

TÜRKİYE PUBLIC AND MUNICIPAL RENEWABLE ENERGY PROJECT (PUMREP)

**982.8 kWp /950 kWe SOLAR POWER PLANT
PROJECT OF BOZÜYÜK MUNICIPALITY**

STAKEHOLDER ENGAGEMENT PLAN (SEP)

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LIST OF ABBREVIATIONS

Aol	Area of influence
CIMER	Presidency's Communication Centre
DC	Distributing center
EIA	Environmental Impact Assessment
ESF	Environmental and Social Framework
ESMP	Environmental and Social Management Plan
ESMR	Environmental and Social Management Report
ESMS	Environmental and Social Management System
ESS	Environmental and Social Standard
ETL	Energy Transmission Line
E&S	Environmental and Social
FI	Financial Intermediary
GBV	Gender Based Violence
GM	Grievance Mechanism
GMCP	Grievance Mechanism Contact Personnel
IFC	International Finance Corporation
IFI	International Financial Institutions
ILBANK	İller Bank Inc.
MoEUCC	Ministry of Environment, Urbanization and Climate Change
MoM	Minutes of Public Participation Meeting
NGO	Non-Governmental Organizations
OHS	Occupational Health and Safety
PAP	Project Affected People
PMU	Project Management Unit
PIU	Project Implementation Unit
PUMREP	The Turkish Public and Municipal Renewable Energy Project
Project	PUMREP
RE	Renewable Energy
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SEP	Stakeholder Engagement Plan
Subproject	982.8 kWp / 950 kWe Solar (Photovoltaic) Power Plant Project of Bozüyük Municipality
SPP	Solar Power Plant
TurkStat	Turkish Statistical Institute
HV	High Voltage
WB	World Bank
YIMER	Foreigners Communication Centre

EXECUTIVE SUMMARY

The Türkiye Public and Municipal Renewable Energy Project (PUMREP) (hereinafter the "Project") aims to support the Government of Türkiye to scale-up renewable energy use in the public sector by focusing on central government buildings and municipalities. The Project will contribute to expanding the distributed Renewable Energy (RE) market in public facilities and help demonstrate leadership in the public sector to use sustainable energy solutions to deliver on the country's climate mitigation commitment and enhance energy security.

ILBANK has established an Environmental and Social Management System (ESMS) that entered into force on December 24, 2023. The ESMS aims to systematically identify, assess, manage, monitor and report environmental and social (E&S) risks and impacts of projects and sub-projects financed by International Financial Institutions (IFIs). This process should be implemented continuously throughout the loan period in line with the requirements of national legislation, international agreements and conventions ratified by Türkiye, and the E&S standards of the lending IFIs (World Bank for PUMREP). As a critical element of the ESMS, ILBANK has adopted and published an E&S Policy that applies to all ILBANK projects and sub-projects financed through IFIs

The subproject is planned to be built in Bilecik Province Bozüyük District Yeni Neighborhood lot 38 of block 345. The parcel in question is 11,219 m². 11,000 m² of the land will be used for the solar energy plant. The land is owned by Bozüyük Municipality.

This SEP has been formulated to ensure that project affected interested parties, other interest parties and disadvantaged/vulnerable groups that constitute the stakeholders are provided relevant, timely and accessible information so that they have an opportunity to express their views and concerns about the subproject and its impacts.

The subproject is categorized as Moderate Risk Category as per ILBANK ESMS and World Bank's Environmental and Social Framework (WB ESF), 2018. One of the tasks under the scope of the subproject is the preparation of a Stakeholder Engagement Plan (SEP) in accordance with ILBANK ESMS, WB ESF, and the national legislation in force in Türkiye.

The principles of openness and life cycle, informed participation and feedback, inclusiveness and sensitivity, and flexibility were used to define the stakeholders of the subproject. In this way, stakeholder consultations will be conducted openly throughout the life cycle of the project, all stakeholders will be informed and their feedback will be received with appropriate tools and methods, and special attention will be paid to the participation of vulnerable individuals or groups so that all stakeholders have equal access to information.

The main objectives of this SEP are presented below;

- Identify stakeholders affected by the sub-project and establish and maintain constructive relationships with all identified stakeholders;
- Establish and promote effective and inclusive relationships with "project-affected parties", "other interested parties" and "vulnerable/disadvantaged groups" throughout the sub-project life cycle;
- Ensuring that sub-project information is publicized in a timely, understandable and accessible manner,
- Providing means for "project-affected parties", "other interested parties" and "vulnerable/disadvantaged groups" by the sub-project to express their opinions, suggestions and grievances

This Stakeholder Engagement Plan, in the first sections, sets out the purpose of the subproject, its area of influence, presents the methodology used in determining stakeholders, specifies the needs of stakeholder categories for effective participation, and the tools and methods through which their participation will be ensured. In order to obtain information about the current socio-economic structure of the neighborhood in the subject area studies, as well as to determine the level of information about the sub- project, opinions and concerns about the subproject, a subproject site visit was organized by CA Engineering officer on 05.02.2025. Finally, a Grievance Monitoring Table is presented at the end of this SEP and the tools of monitoring activities to be carried out to evaluate the performance and effectiveness of the subproject are suggested.

1. INTRODUCTION/PROJECT DESCRIPTION

1.1. Objectives of the subproject

The Public and Municipal Renewable Energy Project (PUMREP) (hereinafter the “Project”) aims to support the Government of Türkiye to scale-up Renewable Energy (RE) use in the public sector by focusing on central government buildings and municipalities. The subproject involves the establishment and operation of "Bozüyük Municipality 982.8 kWp / 950 kWe Solar Power Plant, located within the borders of Yeni Neighborhood in the Bozüyük District of Bilecik Province. The Project is financed by World Bank (WB) to support introducing RE technologies in municipalities. İller Bankası A.Ş. (İLBANK) acts as the Financial Intermediary (FI). The RE installations will be primarily used to offset the overall energy consumption from public facilities (i.e. administrative buildings, water supply and water treatment, public lighting, etc.) and thus reduce the municipalities' energy bills.

This document is prepared in accordance with Environmental and Social Standard (ESS) 10 on Stakeholder Engagement and Information Disclosure, as part of the Environmental and Social Framework (ESF). Bozüyük Municipality is responsible for stakeholder engagement activities and grievance resolution, ensuring that the subproject is carried out in an inclusive and participatory manner.

1.2. Components of the subproject

The subproject includes the installation of solar power plants (SPP). Within the scope of subproject activities; It will be connected to the system with 60 meters of underground HV connection line. It will leave the ETL subproject area, pass through lot 345 of block 40 via the cadastral road and connect to the transformer belonging to the regional electricity distribution company (Osmangazi EDAS) located in lot 345 of block 17.

There is an existing road providing access to the subproject area and this road is sufficient for the transportation of the equipment to the site. However, the last part of the road providing access to lot 38 of block 345 where the subproject activities will be carried out is a stabilized road that is not included in the zoning plan. This stabilized road will be closed and a new road will be constructed on the route determined as a road in the zoning plan. The new road will be opened approximately 15-20 meters west of the existing road. Road construction will not be financed under the subproject and will be carried out by Bozüyük Municipality.

1.3. Subproject Location

The subproject is located on lot 38 of block 345, within the boundaries of Yeni Neighborhood, Bozüyük District, Bilecik Province. The land is owned by Bozüyük Municipality.

