engagement Plan

ÖZMEN - 3 GEOTHERMAL POWER PLANT PROJECT

STAKEHOLDER ENGAGEMENT PLAN (SEP)



JANUARY 2018
ANKARA



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STAKEHOLDER ENGAGEMENT PLAN

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ABBREVIATION LIST

CO₂	Carbon Dioxide
DSI	General Directorate of State Hydraulic Works (“Devlet Su İşleri”)
ESIA	Environmental and Social Impact Assessment
ESS	Environmental and Social Standards
FGD	Focus Group Discussion
GO	Grievance Officer
GPP	Geothermal Power Plant
MoENR	Ministry of Energy and Natural Resources
MoEU	The Ministry of Environment and Urbanization
NGO	Non-Governmental Organization
PAP	Project Affected People
PDoEU	Provincial Directorate of Environment and Urbanization
PDR	Project Description Report
PRO	Public Relations Officer
PPM	Public Participation Meeting
SEP	Stakeholder Engagement Plan
SIA	Social Impact Assessment
TKB	Development Bank of Turkey
WB	World Bank

1 INTRODUCTION

This document is the Stakeholder Engagement Plan (SEP) for the ‘Özmen-3 Geothermal Power Plant Project’ (herein after ‘the Project’). It has been prepared by 2U1K Engineering and Consultancy Inc. on behalf of “Sis Enerji Üretim Ticaret A.Ş.” (the Project Company).

The Project is comprised of drilling and operation of geothermal wells in Tepeköy Neighborhood of Alaşehir District, Manisa. The aim of the Project is to generate 19 MW electric power by means of utilizing the geothermal resources. The Project aims to produce approximately 166,440,000 kWh of electricity per year. The main components of the Project are the production wells, geothermal fluid transmission lines, reinjection wells and the power plant.

The financing of the Project is planned to be located from the Development Bank of Turkey (TKB) through credit line from the World Bank (WB). Thereby the SEP has been prepared in line with the WB’s Environmental and Social Standard 10 (ESS-10)-Information Disclosure and Stakeholder Engagement. In accordance with the ESS-10, the purpose of the SEP is to guide the Project Company to:

- build and maintain a constructive relationship with the stakeholders, in particular project-affected communities,
- promote improved environmental and social performance through effective engagement with the stakeholders,
- promote and provide means for adequate engagement with project-affected communities throughout the project cycle on issues that could potentially affect them and to ensure that meaningful environmental and social information is disclosed to them and to other stakeholders,
- ensure that all stakeholders have ways to access project information and raise issues,
- ensure that project-affected communities have accessible means to raise issues and grievances, and the Project Company respond to and manage such issues and grievances appropriately.

This SEP includes; (i) the identification of stakeholders for the Project, (ii) analysis of relationships of the stakeholders with the Project, (iii) details of consultation methodologies, (iv) activities carried out to-date and those planned for the future stages of the Project, (v) details of the process for managing stakeholders’ concerns and grievances, and explains how the stakeholder engagement process will be recorded, monitored, evaluated and reported.

This SEP is owned by the Project Company which is committed to and accountable for its implementation.

2 PROJECT LOCATION and AREA OF INFLUENCE

Project Location

The Project area is located in the Tepeköy Neighborhood of the Alaşehir District of Manisa Province. The license area covers about 2,385.08 hectares and the Power Plant area covers an area of 44,536.42 square meters. Baklacı Neighborhood is determined as the closest settlement to the Project with a distance of 1.46 km to the Project Site. The second closest neighborhood to the Project is Tepeköy with the distance of 2.90 km and the third closest neighborhood is Işıklar at a distance of 3.65 km. Figure 2-1 below presents the closest settlements and location of the Project units.

Area of Influence

According to outputs of environmental and social researches carried out within the scope of the Project, the social settings determined by considering the existing and planned facilities and possible social impacts.

The Area of Influence (Aol) for the social impacts is determined by considering the impacts sourced from land acquisition, workers' accommodation, noise during construction and operation phase, labour influx, changes on dust and air quality.

The settlement in which experienced land allocation due to Project activities and / or the closest settlement to the Project Site that may experience primarily environmental impacts of the Project will be considered as the first impact zone. In other words, the first impact zone may experience direct impacts of the Project. Therefore, Baklacı neighbourhood, being the closest settlement in which may experience direct environmental and social impacts and experienced all land acquisition for the Project, is considered within the first impact zone. Negotiations on prices of the lands with the landowners have been conducted by the Project Company and the lands were purchased through negotiated land take. All lands acquired for the Project purposes were privately owned land, therefore, no public land take cases acquired by the Project. There were no assets on the purchased lands and physical displacement did not occur for the Project. In terms of type of rights of the acquired land, all land that was acquired for each Project Component was through permanent land take method. There has been no temporary land take acquired by the Project Company. Further information on Project's land allocation can be found in the ESIA Report.

Second impact zone may cover majority of the indirect Project impacts such job opportunities, providing of goods and service. Therefore, the second impact zone will cover the settlements as Tepeköy and Işıklar.

Last, the electricity transmission line will be established following the approval of Turkish Electricity Transmission Corporation; TEIAS. The power plant will be connected to the TEIAS transmission line of Kula 1 and 2 between the 34th and 35th electricity transmission towers. The transmission will be through a 34.5 kV line. However, the route and length of the transmission line as well as the coordinates of the transmission towers have not been definitively established yet. Necessary expropriation works will be undertaken by TEIAS.

