



MINISTRY OF INDUSTRY AND TECHNOLOGY

TÜRKİYE ORGANIZED INDUSTRIAL ZONES PROJECT

**Kahramanmaraş Türkoğlu
Organized Industrial Zone**

Wastewater Treatment Plant

**Stakeholder Engagement Plan
(SEP)**

OCTOBER 2024

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ABBREVIATIONS

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



EXECUTIVE SUMMARY

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

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

The Türkoğlu OIZ currently accommodates 15 operational industries across 30 parcels, primarily engaged in textile, machinery, and food production. Kahramanmaraş – Türkoğlu OIZ does not have a WWTP. Presently, the industrial wastewater generated by the active firms within the OIZ is discharged into Aksu Stream through a dry stream channel. This method of disposal poses environmental challenges and underscores the urgency for a more sustainable approach. The objective of the project is construction of a wastewater treatment needed in Türkoğlu Organized Industrial Zone (TOIZ). Upon the commissioning of the WWTP, the treated industrial wastewater will be efficiently channeled through the existing collector line, ensuring a controlled and environmentally responsible discharge into Aksu Stream. This strategic shift in wastewater management is not only aligned with regulatory standards but also represents a significant step towards enhancing environmental sustainability within the Türkoğlu OIZ.

This document has been prepared to identify methods for consultation with internal and external stakeholders in order to minimize the negative impacts and increase positive impacts of the Project. The plan first identifies the stakeholders, explains their relationship with the project, proposes tools for consultations, describes the planned engagement activities, provides details of the grievance mechanism and includes indicators to determine the success of the plan. SEP has been prepared under the Environmental and Social Framework (ESF) and Türkiye legislation.

In order to ensure the operationalisation of the outlined approach, monitoring and reporting sections are also covered in the plan and the plan also contains sample consultation and grievance forms.



1 INTRODUCTION/PROJECT DESCRIPTION

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

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

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

1.1 Project Objectives

The Türkoğlu OIZ currently accommodates 15 operational industries across 30 parcels, primarily engaged in textile, machinery, and food production. Kahramanmaraş – Türkoğlu OIZ does not have a WWTP. Presently, the industrial wastewater generated by the active firms within the OIZ is discharged into Aksu Stream through a dry stream channel. This method of disposal poses environmental challenges and underscores the urgency for a more sustainable approach. The objective of the project is construction of a wastewater treatment needed in Türkoğlu Organized Industrial Zone (TOIZ).

As of 2021, three comprehensive analyses have been conducted on the existing wastewater within the OIZ to assess actual pollutant concentrations and load. This data served as the foundation for assumptions made by the design consultant preceding the commencement of the design study. The conclusive inference drawn from these analyses is the imperative necessity for the establishment of an Industrial WWTP.

The design of the planned WWTP is for a 2,000 m³/ day capacity, which is to be implemented in two stages of 1000+1000 m³/day. Only stage 1 will be studied within the scope of this sub-project.

Post-implementation of the WWTP, all industrial wastewater will be systematically conveyed to the designated WWTP facility, strategically situated at the lowest elevation point within the OIZ.

Upon the commissioning of the WWTP, the treated industrial wastewater will be efficiently channeled through the existing collector line, ensuring a controlled and environmentally responsible discharge into Aksu Stream. This strategic shift in wastewater management is not only aligned with regulatory standards but also represents a significant step towards enhancing environmental sustainability within the Türkoğlu OIZ.

1.2 Components

The design of the planned WWTP is for a 2,000 m³/ day capacity, which is to be implemented in two stages of 1000+1000 m³/day. Only stage 1 which was designed to handle an average flow rate of 1,000 m³ per day will be studied within the scope of this sub-project. The allocated area for the WWTP is 25 ha and the OIZ management has a complete design for the WWTP.



Considering the WW characteristics of the cumulative WW from the firms in the zone, physical preliminary treatment, chemical treatment, and biological treatment were selected.