There are gazebo and coop areas belonging to citizens in the subproject area. Bozüyük Municipality met with the citizens regarding this issue and it was agreed that the gazebo and coops would be removed and moved to a more suitable location with the support of the municipality.

There is no agricultural or animal husbandry activity area or commercial enterprise on the land.

Table 1. Location of Subproject and ETL

Province	Distirct	Neighborhood	Project Component	Block	Lot
Bilecik	Bozüyük	Yeni	Solar Power Plant (SPP)	38	345
Bilecik	Bozüyük	Yeni	ETL	37	345 and Cadastral road
				38	
				40	



Figure 1. Location of Sub-proje

1.4. Area of Influence

The Area of Influence (Aol) was determined based on the environmental and social impacts associated with the subproject components, including the subproject site, the Power Transmission Line (ETL) route and access roads. The transportation route passes in front of the neighborhood and does not intersect with sensitive structures such as health and school. Therefore, no traffic impact is expected during transportation to the site and equipment transportation.

Although the subproject area is located within the geographical boundaries of the Yeni neighborhood, it is officially considered as a part of the Tekke neighborhood. In this context, interviews were held with the Tekke neighborhood Muhtar and local people during the field visits.

Within the scope of the subproject activities; dust emissions are expected to be limited within a 50-meter radius. The nearest sensitive structures are residential houses located approximately 25–30 meters from the subproject site. Considering this distance, these households are expected to be affected by dust emissions. Emissions from vehicle operations have also been calculated and were found to be significantly below the limit values. Calculation details are given in ESMP. Emissions and Environmental Noise Calculations Mitigation measures related to these impacts are detailed in the ESMP matrix.

Another factor considered in determining the Area of Influence (Aol) is noise. During the construction phase, environmental noise levels are anticipated to fall below IFC noise limits beyond a distance of 200 meters. This estimate is based on a conservative scenario where all machinery operates simultaneously and continuously throughout the work hours. However, in practice, machinery will operate at different times and not continuously throughout the working day. Therefore, the actual noise levels are expected to be considerably lower.

During the site visit, 7 people living around the subproject area and the Muhtar of Tekke neighborhood were interviewed, and the environmental and social risks of the subproject were explained and their opinions, suggestions and concerns regarding the subproject activities were asked. In addition to not detecting any negative opinions, the transportation channels to be used in case of any grievances were provided.



Figure 2. Subproject Area of Influence

2. OBJECTIVE/ DESCRIPTION OF SEP

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire subproject cycle. The SEP outlines how the Bozüyük Municipality PIU (Project Implementation Unit) will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make grievances about subproject activities or related issues. The SEP specifically emphasizes methods to engage vulnerable groups at risk of being excluded from the subproject benefits.

As an important tool in the management of the environmental and social impacts of the subproject, SEP increases awareness of the subproject, identifies stakeholders' views, ensures that their opinions and concerns are taken into consideration, and increases trust in the subproject processes. The Stakeholder Engagement Plan (SEP) aims to support Bozüyük Municipality in identifying its stakeholders and fostering constructive relationships, particularly with those affected by the subproject.

The SEP promotes effective and inclusive engagement with affected parties throughout the subproject lifecycle, addressing potentially impactful issues. It ensures that information on environmental and social risks and impacts are disclosed in a timely, understandable, and accessible manner. Additionally, the SEP provides affected parties with inclusive tools to voice concerns and grievances, enabling Bozüyük Municipality to respond and manage these effectively. By creating a transparent and respectful environment, the SEP encourages the inclusion of diverse cultural norms and engagement capacities, fostering fair and open dialogue to address stakeholder engagement.

SEP has been developed to comply with both national legal requirements and World Bank's Environmental and Social Standard 10 (ESS10). This subproject-specific SEP is a public document that will be regularly updated based on ongoing discussions and engagement with stakeholders, reflecting their views and input throughout the subproject.

3. STAKEHOLDER IDENTIFICATION AND ANALYSIS

In the stakeholder identification process, the potential impacts of the subproject are assessed, and strategies for engaging stakeholders are developed, including the frequency and methods of communication. It is especially important to focus on identifying vulnerable or disadvantaged groups who may be more severely affected by the subproject or face challenges in participating in the engagement process. Identifying stakeholders is an ongoing activity and will be continuously reviewed and updated as needed.

3.1. Methodology

To follow best practices in stakeholder engagement, the project will apply the following principles:

- **Openness and Life-cycle Approach:** Public consultations will be held throughout the entire project life cycle in an open and transparent way, ensuring that there is no outside influence, manipulation, or intimidation.
- **Informed Participation and Feedback:** Relevant information will be shared with all stakeholders in an accessible format. There will be opportunities for stakeholders to provide feedback, and their comments and concerns will be carefully analyzed and addressed.
- **Inclusiveness and Sensitivity:** The stakeholder identification process will focus on building strong, effective relationships and ensuring that all stakeholders are included in the consultation process. Everyone will have equal access to information. Engagement methods will be chosen based on the needs of the stakeholders, with particular attention to vulnerable groups such as women, the elderly, people with disabilities, displaced persons, migrant workers, and communities. Cultural sensitivities will also be carefully considered to ensure the participation of diverse ethnic groups.
- **Flexibility:** If social distancing, cultural context (for example, particular gender dynamics), or governance factors (for example, high risk of retaliation) inhibits traditional forms of face-to-face engagement, the methodology should adapt to other forms of engagement, including various forms of internet- or phone-based communication.

For Bozüyük Municipality SPP project, the following stakeholders have been identified and analyzed per subproject component. These stakeholders include affected parties, other interested parties and disadvantaged/vulnerable individuals or groups.

3.2. Project Affected Parties

The term "project-affected parties" refers to individuals or groups who are likely to be affected by the subproject due to direct impacts or potential risks on their physical environment, health, safety, cultural practices.

The key PAP's who will be cooperated and consulted about and during the subproject, including individuals, groups and communities are:

- Residents of Tekke Neighborhood (2,500 people)
- Workers to be employed for the construction activities
- Local businesses in the process of supplying materials and equipment

3.3. Other Interested Parties

Other Interested Parties are individuals or groups that are not directly involved in the subproject, but may nevertheless have an interest in subproject outputs, decisions or activities. A list of this stakeholder group is presented below:

- Residents living outside Tekke neighbourhood in Bozüyük District, which are close to the sub-project area

- Ministry of Industry and Technology
- Ministry of Energy and Natural Resources
- Ministry of Environment, Urbanization and Climate Change
- Ministry of Labor and Social Security
- General Directorate of Labor
- General Directorate of Occupational Health and Safety
- Bilecik Governorship
- Bilecik Social Security Institution Provincial Directorate
- Bilecik Provincial Directorate of Industry and Technology
- Bilecik Provincial Directorate of Environment, Urbanisation and Climate Change
- Bilecik Bozüyük Governorship
- Bilecik Bozüyük Municipality
- Bilecik Provincial Civil Society Relations Directorate
- Local Television Channels and Newspapers
- Bilecik Environment, City and Culture Presidency

3.4. Disadvantaged/ vulnerable individuals or groups

Disadvantaged/Vulnerable individuals or groups are persons who may be disproportionately impacted or further disadvantaged by the subproject(s) compared with any other groups due to their vulnerable status, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project.