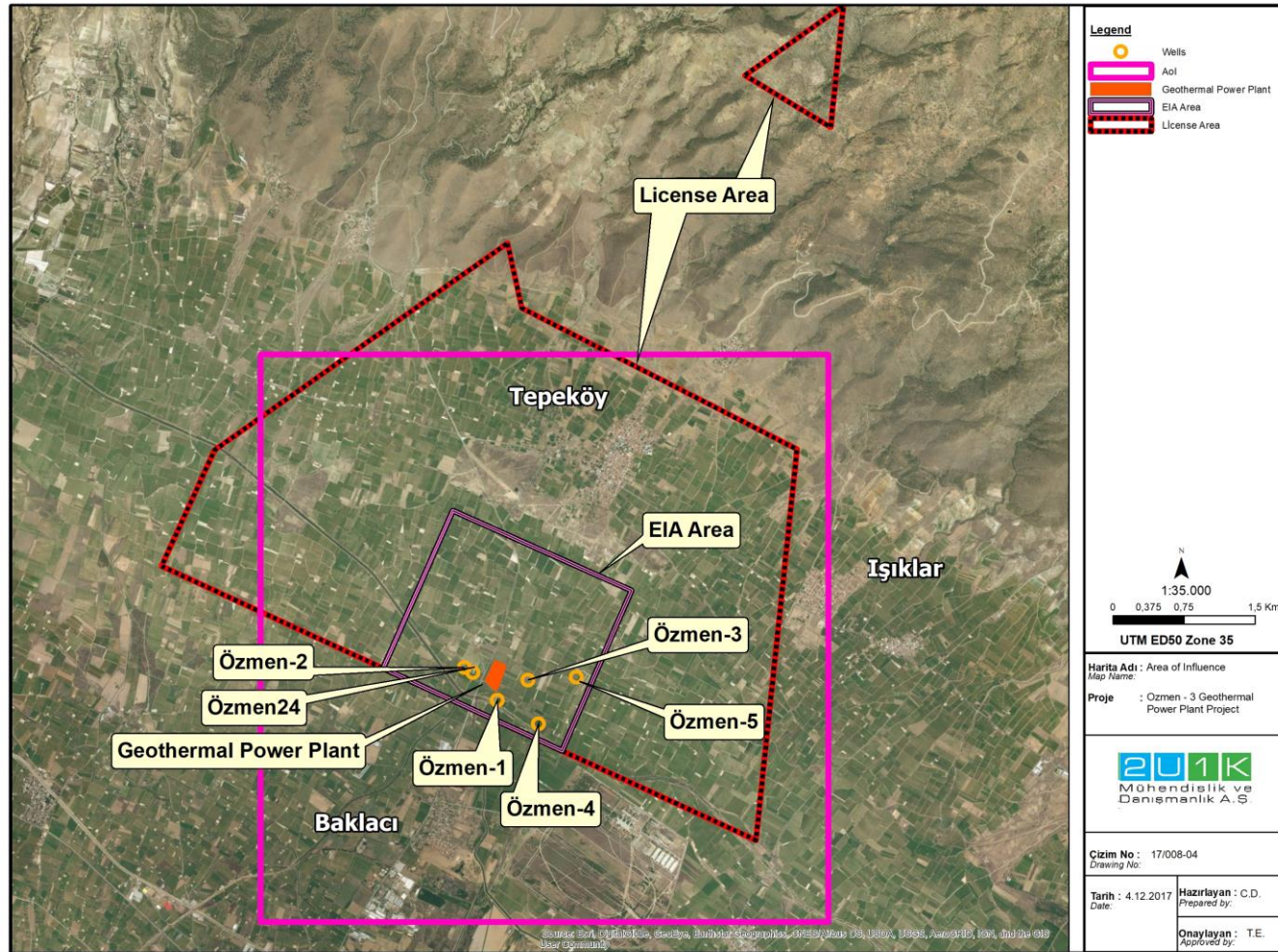


Figure 2-1. Location of the Project Units and Closest Settlements

3 REGULATORY REQUIREMENTS

This section outlines the regulatory framework for the Project's stakeholder engagement activities, namely:

- Turkish EIA Regulation (2014),
- World Bank Environmental and Social Standards (2014)¹,
- The gaps between Turkish Regulation and World Bank Standards.

3.1 Turkish Legislation

According to the EIA Regulation of 2014 of The Ministry of Environment and Urbanization (MoEU), an EIA Report is compulsory for geothermal power plants with capacity above 20 MW. This Project falls into Appendix II of EIA Directive and that only required to prepare Project Description Report (PDR) which was submitted on November 25, 2016. The "EIA Not Required" decision was secured on July 24, 2017.

According to the EIA Regulation, a PDR differs from an EIA Report in the context that it does not require public participation meeting and is less detailed in terms of quantification of impacts. Although the Project is not subject to the national EIA requirements, a Public Participation Meeting (PPM) was conducted on October 27, 2017 in line with the 9th Article of the EIA Regulation.

Box 3-1. Specific Objectives of National EIA Regulation of Turkey (25.11.2014, Article-9)

- 1) *In order to inform the investing public, to get their opinions and suggestions regarding the project; Public Participation Meeting will be accomplished on the date given by Ministry and Ministry qualification given institution / organization and project owners as well as the participants of the project affected community will be expected to attend in a central location determined by the Governor.*
 - a) *The competency issued institutions / organizations by the Ministry will publish the meeting date, time and place through widely published newspaper at least ten (10) calendar days before the determined date for the PPM.*
 - b) *Public Participation meeting will be held under the Director of Environment or through Urbanization or authorized chairman. The meeting will inform the public regarding the project, receive views, questions and suggestions. The Director may seek written opinions from the participants. Minutes of meeting will be sent to Ministry, with one copy kept for the Governorship records.*
- 2) *Governorship will announce the schedule and contact information regarding for the public opinion and suggestions. Comments received from the public will be submitted to Commission as per the schedule.*
- 3) *Members of Commission may review the Project implementation area before the scoping process, also may attend to public participation meeting on the date announced.*
- 4) *The competency issued institutions / organizations by the Ministry could provide studies as brochures, surveys and seminars or through internet in order to inform the public before the Public Participation Meeting.*

¹ The World Bank's Environmental and Social Framework (ESF) are in force through 2017, the new standards, adopted in July 2016 will enter into force in 2018. The World Bank's current safeguards are expected to run in parallel to the new ESF for about seven years to govern projects approved before the effectiveness date of the new ESF.

3.2 WB Standards

Since the WB is a potential lender for the Project, the project must align with good international practice, including the ESS-10 (Information Disclosure and Stakeholder Engagement) of WB 2014. The specific objectives of ESS-10 are outlined in Box 3-2.

Box 3-2. Specific Objectives of WB Regarding Stakeholder Engagement (30.07.2014)

For all projects, Project Company will consult with stakeholders to identify issues and concerns in order to inform the environmental and social assessment and the design and implementation of the project.

Disclosure of relevant project information helps stakeholders understand the risks, impacts and opportunities of the project. If communities may be affected by environmental or social impacts from the project, the Borrower will provide them with access to the following information:

- (a) The purpose, nature and scale of the project;*
- (b) The duration of proposed project activities;*
- (c) Any risks to and potential impacts on communities and proposed mitigation plans;*
- (d) The envisaged stakeholder engagement process, if any, and opportunities and ways in which stakeholders can participate;*
- (e) The time and venue of any envisaged public consultation meetings, and the process by which meetings are notified, summarized, and reported; and*
- (f) The process and means by which grievances are raised and managed.*

The information will be disclosed in local language(s) and in a manner that is accessible and culturally appropriate, taking into account any specific needs of groups that may be differentially or disproportionately affected by the project because of their status or groups of the population with specific information needs (such as, literacy, gender, differences in language or accessibility of technical information).

3.3 Gaps between Turkish Legislation and International Guidelines

The most prominent topic, which requires further elaboration in Turkish Environmental Legislation, is "Social Impact Assessment (SIA)". Additional studies and implementations are required in this topic for internationally financed projects to achieve alignment with international standards. For example, Turkish EIA Regulation does not stipulate implementation of detailed socio-economic surveys at Project Site and the establishment of a Grievance Mechanism. However, these are required by international standards. Such differences will be taken into consideration in respective sections in the ESIA Report.

4 PROJECT STAKEHOLDERS

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

It is important that particular effort is made to identify any disadvantaged and vulnerable stakeholders who may be differentially or disproportionately affected by the Project or who may have difficulty participating in the engagement and development processes. Stakeholder identification is also an on-going process and will require regular review and update.

4.1 Stakeholder Identification and Analysis

In order to develop an effective SEP, it has been necessary to determine exactly who the stakeholders are and understand their priorities and objectives in relation to the Project. By classifying stakeholders, it has been possible to develop a plan that is tailored to the needs of different stakeholder groups. Different issues are likely to concern different stakeholders and so different types of stakeholders have been grouped based upon their relations to the Project. Having an understanding of the relations of a stakeholder group to the Project helps identify the key objectives of any engagement. Table 4-1 illustrates how each stakeholder is connected to the Project.

