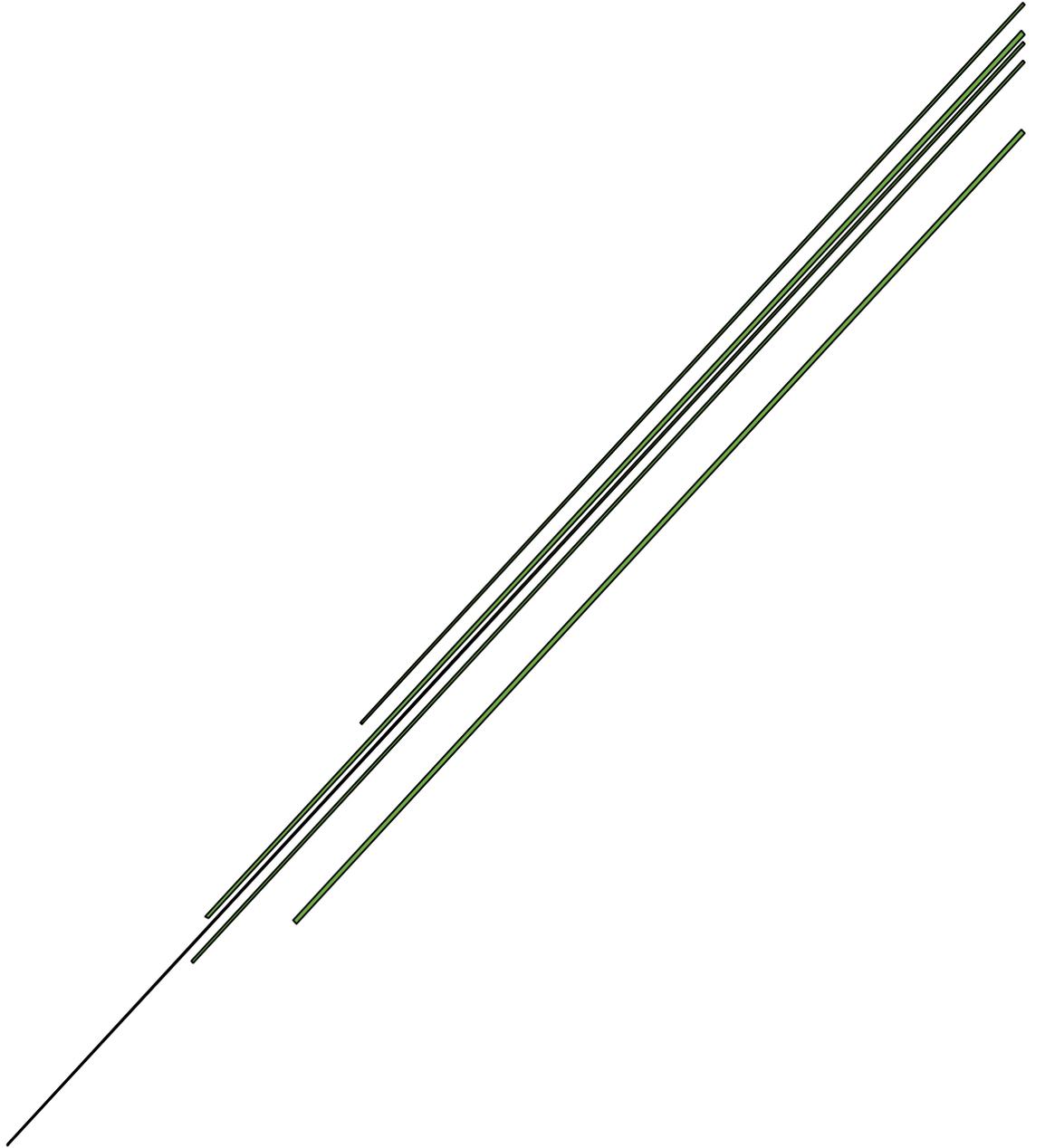


BAĞYURDU ORGANIZED INDUSTRIAL ZONE (OIZ) 1.6 MWE SOLAR POWER PLANT

Stakeholder Engagement Plan (SEP)



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Glossary

Consultation: The process of gathering information or advice from stakeholders and taking these views into account when making project decisions and/or setting targets and defining strategies.

Dialogue: An exchange of views and opinions to explore different perspectives, needs and alternatives, with a view to fostering mutual understanding, trust and cooperation on a strategy or initiative.

Grievance Mechanism: It is a mechanism that has been developed for potential use by project stakeholders to achieve mutually agreed resolutions for their grievances. It ensures that complaints and grievances are addressed through a transparent and impartial process.

Local communities: Refers to groups of people living in close proximity to the project locations that could potentially be impacted by a project. ("Stakeholders," refer to the broader group of people and organizations which are directly involved and /or have an interest in the project.)

Organized Industrial Zones (OIZ): the good and service production zones, which are formed by allocating the land parcels, the borders of which are approved, for the industry in a planned manner and within the framework of certain systems by equipping such parcels with the necessary administrative, social, and technical infrastructure areas and repair, trade, education, and health areas as well as technology development regions within the ratios included in zoning plans and which are operated in compliance with the provisions of this Law in order to ensure that the industry gets structured in approved areas, to prevent unplanned industrialization and environmental problems, to guide urbanization, to utilize resources rationally, to benefit from information and informatics technologies, and to ensure that the types of industries are placed and developed within the framework of a certain plan

Partnerships: In the context of engagement, partnerships are defined as collaboration between people and organizations to achieve a common goal and often share resources and competencies, risks and benefits.

Stakeholder: Refers to individuals or groups who: (a) are affected or likely to be affected by the project (*project-affected parties*); and (b) may get involved directly or/and have an interest in the project (*other interested parties*).

Stakeholder engagement: It is a continuous process used by the project to engage relevant stakeholders to generate sense of ownership to the project and for a clear purpose to achieve accepted outcomes. It includes a range of activities and interactions over the life of the project such as stakeholder identification and analysis, information disclosure, stakeholder consultation, negotiations and partnerships, grievance management, stakeholder involvement in project monitoring, reporting to stakeholders and management functions. It includes both state and non-state actors.

Stakeholder Engagement Plan (SEP): SEP is a useful tool for managing communications with the project stakeholders. The goal of this SEP is to improve and facilitate decision making and create an atmosphere of understanding that actively involves project-affected people and other stakeholders in a timely manner, and that these groups are provided sufficient opportunity to voice their opinions and concerns that may influence Project decisions.

The Project: Refers to Turkey Organized Industrial Zones Project

The Sub-Project: Refers to Bağyurdu OIZ 1.6 MWe Solar Power Plant (SPP) and Electric Vehicle Charging Station Project

Abbreviations

CIMER	Presidency's Communication Center
CLO	Community Liaison Officer
DSİ	Directorate General of State Hydraulic Works
E&S	Environmental & Social
EIA	Environmental Impact Assessment
EHS	Environmental, Health and Safety
ESIA	Environmental and Social Impact Assessment
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standard
ETL	Energy Transmission Line
FGD	Focus Group Discussion
GM	Grievance Mechanism
HSE	Health Safety and Environment
KPI	Key Performance Indicator
KOSGEB	Small and Medium Industry Development Organization
LA	Land Acquisition
LMP	Labor Management Procedures
LM Plan	Labor Management Plan
M&E	Monitoring & Evaluation
MoAF	Ministry of Agriculture and Forest
MoEUCC	Ministry of Environment, Urbanization and Climate Change
MoIT	Ministry of Industry and Technology
MoENR	Ministry of Energy and Natural Resources
NGO	Non-governmental Organization
OIZ	Organized Industrial Zone
OIZSO	Organized Industrial Zones Supreme Organization
OIPs	Other Interested Parties
PAB	Project Affected Business
PAP	Project Affected People
PAS	Project Affected Settlement
PAH	Project Affected Houses
PCM	Public Consultation Meetings
PIU	Project Implementation Unit
PMU	Project Management Unit
RF	Resettlement Framework
SBO	Presidency of Strategy and Budget
SEP	Stakeholder Engagement Plan
SPP	Solar Power Plant
TOBB	The Union of Chambers and Commodity Exchanges of Turkey
TUBİTAK	Scientific and Technological Research Council of Turkey
TurkStat	Turkish Statistical Institute
UNDP	United Nations Development Programme
WB	World Bank
WWTP	Wastewater Treatment Plant

Executive Summary

The main objective of the Turkiye Organized Industrial Zones Project of Ministry of Industry and Technology (MoIT) is to increase the efficiency, environmental sustainability and competitiveness of selected OIZs in Turkiye. For this propose, the World Bank (WB) financing in an amount of \$300 million will be used for Sub-Projects in selected OIZs. One of the sub-projects is Bağyurdu OIZ 1.6 MWe Solar Power Plant (SPP) and Electric Vehicle Charging Station Project. The World Bank's Environmental and Social Framework (ESF)'s Environmental and Social Standard (ESS)10, "Stakeholder Engagement and Information Disclosure", recognizes "the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice". Therefore, this Stakeholder Engagement Plan (SEP) has been prepared for this sub-project.

Brief Summary of Previous Stakeholder Engagement Activities

The World Bank (WB), in partnership with MoIT, has conducted stakeholder consultation meetings, missions and site visits with partners including OIZs, OIZSO, Strategy and Budget Office of Presidency. After meetings and consultations with stakeholders, MoIT prepared environmental and social (E&S) commitment documents in accordance with WB ESSs.

MoIT and Bağyurdu OIZ Management communicated through meetings and correspondence as the stakeholders of the sub-project. The Solar Energy Power Plant and Electric Vehicle Charging Station will be built on the existing OIZ land.

The first round of consultation meetings for the Sub-Project was held on 25th November 2022 in Bağyurdu OIZ with the invitation of all stakeholders. At the meeting, WB ESSs that the sub-project committed to comply with and the E&S Management Plans that are being prepared were presented, opinions and suggestions of the stakeholders were received. Information was given about the disclosure process and the grievance mechanism.

Stakeholder Identification and Analysis

In the SEP, stakeholders are defined as two groups. The term "Affected Parties" includes "those likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods such as employees of OIZ, firms operated etc. The term "Other interested parties" (OIPs) refers to "individuals, groups, or organizations with an interest in the project, which may be because of the project location, its characteristics, its impacts, or matters related to public interest such as suppliers, municipalities, local institutions and organisations. There is no settlement 5 km away or closer. Therefore, the residents of the settlement far from the project area more than 6 km are considered OIP of the project.

Engagement commitments of the sub-project summarised in Chapter 2 with the communication needs of the stakeholders including vulnerable groups and detailed in Chapter 3.

Stakeholder Engagement Program

In order to sustain ownership of the project stakeholders' during project implementation, and to increase positive social impact of the project, some stakeholder engagement methods to be used in the implementation phase are explained in the SEP of the main Project. Following engagement methods will be used throughout the life cycle of the project and coordination between sub-projects will be ensured:

- Official meetings
- Opening and Closing Meetings
- Disclosure Meetings

- Digital Communication Tools
- Grievance Mechanism (GM)

Grievance Mechanism (GM)

The project-based 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.

Any grievances that may occur during the project will be addressed at four levels. The GM at the first level will be undertaken by the OIZs. Secondly, contractors will establish their own GM for undertaking grievances for sub-contractors and workers. As the third level the MOIT's GM will be effectively adapted for the Project. Finally, the CIMER will constitute the fourth level of the grievance mechanism of this project. Legal action is open for complainants who feel that they have not achieved a satisfactory result from any of these levels.

1. Introduction

1.1. Project Description

Ministry of Industry and Technology (MoIT) has a long history of strengthening Organized Industrial Zones (OIZs). The OIZs in Türkiye are based in geographic localities that satisfy with regulation (Organized Industrial Zones Law No. 4562) and are supported by the MoIT. The main objective of this Project (Türkiye Organized Industrial Zones Project) is to increase the efficiency, environmental sustainability and competitiveness of selected OIZs in Türkiye.

For this propose, the World Bank (WB) financing in an amount of \$300 million will be used for Sub-Projects in selected OIZs. While the majority of the Project funds will be in support of OIZ infrastructure, such as renewable energy generation, water and wastewater treatment, solar power plant and energy-efficient buildings and processes, part of the loan will be earmarked to enhance the competitiveness of OIZs through sub-projects in support of establishing innovation and training centres based in OIZs and working closely with external experimental and research institutes and academic entities. Most of the Project funds will be invested in OIZ Sub-Projects in support of OIZ basic infrastructure (such as modern roads, water and gas pipelines, power lines and logistics facilities) and in “green” infrastructure related to energy and water efficiency, wastewater treatment, energy efficiency, renewable energy (e.g., solar, wind and biomass).