However, vulnerable and disadvantaged groups residing in TekkeNeighborhood, where the subproject activities will be carried out, may be adversely affected due to their limited ability to express concerns, understand the interests of the subproject, or access and comprehend subproject-related information.

Details of Vulnerable and Disadvantage Groups according to the information obtained from the mukhtar of Tekke Neighborhood, the closest settlement to the subproject site, are given in Table 2.

Table 2. Tekke Neighborhood vulnerable and disadvantage groups

Vulnerable and Disadvantage Groups	Number of People
People with disabilities	20
Non-literate	20
Chronic diseases	100
Surviving on social assistance from the state, associations or individuals	250
Over 70 years of age and living alone	20

Female-headed households	100
The actively unemployed	50
Total Vulnerable and Disadvantage Groups	560

Source: Mukhtar Meetings, 2025.

As part of the stakeholder engagement activities conducted under the SEP, meetings were held with the mukhtars of Tekke Neighborhood on February 5, 2025, and information was obtained from municipal staff. According to these sources, there are no refugees residing within the subproject area. In addition, no languages other than Turkish are spoken in the region.

There were previously some structures (pergolas and chicken coops) within the subproject site. These were relocated to another area designated by their owners, with support from Bozüyük Municipality. There is also a footpath passing through the area, which will be replaced by a planned road in accordance with the zoning plan. The nearest occupied houses are located approximately 30–35 meters from the subproject site.

According to information provided by the mukhtar of Tekke Neighborhood, approximately 1,237 women reside in the neighborhood, representing about 49% of the total population.

Due to issues such as unemployment and poverty, some individuals may lack access to transportation and thus may face difficulties participating in consultation activities. To address this, specific programs will be developed to facilitate the inclusion of disadvantaged/vulnerable individuals and groups. For example, shuttle services will be provided for participation in consultation meetings—participants will be picked up from their homes and returned after the event.

How each stakeholder group will be affected by the subproject and their interest in the project; the area of influence and the nature and quantity of the impacts that may arise were determined. The stakeholders determined as a result of the interviews with the mukhtar of Tekke neighborhood and local people, interviews with non-governmental organizations, public institutions and organizations and the information obtained from Bozüyük Municipality are given in Table 3.

Table 3. Influence/Interest Table for Stakeholder Prioritization

Stakeholder Group			Level of Interest	Level of Influence
Stakeholder	Project Affected Parties	<ul style="list-style-type: none"> Communities likely to be affected by the construction works in the scope of component (Tekke Neighborhood) Workers to be employed for the construction activities Owner of the chicken coops and pergolas 	High	High
	Other Interested Parties	Public Institutions Resident living outside Tekke neighborhood in Bozüyük District, which are close to the subproject area Ministry Industry and Technology Ministry of Energy and Natural Resources Ministry of Environment, Urbanization and Climate Change (MoEUCC) Ministry of Labor and Social Security <ul style="list-style-type: none"> General Directorate of Labor General Directorate of Occupational Health and Safety Bilecik Governorship <ul style="list-style-type: none"> Bilecik Social Security Institution Provincial Directorate Bilecik Provincial Directorate of Industry and 	High	Low

		<p>Technology</p> <ul style="list-style-type: none"> Bilecik Provincial Directorate of Environment, Urbanization and Climate Change <p>Bilecik Bozüyük Governorship Bilecik Bozüyük Municipality Bilecik Provincial Civil Society Relations Directorate Bilecik Environment, City and Culture Presidency Bilecik Local Television Channels and Newspapers</p>		
		<p>NGOs</p> <ul style="list-style-type: none"> Bilecik Provincial Civil Society Relations Directorate 		
		<p>Local Press</p> <ul style="list-style-type: none"> Bilecik YarınNewspaper <p>National Press</p> <ul style="list-style-type: none"> Anadolu Agency Demirören News Agency 		
Vulnerable and Disadvantaged groups	or	<p>560 people living in TekkeNeighborhood</p> <ul style="list-style-type: none"> People with disabilities Non-literate Chronic diseases Surviving on social assistance from the state, associations or individuals Over 70 years of age and living alone Female-headed households The actively unemployed 	Moderate	High

4. STAKEHOLDER ENGAGEMENT PROGRAM

The main objectives of the stakeholder engagement programme and the planned timetable for the various stakeholder engagement activities are to define at what stages and at what intervals these activities will be carried out throughout the life of the subproject. Information is provided on how the public will be made aware of future opportunities to review information and provide their views, if decisions about public meetings, locations and timing of meetings have not yet been made.

4.1. Summary of stakeholder engagement done during subproject preparation

In order to inform the public about the subproject, a field visit was carried out on 05.02.2025 to engage with the local community, gather their opinions and suggestions, and provide detailed information. As part of this process, an interview was conducted with Tekke neighborhood mukhtar and Bozüyük Municipality officials about the usage status of the subproject site and the disadvantaged groups living in the region.

During the interviews, it was noted that there were pergolas and chicken coops within the sub-project site. These structures were relocated by their owners to an alternative area with support from Bozüyük Municipality. Additionally, a pathway exists within the subproject area, which will be replaced by a planned road indicated in the zoning plan. Consultations were also held with the individuals who used the chicken coops and the pathway. Following these engagements, they have no objections or concerns regarding the sub-project. They were also informed about the Bozüyük Municipality grievance mechanism, including how and where to report any future concerns, complaints, or suggestions related to the sub-project.

Within the subproject site, a footpath currently used by part of the local population is located. The new road, planned approximately 15–20 meters west of the current footpath according to the zoning plan, will replace the existing path. Consultations were held with the local people using the footpath to inform them about the subproject activities and the construction of the new road. To avoid disruption, the existing path will not be closed until the new road is fully constructed and operational.

The mukhtar of Tekke neighborhood, local authorities and local residents were questioned about the existence of cultural heritage. No tangible or intangible cultural heritage assets were identified in the subproject site and within the influence area.

During the consultations with the local community, potential environmental and social risks associated with the existing solar power plant were mentioned, and their views, suggestions and concerns about the subproject were discussed. They conveyed their expectations for their contributions to the region at the local level and their demands for local employment. It was conveyed that local resources would be prioritized for personnel, materials and equipment needs within the scope of the subproject. Information was provided about the Bozüyük Municipality grievance mechanism, which they could use to share any views or grievances during both the construction and operation phases of the subproject.

In addition, within the scope of the Stakeholder Engagement Plan, consultation meetings were held with Tekke neighborhood residents (7 people) and the association president by CA Engineering authority on 05.02.2025. In order to obtain general information about the socio-economic situation of Tekke neighborhood and to learn about their knowledge levels about the subproject, the mukhtar of a "Community Level Survey" form was filled out by the consultant company as a result of interviews with the mukhtar of Tekke neighborhood.

Minutes of Public Consultation Meeting will be held within the scope of subproject activities. Before the meeting, informative posters, brochures and announcements will be prepared and will be hung in places with intense human circulation or broadcast on screens. In addition, the meeting will be announced on the Bozüyük Municipality's website¹ at least 10 days in advance. Meetings with high engagement will be held as much as possible.