Table 4-1. Connection of Stakeholders to the Project

Stakeholder Groups	Stakeholder Type	
	Affected Party	Interested Party
Local Communities		
<ul style="list-style-type: none"> • Muktars of; Baklacı, Tepeköy and Işıklar Neighborhoods • Residents of Baklacı, Tepeköy and Işıklar Neighborhoods • Project workers • Vulnerable Groups in the Aol (low income groups, mentally or physically disabled individuals, individuals aged 70 and over, widows with no children) 	√	
Government		
<ul style="list-style-type: none"> • MoE • Ministry of Labour and Social Security • Manisa PDoEU • Governorship of Manisa • Alaşehir District Directorate of Agriculture • District Governorate of Alaşehir 	√	
Local Administrations		
<ul style="list-style-type: none"> • The Metropolitan Municipality of Manisa • Alaşehir Municipality 		√
Project Employees		
Non-Governmental Organizations (NGOs)		
<ul style="list-style-type: none"> • Alaşehir Chamber of Agriculture • Alaşehir Irrigation Union • Tepeköy Craftsman's Association • Tepeköy Agricultural Credit Cooperatives • Tepeköy Tradesmen and Craftsmen Credit Cooperatives 	√	√
Private Sector		
<ul style="list-style-type: none"> • Other Projects in the Region 	√	√

5 STAKEHOLDER ENGAGEMENT APPROACH

The Project will maintain on-going engagement with the national authorities, affected stakeholders and other interested parties to ensure that they are informed about the Project's progress, that they receive information on the environmental and social performance, that they can provide feedback on the effectiveness of any mitigation and management measures and that they have the opportunity to raise any concerns or grievances.

Engagement has been, and will continue to be, undertaken in four successive phases, based upon typical project planning and implementation phases. These phases and the key activities conducted or to be conducted during the engagement process, are detailed in Table 5-1.

Table 5-1. ESIA Phases

Phase	Objectives	Key Activities
Phase 1: Initial Engagement	<ul style="list-style-type: none"> To introduce the Project to the affected and interested stakeholders. To identify key stakeholders to be consulted. To generate feedback on the scope, approach and key issues for the ESIA. To generate feedback on the Project Introduction Files 	<ul style="list-style-type: none"> Collection of secondary data and analysis of the data to identify key stakeholders Holding meetings with community leaders (Mukhtars) Public participation meeting was organized during the PDR stage
Phase 2: Impact Assessment	<ul style="list-style-type: none"> To introduce the Project where necessary. To inform and validate the baseline data through semi-structured interviews and questionnaires To generate feedback on Project activities and have specific discussions regarding potential impacts and proposed mitigation/enhancement and monitoring measures. To manage local expectations, concerns and any misconceptions. To enable stakeholders to input into the Project design and management plans 	<ul style="list-style-type: none"> Semi-structured interviews with Mukhtars; In-depth interviews with selected key stakeholders Focus Group Discussions with selected stakeholders and affected landowners.
Phase 3: IA Disclosure	<ul style="list-style-type: none"> To make the final ESIA available to all interested and affected stakeholders. Project design and management plans 	<p>On completion of the disclosure and comment period, the ESIA Report will be updated to reflect the results of consultation and comments will be fed into the future work on detailed design and construction of the Project. The Final ESIA and its appendices will be published on the Project Website.</p> <p>Website: http://sisenerji.com/jes3.html</p> <p>Address: Sahil Yolu Caddesi Turgut Özal Bulvarı No:65 B Blok Küçükyalı / Maltepe – İstanbul</p> <p>Tel: +90 532 337 1769</p> <p>Fax: +90 216 309 75 35</p> <p>Mail: harunyucel@hotmail.com</p>

Phase 4: Project Implementation	<ul style="list-style-type: none"> To ensure all affected and interested stakeholders are informed about project progress and have the opportunity to raise any concerns or grievances. To receive feedback on the effectiveness of mitigation and management measures. To manage grievances. 	<ul style="list-style-type: none"> Project updates and progress information will be made available to all affected and interested stakeholders via Mukhtars' offices and other public places and on the Project website. On-going maintenance and availability of the Grievance Procedure to be carried out.
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5.1 Stakeholder Engagement Tools

A range of tools were used and will continue to be used for the stakeholder engagement as part of this Project. These include community meetings, focus groups, community level questionnaires, Public Participation Meeting (PPM), leaflets, posters and key informant discussions. Stakeholder engagement will continue using these employed mechanisms as required ensuring efficient and effective engagement throughout the life of the project.

Specific methods will vary across different stakeholder groups and stakeholder engagement with vulnerable and minority groups will use specifically designed mechanisms, as needed. Vulnerable groups in the context of this project include: people who live with the assistance of others, female-headed households, the physically disabled and the mentally disabled.

Project representatives will be present at key community engagement and information sharing events to demonstrate company commitment to stakeholder engagement, to build relationships and to answer any questions. Information will be presented that is culturally appropriate and easy to understand, using graphics and maps, wherever possible.

Project has and will continue to use the following methods for engaging with stakeholders:

- Informal / Formal face to face meetings – likely to be the primary form of on-going consultation during the construction and operation phase.
- Project Brochure/Updates - Project Brochure initially used as part of the SIA scoping process. This will be updated to provide up to date construction progress info and will be used as on-going communication tool.
- Project Company website – publically available site for project announcements, documents, reports, etc.
- Grievance mechanism – aimed particularly at directly affected stakeholders. Mechanism has been and will continue to be widely disclosed to affected public.
- Media advertisements – invitations to participate in meetings, information disclosure, etc.

Table 5-2 below outlines the stakeholders and engagement approach to be applied for the Construction and Operation phase.

• Table 5-2 Stakeholder Engagement Approach

No	Stakeholder	Topics	Frequency	Method and Materials	Lead and Supporting Responsibility
1	Local Communities	Update of Project activities and progress Employment process Land Acquisition	Monthly	Informal / Formal face-to-face meetings Written Project brochures/ Posters updates Corporate website Grievance mechanism	Operational Manager Administrative Unit
2	Local Government Municipality Local Media	Update of Project activities and progress Local procurement and employment data.	Quarterly	Meetings / Visits Written Project brochures/updates Corporate website Grievance mechanism	Operational Manager Administrative Unit
3	Project Employees	Update of Project activities progress and planning	Yearly	Internal Workshops Corporate website Written Project brochures/updates	OHS Team Operational Manager
4	Local NGOs	Update of Project activities and progress Social development projects	Monthly	Formal face-to-face meetings Written Project brochures/ Posters updates Corporate website Grievance mechanism	Operational Manager Administrative Unit
5	Academics	Update of Project activities and progress	Quarterly	Meetings / Visits Written Project brochures/updates Corporate website	Operational Manager Administrative Unit
6	Private Sectors	Update of Project activities progress and planning	Yearly	Corporate website Written Project brochures/updates Media advertisements	Operational Manager Administrative Unit

In order to ensure that the Project reaches all stakeholders, the Project will utilize aforementioned communication tools. Further information on the described methods are presented below.

Project Brochures

A brochure for the Project was developed and includes information about the Project in detail. It also outlines brief introduction of the Project, location of the Project Site, importance of the Project and contact information (email, phone, postal address and fax) for the Public Relations Department of the Project Company for any grievances. The Project Brochure was provided to the locals during the Public Participation Meeting (See Section 6.4 for details). Also, sack of brochures were left at Baklacı village coffee house in order to distribute to the other locals whom were not present in the meeting. See Annex 1 for the Project Brochure in Turkish.