One of the sub-projects is Bağyurdu OIZ 1.6 MWe Solar Power Plant (SPP) and Electric Vehicle Charging Station Project. This SEP has been prepared for this sub-project. Bağyurdu OIZ, established in 2008, is located in the Ege Region of Türkiye in Kemalpaşa District of İzmir Province. Number of operating active businesses is 25. With the Solar Power Plant to be built within the scope of the project, it is also aimed to provide the energy to be used with the construction and completion of the Wastewater Treatment Plant (WWTP), to supply the energy of the electric vehicle charging station to be built in the region, to provide the energy needs of the district street lighting and water network. The sub-project is located on 16.000.00 m² of a single parcel of 29.491.62 m² as the Treatment Facility Area in the Bağyurdu OIZ Zoning Plan.

One of the most important steps in the Green OIZ transformation roadmap is the Solar Power Plant planned to be built within Bağyurdu OIZ. Upon its completion, it will provide the energy of the Wastewater Treatment Plant, Street Lighting, Water Network Line and Electric Vehicle Charging Stations of the OIZ.

1.2. Description of E&S Status of the Sub-Project

During the preparation phase, OIZs prepared Environmental and Social (E&S) Screening Reports for all sub-projects to identify the risk rating of the sub-projects and submitted them to MoIT. These documents, in which the environmental and social impacts and risks of the projects were screened, were reviewed by MoIT experts and shared with the Bank for clearance to proceed with preparing the environmental and social assessment (ESA) documents required for each of the subprojects depending on their E&S risk rating. According to Environmental and Social (E&S) Screening report of the sub-project of the Bağyurdu OIZ, the sub-project does not carry high E&S risks. The sub-project is expected to have any major negative environmental and social impacts, The Sub-project will create a greener and more environmentally friendly OIZ.

An EIA exemption certificate document was obtained for the parcel (no: 110/1) to be built for the Bağyurdu OIZ Solar Power Plant. There is an environmental engineer in Bağyurdu OIZ. In addition, "Denetim Çevre" company provides environmental consultancy services for environmental legislation requirements. Bağyurdu OIZ Environment company provides regular environmental training every year. These trainings are given by environmental engineer in order for all personnel to learn the requirements of environmental legislation. Bağyurdu OIZ has ISO 9001 and Zero Waste Basic Level Certificates. All participant companies are checked for environmental permits. Participants who do not have an

environmental permit are not granted a production license. All companies that have a production license and produce have environmental permits.

Project site consists of a two parcel, it will be constructed in a section of approximately 16,000.00 m² on 110/1 parcels no and 104/27 which is allocated as the Treatment Facility Area in the Bağyurdu OIZ Zoning Plan and consists of two parcels. Excavation works will be done in the project area on a small scale. Excavation waste will be generated and will be disposed of according to the regulations. No new land acquisition is required for the sub-project because the plant works are located in available lands of the OIZ.

2. Legal Framework

2.1. National Legislation

Table 2-1 summarizes the national legal and regulatory requirements that are relevant for the SEP.

Table 2-1 Relevant National Legal and Regulatory Requirements

Law	Explanation
Law on the Exercise of the Right to Petition	Based on "Article 3 of the Law on the Exercise of the Right to Petition", citizens of the Republic of Turkey, may submit their complaints to the Grand National Assembly of Turkey through written petition (Official Gazette dated 01.11.1984 and numbered 3071). On the condition of reciprocity and using Turkish language in their petitions, foreigners residing in Turkey are entitled to enjoy this right
Right to Information Act (No. 4982)	The purpose of this law is to regulate the procedure and basis of the right to information in accordance with the principles of equality, impartiality and openness, which are the requirements of a democratic and transparent government. According to the obligation to provide information (Article5), institutions and organizations are required to take necessary administrative and technical measures for all kinds of information and documents, considering the exceptions set out in this law, to provide information to applicants; and to evaluate and decide on applications promptly, effectively and correctly.
Right to Constitutional Complaint (Constitution, Article 148)	<p>“Everyone may apply to the Constitutional Court on the grounds that one of the fundamental rights and freedoms within the scope of the European Convention on Human Rights which are guaranteed by the Constitution has been violated by public authorities. To make an application, ordinary legal remedies must be exhausted.”¹</p> <p>“Article 24, Appeal process - The applicant whose request for information was rejected may appeal to the Board within fifteen days starting from the official notification before appealing for judicial review. Appeals should be written. The Board shall render a decision within 30 days.”</p>
Law on the Right to Information (Articles 11)	“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 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.”
The Environmental Impact Assessment Regulation No. 29186 (Article 9)	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>

Law	Explanation
	<p>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.</p> <p>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.</p>
Participatory Planning Approach (Public Financial Management and Control Law No. 5018)	Strategic planning and performance-based budgeting Article 9- Public administrations; They prepare a strategic plan with participatory methods in order to create their future missions and visions within the framework of development plans, programs, relevant legislation and the basic principles they adopt, to determine strategic goals and measurable targets, to measure their performance in line with the predetermined indicators, and to monitor and evaluate this process.
Principles of Participation Guide	Strategy and Budget Department of the Presidency prepares and shares manuals on guidelines for the strategic planning process that public administrations have to implement. One of these guides is about the principles of participation. The principles of participation document are a best practice guide for those who design, implement and manage participatory work. The Ministry of Industry and Technology acts under the guidance of these guides in large-scale projects and works that require corporate strategic planning and participation.
Strategic Plan of the Ministry of Industry and Technology	MoIT carried out a participatory process in which the opinions of internal stakeholders and external stakeholders were received within the scope of the 2019-2023 Strategic Plan preparation activities. In order to measure the perceptions and get suggestions on forthcoming industry and technology strategies and programs of Turkey, a comprehensive external stakeholder questionnaire was conducted to of external stakeholders including those working in public institutions and organizations, non-governmental organizations, public institutions, and higher education institutions.

2.2. World Bank Requirements for Stakeholder Engagement

The World Bank’s Environmental and Social Framework (ESF)’s Environmental and Social Standard (ESS)10, “Stakeholder Engagement and Information Disclosure”, recognizes “the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice” (World Bank, 2017: 97). Specifically, the requirements of ESS10 are:

- 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.
- 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.
- 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.
- 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.” (World Bank, 2017: 98).

This standard requires that the Borrower prepares a Stakeholder Engagement Plan (SEP) that is proportionate to the nature and scale of the project and its potential risks and impacts, disclose it as early as possible before project appraisal, and seeks the views of stakeholders on the SEP, including on the identification of stakeholders and proposals for future engagement. An updated SEP needs to be disclosed by the Borrower subsequent to any significant changes to the original version (World Bank, 2017: 99). In addition, the Borrower should also develop and implement a grievance mechanism to receive and facilitate the resolution of concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner (World Bank, 2017: 100)¹.

¹ Details for the WB Environmental and Social Standards are available at: www.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards and <http://projects-beta.vsemirnyjbank.org/ru/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards>

3. Brief Summary of Previous Stakeholder Engagement Activities

Bağyurdu OIZ 1.6 MWe Solar Power Plant Project 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 SEP². Stakeholder engagement efforts have included meetings with key stakeholders, including relevant ministries and other government agencies, representatives of Chambers of Industry and/or Commerce, OIZs, development agencies and other development partners. The stakeholders involved in the consultation processes of Türkiye Organized Industrial Zones Project are:

- Ministry of Industry and Technology (MoIT)
- Ministry of Energy and Natural Resources (MoENR)
- Ministry of Environment, Urbanization and Climate Change (MoEUCC)
- Presidency of Strategy and Budget (SBO)
- Ministry of Treasury and Finance
- Small and Medium Industry Development Organization (KOSGEB)
- Scientific and Technological Research Council of Turkey (TUBİTAK)
- Ankara Development Agency
- United Nations Development Programme (UNDP)
- OIZs
- Organized Industrial Zones Supreme Organization (OIZSO)
- The Union of Chambers and Commodity Exchanges of Turkey (TOBB)

The World Bank (WB), in partnership with MoIT, has conducted stakeholder consultation meetings, missions and site visits with partners including OIZs, OIZSO, Strategy and Budget Office of Presidency.

After meetings and consultations with stakeholders, MoIT prepared the Stakeholder Engagement Plan (SEP), Labor Management Procedures (LMP), Environmental and Social Management Framework (ESMF), Resettlement Framework (RF) and Environmental and Social Commitment Plan (ESCP). After first drafts of these documents are developed, MoIT held a stakeholder engagement meeting on 18.02.2020 to present key aspects of the project proposal, share scope of SEP and other procedures during the project preparation phase. The SEP, approved in January 2021 by the WB and published on the main project's website³, formed the basis for this subproject-specific SEP. The draft SEP of the main project, together with project ESMF, ESCP, RF and LMP, has been disclosed on the website of the MoIT in both English and Turkish on 15.12.2020 to obtain views and comments of relevant stakeholders. In addition to disclosure of ESF documents on their website, the ESMF and other ESF documents have been shared with the stakeholders via e-mail. Feedbacks regarding the disclosed documents has been collected through official correspondences, online feedback forms, e-mails to support the effectiveness of the virtual/digital meetings.

MoIT and Bağyurdu OIZ Management communicated through meetings and correspondence as the stakeholders of the sub-project (Bağyurdu OIZ 1.6 MWe Solar Power Plant Project).

The Solar Energy Power Plant will be built on the existing OIZ land and does not require any land acquisition. For this reason, there is no consultation record regarding land acquisition.

Bağyurdu OIZ management held a meeting with E&S consultants to discuss the preparation of the environmental and social assessment (ESA) documents for the subproject, in line with WB ESSs on November 2, 2022. The participants of this meeting is provided in Appendix 6 of this SEP.

²<https://www.sanayi.gov.tr/sanayi-bolgeleri/dunya-bankasi-finansmanli-osb-kredilendirme-projesi/sf1604010641>

³<https://www.sanayi.gov.tr/sanayi-bolgeleri/dunya-bankasi-finansmanli-osb-kredilendirme-projesi/sf1604010641>

Both at the beginning and end of the sub-project lifecycle, multi-stakeholder meetings will be organized in order to announce and disseminate project activities and outcomes. Continuous stakeholder engagement will be one of the key elements of the project implementation. During the life of the Project, different stakeholder engagement activities and communication tools will be prepared to disseminate information about the project. The first round of consultation meetings for the Sub-Project was held on 25th November 2022 in Bağyurdu OIZ with the invitation of all stakeholders described in Chapter 4 and listed in Appendix 4. The photographs, minutes of meeting, participant list are available in Appendix 10, Appendix 11 and Appendix 12.

At the meeting, WB E&S standards (ESS) that the sub-project committed to comply with and the E&S Management Plans that are being prepared were presented (For the presentation, see Appendix 5), and opinions and suggestions of the stakeholders were received. Management plans and E&S commitments of the sub-project were presented at the meeting. Information was given about the disclosure process and the grievance mechanism.

A stakeholder consultation meeting was held on January 25, 2023 with the participation of local stakeholders. At this meeting, the final drafts of the E&S documents were explained and feedback was received from the stakeholders. This version of the SEP has been updated accordingly. The participant list of the meeting is provided in Appendix 16 while the comments received from the participants are presented in Appendix 15. The meeting was announced with brochures posted in public spaces and local newspaper advertisements (Please see Appendix 17 and Appendix 18).

4. Stakeholder identification and analysis

4.1. Affected parties

For the purpose of the SEP, the term “Affected Parties” includes “those likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods. These stakeholders may include individuals or groups, including local communities” (World Bank, 2018b). They are the individuals or households most likely to observe changes from environmental and social impacts of the project. Identified affected parties⁴ are;

- Employees of OIZ
- Firms operated in OIZ
- Employees of the firms operated in OIZ
- Construction firm
- Employees of the construction firm

There is no settlement 5 km away or closer.