¹<https://www.bozuyuk.bel.tr/>

4.2. Summary of subproject stakeholder needs and methods, tools, and techniques for stakeholder engagement

Identifying and managing stakeholder needs accurately in subproject is critically important. Key stakeholder needs include regular updates about the subproject, stakeholders in decision-making processes, direct or indirect benefits from the subproject, and an effective communication mechanism. Tools such as surveys, workshops, and one-on-one interviews will be effectively utilized in information-sharing and engagement processes. Additionally, regular reporting, dashboards, and online communication tools will ensure transparent updates about subproject progress. Community meetings and feedback mechanisms will help build trust in the subproject while providing a better understanding of stakeholders' needs and expectations. Through these methods, stakeholder engagement in subprojects will be strengthened, making the projects more inclusive, sustainable, and effectively managed.

Stakeholders have been identified within the scope of the subproject and consultations or key information meetings have been held with these stakeholders. Stakeholders identified in the region have been informed about the location, components and content of the subproject.

This plan shows the nature and level of stakeholder interest in the subproject, how the engagement will be conducted, the frequency of engagement and the responsible unit of Bozüyük Municipality, and the following matrix provides a tabular version of this program (See Table 4).

The responsible party/person will determine by the representatives of Bozüyük Municipality. The SEP will be implemented at the subproject level. Consultation forms and full meeting minutes of those who participated in the consultations will be recorded, but will not be made publicly available as an annex to the SEP. When the SEP is disclosed, relevant data containing personal data will be blurred, taking into account the Personal Data Protection Law.

All supporting documentation for stakeholder activities (newspaper notices, attendee list, full meeting minutes (as an annex), sample brochure) will be included in the SEP.

The Public Consultation Meeting (MoM) to be held within the scope of the subproject will be held face to face. A shuttle service will be provided to ensure the participation of vulnerable groups, and online participation will be provided for groups that still cannot participate.

In the participation of women in consultation activities, meetings will be held under conditions that take cultural sensitivities into account. In addition, meetings will be planned at appropriate times (e.g. evenings or weekends) depending on their age and workload.

4.3. Stakeholder engagement plan

The main objectives of the stakeholder engagement program are to provide early information, explanation and consultation on various subproject documents and activities in order to establish a dialogue with project stakeholders from planning to implementation and operation.

Bozüyük Municipality will ensure that the subproject is communicated to all stakeholders and that meaningful engagement and consultation activities are carried out. Consultation activities are designed with some basic guiding principles, including the following:

- Consultations should be widely advertised, especially among stakeholders, preferably one week before any meeting or engagement.
- A non-technical briefing should be provided prior to any event to ensure that people are informed about the assessment and results prior to the planned meetings.
- The location and timing of meetings should be designed to maximize stakeholder engagement and compliance.
- The information provided should be clear, non-technical and in all appropriate local languages where necessary.

- Engagement should be facilitated so that stakeholders can voice their views and concerns.
- Any issues that arise should be addressed in the meetings or at a later time.

The following information should be included when documenting the stakeholder engagement activities to be carried out within the scope of the subproject:

- Date(s) and location(s) of the consultation(s) and related notification(s) (newspaper advertisements, screenshots of social media announcements, etc.)
- Participant details (as per the Personal Data Protection Law),
- Meeting schedule/program (as well as information on what was presented and by whom),
- Summary meeting minutes (comments, questions and responses from presenters),
- Review of comments, agreed actions, issues requiring follow-up actions and activities, including clarification of how stakeholders were informed about decisions taken.

Bozüyük Municipality will make the subproject E&S documents available in both Turkish and English on its website². These documents can also be accessed at the Bozüyük Municipality. Furthermore, project posters and information on the grievance mechanism will be displayed at local points, including the Mukhtar's Office in Tekke Neighborhood. Stakeholder consultations will be conducted to review the draft E&S documents before they are finalized and disclosed. This process ensures that stakeholders insights and concerns are valued and integrated, fostering a more effective and inclusive outcome.

The proposed Stakeholder Engagement Schedule is provided in Table 4.

²<https://www.bozuyuk.bel.tr/>

Table 4. Stakeholder Engagement Plan

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
Pre-construction	At key project milestones and as necessary	Information Statement <ul style="list-style-type: none"> General information about the purpose, stages, sub project and E&S impacts/risks Purpose, start date, duration and nature of land preparation, construction and operation activities Implementation of mitigation measures related to relevant social and environmental impacts/risks Grievance Mechanism Information (ESMP and SEP) on Bozüyük Municipality website for review 	Public Consultation Meeting Face to face meetings Bozüyük Municipality website Social Media Notice Boards Booklets etc. Posters to be hung in mukhtars' office etc.	Resident of Tekke neighborhood, Local communities, Local government, Local business	Supervision Consultant, Bozüyük Municipality, E&S Consultant, Construction Company, Subproject Contractors
		Employment and Supply Strategies <ul style="list-style-type: none"> Hiring employees Staff training Purchasing materials and services Grievance Mechanism 	Public Consultation Meeting Bozüyük Municipality website Social Media Notice Boards Booklets etc. Posters to be hung in mukhtar's office etc.	Local businesses, All local communities	
Construction In case of demand or significant change	At key project milestones and as necessary	Information Statement <ul style="list-style-type: none"> Monitoring targets and activities to be carried out Monitoring targets and activities and regular reporting of monitoring results to stakeholders 	Bozüyük Municipality website Social Media Notice Boards Booklets etc. Posters to be hung in mukhtars' office etc.	Resident of Tekke Neighborhood, Local communities, Local government, Local business	Supervision Contractors , Bozüyük Municipality, E&S Consultant, Construction Company, Subproject Contractors
		Traffic and Transportation Management <ul style="list-style-type: none"> Road safety awareness, including safe passage through bypasses and connecting roads 	Face-to-face meetings, Depending on the demands of the stakeholder group, Posters to be hung in work areas,	All local communities	

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
		<ul style="list-style-type: none"> Types, number and frequency of vehicles to be used during construction Collaboration with local communities and responsible authorities to improve signage, visibility and overall road safety, especially along roads near schools or other places where children are present, Planning and timing of construction activities on roads, Regarding training on traffic and pedestrian safety cooperating with local communities (e.g. school education campaigns) Traffic measures and subproject road use sharing with association president Grievance Mechanism 	etc., Bozüyük Municipality website		
Operation In case of demand or significant change	To be determined based on project requirements and stakeholder engagement needs	Information Statement <ul style="list-style-type: none"> Monitoring targets and activities to be carried out Monitoring targets and activities and regular reporting of monitoring results to stakeholders General information about the subproject, environmental and social impacts, mitigation measures, monitoring activities of the subproject Grievance Mechanism 	Face to face meetings	Resident of Tekke Neighborhood	Bozüyük Municipality

5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

5.1. Project Implementation Unit (PIU)

PIU will be established within Bozüyük Municipality and will consist of Bozüyük Municipality's personnel. The GMCP is the designated personnel responsible for recording, monitoring and coordinating the resolution of grievances regarding the subproject. The GMCP, the first point of contact for complainants, will ensure confidentiality and impartiality at all stages of the grievance (registration, monitoring, resolution, etc.). The duties and responsibilities of PIU and GMCP are explained in Table 5.

A sufficient budget will be allocated for communication and grievance resolution mechanism to be established with stakeholders. The budget is included in the subproject budget.

5.2. Resources

Bozüyük Municipality is ultimately responsible for the environmental and social performance of the entire subproject, including the performance of its own contractors and other contractors. A Project Implementation Unit (PIU) will be established to carry out operational and administrative tasks. The PIU staff will be Bozüyük Municipality's own staff.