Project Website

Project Company has a corporate level website and it contains general Project description (for details see: <http://sisenerji.com/jes3.html>). Currently, there is a request form in the Project Company's website for stakeholders to request any type of inquiries or file grievances (for details see: <http://sisenerji.com/contact.html>). The website will be developed for stakeholders to access official grievance mechanism via official grievance form. Sample of the grievance mechanism form was introduced to the locals during the Public Participation Meeting of the Project. The ESIA report and SEP documents will also be disclosed at the website of the Project. The website will include digital grievance tools.

Grievance Mechanism

Since the beginning of the Project Activities, Public Relations Officer (PRO) of the Project Company, Harun Yücel, has been appointed to engage with local communities and authorities of the Project Region. According to observations made during mukhtar interviews, focus group discussions and local authorities, PRO of the Project was acknowledged and had sufficient one – on – one relation with the stakeholders.

On the other hand, a formal grievance mechanism will be developed which will allow stakeholders to raise concerns or complaints personally as well as via post or electronic mail. The procedure seeks to address concerns promptly and be readily accessible to all affected stakeholders. The project team will confirm receipt of a complaint within 7 days and find a resolution within 14 days, confirming this in writing to the complainant. The details of grievance mechanism are provided in section 9.

A robust grievance mechanism for workers in both construction and operation stages will be developed by the Project Company before commencement of either activity. Once finalized, this process will be managed separately from the public grievance mechanism, but employees will retain their right to access the public grievance mechanism for non-employment-related issues. The grievance mechanism should guarantee confidentiality. Workers will be given the possibility to lodge grievances both through workers representatives and unions and independently, personally, regardless of the matter of the complaint. Anonymous lodging will also be made possible (through grievance boxes). The

Grievance Procedure will be free, open and accessible to all and comments and grievances will be addressed in a fair and transparent manner. Information about the procedures, who to contact and how, will be made available. In particular all workers will be informed of the Grievance Mechanism and new workers will be informed when they join the Project. Information on Contact Points will be posted on staff information boards and on site information boards.

Public Relations Officer (PRO)

As stated in the previous sections, in order to maintain regular communication with affected communities, a Public Relations Officer (PRO) has been hired since the very beginning of the Project activities. The PRO has been and will be responsible for identifying, informing and recording public views and opinions and for relaying them to the necessary person for follow up (as detailed in the grievance mechanism in Section-7). Contact details for this office are:

- **Name:** Mr. Harun Yücel
- **Address:** Sis Enerji Üretim A.Ş., Sahil Yolu Cd. Turgut Özal Bulvarı No: 65 B Blok Küçükyalı/Maltepe – Istanbul
- **Tel:** +90 532 337 17 69
- **Fax:** +90 216 309 75 35
- **Mail:** harunyucel@hotmail.com.tr

Public Participation Meeting

The “Public Participation Meeting” was conducted on October 27, 2017 and announced through local newspaper to advertise the date, time, place and subject of the meeting. The newspaper announcement can be found in Annex 2. The purpose of the meeting was to provide Information about the investment through the presentation made by the ESIA team. Ideas and suggestion has been taken into consideration and reflected in this version of this Report (See Section 6.4).

Community Level and Household Surveys

With the Community Level and Household Surveys, primary data collection has been obtained on April 17-19, 2017 to focus on the community level assessment in terms of describing environmental and social aspects of the Project. The aim of the primary data collection was the gathering qualitative and quantitative information from the primary and stakeholders such as Mukhtars and affected people. The summary of the surveys are provided in the below sections. Details of the surveys will be presented in the ESIA report.

Key Informant Interviews

During the baseline study of the social team the Key informant interviews were conducted to identify and collect qualitative data and information from the key local authorities in the Project Region. Those Key Informant Interviews have defined, from their viewpoints, the current and future situations and challenges facing the geothermal power plant sector.

6 RESULTS OF STAKEHOLDER ENGAGEMENT

6.1 Community Level Surveys

6.1.1 Işıklar Neighborhood

According to information gathered from the community level surveys, total population of the settlement is 930 and the number of the households are 320. The main income generating activity of the majority of the population is viticulture.

General perspective of the Mukhtar related with the Project to learn more about the technology and the impacts of the Project.

6.1.2 Tepeköy Neighborhood

Referring to community level survey, total population of the settlement is 3500 and the number of the household is 750. Mukhtar stated that, population of the Tepeköy Neighborhood increases due to migration from other settlements for economic reasons. The main income generating activity of the majority of the population is viticulture.

According to the interview with the Mukhtar, majority of the community are aware of geothermal energy projects surrounding their Neighborhood, however, do not have detailed information regarding the project owners and further information of the projects. Especially considering the female community level meeting, women in the Neighborhood are not aware the purpose of drilling works surrounding their Neighborhood and suggested to inform women in Neighborhood regarding the Project in brief, through a separate meeting.

General perspective of the Mukhtar related with the Project is assessed positive however, concerned of the future of viticulture activities in his neighborhood due to growing number of geothermal energy projects within the Alaşehir District.

6.1.3 Baklacı Neighborhood

As Mukhtar of Baklacı indicated, total population of Neighborhood is 1800 and the number of household is 450. Mukhtar stated that, population of the Baklacı Neighborhood increases due to convenient location of the Neighborhood, especially considering to access to central District and Province. The main income generating activity of the majority of the population is viticulture.

General perspective of the Mukhtar related with the Project is assessed neutral. However, other projects located close to the settlement created a prejudgment for geothermal projects in general. There was a common support on investments that could benefit the region.

Since land acquired for the Project was in Baklacı village, during the baseline studies, the social team conducted interviews with two different households from Baklacı Neighbourhood who sold their land to the Project Company. Both households stated that, they were informed

regarding the Project's land requirements more than year prior to actual acquisition. Both households stated their satisfaction on negotiation prices. According to their statements, usually land price of a decare in the neighbourhood approximately values for 25.000 Turkish Lira, whereas, the Project Company offered 46.500 Turkish Lira for a decare. In terms of drilling phase, both interviewees stated that the Project did not cause any harm on the borders of the acquired lands. Furthermore, both households assumed since the land acquisition was realized with the high market values, now they have opportunities for different investments such as buying alternative agricultural lands in the area.

6.2 Focus Group Discussions

The Focus Group Discussions (FGDs) provides to engage specific sections of the community that might require special attention in consultation, e.g. female, young population, vulnerable people. FGD is an effective way to collect together people from similar experiences to discuss a specific interest related with the Project. In April 2017, 6 FGDs disaggregated according to community, gender with affected communities in 3 neighborhoods. First each community groups information level and opinions were gathered by the social experts and at the end of each meeting, major concerns or Project specific information were addressed to the affected locals. Outputs received from the FGDs are presented in Table 6-1 below.