Figure 4-1 Nearest settlements (considered as OIP as they are more than 5 km away)

4.2. Other interested parties (OIP)

The term “Other interested parties” (OIPs) refers to “individuals, groups, or organizations with an interest in the project, which may be because of the project location, its characteristics, its impacts, or matters related to public interest. For example, these parties may include regulators, government officials, the private sector, the scientific community, academics, unions, women’s organizations, other civil society organizations, and cultural groups” (World Bank, 2018b). Identified affected parties are;

- Suppliers
- Service providers to OIZ

⁴ For contact info see Appendix 4. Stakeholder List

- Residents of Çepnidere (approximately 5,3 km) and the muhtar as their elected representatives
- Residents of Turgutlu (approximately 6,25 km) and the muhtar as their elected representatives
- Residents of Sancaklıbozköy (approximately 6,1 km) and the muhtar as their elected representatives
- Residents of Sancaklığdecik (approximately 6,6 km) and the muhtar as their elected representatives
- İzmir Province Municipality
- Kemalpaşa District Municipality
- Kemalpaşa District Directorate of Environment, Urbanization and Climate Change
- Kemalpaşa District Directorate of Agriculture and Forestry
- Kemalpaşa District Government
- Media institutions
- NGOs
 - Müstakil Sanayici ve İş Adamları Derneği (Independent Industrialists' and Businessmen's Association)
 - İzmir Esnaf ve Sanatkarlar Odaları Birliği (İzmir Union of Tradesmen and Craftsmen Chambers)
 - TEMA Vakfı İzmir Temsilciliği (TEMA Foundation İzmir Representation)
 - Küçük ve Orta Ölçekli İşletmeleri Geliştirme ve Destekleme İdaresi Başkanlığı (KOSGEB) - İzmir Müdürlüğü (Small and Medium Enterprises Development and Support Administration - İzmir Directorate)
 - İzmir Ziraat Odası (Bağyurdu Chamber of Agriculture)
 - Türk Mühendis ve Mimar Odaları Birliği (TMMOB) (Union of Chambers of Turkish Engineers and Architects)
 - İzmir Kalkınma Ajansı (Izmir Development Agency)

4.3. Disadvantaged / vulnerable individuals or groups

The sub-projects to be implemented within the scope of the Project will be located within OIZ areas, where land acquisition processes are already completed. There is not a potential that Bağyurdu OIZ 1.6 MWe Solar Power Plant Project may necessitate acquisition of additional land. It is particularly important to understand project impacts/risks and whether they may disproportionately fall on disadvantaged or vulnerable individuals or groups, who often do not have a voice to express their concerns or understand the impacts of a project. However, for this sub-project, these groups from surrounding communities were not analysed because there are no settlements in the vicinity of the project area and no land acquisition is required. For this reason, communities are defined as OIP and not PAP. Despite this, vulnerable/disadvantaged groups/individuals within the communities defined as OIP were considered as vulnerable groups in accordance with SEP of the main project within the scope of the project.

- For this sub-project, these groups from surrounding communities were not analysed because there are no settlements in the vicinity of the project area and no land acquisition is required. However, these groups can be found among workers of companies operating in the OIZ. The groups listed below will be considered as vulnerable groups of the project. Woman head of households,
- Elderly,
- People with disability,
- People who are dependent on home due to chronic illness,

- Illiterate adult,
- Those who do not use the internet,
- People who do not speak Turkish who live in OIP settlements or work in the OIZ.

4.4. Summary of project stakeholder needs

Engagement commitments of the sub-project presented below with the communication needs of the stakeholders. Common communication needs of vulnerable groups are included.

Table 2-2 Communication needs and measures for the stakeholders

Stakeholder	Method of Communication	What will be communicated/disclosed	Responsible
Affected parties			
OIZ companies	E-mail Website	Project progress, E&S requirements and Health and Safety alerts Information about SEP, GM, ESMP, LMP Information on social and environmental issues related to the sub-project	OIZ PMU
Workers in the OIZ	Website Notice board announcements in OIZ Grievance mechanism (GM) communication channels	Project developments, E&S requirements and Health and Safety alerts Information about SEP and GM GM will be available for workers	OIZ PMU
Workers of the sub-project construction activity	Website Notice board announcements in OIZ Grievance mechanism (GM) communication channels	Project developments, E&S requirements and Health and Safety alerts Information about the SEP, GM, workers' GM, ESMP, LMP of the project Occupational health and safety (OHS) issues Worker Rights	OIZ PMU and sub-contractors of the project
Other Interested Parties (OIP)			
Suppliers	E-mail, Website Board announcements in OIZ	Project developments and Health and Safety alerts	OIZ PMU
Service providers to OIZ	E-mail and Website Board announcements in OIZ	Project developments and Health and Safety alerts	OIZ PMU
Residents of Çepnidere (approximately 5,3 km)	Phone call to the muhtars CHS warning signs Website Grievance mechanism (GM) communication channels	Project developments and Health and Safety alerts Information about Website of the project, SEP and GM	OIZ PMU
Residents of Turgutlu (approximately 6,25 km)		Information on social and Environmental subjects related to the sub-project	OIZ PMU
Residents of Sancaklıbozköy			OIZ PMU

Stakeholder	Method of Communication	What will be communicated/disclosed	Responsible
(approximately 6,1 km)			
Residents of Sancaklığdecik (approximately 6,6 km)			OIZ PMU
İzmir Province Municipality	E-mail Website	Project developments	OIZ PMU
Kemalpaşa District Municipality	E-mail Website	Project developments	OIZ PMU
Kemalpaşa District Directorate of Environment, Urbanization and Climate Change	E-mail Website	Project developments	OIZ PMU
Kemalpaşa District Directorate of Agriculture and Forestry	E-mail Website	Project developments	OIZ PMU
Kemalpaşa District Government	E-mail Website	Project developments	OIZ PMU
Media institutions and NGOs	E-mail Website	Project developments	OIZ PMU
Vulnerable groups (who live in OIP settlements or work in the OIZ)			
Woman head of households		GM will allow anonymous complaints. Job application form will be distributed to nearby settlements (OIP settlements).	OIZ PMU
Elderly			
People with disability	Phone call to the muhtars CHS warning signs in and around the OIZ Website Grievance mechanism (GM) communication channels for local communities and workers	Important information about the project will be given to the representatives (muhtars, directors) to be conveyed to the vulnerable groups. Attention-grabbing and visual warning signs, speed limits, CHS practices that consider all vulnerable groups.	OIZ PMU and sub-contractors
People who are dependent on home due to chronic illness			
Illiterate adult		Attention-grabbing and visual warning signs	OIZ PMU and sub-contractors
People who do not speak Turkish			

Stakeholder	Method of Communication	What will be communicated/disclosed	Responsible
Those who do not use the internet	Phone call to the muhtars CHS warning signs Grievance mechanism (GM) communication channels	Important information about the project will be given to the representatives (muhtars, directors) to be conveyed to the vulnerable groups.	OIZ PMUand sub-contractors

5. Stakeholder Engagement Program

5.1. Purpose and Principles of Stakeholder Engagement

Stakeholder engagement plays a critical role for the successful completion of the sub-project, which has a wide stakeholder circle, from local people to domestic and international nongovernmental organizations. The SEP aims to play special attention to identified disadvantaged or vulnerable individuals or groups and determines how to ensure their inclusion in the stakeholder engagement activities. The SEP aims to take into account the main characteristics and interest of the stakeholders, and the different levels of engagement and consultation that is appropriate for different stakeholders, while defining the interaction with all stakeholders, also explores the opportunities and risks brought by interaction with them.

Transparent participation: It is essential that information about the project is communicated openly to all stakeholders. The positive and negative impacts of the project should be clearly shared with all stakeholders.

Sensitive participation: A sensitive participation process that takes into account the special needs of different stakeholder groups and communities should be maintained. Measures should be taken to ensure that the communication in the participation process is performed without a hitch.

Inclusive/non-discriminatory participation: Care should be taken to ensure that there is no hierarchy in terms of participation among groups with different interests and needs, and that all groups are met with an equal and fair participation process. If the characteristics of some individuals or communities make it difficult to access to the participating channels, enabling measures should be taken.

5.2. Stakeholder Engagement and Information Disclosure Methods

In order to sustain ownership of the project stakeholders' during project implementation, and to increase positive social impact of the project, some stakeholder engagement methods to be used in the implementation phase are explained in the SEP of the main Project. These engagement methods will be used throughout the life cycle of the project and coordination between sub-projects will be ensured. Parallel methods are planned to be used in particular for the Bağyurdu OIZ 1.6 MWe Solar Power Plant Sub-project including Electric Vehicle Charging Station.

Table 5-1 Engagement methods of the Project and the Sub-project

Method	Main Project Level- Türkiye Organized Industrial Zones ⁵	Sub-Project Level – Bağyurdu OIZ 1.6 MWe Solar Power Plant Project	
		Activity	Responsible unit
Official meetings	The official meetings will be convened at two levels: (I) among the representatives of MoIT, and (ii) with relevant stakeholders. Firstly, the representatives of different units of the MoIT will meet monthly during both the preparation and	Bağyurdu OIZ PMU will attend the relevant official meetings described in the SEP of the main project to be	MoIT PMU Bağyurdu OIZ PMU

⁵ <https://www.sanayi.gov.tr/sanayi-bolgeleleri/dunya-bankasi-finansmanli-osb-kredilendirme-projesi/sf1604010641>

Method	Main Project Level- Turkiye Organized Industrial Zones ⁵	Sub-Project Level – Bağıyurdu OIZ 1.6 MWe Solar Power Plant Project	
		Activity	Responsible unit
	<p>implementation phase of the Project in order to keep each expert assigned to this Project informed about every aspects/milestones of the project. Also, the Project Implementation Unit will meet weekly to ensure smooth implementation. Secondly, official meetings were/will be conveyed with various stakeholders both during preparation and implementation phase of the Project. A large variety of the stakeholders including representatives of government authorities, municipal authorities, OIZs’ and Organized Industrial Zones Supreme Organizations, Chambers of Commerce/Industry and international organizations. Most of these meetings will be executed through digital platforms in compliance with Covid-19 prevention measures recommended by the government.</p>	<p>informed about every aspects/milestones of the whole project.</p>	
Opening and Closing Meetings	<p>Both at the beginning and end of the project lifecycle, multi-stakeholder meetings will be organized in order to announce and disseminate project activities and outcomes. These meetings will be executed in digital platforms if health risk due to the Covid-19 pandemic still continues in the time of the meetings.</p>	<p>Both at the beginning and end of the sub-project lifecycle, multi-stakeholder meetings will be organized in order to announce and disseminate project activities and outcomes.</p>	<p>Bağıyurdu OIZ PMU E&S consultants Affected parties OIP</p>
Disclosure Meetings	<p>Disclosure meetings will be convened with stakeholders including MoIT, OIZs, OIZSO and government authorities such as MoENR, MoUE, chamber of industry and trade, KOSGEB, TUBİTAK and Das. In these meetings project documents including the SEP, ESMF, LMP and other relevant implementation documents will be disclosed. Most of these meetings will be executed in digital platforms in compliance with Covid-19 prevention measures recommended by the government.</p>	<p>The opening meeting of the Sub-Project was held on 25th November 2022 in Bağıyurdu OIZ with the invitation of all stakeholders.</p> <p>At the meeting, WB E&S standards (ESS) that the sub-project committed</p>	

Method	Main Project Level- Turkiye Organized Industrial Zones ⁵	Sub-Project Level – Bağıyurdu OIZ 1.6 MWe Solar Power Plant Project	
		Activity	Responsible unit
	Feedback regarding the disclosed documents will be collected through official correspondences, online feedback forms, e-mails to support the effectiveness of the digital meetings.	to comply with and the E&S Management Plans that are being prepared were presented (For the presentation, see Appendix 5), and opinions and suggestions of the stakeholders were received.	
Digital Communication Tools	<p>The website and social media accounts of the MoIT will be used to inform stakeholders about the important developments of the Project. The press releases will also be shared with the press. These tools will be effectively used in compliance with the Covid-19 prevention measures in order to lessen the need of face-to-face meetings.</p> <p>According to stakeholder engagement and information meeting (Appendix 15) stakeholder need information on social and Environmental subjects related to the sub-project</p>	<p>The website of Bağıyurdu OIZ will be used to inform stakeholders about the important developments of the Project. This tool will be effectively used in compliance with the Covid-19 prevention measures in order to lessen the need of face-to-face meetings. Important developments and announcements about the project will be published on the website.</p> <p>ESMP, LMP and SEP will be available on the website.</p>	<p>Bağıyurdu OIZ PMU</p> <p>Affected parties</p> <p>OIP</p>
Grievance Mechanism (GM)	Per the World Bank's ESS10 requirement, a proper grievance mechanism (GM) will be established and operated for the Project.	The sub-project will have a grievance mechanism managed by Bağıyurdu OIZ PIU. For the	<p>Bağıyurdu OIZ PMU</p> <p>Affected parties</p> <p>OIP</p>

Method	Main Project Level- Turkiye Organized Industrial Zones ⁵	Sub-Project Level – Bağıurdu OIZ 1.6 MWe Solar Power Plant Project	
		Activity	Responsible unit
	According to the LMP of the main project, a Workers’ GM will also be established.	working principles of the mechanism, see Chapter 7.	

5.3. Programme and Timing of SEP

The strategy should include means to consult with project stakeholders if there are significant changes to the project resulting in additional risks and impacts.