The PIU will be primarily responsible for coordinating stakeholder engagement activities. The collection of grievances, questions and feedback will be the direct responsibility of the PIU's GM contact person (GMCP) and the Contractors' E&S Specialist.

The resources to be provided by Bozüyük Municipality are as follows:

- A sub-project-specific area on the Bozüyük Municipality's official website,
- An electronic database for grievances,
- Stakeholder engagement records,
- Printed documents (guides, brochures, posters, etc.) to be used in accordance with the SEP requirements.

5.3. Management functions and responsibilities

Bozüyük Municipality/PIU will be the main party responsible for the implementation of the SEP and coordination with contractors, implementation, monitoring and reporting. Detailed roles and responsibilities regarding the stakeholder engagement of the subproject are provided in Table 5.

Table 5. Roles and Responsibilities

Responsible Entity	Roles and Responsibilities
PMU of İLBANK	<ul style="list-style-type: none">• Monitor and control whether Bozüyük Municipalities fulfils its responsibilities;• Accelerating and monitoring the formation of PIUs to ensure proper implementation of the processes related to the grievance mechanism and

Responsible Entity	Roles and Responsibilities
	<ul style="list-style-type: none"> stakeholder engagement issues; Coordinating the parties for proper implementation of the processes regarding the grievance mechanism and stakeholder engagement issues
PIU of Bozüyük Municipality	<ul style="list-style-type: none"> Planning and implementation of the SEP; Leading stakeholder engagement activities in close collaboration with the ILBANK PMU; Management and resolution of grievances; Consultation on specific SEP activities; Announcing the important construction activities (such as road closures and service interruptions); Reporting on implementation of SEP activities to ILBANK PMU; Executing defined grievance mechanism in the SEP properly and informing ILBANK PMU about the overall implementation status.
E&S Consultant	<ul style="list-style-type: none"> E&S Consultant is responsible for preparing the Environmental and Social Assessment Study Reports, i.e. ESMP and SEP, for the approval of ILBANK and WB; Taking a part in organizing the ESMP introduction meeting to be held for the public and NGOs as part of the Subproject; and Finalizing the reports as per the concerns/opinions of the stakeholders.
GMCP	<ul style="list-style-type: none"> Act as a focal point for the GM in the PIU Keep records and monitor subproject-related grievances Manage and coordinate the resolution process of subproject related grievances Review grievance records for relevant non-compliance issues or recurring issues related to stakeholder engagement and other subproject activities Coordinate and monitor PIU contacts at the contractor level Collect subproject related grievances from all different parties Inform PIU and management about the resolution process Prepare compiled PIU reports on the subproject Monitor contractors' grievance records and grievance resolution process and report to PIU in monthly progress reports Maintain communication with PIU to respond/resolve grievances
Supervision Consultant	<ul style="list-style-type: none"> Review the SEP document to redefine the stakeholders directly or indirectly affected and/or interested in the Project and to follow up the implementation of the methods, instruments, timing and participation levels identified in the SEP, Interviews Bozüyük Municipality PIU and others involved in the stakeholder engagement process to review progress and identify critical issues, Consults with affected households and community leaders through key informant interviews to identify their feedback on stakeholder engagement performance of the subproject, Interacts with various stakeholders to get their views on SEP implementation, Controls whether the necessary trainings are given to the personnel who will work during the construction phase, Reviews grievance records to identify significant non-compliances or recurring issues with stakeholder engagement and other project activities and to reveal actions, Meets with WB safeguard policies and audit teams and responds to queries as necessary, Monitors and reports on progress made in relation to the commitments defined in SEP.
Contractor	<ul style="list-style-type: none"> Implements and develops Contractor's social policy, Provides necessary resources for proper remedial actions, Follows up of the grievances and informs CLO about the solution process, Consults with the project affected communities about grievance mechanism,

Responsible Entity	Roles and Responsibilities
	<p>entitlements, construction works and schedule, community safety, compensation of economic losses as needed in coordination with CLO and Social Expert of PIU,</p> <ul style="list-style-type: none"> • Keeps records of grievances and participation activities when necessary and forward them to CLO and Social Expert of PIU, • Reports grievances to GM Team, • Submits monthly Environmental and Social Monitoring Reports (ESMRs) to Bozüyük Municipality(CLO related parts). • The construction contractor should develop monthly ESMRs and submits to Municipality through the Supervision Consultant..

6. GRIEVANCE MECHANISM

The purpose of the Grievance Mechanism (GM) is to assist to resolve grievances and grievances in a timely, effective, and efficient manner that satisfies all parties involved. The purpose of the public grievance mechanism and the workers grievance mechanism is to provide access to a grievance resolution procedure for Subproject affected people, including communities and Subproject workers. Managing, preventing, minimizing and effectively addressing grievances are an integral part of a sound stakeholder engagement strategy. Grievances can be an indication of growing stakeholder concerns and can escalate if not identified and resolved. Identifying and responding to grievances supports the development of positive relationships between Subproject worker's, local communities, and other stakeholders. Participationalso helps to anticipate and review community concerns and prevent them from turning into grievances. Therefore, according to the WB, the following Grievance Mechanism (GM) will be implemented by Bozüyük Municipality/PIU throughout the life of the subproject, including pre-construction, construction and operation phases. In the GM, comments/grievances will be received in Turkish, since everyone in the developed settlements speaks Turkish, there will be no need to use another language. The grievance channels used in applications will be published in Turkish. GM forms and consultation records will be kept in Turkish.

6.1. Grievance Mechanism at National Level

ILBANK established a transparent and comprehensive Grievance Mechanism (GM) in September 2021 to receive, assess and resolve grievances related to each international project it finances and will be in place throughout the life cycle of this subproject. Stakeholders may, if they wish, submit their comments, suggestions and grievances to ILBANK through the following means of communication:

Website: <https://www.ilbank.gov.tr/form/bilgiedinmeuluslararasi>

E-mail: bilguidb@ilbank.gov.tr ve etikuidb@ilbank.gov.tr

Phone Number: +90 312-508 79 79

Address: ILBANK International Relations Department, Emniyet Mahallesi, Hipodrom Caddesi, No:9/21, Yenimahalle/ANKARA

Presidential Communication Center: The Presidential Communication Center (CIMER) provides a centralized grievance system for Turkish citizens, legal entities and foreigners. The Presidential Communication Center (CIMER) will serve as an alternative and well-known channel through which subproject stakeholders can directly communicate their grievances and feedback regarding the subproject to government officials.

- www.cimer.gov.tr
- Call Centre (hotline): 150
- Phone number: +90 312 525 55 55
- Fax number: +90 0312 473 64 94
- Address for Official Letter/Petition: Republic of Türkiye, Directorate of Communications Kızıllırmak Neighborhood. Mevlana Boulevard No:144 Cankaya/ANKARA

Mail addressed to Republic of Türkiye, Directorate of Communications

Individual applications at the community relations desks at governorates, ministries and district governorates.

Foreigners Communication Center (YIMER) will be available to Project stakeholders as an alternative and well-known channel for conveying their Project-related grievances and feedback directly to state authorities.