Table 6-1. Outputs of FGDs

Işıklar Neighborhood	
Female Meeting	Male Meeting
Project Information Level	Project Information Level
<ul style="list-style-type: none"> - The locals stated that they do not have sufficient information regarding the whole purpose of the Project. - Project activities damage agricultural products time to time but it is being compensated by the Project Company. 	<ul style="list-style-type: none"> - Community members have bias opinions related with GPPs since the previous Project experiences created negative impacts and they have lack of information regarding the whole GPP process. However, there were no direct negative impacts experienced due to Project.
Expected Impacts / Comments / Suggestions	Expected Impacts / Comments / Suggestions
<ul style="list-style-type: none"> - The locals stated their concern on how the Project may affect future of the viticulture negatively. - According to internal discussions of the locals, the community members are satisfied by the land allocation of the Project Company in terms of land prices. - There is demand for a special briefing for female groups. 	<ul style="list-style-type: none"> - Community members have general concerns of future water resources within the region. - Although this was not directly linked to the Project, the locals were concerned on polluting Alaşehir river due to investment projects. - Community members were suggesting to receive a meeting in their neighborhood for both female and male group separately and inform them regarding the purpose, benefit and the impacts of the Project.
Tepeköy Neighborhood	
Female Meeting	Male Meeting
Project Information Level	Project Information Level
<ul style="list-style-type: none"> - It has been observed that the group does not have information on the purpose of GPP projects. - There is a support for development projects in general, the main suggestion is to not harm the environment in order for locals to continue their living. 	<ul style="list-style-type: none"> - The group stated that the population of the settlement do not have detailed information of the Project.
Expected Impacts / Comments / Suggestions	Expected Impacts / Comments / Suggestions

<ul style="list-style-type: none"> - There is a bad impression on GPP due to previous experiences and belief that these types of projects will damage the agriculture activity within the region. However no direct impact have been experienced by the females. 	<ul style="list-style-type: none"> - The main concern is how these type of projects will affect the agriculture sector in the neighborhood. - There is a concern that testing process may result negative impact on the soil quality - Although this was not directly linked to the Project, as a result of discharging of testing water from the geothermal facilities, the groundwater (Alaşehir river) is being polluted which affects both animal husbandry and agriculture
Baklacı Neighborhood	
Female Meeting	Male Meeting
Project Information Level	Project Information Level
<ul style="list-style-type: none"> - No specific information on the Project or the Project Company. They stated that they are aware of geothermal project activities but do not have further information. 	<ul style="list-style-type: none"> - There has been land sold within the neighborhood for the Project purposes. The locals stated that unlike other project companies around the neighbourhood, the Project Company seek to settle voluntarily negotiation on land allocation. The locals also stated that Project Company representatives visit the neighbourhood to engage with the locals and ask for suggestions. - All of the locals who sold their land were satisfied with the land acquisition of the Project. According to their statements, usually land price of a decare in the village will approximately values between 28.000 to 30.000 Turkish Lira, whereas, the Project Company offered between 45.000 – 50.000 Turkish Lira for a decare. They stated that there were no pressure by the Project Company in terms of acquiring land from the locals, as the locals were willing to sell their land higher than the market value.
Expected Impacts / Comments / Suggestions	Expected Impacts / Comments / Suggestions

<ul style="list-style-type: none"> - Project Company should organize a Project Introduction Meeting to inform female group separately. - There is a concern that the number of GPP in the Region will increase over time which will impact the locals negatively. - There is a concern on noise impacts due to previous activities of the other projects. - The main concern related with GPP is whether these projects will end the agriculture sector since there is a lack of information on the Project impacts. - The odor result of the Project activities in the Region discomforts the locals. 	<ul style="list-style-type: none"> - According to locals, the agricultural products especially the quality and production is affected negatively over the recent years and the general concern is whether these negative consequences are due to the GPP in the region. - The locals stated that these type of projects may cause odor and result discomforts the locals. - The locals are expecting a meeting in order to inform about the Project and its impacts.
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6.3 In-depth Interviews with the Key Stakeholders

Key informant interviews are a common data collection technique during the stakeholder engagement process since the key informants are well informed on their community and its inhabitants as a result of their professional background, leadership responsibilities or personal experience, key informants have specific knowledge or expertise about some aspects of the emergency, the area, the community, a specific sector or a sensitive issue. Typically, a key informant represents a non-governmental institution and academy. The Table 6-2 summarizes the information level and comments of local interviewees.

Table 6-2 Outputs of Key Informant Interviews

Name of The Institution	Information Level	Information Tool	Cooperation Level	Comments and Suggestions
Alaşehir District Directorate of Agriculture	Inadequate	Locals, other local administrations	Inadequate	<ul style="list-style-type: none"> • Cooperation with local authorities, • Transparency on project activities, • Information tools should be accessible, • Monitoring the Project activities
Alaşehir Irrigation Union and Alaşehir Chamber of Agriculture	Adequate	Locals, Chamber of Agriculture	Inadequate	<ul style="list-style-type: none"> • Cooperation with local authorities, • Transparency on project activities, • Information tools should be accessible, • Improvement in test studies • Taking local suggestion and concerns into consideration
Municipality of Alaşehir	Adequate	Locals, other local administrations	Inadequate	<ul style="list-style-type: none"> • Cooperation with local authorities, • Information should be provided to Municipality directly, • Information tools should be accessible, • Improvement in test studies, • Taking local suggestion and concerns into consideration
Tepeköy Tradesmen and Craftsmen Credit Cooperatives	Inadequate	Locals	Inadequate	<ul style="list-style-type: none"> • Establishing meetings with local associations.
Tepeköy Agricultural Credit Cooperatives	Inadequate	Other Projects within the Region and locals	Inadequate	<ul style="list-style-type: none"> • Establishing meetings with local associations,

Name of The Institution	Information Level	Information Tool	Cooperation Level	Comments and Suggestions
				<ul style="list-style-type: none"> • Information regarding the purpose of Project and the impacts are highly needed, • Taking local suggestion and concerns into consideration

- As can be seen from the Table 6-2 above majority of the institutions indicated that they do not have adequate information regarding to the Project and suggesting for a meeting to inform local authorities, chambers, etc.
- Most of the interviewees do not have direct information regarding the Project Company and can only talk generally towards to project companies within the region.
- Most of the interviewees believed the Project will bring positive impact in national economy, however, there is a concern of the environmental side effects of the growing geothermal power plant projects within the region.
- The majority of the interviewees do not have high expectation regarding employment opportunities through the Project; however, interviewees believe that GPP within the District could help the region develop in terms of socially and economically through the project companies' support.

6.4 Public Participation Meeting

The Public Participation Meeting (PPM) was conducted on October 27, 2017 at the village coffee house located in Baklacı neighborhood. The objectives of the PPM were to:

- present a clear and succinct description of the Project and its activities via presentation,
- to safely disseminate information on the Project and to give clarifications on misconceptions,
- establish communication systems and build positive relationships with stakeholders that would eventually help to utilize engagements in the future phases of the Project.

The information regarding the date, place and scope of the meeting have been announced to the public via local newspaper named as '5 Eylül' on 21.10.2017. The Project officials also posted the PPM announcements at village coffee houses in the Aol. The Meeting included locals from the Aol, mainly locals from Baklacı neighborhood, and the Project officials. For detailed list of the attendees see Annex 3 of this Report. The local's opinions, suggestions and considerations about the Project have been taken under by the 2U1K experts and the Project officials during the meeting.

Before the meeting, the brochures about the Project have been distributed to the locals with a brief foreknowledge about the context of the Meeting. The location, importance, characteristics, national EIA and ESIA process, construction and operation stage impacts and foreseen mitigation measures of the impacts, socioeconomic benefits of the Project and grievance mechanism have been presented in non-technical terms throughout the meeting. The local people directed their main suggestions, questions and concerns at the end of the presentation as follows;

- Whether the Project will cause impacts for in the future,
- Will there be any further drilling activities in the future,
- Further information on the reinjection system and,
- Potential odor impacts to the locals, if any.