Table 5-2 Programme and Timing of SEP

Project stage	Activity	Information to be disclose	Method	Time - Location	Target stakeholder	Responsible Unit
Project lifetime	Official meetings	Project development process, E&S requirements.	Online, face-to-face meetings	Regularly - MoIT	MoIT, OIZs	MoIT
Beginning and end of the project	Opening and Closing Meetings	Project aims and results, E&S requirements and performance.	Online or face-to-face	Beginning and end of the project - OIZ	Affected Parties and OIPs	OIZ PMU
Preparation	Disclosure	ESSs and call to disclosure process of the draft E&S management plans.	-E-mails to institutional and organizational stakeholder, -Board announcement for OIZ employees, -Website announcement.	When final drafts of E&S management plans are ready - OIZ and online.	Affected Parties and OIPs, vulnerable groups.	OIZ PMU
Preparation	Information sharing	ESMP and SEP.	-Website, -Stakeholders will be able to contribute to the plans by phone, e-mail or via the online communication form on the website.	When final drafts of E&S management plans are ready - Online	Affected Parties and OIPs, vulnerable groups.	OIZ PMU
Preparation	Information about GM	Targets and channels of the GM	Face to face or by phone	Beginning of the Project	Representatives and directors of the local communities live in Çepnidere, Turgutlu, Sancaklıbozkö	OIZ PMU

Project stage	Activity	Information to be disclose	Method	Time - Location	Target stakeholder	Responsible Unit
					y, Sancaklığdecik	
Project lifetime	Information sharing activities	Important developments of the Project such as Final versions of the E&S management documents are ready.	Website	In case important developments of the Project - Online	Affected Parties and OIPs, vulnerable groups.	OIZ PMU
Construction	Warnings	Construction related CHS warnings and traffic.	Warning signs	When needed - Construction area and roads.	Workers, residences of the OIP settlements including vulnerable groups.	Construction company and OIZ PMU.
Construction and Operation	Employment call	Local employment opportunities.	-Website of the OIZ, -Job application forms distributed to OIP settlements, -Board announcement for OIZ employees.	When needed - Online, OIP settlements and OIZ.	Workers, residences of the OIP settlements including vulnerable groups.	Construction company and OIZ PMU.

6. Resources and Responsibilities for implementing stakeholder engagement activities

6.1. Resources

Bağyurdu OIZ PMU will be in station of stakeholder engagement activities. The budget required for implementing the stakeholder engagement plan over project duration will be allocated and used for conducting the above specified activities with different stakeholders and for communication and visibility activities from the own budget of the OIZ. All the activities will be conducted by use of human resources of the OIZ.

6.2. Management functions and responsibilities

The MoIT PMU will assume the main responsibility for the coordination, implementation and monitoring and reporting of the implementation of the main project's SEP's implementation. Table 6-1 presents the roles and responsibilities of each main project's SEP and the SEP of the sub-project.

Table 6-1 Responsibilities of Key Actors/Stakeholders in SEP Implementation

Responsible Party	Roles and Responsibilities
Level: Main project – Turkiye OIZs Project	
MoIT PIU-Project Manager	<ul style="list-style-type: none"> • Incorporating all stakeholder engagement activities into the overall environmental and social management systems • Developing an internal system to communicate progress and results of stakeholder engagement to the senior management and staff members • Expediting, monitoring, following up PIU team for proper implementation of processes related to grievance mechanism and stakeholder engagement issues • Coordinating with parties for proper implementation of processes related to grievance mechanism and stakeholder engagement issues • Consultation on specific SEP activities
MoIT PIU-Communications and Stakeholder Specialist	<ul style="list-style-type: none"> • Planning and implementation of the SEP • Ensuring that the stakeholder engagement is understood by PIUs and other stakeholders • Leading stakeholder engagement activities with identified stakeholders such as OIZs, OIZSO, loan owners in OIZs, governmental bodies • Organizing/managing Public Participation Meetings and other events related to public disclosure of information • Supporting other PIU staff that may have interaction with stakeholders • Coordinating interface and reporting to/from World Bank in relation to implementation of SEP • Updating the SEP periodically and upon major Project changes • Information sharing with local community members/ Local community representatives • Prepare and implement subproject level SEPs • Consult and engage poor and vulnerable groups such as women, migrants/refugees, unemployed persons in the vicinity of OIZs
MoIT PIU-Environmental and Monitoring Specialist	<ul style="list-style-type: none"> • Monitoring the project progress • Ensuring the successful delivery of all defined documentation

Responsible Party	Roles and Responsibilities
	<ul style="list-style-type: none"> • Consolidated reporting on overall SEP activities and the project progress • Implementing social and environmental monitoring • Monitoring and reporting to MoIT PIU and management whether the social and environmental issues stated in related documents are implemented throughout Project lifetime
MoIT PIU-GM Focal Point	<ul style="list-style-type: none"> • Acting as the focal point for the GM in MoIT PIU • Recording and following up grievances related with the Project • Management and coordination on resolution of grievances within the Project • Reviewing grievance records to illustrate significant non-compliance issues or recurring problems regarding the stakeholder engagement and other Project activities and coming up with actions • Coordinating and monitoring GM focal points in OIZs and contractor level • Consolidating Project related grievances from all different GM levels • Informing MoIT PIU and management about the resolution process • Preparing consolidated GM reports of the Project
Governmental Bodies (MoENR, MoUE, TUBITAK, KOSGEB, etc.)	<ul style="list-style-type: none"> • Providing inputs and feedback during the preparation and implementation phases of the SEP • Participation to the implementation of some activities in the SEP
Project contractors (Building contractors, Private investors, potential OIZ participants Suppliers of “green infrastructure”, goods and services)	<ul style="list-style-type: none"> • Informing MoIT PIU of any issues related to their engagement with stakeholders • Informing local communities of any environmental monitoring (e.g. noise, vibration, water quality monitoring etc.) • Developing and implementing a grievance mechanism for their workforce including sub-contractors, prior to the start of works in compliance with PIU’s GM requirements
Supervision Consultant	<ul style="list-style-type: none"> • Monitoring the contractors’ recording and resolution of grievances, and reporting these to PIU in their monthly progress reports • Contacting with PIU GM Focal Point for the follow up of the grievances
Level: Sub-project – Bağyurdu OIZ 1.6 MWe Solar Power Plant Project	
Bağyurdu OIZ PMU	<ul style="list-style-type: none"> • Preparing a sub-project level SEP • Koordinasyon with MoIT PIU-Communications and Stakeholder Specialist • Planning and implementation of SEP activities with MoIT for the specific OIZ site • Informing OIZ’s SEP related activities to management board of the OIZ • Outreach to stakeholders for site specific project issues • Regional and provincial level outreach • Reporting on implementation of SEP activities to MoIT PIU • Executing defined grievance mechanism in the SEP properly and informing MoIT PIU about the overall implementation status • Sending all records to Regional Directorate and the Board of Directors

Responsible Party	Roles and Responsibilities
GM focal point	<ul style="list-style-type: none"> • Receiving and responding to complaints • To ensure that the complaint is resolved by communicating with the relevant departments • Reporting grievance records and consultation activities to management • Providing data for Monitoring and Evaluation activities • Giving information to representatives/directors of the OIP settlements about GM

The current organizational chart of OIZ management including PIU is as follows.

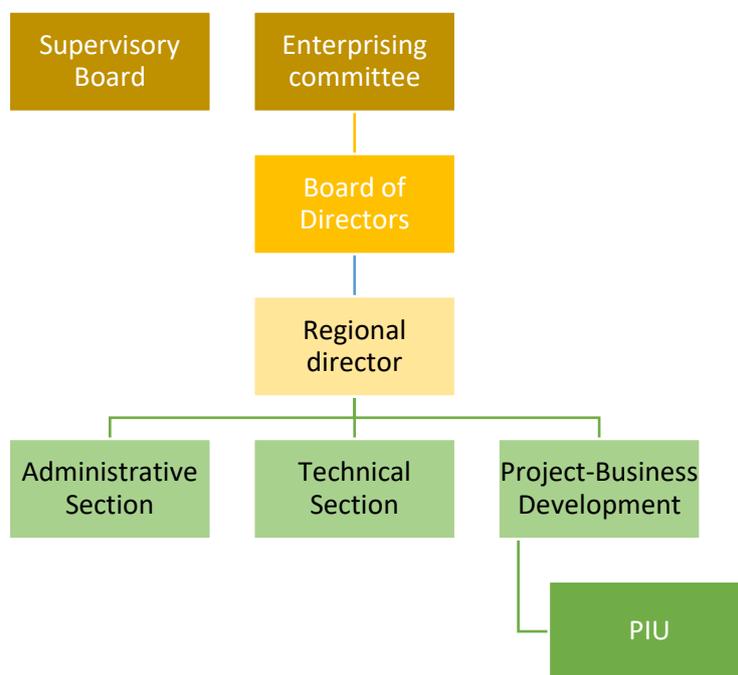


Figure 6-1 Organizational chart of Bağyurdu OIZ

7. Grievance Mechanism (GM)

7.1. Purpose and Principles

The project-based GMs are 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.

Any grievances that may occur during the project will be addressed at four levels. The GM at the first level will be undertaken by the OIZs. Secondly, contractors will establish their own GM for undertaking grievances for sub-contractors and workers. As the third level the MOIT's GM will be effectively adapted for the Project. Finally, the Presidential Communication Center (CIMER) will constitute the fourth level of the grievance mechanism of this project. Legal action is open for complainants who feel that they have not achieved a satisfactory result from any of these levels.

The GMs will be accessible to a broad range of Project stakeholders who are likely to be affected directly or indirectly by the project.

Having an effective GM in place will also serve the objectives of: reducing conflicts and risks such as external interference, corruption or mismanagement; improving the quality of project activities and results; and serving as an important feedback and learning mechanism for project management regarding the strengths and weaknesses of project procedures and implementation processes.

The structured Grievance Mechanism will ensure that grievances associated with the Project are addressed through a transparent and impartial process. From the early stages of the Project lifecycle, the grievance procedure will be and will continue to be disclosed to the public through individual or group meetings, printed materials, notice boards.

The grievances will be acknowledged by the PMU assigned by Bağyurdu OIZ and timeframe for the provision of response or for further consideration will mainly depend on the complexity of the issue raised, however, ideally, it is expected to not exceed 15 days after receiving the grievance.

The methods used to publicize the availability of the grievance mechanism should be culturally appropriate and in accordance with how stakeholders usually acquire information. Women and men may access information differently and it needs to be ensured that both have equal access to information. Stakeholders will be able to share their opinions and grievances via a range of options such as letters, e-mail, grievance boxes, and face to face meetings throughout the Project's lifespan.

All stakeholders initiating a grievance will have an opportunity to claim their case in a confidential manner Bağyurdu OIZ will ensure that the name and contact details of the complainant are not disclosed without their consent.

7.2. GM Levels

7.2.1. GM in MoIT and National Level

Per the World Bank's ESS10 requirement, a proper grievance mechanism (GM) will be established and operated for the Project. For this mechanism to function in a proper and timely manner, a GM focal point who will oversee the entire process will be assigned as a part of the project team of the MoIT. S/he will also be responsible for reporting the grievance redress process of the project for monitoring purposes. This person will also be responsible to coordinate the grievance mechanism to ensure its smooth functioning within the scope of the project. A Communication and Stakeholder Specialist will be assigned for this project in the MoIT to coordinate SEP activities and the inquiries regarding the loan

projects. S/he will be the focal point for communication in the Project. The specialist will also be responsible to suggest and execute proper engagement methods in line with the improvements, if the covid epidemic peaks again.

MoIT receive formal requests and grievances through the Presidential Communication Center (CIMER). Other than CIMER, MoIT can receive formal grievances either as official petitions or through its online web channels. In accordance with the requirements of the World Bank, an expert will be assigned to function as the GM focal point of the project, who will receive grievances regarding the project through all available GMs. The GM will also allow submission of anonymous grievances through CIMER.

Additionally, requests, grievances and suggestions can be sent to Department of Personnel (for MoIT) either inner writing system or paper-based petitions for project workers, who are staff of MoIT. Requests, grievances and suggestions received in this way are evaluated in every 20 business days. The evaluation results are listed internally on the grievance system and can be accessed by employees through their own intranet. The grievances which are relevant to this Project, received through this system will also be reported to GM focal point.

All stakeholders can submit individual applications to the MoIT grievance mechanism established specifically for the Project or to CIMER at national level:

Ministry level grievance mechanism:

- Website (www.sanayi.gov.tr)
- Telephone: 444 62 78, +90 312 201 50 50 00
- E-mail: info@sanayi.gov.tr, dboneri@sanayi.gov.tr
- Mailing Address: Mustafa Kemal Mahallesi Dumlupınar Bulvarı (Eskişehir Yolu 7.km) 2151. Cadde No:154/A 06530 Çankaya/ANKARA

Presidency's Communication Center (CIMER) is the national level grievance mechanism and serves as the official state tool to receive requests, complaints, compliments and inquiries for information from the public:

- CIMER Website (www.cimer.gov.tr)
- CIMER Call Center (150)
- CIMER Phone Number: +90 312 525 55 55 - Fax Number: +90 0312 473 64 94
- Mail addressed to Republic of Turkey, Directorate of Communications
- Individual applications at the community relations desks at governorates, ministries and district governorates

In addition to CIMER, there is also the Foreigners Communication Center (YIMER) which provides a centralized complaint system for foreigners.