- www.yimer.gov.tr
- Call Centre (hotline): 157
- Phone number: +90 312 515 11 22

- Fax number: +90 0312 920 06 09
- Address for Official Letter/Petition: Republic of Türkiye, Directorate General of Immigration Management Camlica Neighbourhood No: 4 Yenimahalle/ANKARA

Mail addressed to Republic of Türkiye, Directorate General of Immigration Management

Individual application to the General Directorate of Migration Management of the Republic of Türkiye

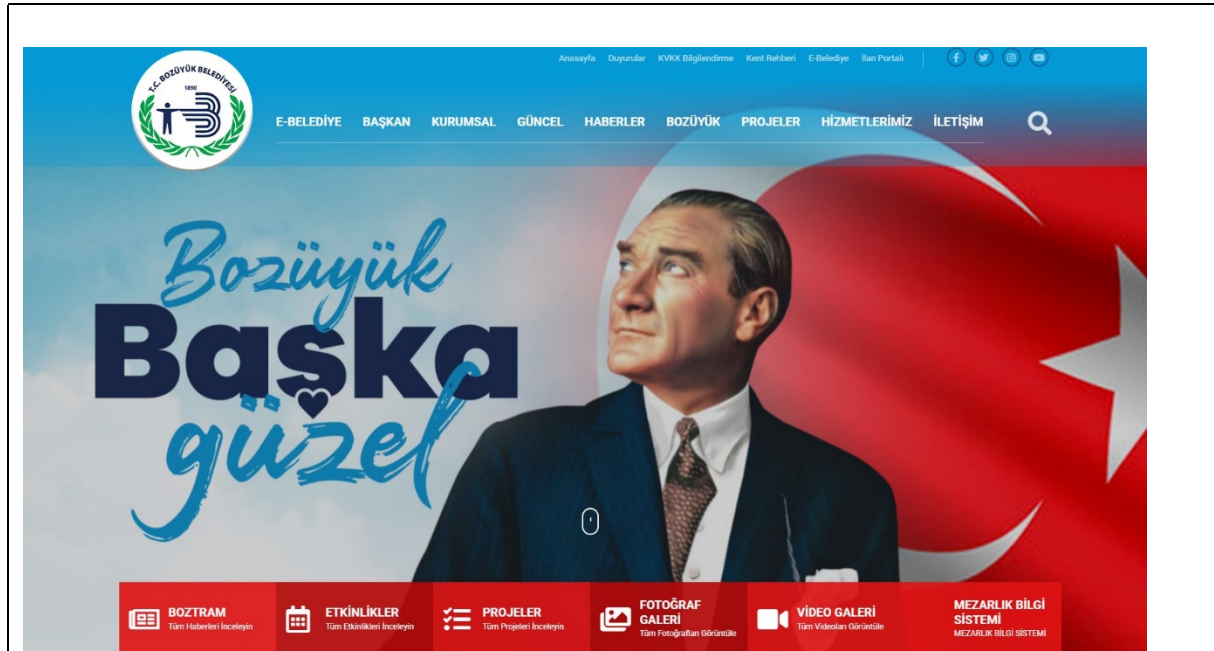
6.2. Subproject Level Grievance Mechanism

As part of the stakeholder participation information and consultation process, stakeholders is required to be informed about project level grievance mechanism. The purpose of the grievance mechanism is to provide channels free from manipulation, coercion and intimidation through which local community members can submit their demands, concerns and grievances regarding the subproject and its impacts.

Responding to and resolving grievances in a timely, proactive, impartial, effective and efficient manner is essential according to international standards and requirements regarding stakeholder engagement. In particular, it provides a transparent and reliable process for fair and sustainable results. In this way, mutual trust and cooperation can be developed between the subproject stakeholders and Bozüyük Municipality through corrective actions. The main components of a successful grievance mechanism include the principles of anonymity, confidentiality and transparency.

Bozüyük Municipality website includes a communication page, which is the mechanism where grievances/requests regarding Bozüyük Municipality activities are submitted and the resolution process is followed (see Figure 3). In addition, many sections of the homepage of Bozüyük Municipality website include information about social media accounts and telephone numbers (such as the 444 33 95 line) to which grievances can be submitted.

- Website : info@bozuyuk.bel.tr
- Call Centre (hotline): +90 228 314 67 00
- Address: Çarşı Neighborhood Ürgenpaşa Street No: 1 Bozüyük/BİLECİK



The screenshot displays the Bozüyük Municipality website's contact page. At the top, a blue header bar contains a home icon and the text 'İletişim' (Communication) on the left, and a 'GERİ' (Back) button on the right. Below the header, four white boxes with blue circular icons provide contact details: 'ADRES' (Address) with 'Çarşı Mahalle Urganpaşa Caddesi No:1 Bozüyük/BİLECİK'; 'MAİL' (Email) with 'info@bozuyuk.bel.tr'; 'TELEFON' (Phone) with 'BELEDİYE: 0 (228) 314 67 00 OTOGAR: 0 (228) 315 13 10'; and 'FAX' with '0 (228) 314 67 05'. The main content area features a large blue banner with the title 'İLETİŞİM FORMU' (Communication Form) and the instruction 'Bize ulaşmak için lütfen formu doldurunuz.' (Please fill out the form to reach us). On the left of the form is the Bozüyük Municipality logo, which includes the text 'T.C. BOZÜYÜK BELEDİYESİ' and '1990'. The form itself contains several input fields: 'Adınız Soyadınız' (Your Name and Surname), 'E-Posta Adresiniz' (Your Email Address), 'Telefon' (Phone), 'Mesaj Konusu' (Message Subject), and a large 'Mesajınız' (Your Message) text area. A 'GÖNDER' (Send) button is located at the bottom of the form. Social media icons for Facebook, Twitter, Instagram, and YouTube are positioned to the left of the form.

Figure 3. BozüyükMunicipality Website

The grievances, requests, suggestions and opinions of the public will be recorded through the GM contact person (GMCP) to be assigned by Bozüyük Municipality. All grievances are examined to be classified based on their authenticity related to subproject activities. If a grievance is deemed unsuitable for investigation because it is not genuine or not related to subproject activities, the complainant will be provided with an explanation as to why the grievance could not be followed up. Appropriate grievances are responded to according to the subprojects social and environmental requirements defined in the ESMP and SEP.

All grievances received through direct phone calls, e-mails, face-to-face meetings/communications and the Website are recorded and after the recording process, will contact the complainant to explain the subproject response process and the resolution of the grievance within ten (10) business days. The development of the solution may require consultation with the relevant person(s). The requester will be informed about the methodology followed. Each request must be evaluated with the utmost care, diligence, fairness and impartiality. The proposed solutions are communicated to the complainant with a second notification.

If the proposed solution is accepted by the complainant, Bozüyük Municipality PIU will handle the grievance within 15 business days and take corrective measures to resolve the grievance. Grievance registration forms will be sent to the relevant GM Team member (Social Expert of the PMU Team or E&S Expert of the Contractor) on the same day (if possible, as soon as the grievance is received). A notification should be sent to the complainant by GMCP within two (2) business days of the receipt of the grievance, indicating that the grievance has been received and evaluated.

The PMU Team will also have access to the grievance records to be created within the scope of the subproject, and these records will be continuously updated by the GM Contact Person (GMCP) or the PIU Social Expert. The Grievance Tracking Table will include the information of the complainant/suggester, the date the grievance/suggestion was received, the date and method of feedback provided to the complainant, the current status of the grievance (open, under review, closed, rejected), and an explanation of this status (e.g., reason for rejection). Additionally, the table will include the closing/rejection date and feedback dates.