The meeting was successful in terms of informing the locals about the Project and eliminating concerns regarding of the Project. This was also demanded by the locals during the baseline studies on April 2017, therefore, addressing questions and explaining the Project technology helped locals to acknowledge the purpose, benefits and potential impacts of the Project. Photo of the Public Participation Meeting of the Baklacı neighborhood is given below.



Figure 6-1. PPM at the Baklaci Neighbourhood

Since the baseline studies, it has been observed that there was no concern or prejudice regarding to this Project from the locals. The locals specifically stated that the Project Company is highly involved in terms of locals' concerns and development of the affected neighborhoods. As a result, the meeting has been successful in terms of all parties.

7 Social Responsibility Projects

Corporate Social Responsibility Projects (CSP) are one of the most important tool especially during the corporate level stakeholder engagement activities. CSPs provides accountability, transparency, sustainability of the Company and the Project and at the same time it supports affected local communities and the local governmental bodies.

The Project Company aims to provide local and regional support as social responsibility projects. The major social responsibility activities undertaken by the Project Company until now listed below as:

- Total of 36 employment opportunities given to the locals (16 indirect, 20 direct)
- 100.000 nursery forest plantations in the district of Alaşehir District of Kestanederesi in the presence of İzmir Regional Directorate of Forestry,
- Providing 3000 walnut tree saplings support for the cultivation of walnut trees under the supervision of the District Agriculture Directorate,
- Providing scholarship support to students in the Region,
- Alaşehir Municipality Football Team 2016 - 2017 season sponsorship

With the implementation of SEP, PRO of the Project Company will seek to receive any suggested or requested potential responsibility projects by the local authorities, communities, NGOs and all other interested stakeholders in which may benefit the affected communities living standards. In order to do so, periodic engagement approaches and methods are stated in Table 5-2 of this Report.

8 FUTURE STAKEHOLDER ENGAGEMENT

Stakeholder engagement will continue throughout design finalization, construction and operation. Key stakeholders will be kept informed about the progress of the Project, have the opportunity to provide feedback on the effectiveness of mitigation and enhancement measures and to raise any concerns or grievances. Information to be shared before construction commences will include (but is not limited to) the following:

- the impacts that have been identified as a result of the Project,
- the impacts and mitigation or enhancement measures that are being implemented,
- the implementation schedule,
- roles and responsibilities,
- monitoring and management measures, and
- information on the grievance mechanism for the Project.

Implementation phase engagement will focus on new stakeholders, including children and potential and existing employees, as well as those engaged at earlier phases; it will focus on developing relationships through on-going stakeholder engagement and will be designed to build on positive stakeholder relationships established during the ESIA process, carrying these forward through Project construction and operation.

Regarding land take for Project purposes, Project Company will also organize trainings for the community on investing in sustainable income sources in cooperation with NGOs.

To ensure effective stakeholder engagement, the SEP will be reviewed annually by the PRO throughout construction and operation of the Project, with it being adapted as appropriate.

PRO will be responsible for engagement with stakeholders as an on-going process throughout the life of the Project. PRO will be dedicated to conveying information about the Project, finalizing, and implementing the ESIA mitigation measures.

A robust grievance mechanism for workers in both construction and operation stages will be developed by the Project Company before commencement of either activities.

9 GRIEVANCE MECHANISM

Grievances can be an indication of growing stakeholder concerns (real and perceived) and can escalate if not identified and resolved. Identifying and responding to grievances supports the development of positive relationships between projects, communities and other stakeholders.

Since the beginning of the Project Activities, Public Relations Officer (PRO) of the Project Company, Harun Yücel, was appointed to engage with local communities and authorities of the Project Region. According to observations made from the mukhtar interviews, focus group discussions and local authorities, PRO of the Project was acknowledged and had sufficient one – on – one relation with the stakeholders. Until now, the stakeholders were able to interact with the PRO through telephone, e-mail or face to face.

A formal grievance mechanism will be developed which will also allow stakeholders to raise concerns or complaints personally as well as via post or electronic mail. Also, Project Company will place grievance boxes in the coffee houses of each neighborhood of the Aol. These grievance boxes will be cleared once a week and a record of the complaints along with date and name of the complainant (if available) with an allotment of registration number will be maintained in a “Grievance Log”.

The procedure seeks to address concerns promptly and be readily accessible to all affected stakeholders. The PRO will confirm receipt of a complaint within 7 days and find a resolution within 14 days, confirming this in writing to the complainant.

Through the formal mechanism, stakeholders will be able to share their opinions and grievances via a range of options such as web sites, letters and face to face meetings during all future phases of the Project. Feedback will also be provided to demonstrate how their comments and suggestions have been incorporated into the Project decision-making process in the second public participation meeting and this process will be continue in all phases of the Project.

The formal grievance mechanism was introduced to the locals through the Public Participation Meeting so that they are aware of the process, know they have the right to submit a grievance and understand how the mechanism will work and how their grievance will be addressed. During the PPM, a presentation of the grievance form and the following procedures of the mechanism was introduced. Although attendees of the Meeting acknowledged the PRO previously, the communication information of the PRO was provided again through the slide show as well as Project Brochure. Also, Project Brochures were distributed to the Baklacı neighborhood’s coffee house, in which, includes the communication information of the PRO. In most cases, a grievance or complaint will be submitted by a stakeholder or local resident by phone, in writing or by speaking with one of the company’s PROs.

A separate grievance mechanism will be established for Project workers. Once finalized, this process will be managed separately from the public grievance mechanism, but employees will retain their right to access the public grievance mechanism for non-employment-related issues. The grievance mechanism should guarantee confidentiality. Workers will be given the possibility to lodge grievances both through workers representatives and unions and independently, personally, regardless of the matter of the complaint. Anonymous lodging will also be made possible (grievance boxes). The Grievance Procedure will be free, open and accessible to all and comments and grievances will be addressed in a fair and transparent manner. Information about the procedures, who to contact and how, will be made available. In particular all workers will be informed of the Grievance Mechanism and new workers will be informed when they join the Project. Information on Contact Points will be posted on staff information boards and on site information boards.

Grievance procedures will be coordinated through the already assigned PRO, who is the primary interface between the community and the Project Company. Confidentiality procedures will be put in place to protect the complainant, as appropriate.

9.1 Process of the Grievance Mechanism

There are 10 steps that complete the grievance mechanism. This process has been summarized in Figure 9.1, and has been detailed in the text below.

Step 1: Identification of grievance through personal communication with appropriately trained and advertised Project Company workers (GOs/PROs). This could be in person, by phone, letter, or email using the contact details below:

- **Name:** Mr. Harun Yücel
- **Address:** Sis Enerji Üretim A.Ş., Sahil Yolu Cd. Turgut Özal Bulvarı No: 65 B Blok Küçükyalı/Maltepe – Istanbul
- **Tel:** +90 532 337 17 69
- **Fax:** +90 216 309 75 35
- **Mail:** harunyucel@hotmail.com.tr

Step 2: Grievance is recorded in the ‘Grievance Log’ (paper and electronic) within one day of identification. The grievance log will be held at the Project Company’s offices and managed by the PRO. The significance of the grievance will then be assessed within five to seven days using the criteria outlined in Box 9-1.

Box 9-1. Significance criteria

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., dust from construction vehicles).

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 Company’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).

Step 3: Grievance is acknowledged through a personal meeting, phone call, or letter as appropriate, within a target of 10-14 working days after submission. If the grievance is not well understood or if additional information is required, clarification will be sought from the complainant during this step.