- YIMER Websire (www.yimer.gov.tr)
- YIMER Call Center (157)
- YIMER Phone Number: +90 312 5157 11 22- Fax Number: +90 0312 920 06 09
- Mail addressed to Republic of Turkey, Directorate of Communications

7.2.2. GM of Bağıyurdu OIZ

Project Management Unit (PMU) in Bağıyurdu OIZ will be responsible for overall management and supervision of the project including compliance with SEP requirements as well as managing grievances. OIZ has its own grievance mechanisms in place which allows its employees, contractors and stakeholders to raise workplace related concerns and grievances. For this purpose, there are "Complaint,

Request and Suggestion Boxes” in various parts in buildings. Additionally, requests, grievances and suggestions can be received by the OIZ through paper-based petitions. Any request, suggestion or grievances can be sent to the Baęyurdu OIZ via ‘Communication Form’ section of the web site.



Figure 7-1 Complaint, Request and Suggestion Boxes

Complaints, requests and suggestions within the scope of Baęyurdu OIZ 1.6 MWe Solar Power Plant Project will be conveyed through the following communication channels:

- Address: Baęyurdu Organize Sanayi Bölgesi İzmir- Ankara Caddesi No:5 Kemalpaşa /İZMİR
- GM focal point: ZERNİŞAN ÖZTÜRK
- Phone: 0530 782 69 08
- E-mail: info@Baęyurdu OIZ.org
- Web: <https://www.Baęyurdu OIZ.org/>
- Online communication form: <https://www.Baęyurdu OIZ.org/iletisim.html>

Complaints coming from these channels will be recorded in the Complaint Receiving Form (see Appendix 13) in the same day. The complaint recorded on the form will be recorded to the GM system within three days and the resolution process will begin. The complaint will be forwarded to the relevant unit for a solution within 15 days from the date it was first received. The time taken for resolution of the complaint and feedback will not exceed 30 days.

There is no settlement closer than 5 km to the Project. Four surrounding settlements more than 5 km away are included in this SEP as OIPs. The following information will be provided by the PIU to the representatives (muhtars, directors) of these settlements:

- The project has a grievance mechanism,
- Complaints will be recorded and resolved within 30 days,
- Management of grievances will be monitored by MoIT,
- Information about complaint channels,
- Request for referral of grievances from local communities.

7.2.3. GM for Workers

The PMU expects contractors to develop and implement a grievance mechanism for the labour force, including subcontractors, prior to the commencement of works. Construction contractors will prepare Labour Management Plans, including a detailed description of the

workers' grievance mechanism, before the start of construction works.

The labour grievance mechanism will include:

- A procedure for receiving grievances such as comment/complaint form, suggestion boxes, e-mail, telephone hotline;
- Stipulated timeframes for responding to grievances and resolving cases;
- A log sheet to record and monitor the timely resolution of grievances; and
- A department responsible for receiving, logging, handling and following up the resolution of grievances.

The Supervision Consultant will monitor the contractors' logging and resolution of grievances and report them to the PMU in monthly progress reports. The process will be monitored by the focal point of the OIZs and the GM Focal Point in MoIT.

The staff grievance mechanism will be explained in the induction training for all project staff. The mechanism will be based on the following principles:

The process will be transparent and allow employees to raise concerns and lodge grievances;

- There will be no discrimination against those who express grievances and any grievances will be treated confidentially;
- Anonymous grievances will be treated equally as other grievances, whose origin is known; and
- Management will treat grievances seriously and take timely and appropriate action in response.

The workers will be informed about the existence of the grievance mechanism will be readily available to all project workers (direct and contracted) through notice boards, the presence of "suggestion/complaint boxes", and other means as needed.

Within the scope of this project, Bağyurdu OSB will be responsible for appointing a focal point (CLO) responsible for receiving and resolving grievances. The CLO will be responsible for keeping a record of all requests, complaints and suggestions related to the project and forwarding them to the Regional Directorate and the Board of Directors. The Regional Directorate and the Board of Directors will be responsible for the timely resolution of grievances within 15 working days. The Focal Point of the OIZs will monitor and follow up the GM, as well as inform and report to the MoIT.

Although the risk from project activities and in Turkish context is low, grievance mechanism for workers shall include handling disclosures of sexual exploitation and abuse (SEA) and sexual harassment (SH). A SEA/SH referral pathway will be established and updated in line with existing procedures of the country. The GM that will be in place for the project workers will also be used for addressing SEA/SH-related issues and will have in place mechanisms for confidential reporting with safe and ethical documenting of SEA/SH issues.

7.2.4. The World Bank Grievance Redress Mechanism

Communities and individuals who believe that they are adversely affected by a World Bank supported project may submit complaints to existing project-level grievance redress mechanisms or the Bank's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns.

Project affected communities and individuals may submit their complaint to the Bank's independent Inspection Panel which determines whether harm occurred, or could occur, as a result of Bank non-compliance with its policies and procedures. Complaints may be submitted

at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the Bank's corporate Grievance Redress Service (GRS), please visit: <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>. For information on how to submit complaints to the World Bank Inspection Panel, please visit www.inspectionpanel.org.

7.2.5. Grievance Register

All incoming grievances will be reflected in a Grievance Log to assign an individual reference number.

The Grievance Log will also be used to track the status of a grievance, analyses the frequency of complaints arising, typical sources and causes of complaints, as well as to identify prevailing topics and any recurrent trends.

All complaints will be recorded in the respective Grievance Log with the following information:

- Grievance reference number,
- Date of the grievance,
- A location where the grievance was received and in what form (for grievance boxes),
- Complainant's contact details (in case of non-anonymous grievances)
- Content of the grievance,
- Parties responsible for addressing the issue,
- Dates when the investigation of the grievances initiated and completed,
- Results of the investigation,
- Information on the proposed corrective actions to be delivered to the complainant (in case of non-anonymous) and the date of the delivery,
- Deadlines for required actions by the personnel,
- Indication on whether the corrective action was satisfactory or a reason for non-resolution of the grievance,
- The of the close-out, and;
- Any outstanding actions for non-closed grievance cases.

7.3. Roles & Responsibilities

Responsibilities of the PMU of Bağyurdu OIZ include but not limited to:

- Ensure the Grievance Mechanism complies fully with all employment legislation;
- Ensuring the Grievance Mechanism is reviewed on a regular basis as a result of changes to employment legislation and lessons learned from its operation;
- Communicate the Grievance Mechanism to all direct and indirect employees through means of communications structured for the Project
- Ensure the Grievance Mechanism is a dedicated topic during the new employee orientation;
- Provide confidential advice to employees on matters they are reluctant to discuss with their Supervisor
- Provide advice and support to Contractor supervisors and management on their roles and responsibilities for the successful implementation and operation of the Grievance Mechanism.
- Acceptance of issues from employees.

- Log of issues.

7.4. Grievance Procedure

Complaints should be reviewed as soon as possible in order to prioritize for resolution. Regardless of general response and resolution timeframes, some complaints may require immediate attention, for example, an urgent safety issue or where it concerns the livelihood of locals.

There are 10 steps that complete the grievance mechanism. This process has been detailed in the text below.

Step 1: Identification of grievance through personal communication with appropriately trained and advertised by PIU.

Step 2: Grievance is recorded in the ‘Grievance Log’ (paper and electronic) within one day of identification. The grievance log will be managed by the assigned Project Manager. The significance of the grievance will then be assessed within five to seven days.

Significance Criteria is outlined in the list below.

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).

In the case the complaint is assessed to be out of the scope of the Grievance Mechanism, a grievant should be notified through the desired communication method and an alternative mode of solutions should be suggested.

Step 3: Grievance is acknowledged through a personal meeting, phone call, grievance boxes or letter as appropriate, within a target of 15 working days after submission (except the complaints that require immediate attention). 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 Project Manager is notified of Level 1, 2 or 3 grievances Bağyurdu OIZ is notified of all Level 3 grievances. The senior management of Bağyurdu OIZ, as appropriate, supports the Project Manager in deciding who should deal with the grievance, and determines whether additional support for the response is necessary.

Step 5: The Project Manager 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., human resource, relevant administrative departments etc.)

Step 6: A response is developed by the delegated team within 15 days in which may include Project Manager with input from senior management of related departments as necessary. The

response should identify a suitable resolution to the grievance, in which could involve further information to clarify a situation, taking measures to mitigate problems or compensate for any damages that has been caused during the Project activities though financial compensation.

Step 7: The response is signed-off by the senior manager of related departments for level 3 grievances and the Project Manager for Level 2 and Level 1 grievances within 15 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 Project Manager and referred to in the grievance log.

Step 8: Communication of the response should be carefully coordinated. The Project Manager 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 Project Manager 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.

In case the complaint was made anonymously, a summary of the grievance and resolution should be posted on notice boards located around the Facility as well as within the Project affected villages and Project Manager should contact the head of villages on the anonymous grievances and resolutions as well.

If possible, the complainant's response should be recorded in the Grievance Log including notes on the mitigation measures to prevent recurrence of the grievance in future.

In case the Project Manager or other managerial department are not able to address the particular issue raised through the grievance mechanism Project Manager will provide a detailed explanation/ justification on why the issue was not addressed. The response will also contain an explanation on how the person that raised the complaint can proceed with the grievance in case the outcome is not satisfactory.

Step 10: Close the grievance with a sign-off from the Project Manager. The Project Manager assesses whether a grievance can be closed or whether further attention is required. If further attention is required, the Project Manager should return to Step 2 to re-assess the grievance. Once the Project Manager has assessed whether the grievance can be closed, he/she will sign off or seek agreement from the related management departments 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 Project Manager and referred to in the grievance log.

Worker Grievance Mechanism is defined as the mechanism that receives complaints from Project employees (including both direct and indirect employees).

This mechanism is structured with an intention of it being an effective approach for early identification, assessment and resolution of grievances throughout the Project's lifespan. The Grievance Mechanism will guarantee that any employee raising a complaint will not be subject to any reprisal.

Workers' Grievance Mechanism can be summarized as but not limited to; any worker with a concern of pertaining to onsite work such as occupational health and safety, terms of employment, wages, issues with the local community or among co-workers, hygiene issues in the common areas, insufficient amount of food and / or concerns regarding the security of the workers.

The Grievance Mechanism will be informed to all Project workers through written and verbal

communications. Each worker should be informed about the grievance mechanism at the time they are hired, and details about how it operates should be easily available, in employee handbooks for example.

Confidentiality is quite significant to some workers; therefore, workers can submit their complaint and remain anonymous. However, grievances lodged anonymously may prevent the Human Resources Specialist of Bağyurdu OIZ from resolving the matter and providing feedback. Nevertheless, Project workers wishing to lodge grievances anonymously should be allowed to do so. The Project Manager will open the complaint boxes located within the Facility every 5 days and will assess to determine whether the issue raised by the complaint fall within the scope of Worker Grievance Mechanism or not.

It is important to note that, Project employees will retain their right to access the public grievance mechanism for non-employment-related issues.

Complaints will be reviewed as soon as possible in order to prioritize for resolution. Regardless of general response and resolution timeframes, some complaints may require immediate attention, for example, where it concerns the livelihood of workers.

There are 5 steps that complete the Worker Grievance Mechanism. This process has been detailed in the text below.

Step 1: Identification of grievance will be done through personal communication with the Project Manager . This could be in person , by phone, letter, grievance boxes or email.

Step 2: Grievance is recorded in the ‘Grievance Log’. Once the grievance is received and recorded, based on the subject and issue, the Project Manager shall identify the department, management or personnel responsible for resolving the grievance.

In the case the complaint is assessed to be out of the scope of the Project’s Grievance Mechanism, a grievant should be notified through the desired communication method and an alternative mode of solutions should be suggested.

Step 3: Grievance Investigation. The Project Manager and related departments should then assess into the facts relating to the grievance. This should be aimed at establishing and analysing the cause of the grievance and identifying suitable mitigation measures. The analysis of the cause will involve assessing various aspects of the grievance such as the past history of the employee, frequency of the complaint occurrence, management practices, recent incidents, etc.

During the cases when needed, for the sake of the investigation, the Project Manager may also undertake confidential discussions with the concerned parties to develop a more detailed understanding of the issue at hand. In case of Site visit is required to gain first-hand understanding of the nature of the complaint, the visit will be also made to verify the validity and severity of the grievance.

The concern will be referred to the related managerial department who will discuss the concern with the employee and Area and/or Departmental Manager.

The investigation phase should be completed in no more than 5 working days of receiving the grievance.

8. Monitoring and Reporting

8.1. Reporting for Monitoring

SEP activities will be monitored periodically and reported in project progress reports biannually. Monitoring and reporting will be executed by a monitoring specialist who will be in close collaboration with the Communications and Stakeholder Specialist and GM focal point in the PIU of MoIT.