Grievances from contractors and subcontractors will be forwarded to the GMCP by the Contractor's Environmental and Social Expert and will be recorded by the GMCP using grievance registration forms. On the same day, this data will be entered into the Grievance Registry and Grievance Database and made accessible to the PIU Team.

During this period, the relevant parties responsible for managing the grievance will be in constant communication with the complainant and all communication will be recorded in the GM system through the Consultation Forms (see Annex-D). The grievance will be closed after the implementation of the decision is completed. After the grievance is closed or resolved, the complainant will be informed with the third notification and the relevant records (Grievance Closure Form, Grievance Record, etc.) will be kept. Unless an alternative agreement is made with the complainant, grievances will be closed within thirty (30) business days from the date of application. If the grievances are not resolved within thirty (30) business days, the extenuating circumstances will be documented and reported. After the grievance is resolved and the result is communicated to the complainant, the appointed GMCP will obtain the necessary signatures and close the grievance by filling out the Grievance Close Out Form (see Annex-B). If the decision is not accepted, it will be reconsidered and a revised decision may be proposed. Ultimately, the PIUs will be responsible for consolidating, monitoring and reporting the requests received, resolved and pending regarding the project. All this data will be compiled by the PIU to be reported at the end of each month.

Bozüyük Municipality/PIU Team will also implement additional measures to manage sensitive and confidential grievances, including those related to Sexual Exploitation and Abuse/Harassment (SEA/SH), in accordance with the World Bank ESF Good Practice Note on SEA/SH.

6.3. Sensitive and Confidential Grievances

Specific procedures will be implemented by the project in order to address sensitive and confidential grievances, particularly those that are related to Sexual Exploitation and Abuse/Harassment (SEA/SH). These measures will be implemented in accordance with the World Bank ESF Good Practice Note on SEA/SH.

First of all, the complaining party has the right to remain confidential under the Turkish Constitution and the right to apply to the court at any time (in accordance with the Turkish Labor Law No. 4857 and the Turkish Civil Code No. 4721). In addition, Sub-Borrower personnel and sub-project employees will be able to directly communicate (via e-mail) with the Ethics Committee based at İLBANK Head Office in case of sensitive grievances. This issue will be clarified in the consultations carried out and in the introduction of the grievance mechanism. For cases related to gender-based violence, SEA/SH in the workplace or any potential child abuse in sub-project implementation/sub-project sites, the grievance will be directed to the relevant legal authorities or service providers by the Social Focal Point (based at ILBANK Head Office).

6.4. Grievance Mechanism for Workers

The GM for employees (applicable to both Bozüyük Municipality personnel and contractor and subcontractor employees) has been established in accordance with WB ESS2. The implementation of the GM for employees will be ensured throughout the financing life cycle of the subproject. PIU requests contractors to develop and implement a grievance mechanism for the workforce, including sub-contractors, before starting work. Sub-contractors will prepare labor management procedures that will include a detailed description of the grievance mechanism for employees.

Employees are informed about employee rights, basic occupational health and safety, the grievance mechanism and its operation at the time they start work. An up-to-date list of contact points is available in employee handbooks and/or bulletin boards. All processes related to the grievance mechanism are conveyed in a language that employees can understand.

When employees detect a hazard or risk for which no precautions have been taken regarding occupational health and safety, they inform the employee representative, occupational safety specialist and/or occupational physician selected by the employees about this hazard or risk. The employee representative shall forward the details of the hazard and risk to the occupational health and safety board, if any, or to the employer/employer's representative, and request an evaluation. If the problem is not resolved, all legal rights are reserved by applying to the contractor/subcontractor level GMCP through the grievance boxes located at the workplaces. Requests regarding employee rights and occupational health and safety are collected in grievance boxes placed in areas that employees can easily access.

The collected grievances and suggestions are carried out in accordance with the periods determined in the process of the grievance mechanism.

After the applications are evaluated, if there is an imminent, urgent and vital danger, a notification can be made directly to the Labor Life Communication Center, ALO 170 line or the Provincial Labor and Employment Institutions Directorates operating in the province. Upon receipt of the requests, the workflow grievance mechanism is carried out in accordance with the workflow chart.

The Bozüyük Municipality/PIU Team will be ready to handle grievances regarding working conditions. The Bozüyük Municipality/PIU Team will evaluate grievances and suggest solutions for direct and contracted employees using this internal GM, which all subproject employees can easily access.

6.5. Grievance Mechanism Flow Chart

Grievance mechanism operation diagram details are given in Table 6.

Table 6. Grievance Mechanism Flow Chart

Grievance Process	Requirement / Action
Submission of a grievance	Receiving the grievance by any communication channel explained above. (At this point, if the grievance is a sensitive grievance involving child abuse, sexual harassment abuse or Gender Based Violence (GBV) immediate action will be taken within 2 days after receiving of the grievance. For the cases relevant to sexual exploitation and abuse/sexual harassment at workplace or any potential child abuse in the project sites, the grievance will be directed by the GM focal point (based in ILBANK headquarter) to relevant legal authorities/service providers such as Ministry of Family and Social Services and Prosecutors Office.”)
Registration of grievance	Registering/recording through making an entry in the sample grievance register table. All the grievances will be registered within two working days and feedback will be given to the complainant. If the complainant requests that this grievance be treated anonymously, this grievance will be recorded anonymously and the request will be met.
Forwarding of grievance	The grievance is forwarded to relevant persons (site manager on construction sites and experts of the PIU) responsible for handling the grievance in not later than three working days upon receiving the grievance (except for any emergent grievance, which would be handled as appropriate).
Evaluation of a grievance	Evaluating the grievances within 10 working days and determining whether the grievance meets the admissibility criteria. If the grievance is not valid, providing relevant explanation to the complainant.

Grievance Process	Requirement / Action
Response for a grievance	<p>If the grievance is valid, identifying and taking corrective measures for resolving the grievance in not later than 15 working days upon receiving.</p> <p>All comments and grievances will be responded to either verbally or in writing, in accordance with the preferred method of communication specified by the complainant, if contact details of the complainant are provided.</p> <p>At this point, it should be noted that the action taken and the result of this anonymously recorded grievance should be shared on the BozüyükMunicipality website, so that anonymous complainants is informed about their grievance and the results.</p>
Recording the result of a grievance	Recording the result of the grievance in register table.
Right to Appeal	<p>If the grievance cannot be resolved with the existing process, applicants can always apply to relevant legal institutions. Such institutions can be summarized as follow:</p> <ul style="list-style-type: none"> • Civil Courts of First Instance • Administrative Courts • Commercial Courts of First Instance • Labor Courts, and • Ombudsman (https://ebasvuru.ombudsman.gov.tr/)

7. MONITORING AND REPORTING

7.1. Summary of how SEP implementation will be monitored and reported

It is the responsibility of Bozüyük Municipality to ensure that the SEP is fully integrated and implemented in all subproject activities. All stakeholders will be consulted and will be able to use the GM throughout the subproject lifecycle. On the other hand, the SEP will form part of all tender documents related to the physical works within the scope of the subproject.