Step 4: The Grievance Officer is notified of Level 1, 2 or 3 grievances and the Project Manager/Director is notified of all Level 3 grievances. The senior management will, as appropriate, support the Grievance Officer in deciding who should deal with the grievance, and determine whether additional support for the response is necessary.

Step 5: The GO delegates the grievance within five to seven days via e-mail to relevant department(s)/personnel to ensure an effective response is developed (e.g., HR, relevant administrative departments, contractors etc.)

Step 6: A response is developed by the delegated team and Grievance Officer within 14 days, with input from senior management and others, as necessary.

Step 7: The response is signed-off by the senior manager for level 3 grievances and the Grievance Officer for Level 2 and Level 1 grievances within 14 days. The sign-off may be a signature on the grievance log or an e-mail which indicates agreement, which should be filed by the Grievance Officer and referred to in the grievance log.

Step 8: Communication of the response should be carefully coordinated. The Grievance Officer ensures that an approach to communicating the response is agreed and implemented.

Step 9: Record the response of the complainant to help assess whether the grievance is closed or whether further action is needed. The Grievance Officer should use appropriate communication channels, most likely telephone or a face to face meetings, to confirm whether the complainant has understood and is satisfied with the response. The complainant's response should be recorded in the grievance log.

Step 10: Close the grievance with a sign-off from the Grievance Officer. The Grievance Officer assesses whether a grievance can be closed or whether further attention is required. If further attention is required the Grievance Officer should return to Step 2 to re-assess the grievance. Once the Grievance Officer has assessed whether the grievance can be closed, he/she will sign off or seek agreement from the Project Manager for level 3 grievances, to approve closure of the grievance. The agreement may be a signature on the grievance log or an equivalent e-mail, which will be filed by the Grievance Officer and referred to in the grievance log. In addition, a "Grievance Closeout Form" will be used. (See: Annex 4). This process is outlined in Figure 9-1.

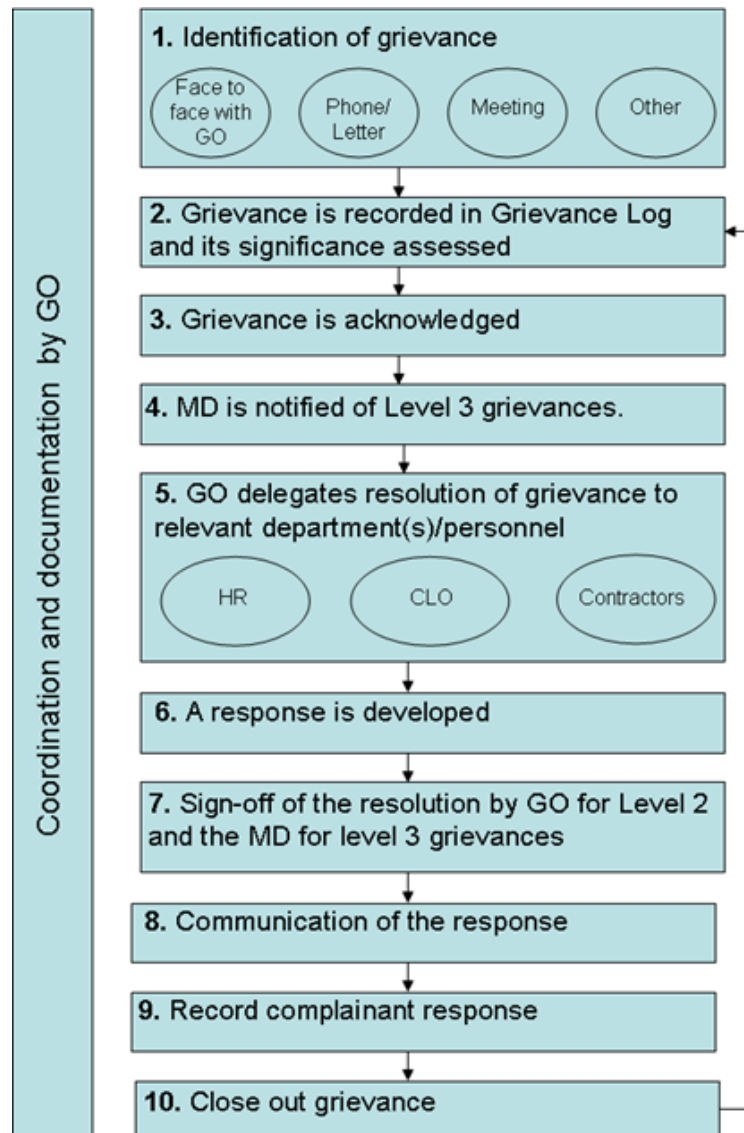


Figure 9-1. Flowchart for Processing Grievances

9.2 Channels of Communication

Numerous channels will be used for stakeholders to submit any complaints and requests:

- Telephone – All incoming calls will be registered and information summarized daily and sent to the relevant department for processing and action in accordance with the grievance procedure outlined above.
- Electronic channels – Stakeholders have the opportunity to send comments, remarks, requests and complaints via the official website of the Project Company.
- Post – Mail can be used by stakeholders for submission of their queries/requests/complaints/comments for consideration by the PRO. All incoming letters will be documented and stored as well as the responses sent to the originating party in accordance with the grievance procedure outlined above.

Name: Mr. Harun Yücel

Address: Sis Enerji Üretim A.Ş., Sahil Yolu Cd. Turgut Özal Bulvarı No: 65 B Blok
Küçükyalı/Maltepe – İstanbul

- Any queries/requests/complaints/comments can be brought to the attention of the Project Company verbally or written (e-mail) or by filling in a Grievance Form which will be available in the project site office (See Annex 4 - 5).

ANNEX 1 PROJECT BROCHURE

Projenin Önemi

2017 yılı Temmuz ayı sonu itibarıyla ülkemizde elektrik üretimi 167,3 milyar kWh olarak gerçekleşmiştir. Elektrik üretimimizin %34'ü doğal gazdan, %31'i kömürden, %24'ü hidrolik enerjiden, %6'sı rüzgardan, %2'si jeotermal enerjiden ve %3'ü diğer kaynaklardan elde edilmiştir.

Jeotermal enerji yenilenebilir, temiz, ucuz ve çevre dostu bir enerji kaynağı olarak ön plana çıkmaktadır. Ülkemizin jeotermal potansiyeli teorik olarak 31.500 MW'tır. Özmen - 3 JES Projesi ile yıllık yaklaşık 109.760 kWh elektrik üretimi planlanmaktadır.

Ege Bölgesi, ülkemizin jeotermal potansiyelini oluşturan alanların % 78'ini bulundurmaktadır. Özmen - 3 JES Projesi, Ege Bölgesi'nde, Aydın'dan sonra en yüksek jeotermal enerji kaynak potansiyeline sahip Manisa ilinde yer alacaktır.

Özmen - 3 JES Projesi için Türkiye Kalkınma Bankası'ndan kredi sağlanması amacıyla Çevresel ve Sosyal Etki Değerlendirmesi Raporu hazırlanmıştır.

Ulusal mevzuat kapsamında, Özmen - 3 JES Projesi için "ÇED Gerekli Değildir" kararı tarihinde alınmıştır.

Proje Teknolojisi



Kurulması planlanan jeotermal enerji santralinde, Organik Rankine Çevrimi (ORÇ) sistemi ile elektrik enerjisi üretilecektir. Böylelikle, ilgili mevzuatın zorunlu kıldığı gibi, yeraltından çıkarılan jeotermal akışkanın tamamının yeraltına geri verilmesi (reenjeksiyon) mümkün olacaktır.