Minutes of the meetings held within the scope of the Stakeholder Engagement Program, participant lists (sex disaggregated), significant comments and feedbacks of projects stakeholders regarding the project, number and nature of grievances and their status (opened, closed, pending, etc.) will be shared as appendices of the project progress reports. These annexes will be sent monthly to MoIT PIU by Bağyurdu OIZ PMU. OIZ PMU will transmit the following information to MoIT with monthly reporting:

- Total number of complaints received (general)
- Number of complaints monthly
- Distribution of received complaints by subject
- Distribution of complainants by gender
- Number of complaints answered within 7 days
- Number of complaints resolved within 30 days in the previous month
- Complaints and solutions list

The monthly reports of OIZ will also cover the monthly reports of supervisor and contractor. The contractor will submit monthly reports to the supervisor. The supervisor will submit monthly reports to the OIZ.

8.2. Involvement of stakeholders in monitoring activities

Involvement of stakeholders in monitoring activities are limited. Third parties will be involved in providing information to monitoring activities, if needed.

8.3. Reporting back to stakeholder groups

Opinions and requests received in stakeholder engagement activities will be evaluated and feedback will be provided to stakeholders by taking necessary actions. Complaints received will be recorded with the GM and the resolution process will end with feedback to the stakeholders.

Appendices

Appendix 1. Technical opinion was obtained from the Provincial Directorate of Agriculture for the entire land planned to be established in Başıurdu OIZ in 2006

T.C.
İZMİR VALİLİĞİ
İl Tarım Müdürlüğü

Sayı : Prj.İst.Şb.Md./ 7267-32936
Konu : Tarım Dışı Amaçlı Arazi Kullanımı

29 Şubat 2006

BAŞIURDU BELEDİYE BAŞKANLIĞI'NA
K.PASA / İZMİR

İLGİ: 13.11.2006 tarih ve 2006/1888 sayılı yazınız.

İlgi yazınızla İzmir İli, Kemalpaşa İlçesi, Başıurdu Beldesi hudutlarında yer alan, yeri ve sınırları müracaat dosyasındaki 1/25000 ölçekli haritada L.19a03a ve L.19a03b paftalarda işaretli olan, 963, 964, 966, 967, 968, 969, 971, 976, 1447, 1499, 1500, 1501 parsel numaralarıyla tapuya kayıtlı KOBSAN O.S.B. Alanı olarak görülen alanlar ile 956, 957, 958, 960, 962 parsel numaralarda tapuya kayıtlı Başıurdu Beldesi Sanayi Rezerv Alanı olarak görülen taşınmazları kapsayan alanda "Sanayi Amaçlı 1/5000 Ölçekli Nazım İmar Planı ve 1/1000 Ölçekli İlave İmar Planı yapılmak istendiği belirtilerek, planlama çalışmalarına esas olmak üzere, Müdürlüğümüz görüşü istenmektedir.

Arazinin yerinde etüt edilmesi neticesinde, Müdürlüğümüzce hazırlanan Etüt Raporu doğrultusunda, 25.03.2005 tarih ve 25766 sayılı Resmî Gazetede yayımlanarak yürürlüğe giren "Tarım Arazilerinin Korunması ve Kullanılmasına Dair Yönetmelik" hükümleri 8-9 maddeleri ve 19.07.2005 tarih ve 25880 sayılı Resmî Gazetede yayımlı 5403 sayılı "Toprak Koruma ve Arazi Kullanımı Kanunu" 13. maddesi doğrultusunda, yazınız ekinde yer alan 1/25000 ölçekli etüt haritasında;

- 1.Yeşil renkte gösterilen 45,5 ha. yüzölçümlü, "Sulu Mutlak Tarım Arazisi" (SMT) tarım dışı amaçlı kullanılması uygun görülmemiştir.
- 2.Mavi renkte gösterilen 136 ha. yüzölçümlü alan, 13.04.2006 tarih ve 2960-8378 sayılı yazımız ile izin verilen alanlardan olduğu için, bu bölümdeki araziler etüt kapsamı dışında bırakılmış ve görüş verilmemiştir.
- 3.Kavuniçi renkte gösterilen 163 ha. yüzölçümlü "Kuru Marjinal Tarım Arazileri" (KTA); çevreye ve tarımsal faaliyetlere zarar vermeyecek tedbirlerin alınması ve bu alan içinde 4342 sayılı Mera Kanunu kapsamında kalan taşınmazların bulunması durumunda, İl Mera Komisyon Başkanlığından da gerekli görüş alınması şartıyla, tarım dışı amaçla kullanılması uygun görülmüştür.

Bilgilerinizi ve gereğini rica ederim.

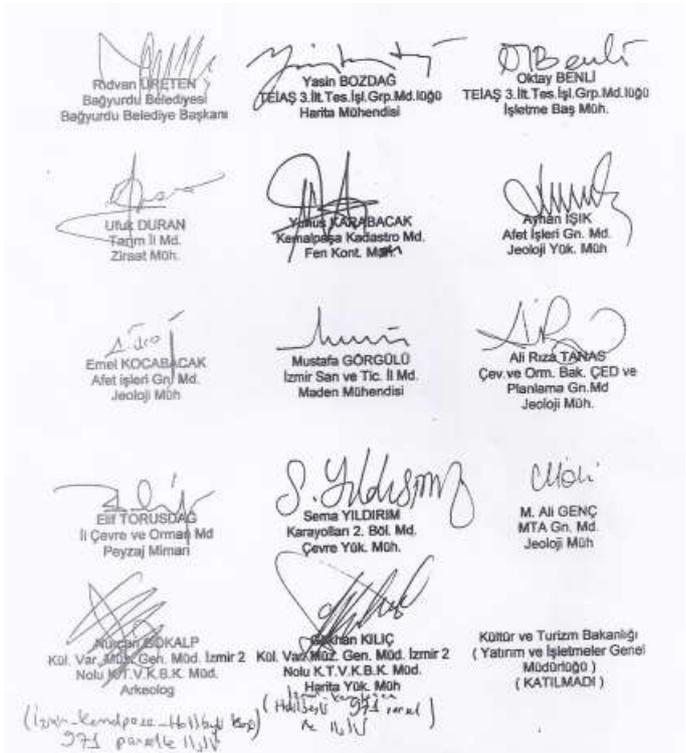
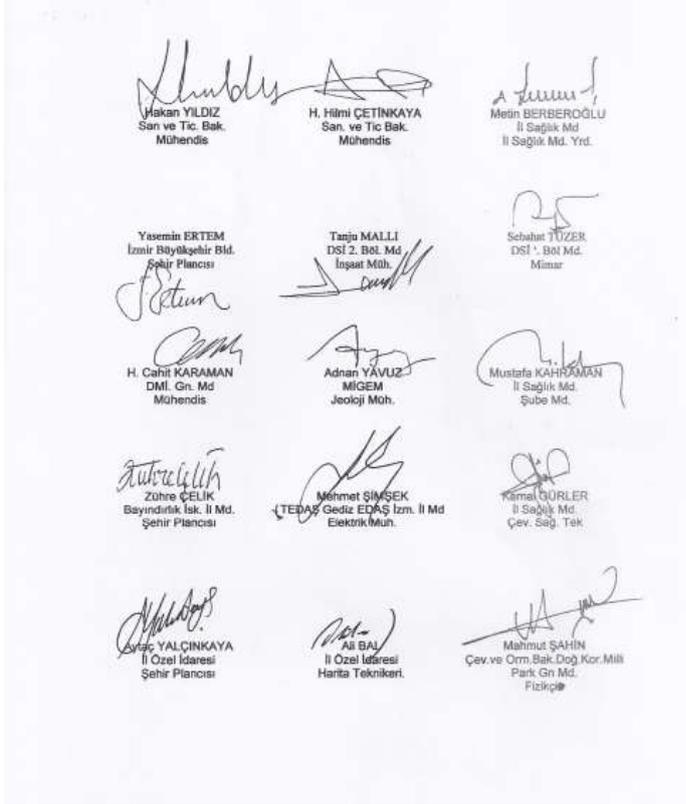

Feri GÜZEL
Vali a.
İl Müdürü V.

Eki:
1.1/25000 Ölçekli Etüt Haritası (1 Adet)

29/11/2006 Mühendis : C.YILMAZ
29/11/2006 Prj.İst.Şb.Md.V : M.BAYLAN
29/11/2006 İl Müdür Yard. : G.ANAKÖK

Adres : Üniversite Cad. No:47 Bursa-İZMİR Santral (0 232) 435 10 02 (4 Hat) Faks(0 232) 462 59 14

Last page



Appendix 3. The land transferring from the construction cooperative to Bağyurdu Organized Industrial Zone

İli	İZMİR		 Türkiye Cumhuriyeti TAPU SENEDİ		Fotograf:		
İlçesi	KEMALPAŞA						
Mahallesi							
Köyü	HALİLBEYLİ						
Sokağı	KİLLİK ÇİFTLİĞİ						
Mevkii							
Satış Bedeli	Pafta No.	Ada No.	Parsel No.	Yüzölçümü			
UNVAN TAŞIHI	L19D411C		871	ha	m ²	dm ²	
				146	8484	44	
Niteliği	ÇİFTLİK EVİ VE TARLA						
Sınırı	PAFTASINDADIR						
Edinme Sebebi	tamamı sınırlı sorumlu İzmir kobsan arsa ve konut yapı kooperatifi adına kayıtlı iken izmir ticaret sicili memurluğunun 28/10/2009 tarih ve 128111 sayılı belgesine göre bağyurdu organize sanayi bölgesi olarak taşihinden						
Sahibi	BAĞYURDU ORGANİZE SANAYİ BÖLGESİ						
Geldi	Yevmiye No	Cilt No.	Sahife No.	Sıra No.	Tarih	Gitti	
Cilt No.	...	10	987		18/11/2009	Cilt No.	
Sahife No.	...					Sahife No.	
Sıra No.	...					Sıra No.	
Tarih	...					Tarih	
 MENKUL HAKLAR TAPUSU İZMİR							
<small>NOT: - Mülkiyet hakkı için bu belgeyi kullanmak zorundadır. - Tapu senedi, tapu senedi sahibine ait Tapu Sicil Müdürlüğüne ibraz edilmelidir.</small>							
<small>ATILM A.Ş. 2008</small>							
<small>Düner Sermaye İşlemesi tarafından hazırlanmıştır.</small>							
<small>Sokak No 129</small>							

Appendix 4. Stakeholder List

Unit	Official	Address	Phone	E-mail
Public Institutions				
Kemalpaşa District Directorate of Environment, Urbanization and Climate Change		Anadolu Caddesi No:41/5 35010 Bayraklı/İZMİR	(0232) 341 68 00	
Kemalpaşa District Directorate of Agriculture and Forestry		Mehmet Akif Ersoy Mahallesi Atatürk Bulvarı Kemalpaşa/İzmir	(0232) 878 18 82 - 1294	kemalpasa@icisleri.gov.tr
İzmir Province Directorate of Environment, Urbanization and Climate Change		Anadolu Caddesi No:41/5 35010 Bayraklı/İZMİR	(0232) 341 68 00	izmircevrevesehircilik@hs01.kep.tr
İzmir Province Directorate of Agriculture and Forestry		Kazım Dirik Mah. Sanayi Cad. No: 34 Bornova, Izmir, Turkey	0232 435 10 02 +90 232 435 10 04	izmir@tarimorman.gov.tr
Kemalpaşa District Government		Mehmet Akif Ersoy Mahallesi Atatürk Bulvarı Kemalpaşa Hükümet Konağı PK:35170 Kemalpaşa/İzmir	(0232) 878 18 82 - 1294	kemalpasa@icisleri.gov.tr
Nearest settlements (more than 5 km away)				
Residents of Çepnidere (approximately 5,3 km)	Tayfun Girgin		0538 410 68 07	
Residents of Turgutlu (approximately 6,25 km)			(0236) 313 27 27	
Residents of Sancaklıbozköy (approximately 6,1 km)	Kadir Dalgın		0 537 274 48 40	
Residents of Sancaklığdecik (approximately 6,6 km)	Yusuf Özel		0 536 779 74 42	
Municipality				
Kemalpaşa District Municipality		Mehmet Akif Ersoy Mh. İnönü Cd. No:111 Kemalpaşa/İzmir	444 88 77	kim@izmir-kemalpasa.bel.tr
İzmir Province Municipality		Mimar Sinan Mahallesi 9 Eylül Meydanı No:9/1 Kültürpark içi 1 no'lu Hol Konak / İzmir	0232 293 12 00	him@izmir.bel.tr
NGOs				

Unit	Official	Address	Phone	E-mail
Müstakil Sanayici ve İş Adamları Derneği (Independent Industrialists' and Businessmen's Association)		Ataköy 7-8-9-10 Mah. Çobançeşme E5 Yanyol Cad. No:4, Bakırköy / İstanbul	(0212) 395 0000	musiad@musiad.org.tr
Kemalpaşa Esnaf ve Sanatkarlar Odası		Soğukpınar Mahallesi 278/3. Sokak 126 35730 Kemalpaşa/İzmir	(0232)8781 328	
İzmir Esnaf ve Sanatkarlar Odaları Birliği (İzmir Union of Tradesmen and Craftsmen Chambers)		Atatürk Blv. Nif Psj. 126 numara, 3.kat, KEMALPAŞA / İZMİR / TÜRKİYE	0232 878 13 28	ver-da-78@hotmail.com
Küçük ve Orta Ölçekli İşletmeleri Geliştirme ve Destekleme İdaresi Başkanlığı (KOSGEB) - İzmir Müdürlüğü (Small and Medium Enterprises Development and Support Administration - İzmir Directorate)		Atatürk OSB 10013 Sok. P.K:35477 Çiğli/İZMİR	0 312 595 25 35	izmir@kosgeb.gov.tr izmir@zmo.org.tr
İzmir Kalkınma Ajansı (Izmir Development Agency)		Megapol Çarşı Kule Halkapınar Mahallesi, 1203/11. Sk. No: 5-7, Kat: 19 35170 Konak/İzmir	+90 232 489 81 81	
Companies in Bağyurdu OIZ				
List and contact information: https://www.Bağyurdu OIZ.org/firmalar.html				
Employees of the companies of Bağyurdu OIZ				

Appendix 5. Presentation on WB E&S ESSs



Bağyurdu OIZ Solar Energy Project

- One of the sub-projects is Bağyurdu OIZ Infrastructure Project. It will be established on existing OIZ lands.
- Bağyurdu OIZ was established in 2006.
- Green OIZ.
- Project will be linked, will create a greener and more environmentally friendly OIZ.