As part of the World Bank ESF requirements, the draft ESMP and draft SEP will be made public when approved for public disclosure and approved by İLBANK, and the disclosure will be the responsibility of the subproject Implementers and the consultant firm Bozüyük Municipality. Bozüyük Municipality will ensure that the SEP is published in hard copy and on its website. Similarly, several copies of all prepared environmental and social documents will be available locally in Bozüyük Municipality, where affected groups such as the Mukhtar offices operating in the Bozüyük District of Bilecik Province and local NGOs can easily access. The SEP is a dynamic document and will be reviewed, updated and approved by İLBANK when necessary (e.g. changes in the design of subproject components according to Environmental and Social Monitoring Reports (ESMRs), stakeholders' requests/grievances regarding the subproject. Implementation of the SEP throughout the implementation of the subproject, elimination of non-conformities, etc.). Bozüyük Municipality will be responsible for making a statement through communication channels for each updated version of the SEP.

Bozüyük Municipality will monitor the subproject throughout its lifetime considering the stakeholder engagement process. The approved SEP will be reviewed biannually and updated if required according to the subproject improvements and the unexpected public reactions. The GM established by the Bozüyük Municipality will be used effectively and the statistical summary of the outputs of GM will be reported to İLBANK together with all the requests received, resolved and unresolved, Grievance Register, Grievance Monitoring Table and Environmental and Social Monitoring Reports (ESMRs) on a monthly basis. With monthly reporting, total number of grievances, monthly number of grievances, distribution of grievances by subject, gender, grievances answered within 1 days, grievances resolved within 30 days, list etc. is necessary.

7.2. Reporting back to stakeholder groups

The PIU Team will systematically record and report feedback received from communities, local governments, landowners, other companies, NGOs, media, academic institutions and other interest groups through an effective consultation and grievance mechanism to İLBANK.

The PIU Team will submit feedback and grievances, as well as a statistical and qualitative analysis of their results, to the Supervisory Consultant on a monthly basis, who will review and distribute them to İLBANK PMU. In addition, relevant grievances and their actual status will be reported in the ESMRs. Only the necessary information regarding the grievance will be included in the reports, and any personal information belonging to the persons using the ESMR will be kept confidential and will not be shared in these reports.

During the subprojects' development and construction phases, the construction contractors will prepare brief monthly reports on environmental and social performance for Bozüyük Municipality which will include an update on implementation of the stakeholder engagement plan and include indicators in this section. The construction contractors will record SEP activities with monthly and quarterly reports and submit them to Bozüyük Municipality and İLBANK.

Bozüyük Municipality's PIU, will report back to stakeholder groups, primarily through public engagement meetings in project affected municipalities and/or Neighborhoods. Minutes of meetings will be shared participants during subsequent public meetings. The summary will be published after removing identifying information on individuals to protect their identities in accordance with the Law on the Protection of Personal Data. Feedback received through the GM will be responded to in writing and verbally. Key subproject updates will be posted on Bozüyük Municipality's website.


The summary will be published after the identity information of the persons is removed in order to protect their identity in accordance with the Personal Data Protection Law.

Bozüyük Municipality will work with a consultant if necessary to carry out social and environmental monitoring activities. The Supervisor Consultant will monitor whether the environmental and social issues specified in the SEP and ESMP documents are implemented throughout the subproject lifecycle and report to BozüyükMunicipality.

ANNEXES

Annex-A


Sample Grievance Submission Form

	BOZÜYÜK MUNICIPALITY			
	SOLAR POWER PLANT PROJECT			
GRIEVANCE FORM				
Person Filling Out the Form:		Date and time:		
Interview Agenda:		Reference No: Bozüyük Municipality-Project Code-0001-2..		
1. INFORMATION ABOUT THE COMPLAINANT				
Name surname: <i>If the complainant requests that this grievance be treated anonymously, this grievance will be recorded anonymously and the request will be met.</i>		How received the Grievance:		
TC Identification number:		Telephone / Toll Free Li <input type="checkbox"/>		
Telephone:		Face to Face Meeting <input type="checkbox"/>		
Address:		Website / Email <input type="checkbox"/>		
Email:		Other (Explain) <input type="checkbox"/>		
Stakeholder Type				
Public <input type="checkbox"/>	PAP <input type="checkbox"/>	Private Enterprise <input type="checkbox"/>	Trade Association <input type="checkbox"/>	NGO <input type="checkbox"/>
Interest Group <input type="checkbox"/>	Industrial Assosiation <input type="checkbox"/>	Labor Union <input type="checkbox"/>	Media <input type="checkbox"/>	University <input type="checkbox"/>
2. DETAILED INFORMATION ABOUT THE GRIEVANCE				
Description of the grievance:				

Solution method requested by the complainant	
Registrant Name Surname/Signature	Complainant Name Surname/Signature

Annex-B

Sample Grievance Close Out Form

	BOZÜYÜK MUNICIPALITY	
	SOLAR POWER PLANT PROJECT	
GRIEVANCE CLOSE OUT FORM		
Reference form:		
1. DETERMINATION OF CORRECTIVE ACTION		
1		
2		<input type="checkbox"/>
3		<input type="checkbox"/>
4		<input type="checkbox"/>
5		<input type="checkbox"/>
2. CLOSE OUT THE GRIEVANCE		
<i>This section will be filled and signed by the Complainant in case the grievance stated in the "Grievance Registration Form" is resolved</i>		
Name Surname / Signature of the Person Closing the Grievance/Date	Name Surname / Signature of Complainant/Date	


Annex- C

Grievance Database Form

No	Grievance Register Number	How Grievance is Received (Grievance Form, Community Meeting, Telephone)	Level of Grievance (Municipality/Utility Level, Regional)	Date of Grievance Received	Location of Grievance Received	Name of Person Receiving Grievance	Land Parcel # (If grievance is related to land)	Complainant Information					Project Component Related to Grievance	Grievance Category (expropriation/land acquisition related, environmental issues, damages to structures etc.)	Grievance Summary	Grievance Status (open, closed or pending)	Action Taken				Supporting Documents for Grievance Closeout (bank receipt for compensation, grievance closure protocol)
								Name/Surname	ID Number	Telephone/ email	Village-District	Gender					Responsible Person/Department	Action Planned	Due Date of the Addressing the Grievance	Date of Action Taken	
1																					

Annex-D

Sample Consultation Form (For Stakeholder Engagement Meeting(s))

	BOZÜYÜK MUNICIPALITY			
	SOLAR POWER PLANT PROJECT			
		CONSULTATION FORM		
Person Filling Out the Form:		Date timeand place:		
Meeting Agenda:		Interview Registration Number:		
1. INTERVIEW INFORMATION				
Interviewed Institution:		Form of Communication		
Name and Surname of the Interviewee:		Telephone / Toll Free Line <input type="checkbox"/>		
Telephone:		Face to Face Meeting <input type="checkbox"/>		
Address:		Website / Email <input type="checkbox"/>		
Email:		Other (Explain) <input type="checkbox"/>		
Stakeholder Type				
State agency <input type="checkbox"/>	PEB <input type="checkbox"/>	Private Enterprise <input type="checkbox"/>	Job Room <input type="checkbox"/>	NGO <input type="checkbox"/>
Interest Group <input type="checkbox"/>	Industrial Union <input type="checkbox"/>	Labor Union <input type="checkbox"/>	Media <input type="checkbox"/>	University <input type="checkbox"/>
2. INTERVIEW DETAILS (List of Invitees and actual participants, Summary of presentations made by whom, minutes of meeting will be annexes of this form.)				
Questions about the project:				

Concerns/feedback regarding the project:	
Responses to the views expressed above:	