Jeotermal enerji santralinde, soğutma sistemi hava soğutmalı olacaktır. Böylelikle, sistemde su kullanımı olmayacaktır.

ÖZMEN - 3 JEOTERMAL ENERJİ SANTRALİ (JES) PROJESİ




Proje Tanıtım Broşürü

İletişim Bilgileri



Harun Yücel
Sis Enerji Üretim A.Ş. Halkla İlişkiler Temsilcisi

Adres: Sahil Yolu Caddesi Turgut Özal Bulvarı No: 65 B Blok Küçükyalı/Maltepe – İstanbul

Tel: +90 532 337 17 69

Fax: +90 216 309 75 35

E-posta: harunyucel@hotmail.com.tr



Projenin Yeri

Özmen – 3 Jeotermal Enerji Santrali'nin (JES) Manisa İli, Alaşehir İlçesi, Tepeköy Mahallesi'nde kurulması planlanmaktadır. Proje sahasına en yakın yerleşim yeri, proje sahasının kuş uçuşu yaklaşık 1 km güneybatısında bulunan Baklacı Mahallesi'dir. Proje sahasına Alaşehir - Kula yolu ile ulaşılmaktadır. Proje sahası 1/100.000 ölçekli Çevre Düzeni Planına göre tarım arazisi üzerinde kalmaktadır.





Projenin Tanımı

- Sis Enerji Üretim A.Ş. tarafından 19 MW kurulu güce sahip Özmen – 3 JES Projesi'nin kurulup işletilmesi planlanmaktadır.
- Söz konusu proje kapsamında jeotermal kaynağın çıkartılması ve kullanılması ile jeotermal enerji üretim santrali kurulması hedeflenmektedir. Jeotermal enerji çalışmaları kamu yararı taşıyan çalışmalar olacaktır.
- Projenin ana bileşenleri, üretim kuyuları, jeotermal akışkan iletim hatları, reenjeksiyon kuyuları ve enerji santralidir.
- Proje kapsamında toplamda 12 adet kuyu bulunacaktır. Söz konusu kuyulardan 7 tanesi açılmış olup, 5 tanesinin açılması planlanmaktadır.
- Kuyuların üretim veya reenjeksiyon amaçlı olacağı kuyu açma işlemleri devam ettikçe jeotermal akışkanın durumuna göre belirlenecektir.
- Proje kapsamındaki arazi hazırlık çalışmaları tamamlanmış, projeye ilişkin inşaat çalışmaları ...'da başlamıştır.
- İnşaat çalışmalarının 6 ayda tamamlanması planlanmaktadır.
- Projenin işletme süresi 30 yıl olarak planlanmaktadır.

ANNEX 2 PUBLIC PARTICIPATION MEETING NEWSPAPER ANNOUNCEMENT

**HALKIN KATILIMI
TOPLANTISI DUYURUSU**

Sis Enerji Üretim A.Ş. tarafından Manisa İli, Alaşehir İlçesi, Tepeköy Mahallesi'nde 19 MW kurulu güce sahip Özmen – 3 JES Projesi'nin kurulup işletilmesi planlanmaktadır. Söz konusu Proje için aşağıda belirtilen tarih ve saatte faaliyetle ilgili halkı bilgilendirmek, görüş ve önerilerini almak için "Halkın Katılımı Toplantısı" yapılacaktır. Halkımıza saygı ile duyurulur.

Toplantı Yeri : Baklacı Köy İçi Kahvehanesi
Toplantı Yerinin Adresi : Baklacı Mahallesi Köyü Baklacı Camii
Yanı Alaşehir/Manisa



Toplantı Tarihi : 27.10.2017
Toplantı Saati : 14:30
Proje Sahibi : Sis Enerji Üretim A.Ş.
Telefon : +90 216 309 75 50
Faks : +90 216 309 75 48

ÇSED Raporunu
Hazırlayan Kuruluş : 2U1K Mühendislik ve Danışmanlık A.Ş.
Telefon : +90 312 287 25 07-08
Faks : +90 312 287 25 09

ANNEX 3 LIST OF ATTENDEES TO THE PUBLIC PARTICIPATION MEETING



HALKIN BİLGİLENDİRİLMESİ TOPLANTISI

Tarih	: 27.10.2017	
Yer	: Baklacı Mahallesi, Manisa	
Katılımcılar:		
Adı ve Soyadı	İkamet	İmza
Ahmet Türk	05456786281	
Ahmet Karadas	05363758025	
İlyas Kılıç	05386897238	
Erdem Cerin	05552928044	
Hüseyin Özcan	05315666122	
Ahmet Özcan	05068742311	
İzzet Baştürk	05075374190	
Mehmet UYSAL	05315240559	
Hakki Bozok	05366935310	
Ertuğrul Durmuş	05353740738	
Mehmet İLDIR		
Egemen Pürk	05548109431	
Balip Özlü	05354996211	

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Sayfa No : 1/4
Page No

Revizyon Tarihi : 20.04.2017
Revision Date

Revizyon Bilgisi / Revision Log
Revizyon Numarası : 02
Revision Number

2U1K Mühendislik ve Danışmanlık A.Ş.
Tepe Prime İş ve Yaşam Merkezi
Mustafa Kemal Mahallesi Dumlupınar Bulvarı
No: 266 B-Blok Kat: 2 Daire: 37
06800 Çankaya / ANKARA
☎: (312) 295-6248
☎: (312) 287-2507
☎: (312) 287-2509

ANNEX 4 SAMPLE OF GRIEVANCE CLOSEOUT FORM

Note: you can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent

Grievance closeout number:	
Define immediate action required:	
Define long term action required (if necessary):	
Compensation Required?	<input type="checkbox"/> YES <input type="checkbox"/> NO
CONTROL OF THE REMEDIATE ACTION AND THE DECISION	
Stages of the Remediate Action	Deadline and Responsible Institutions
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	

COMPENSATION AND FINAL STAGES

This part will be filled and signed by the complainant after s/he receives the compensation fees and his/her complaint has been remediated.

Notes:

Name-Surname and Signature

Date.../.../.....

Of the Complainant:
Institution/Company

Representative of the Responsible
Title-Name-Surname and Signature

ANNEX 5 SAMPLE OF GRIEVANCE FORM

Note: you can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent.

Reference No	
Full Name	
Please mark how you wish to be contacted (mail, telephone, e-mail).	<input type="checkbox"/> By Post: Please provide mailing address <input type="checkbox"/> By telephone:..... <input type="checkbox"/> By e-mail:.....
Province/Town/Settlement	
Date	
Category of the Grievance	
1. On assets/properties impacted by the project	
2. On infrastructure	
3. On decrease or complete loss of sources of income	
4. On environmental issues (like pollution)	
5. On employment	
6. On traffic, transportation and other risks	
7. On land allocation	
8. Other (Please specify):	
Description of the Grievance What did happen? When did it happen? Where did it happen? What is the result of the problem?	
What would you like to see happen to resolve the problem?	

Signature:

Date:

Mode of Grievance (mail, telephone, e-mail, by person):	
Name of the PRO:	
Responsible party to take action:	
Action required to solve the grievance:	
Grievance Status:	Open <input type="checkbox"/> Pending <input type="checkbox"/> Closed <input type="checkbox"/>