World Bank E&S Standards (ESS)

- ESS1: Assessment and Management of Environmental and Social Risks and Impacts sets out responsibilities to assess, manage and monitor environmental and social risks and impacts associated with each phase of the project, supported by the World Bank with investment Project financing.
- ESS2: Labor and Working Conditions, describes the importance of creating employment and income for comprehensive financial development and poverty reduction.
- ESS3: Resource Efficiency and Pollution Prevention and Management, refers to resource efficiency and pollution prevention and pollution management requirements with a holistic approach in project implementation.
- ESS4: Community Health and Safety, emphasizes health, safety and security risks and their impact on communities due to project activities.
- ESS5: Land Acquisition, Restrictions on Land Use and Involuntary Resettlement requires avoiding compulsory resettlement. If not avoided, necessary measures should be taken to reduce negative effects on displaced people.

Environmental and Social Management Plan (ESMP)

- Impact Identification and Assessment on:
 - Environmental Impacts such as:
 - Water Quality
 - Air Quality
 - Wastewater Generation
 - Solid Waste
 - Excavation Waste
 - Noise and Vibration
 - Dust Emission
 - Climate

Stakeholder Engagement Plan (SEP)

- The World Bank's Environmental and Social Framework (ESF)'s Environmental and Social Standard (ESS)10, "Stakeholder Engagement and Information Disclosure" is very important.
- This standard requires that the OIZ prepares a Stakeholder Engagement Plan (SEP) which is included stakeholder engagement methods that will be used throughout the life cycle of the Project.
- What kind of information would you like to access?
- Which way would you like to reach?

Turkiye Organized Industrial Zones Project

- Ministry of Industry and Technology (MİT) has a long history of strengthening Organized Industrial Zones (OIZ).
- The main objective of the Türkiye Organized Industrial Zones Project is to increase the efficiency, environment sustainability and competitiveness of selected OIZs in Türkiye.
- For this purpose, the World Bank (WB) financing will be used for Sub-Projects in selected OIZs.
- Majority of the Project funds will be in support of OIZ infrastructure such as renewable energy generation, water and wastewater treatment and energy-efficient buildings and processes.
- A Part of the loan will be earmarked to enhance the competitiveness of OIZs through sub-projects in support of establishing innovation and training centres based in OIZs and working closely with external experimental and research institutes and academic entities.

World Bank E&S Requirements

✓ All E&S is not required as the environmental and social risk of the subproject is not high.

However, an Environmental and Social management plan should be prepared in accordance with World Bank standards. (In preparation)

A site-specific stakeholder engagement plan (SEP) will be required. (In preparation)

World Bank E&S Standards (ESS)

- ESS4: Biodiversity Conservation and Sustainable Management of Living Natural Resources requires conservation and preservation of natural resources. Living with biodiversity is essential in ensuring sustainable development.
- ESS7: Indigenous Peoples (Sub-Saharan African, Historically Underserved Traditional Local Communities) (not related).
- ESS8: Cultural Heritage states that cultural heritage provides continuity in concrete and abstract forms between past, present and future. Necessary measures should be taken to protect cultural heritage in the implementation of the projects. (not related).
- ESS9: Financial Intermediaries was established to assess and manage environmental and social risks and impacts associated with project-related investments or subprojects. (not related).
- ESS10: Stakeholder Engagement and Information Disclosure emphasizes the importance of open and transparent participation between the client and stakeholders, and good information practices is an essential element. It contributes to projects in terms of effective stakeholder engagement, improving environmental and social sustainability, increasing project acceptance and successful project design.

Environmental and Social Management Plan (ESMP)

Environmental and Social Impacts and Mitigation Measures for:

- Pre-Construction Phase
- Construction Phase
- Project Execution/Operate Phase
- Year suggestions?
- Es-Post Social Audit
- 1st & 2nd willing will
- Impacts on Individuals?

Project Stakeholders

Stakeholders Affected by the Project

- OIZ employees
- Companies operating in OIZ and their employees
- Construction company and its employees

Other Related Parties:

- Supplier
- Those who leave OIZ
- Neighbours and residents of settlements more than 5 km away
- Kemalpaşa Municipality
- İzmir Provincial Directorate of Environment, Urbanization and Climate Change
- İzmir Provincial Directorate of Agriculture and Forestry
- Kemalpaşa District Directorate of Agriculture and Forestry
- NGOs
- And Beneficiary Groups
- Such as female heads of households, the elderly, disabled individuals, those who cannot read or write and do not speak Turkish.

Grievance Mechanism (GM)

Address: Bağıyurdu Organized Industrial Zone İsmet
Ankara Street No:3Kamapaya/İzmit
GM Officer: ZEİNİŞAN ÖZTÜRK

Phone: 0330 782 47 08
E-Mail: izmit@bagyurdu.org
Website: <https://bagyurdu.org/>
Online communication: <https://www.bagyurdu.org/izmit.html>

Information Disclosure Process

E&S management plans prepared will be disclosed on the OIZ website and will be suspended.

Institutional stakeholders will be notified by e-mail, OIZ employees will be notified by board announcement, and unions, who are FAPs representatives will be notified by phone.

The plans will be suspended for 15 days and will be open to the contribution of all stakeholders. Stakeholders will be able to contribute to the plans by phone, e-mail or via the online communication form on the website.

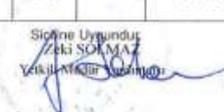
Disclosed management plans will be updated and finalized according to the feedback received from stakeholders.

Appendix 6. Participation list of Preparation Meeting with E&S consultants

ÖZMİR BAĞYURDU OSB ESNP ve SEP çalışmalarında katılan şirketler hakkında bilgi
02.11.2022

No	Firma-Kurum Adı	Adı-Soyadı	Telefon	Cep	Email	İmza
1	STB	Burcu KILDAK	0505 232 11 11	—	burcu.kildak@stb.org.tr	Personal data
2	STB	Tolga GÜNCEL	0532 444 11 11	—	tolga.guncel@stb.org.tr	Personal data
3	BAYOSB	Figen Akşenir	054 444 11 11	—	figen.akshenir@bayosb.org	Personal data
4	ÇEDFEM	Ahmet Akşenir	0532 444 11 11	—	ahmet.akshenir@cedfem.com.tr	Personal data
5	ÇEDFEM	Gizem Dindara	0532 444 11 11	—	gizem.dindara@cedfem.com.tr	Personal data
6	BAYOSB	Ayşe Güler	0532 444 11 11	—	ayse.guler@bayosb.org	Personal data
7	BAYOSB	Fatih Güler	0532 444 11 11	—	fatih.guler@bayosb.org	Personal data
8						
9						
10						
11						

Appendix 7. Title deeds of the purchased land (110/1 – 104/27)

İli	İZMİR	<p>Türkiye Cumhuriyeti</p>  <p>TAPU SENEDİ</p>		Fotoğraf							
İlçesi	KEMALPAŞA										
Mahallesi	HALİLBEYLİ										
Köyü											
Sokağı											
Mevkii											
Satış Bedeli	0,00	Pafta No.	K.19D-23D-3D	Ada No.	110	Parsel No.	1	Yüzölçümü			
								ha	m ²	dm ²	
									29.491,62	112	
Niteliği	Arsa										
Sınırı	Planındadır Zemin Sistem No : 97719268										
Edinme Sebebi	HALİLBEYLİ Mah. 1628 Parsel taşınmazının İhtaz işlemi (TSM) işleminden.										
Sahibi	BAĞYURDU ORGANİZE SANAYİ BÖLGESİ Tam										
Geldiği	Yevmiye No.	Cilt No.	Sahife No.	Sıra No.	Tarih	Gittiği					
Cilt No.	13537	20	1938		22/11/2017	Cilt No.					
Sahife No.	<p>Sizlere Uygundur Zeki SOLMAZ Yeni İl Müdürü</p> 					Sahife No.					
Sıra No.						Sıra No.					
Tarih						Tarih					
<p>NOT : - Müberrak gayri menkul taşınmazların tapu kütüğüne intisap etmemeleri - Tapu Sicil Kurumu Hükümeti tarafından alınan diğer tapu Sicil Mevzuatına istinaden</p>											



TÜRKİYE CUMHURİYETİ TAPU SENEDİ

TAŞINMAZ BİLGİLERİ	İl:	İZMİR		
	İlçe:	KEMALPAŞA		
	Mahalle/Köy:	HALİLBEYLİ		
	Mevki:			
	Ada:	104	Parsel:	27
	Yüz Ölçümü:	5,258,47 m ²	Cilt/Sayfa No:	21 - 2057
	Niteliği:	ARSA		



MALİK BİLGİLERİ	Adı Soyadı/Baba Adı:	Hissesi:	Hisseye düşen m ² :
	BAĞYURDU ORGANİZE SANAYİ BÖLGESİ	Tam	5,258,47

TESCİL İLİŞKİN BİLGİLER	Taşınmaz No:	Edinme Nedeni:	İşlem Bedeli:
	123589338	İfraz İşlemi (TSM)	
Konum Bilgisi:	Tescil Tarihi/Yevmiye No:	Siciline Uygundur	
	15/09/2022 - 22959	Veriliş Tarihi : 15/09/2022	
		Meli ERGÜN	
		Yerel Müdür Yardımcısı	

Mülkiyetin dışındaki aynı ve şahsi haklar ile gerh ve belirtmeler için tapu siciline müracaat edilmesi gerekmektedir.

Appendix 8. Opinion requested from the Provincial Directorate of Agriculture for the area to be used for the treatment plant in 2012



**BAĞYURDU ORGANİZE
SANAYİ BÖLGESİ**

Sayı : 2012/435

07/12/2012

Konu : 974 parsel

**TARIM İL MÜDÜRLÜĞÜ'NE
İZMİR**

Organize Sanayi Bölgemiz mülkiyetinde ve sınırında bulunan K19d4IIIc pafta 974 nolu parseli, teknik altyapı alanı olarak (arıtma tesisinin bir bölümü) , Bilim Sanayi ve Teknoloji Bakanlığınca onaylanacak İmar planı tadilatımıza konu edeceğimizden dolayı; bu parselin kurumunuz nazarındaki durumu hakkında görüşlerinizi arz ederiz.

İZMİR
GIDA, TARIM VE
HAYVANCILIK İL
MÜDÜRLÜĞÜ
17.12.2012.09.03.23
BAĞYURDU ORGANİZE
974 PARSEL İMAR PL.
Evrak Yılı: 2012
Evrak No: 89754
Kontrol No: E6C9120
www.izmirtarim.gov.tr adresine genelol
crağınız durumunu kontrol edebilirsiniz

**BAĞYURDU
ORGANİZE SANAYİ BÖLGESİ**

Figen AKDEMİR
Bölge Müdürü

Fahrettin SELÇİK
Yön.Kr.Bşk.V.



Appendix 9. Positive response was obtained from Provincial Directorate of Agriculture

T.C.
İZMİR VALİLİĞİ
Gıda, Tarım ve Hayvancılık İl Müdürlüğü

Sayı: B.12.4.İLM.0.35.01/61155
Konu: Kemalpaşa Halilbeyli, 974 parsel

20/12/2012

BAĞYURDU ORGANİZE SANAYİ BÖLGESİ

KEMALPAŞA/İZMİR

İlgi : 07.12.2012 tarih ve 2012/435 sayılı yazınız

İzmir İli, Kemalpaşa İlçesi, Halilbeyli Köyü, K19d4IIIc pafta, Killik Çiftliği Mevkii 974 numaralı parsel üzerinde teknik altyapı alanı (arıtma tesisinin bir bölümü) amaçlı imar planı yapılmak istendiği belirtilerek tarım dışı amaçlı arazi kullanım izni talep edilmektedir.

Bahse konu arazinin Müdürlüğümüz teknik elemanlarınca yerinde incelenmesi ile hazırlanan tarımsal etüt raporunun İl Müdürlüğümüz tarafından değerlendirilmesi sonucu; 5403 sayılı "Toprak Koruma ve Arazi Kullanımı Kanunu" nun 13. maddesinin 2. fıkrasına göre yukarıda belirtilen 0,98 hektar kuru marjinal tarım arazisinin tarım dışı amaçla kullanılması uygun görülmüştür.

Bilgilerinizi rica ederim.

Günay ANAKÖK
Vali a.
İl Müdürü V.

Appendix 10. Opening Stakeholder Engagement Meeting Photos (25th November 2022)





Appendix 11. Opening Stakeholder Engagement Meeting Notes (25th November 2022)



BAGYURDU OIZ SOLAR AND FAST CHARGING STATION STAKEHOLDER ENGAGEMENT MEETING NOTES

Date: 25.11.2022

Time: 11:00

Notes:

- The meeting started with the participation of 16 stakeholders.
- The stakeholders, OIZ's officials and company that prepares SEP met.
- The presentation of the SEP started with the opening speech of the OIZ Manager

QUESTION: (Barış Nevruz- Factory Manager-Star Treyler): Will there be another investment for energy?

ANSWER: (Figen Akdemir-OIZ Manager): In the carbon footprint calculation, within the scope of the green agreement, most of the energy consumed by OIZ companies will be produced from the solar energy that carries out. It will provide this advantage to the companies within the OIZ. There will be no extra projects. if it is done, it will be the next source of solar energy, too.

QUESTION: (Caner İzmirlioğlu-Project Manager-Konfor) Fazladan trafo olacak mı?

ANSWER: (Figen Akdemir-OIZ Manager) No. The current transformer capacity is also planned appropriately for future investments.

Serdar Başar- Administrative Affairs Supervisor -Birim Machine: He thinks a fast charging system will be necessary. There are 4 electric vehicles in its facilities.

Konfor: There are 2 electric forklift.

Dönmez Machine: There are 1 electric forklift.

Star Treyler: There is an electric vehicle.

Birim Machine: There are 4 electric vehicles and an electric forklift.

QUESTION: (Figen Akdemir-OIZ Manager) She was asked whether there were electric vehicle users in the region.

ANSWER: (Çepnidere Local Authority-İnan Girgin) No one drives an electric vehicle.

QUESTION : (Çepnidere Local Authority-İnan Girgin) Can anyone use the fast charging station?

ANSWER: (Figen Akdemir- OIZ Manager) everybody able to use the fast charging station.

QUESTION: (Çepnidere Local Authority-İnan Girgin) Are there any negative effect to solar energy?

ANSWER: (Figen Akdemir-OIZ Manager) No. There arent negative effect in the area.

Local Authority: If the electric charging station is available, even the villagers' tractors can be converted to electric.

QUESTION: (Çepnidere Local Authority-İnan Girgin) If there is not sun how produce the solar energy?

ANSWER: (Hüsamettin Çoban-Çedfem Engineering) Day light is enough for produce solar energy.

Bayosb Vice Chairman Of The Board Of Directors (Şevket Karahan) HEE gave the example of installing panels in her private garden and producing his own daily electricity needs.

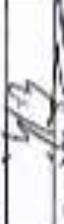
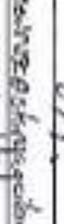
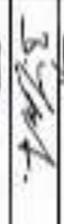
Local Authority: The villagers will also solar panel for produce the electric.

Caner İzmiroğlu: He shared information about the gray water project being planned. He said it could be an example project, we could be in contact.

ANSWER Çedfem Engineering: When the factory construction starts, a storage area should be built.

Local Authority: The drillings are getting deeper, there are very serious water problem, our resources are drying up.

Appendix 12. Opening Stakeholder Engagement Meeting Participant List (25th November 2022)

 BAYOSB					
MATIAS KATILIM TOPLANTI İZLEME TUTANAKI					
Sıra No	İsim Soyisim	Kurum/Şirketi	Ünvan	İletişim (Telefon / e-mail)	İmza
1	Mehmet Kaya	Adli ve Soruşturma İleri Şubesi	05322920015		
2	Emre Kocaman	MCE	05380541279		
3	Baris Nuru	Star Teyfus	0208 574 8786 / barisnuru@stargroup.com.tr		
4	Arzu Ergin	Sevindikent	0535-7585724		
5	Mehmet Zeki	Malbeyi Mülki	0572-4937183		
6	Alihan Çengel	Demir Yatırım	Genel Müdür		
7	Armut TORU	DMT Dairesi	Satınalma Yeri	0531 499 9269	
8	Figen Akman	BAYOSB	Satınalma Yeri	05412926218	
9	Can İncirlioglu	Konferans	Proje Müdürü	05559585002	
10	İbrahim Ayhan	İstanbul İnceleme	Orman Bölge Müdürlüğü	0532-100 09 42	
11	Sevil İbrahim	İstanbul İnceleme	Orman Bölge Müdürlüğü		
12	Emre AYERAN	Constmach	Proje Mgr.	0533 3008305	
13	Özdemir Aktepe		Site Halkı	0932 4226 942	
14	Şenol Eren		Site Halkı	0532 3060484	
15	Doğan Çeliker	Bayosb	Proje - İnceleme	05320130945	

BAYOSB

BAYIRLIK, ORMANCILIK VE SU KULLANIMI BAKANLIĞI

PAYDAŞ KATILIM TOPLANTI İMZA TUTANAĞI

Sıra No	İsim Soyisim	Kurum-Kuruluş	Ünvan	İletişim (Telefon / e-mail)	İmza
16	Yazgı YILMAZ	Bayındır Sığircilik Tarım İşletmesi	Hayvan Yetiştiricisi	05542265002	
17					
18					
19					
20					
21					
22					
23					
24					
25					
26					
27					
28					
29					
30					

Appendix 13. Grievance Receiving Form

GRIEVANCE FORM			
Name of person receiving grievance:			Date:
Title:			
INFORMATION ABOUT COMPLAINANT		Ways of Receiving Grievance	
<i>(This section may not be filled if the complainant wishes to remain anonymous)</i>			
Name – Surname		Phone	<input type="checkbox"/>
Phone number		Meetings	<input type="checkbox"/>
Address		Application to Office	<input type="checkbox"/>
District/Neighborhood		Mail/e-mail	<input type="checkbox"/>
Signature (if possible)		Field visit	<input type="checkbox"/>
		Other:	<input type="checkbox"/>
DETAILS OF GRIEVANCE			

Appendix 14. Grievance Close-Out Form

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/or his/her complaint has been remediated.

Notes:

[Name-Surname and Signature]

Date: ___ / ___ / ____

Of the Complainant:

Representative of the Responsible Institution/Company
[Title-Name-Surname and Signature]

Appendix 15. Stakeholder Engagement Meeting Minute (25.01.2023)



BAĞYURDU OSB GES VE HIZLI ŞARJ İSTASYONU

PAYDAŞ KATILIM TOPLANTI TUTANAĞI - STAKEHOLDER ENGAGEMENT MEETING MINUTE

Date: 25.01.2023

Time: 14:00

Notes:

- Number of participants: 26.
- The meeting started with the speech of Bağyurdu OIZ Director Figen Akdemir.
- Çedfem Official Hüsametdin Çoban gave information about the meeting flow.
- All stakeholders and participants introduced themselves.
- A presentation of the project was made by the Çedfem Official.
- At the end of the presentation, questions and opinions were received.

QUESTION: (Aykut YANIK TEKBAN Firm): How many vehicles can be charged at the same time in the project area? Can there be an increase if demand increases? Can OSB employees be given priority?

ANSWER: (Figen AKDEMİR-OSB Manager): 2 vehicles can be charged at the same time. We have the infrastructure that can be increased upon demand. Necessary arrangements can be made.

INFORMATION (ÇEDFEM Official Hüsametdin ÇOBAN): In the carbon footprint calculation, most of the energy consumed by the OIZ companies within the scope of the green agreement will be produced from renewable energy. This will bring advantage to the companies in the OSB. The doors of OIZ companies will be opened for export within the scope of the European Union.

Question: (Headman-Hamza TURAN) How will the charging station be charged?

ANSWER: (Figen AKDEMİR-OSB Manager): Fees will be determined at the end of the project. Numbers will be kept to a minimum as much as possible.

QUESTION: (Çağatay YILDIRIM-Aymas MAKİNA) Will a washing machine be purchased for panel washing? Can we also use it for cleaning solar panels belonging to our company? Can you also provide services to companies in OSB?

ANSWER: (Figen AKDEMİR-OIZ Manager): Of course, it can be evaluated at the end of the project.

QUESTION: (Figen AKDEMİR, OIZ Manager) He asked the headmen if there were any electric vehicles in their region.

ANSWER: (Mukhtar-İnan GİRGİN) He stated that he does not use electric vehicles.

QUESTION: (Namik DEMİR-VOLZ Hydraulic): Is there a need for lightning rods in open fields?

What to do with waste when panels are damaged?

ANSWER: (Figen AKDEMİR-OIZ Manager): There are 4 lightning rods. The wastes will be stored in the OIZ waste site and sent to the licensed disposal facility.

QUESTION: (Aykut YANIK TEKBAN Firm): Will energy be stored?

ANSWER: (Figen AKDEMİR-OIZ Manager): No, there will be no storage.

QUESTION: (Headman- Recep BATUR): What is the vehicle charging time?

ANSWER: (Figen AKDEMİR-OIZ Manager): Between 15-18 minutes.

- After the questions, the OIZ Director Figen AKDEMİR ended the meeting with a speech of thanks.

Appendix 16. Participant List of Stakeholder Engagement Meeting (25.01.2023)

No	Firma Adı	Adı-Soyadı	Telefon	Cep	Email	İmza
1	Cedform İnşaat	Ali	3			
2		Baki	48			
3			3			
4			4			
5			1775			
6			92			
7			13			
8			89			
9			96			
10			52			
11			7			
12	Tic. Ltd. Şti.	Yıldırım	69			



BAĞYURDU ORGANİZE SANAYİ BÖLGESİ 25/01/2023
"PAYDAŞ KATILIMI VE BİLGİLENDİRME TOPLANTISI"

No	Firma	Yetkilii	Telefon	Cep	Email	Imza
13	G	K				
14	T	A				
15	Tu	si				
16	D	A				
17	S	E				
18	B	E				
19	B	E				
20	J	S				
21	A	S				
22						
23	G					
24	G					
25	A					

26. İşin amacı: R

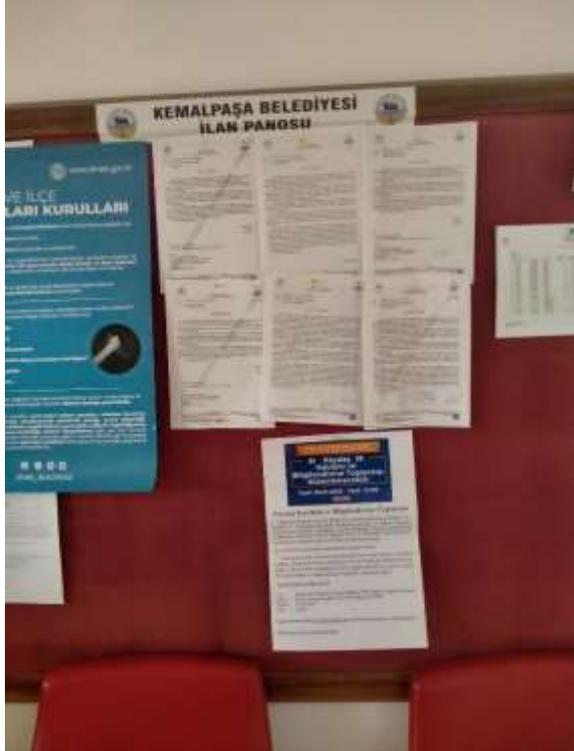
E

S

K

209

Appendix 17. Announcements of Stakeholder Engagement Meeting (25.01.2023)

District Municipality	
District Municipality	

Settlement

T.C.
ÇEPNİDERE
KÖY MUHTARLIĞI
İNAN GİRGİN 0 (535) 258 52 24

Settlement



Local newspaper



OIZ



Appendix 18. Photos from the Stakeholder Engagement Meeting (25.01.2023)