With the inception of the project concept developed by Türkoğlu OIZ, the pace of construction for firms within the OIZ accelerated. Several steps were taken to bring this project to fruition. Initially, the OIZ sought input from the Kahramanmaraş Provincial Directorate of Environment and Urbanization in accordance with the Environmental Impact Assessment (EIA) Regulation. As the investment fell below the threshold values, specifically related to Wastewater Treatment Plant (WWTP) capacities, as outlined in Appendix-I and Appendix-II Lists of the EIA Regulation, the Kahramanmaraş Provincial Directorate of Environment and Urbanization deemed it exempt from the EIA Regulation.

Stage 1 of the project will primarily focus on the Türkoğlu OIZ Wastewater Treatment Plant (WWTP). The WWTP has been designed to address the treatment needs of predominantly industrial wastewater generated by both existing and prospective enterprises.

Currently and after WWTP, treated wastewater will be discharged to the dry creek bed, which is connected to Aksu Stream, right next to the project area via an existing collector line within the borders of OIZ.

Detailed information on components is presented in the ESMP.

1.3 Location

The Türkoğlu OIZ (Organized Industrial Zone) is situated in the OIZ Neighborhood of Türkoğlu district within Kahramanmaraş. Türkoğlu district itself spans an area of 705 square kilometers and has an elevation of 500 meters above sea level. Türkoğlu OIZ, which was placed on an area of 128 ha, has a total of 39 plots and is adjacent to the Türkoğlu-Nurdağı connection road. Currently 12 operational facilities are running and total number of employees is 1200¹.

The project will be constructed in the existing OIZ's built-up industrial area. The WWTP area is owned by Türkoğlu OIZ (parcel no: 499/15) and allocated only for the construction of a wastewater treatment plant in line with the approved revised OIZ land use plan (02.06.2022). The expropriation process was already completed by the OIZ in 2011. The Project Area is given in Figure 1.1.

¹ Two major earthquakes hit south-eastern Türkiye on 6 February 2023. The magnitude of the destruction was unprecedented and 11 cities were affected including Kahramanmaraş. Before these earthquakes, there were 15 operational facilities at 31 industrial parcels at the OIZ, and the total number of employees was 1900.





Figure 1.1 Satellite Image of Türkoglu OIZ and the Planned WWTP Project Area



1.4 Area of Influence

Project area of influence can be defined as the area likely to be affected by the project, including all its ancillary aspects. Determination of area of influence is significant to clarify the 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.

Türkoğlu Organized Industrial Zone (Türkoğlu OIZ), which was established on an area of approximately 705 km², is located southeast of the settlement area of Türkoğlu District. Türkoğlu Organized Industrial Zone is located at the east of the Kahramanmaraş – Osmaniye State Highway, about 7 km from Türkoğlu city centre. The distance of Ceceli Neighborhood which is the nearest settlement to the project area is about 1 km. Ceceli Neighborhood of Türkoğlu District is located in the east of Türkoğlu OIZ.

The project will be constructed in the existing OIZ's built-up industrial area. The WWTP area is owned by Türkoğlu OIZ (parcel no: 499/15) and allocated only for the construction of a wastewater treatment plant in line with the approved revised OIZ land use plan (02.06.2022). The expropriation process was already completed by OIZ in 2011. The project does not require land acquisition and the nearest settlement to WWTP construction site is about 1 km.

The potential Area of Influence (Aol) for the Project includes the Türkoğlu Organized Industrial Zone (Türkoğlu OIZ), planned Wastewater Treatment Plant (WWTP) area, the area located discharge line, collector line, energy transmission line and the downstream of discharge point to Aksu Stream. In addition to these areas, users and owners of the lands downstream of the discharge point, the closest neighbourhood, Ceceli neighbourhood, are included in the social Aol of Project. The project's social Area of Influence which also covers environmental Aol is given in Figure 1.2.



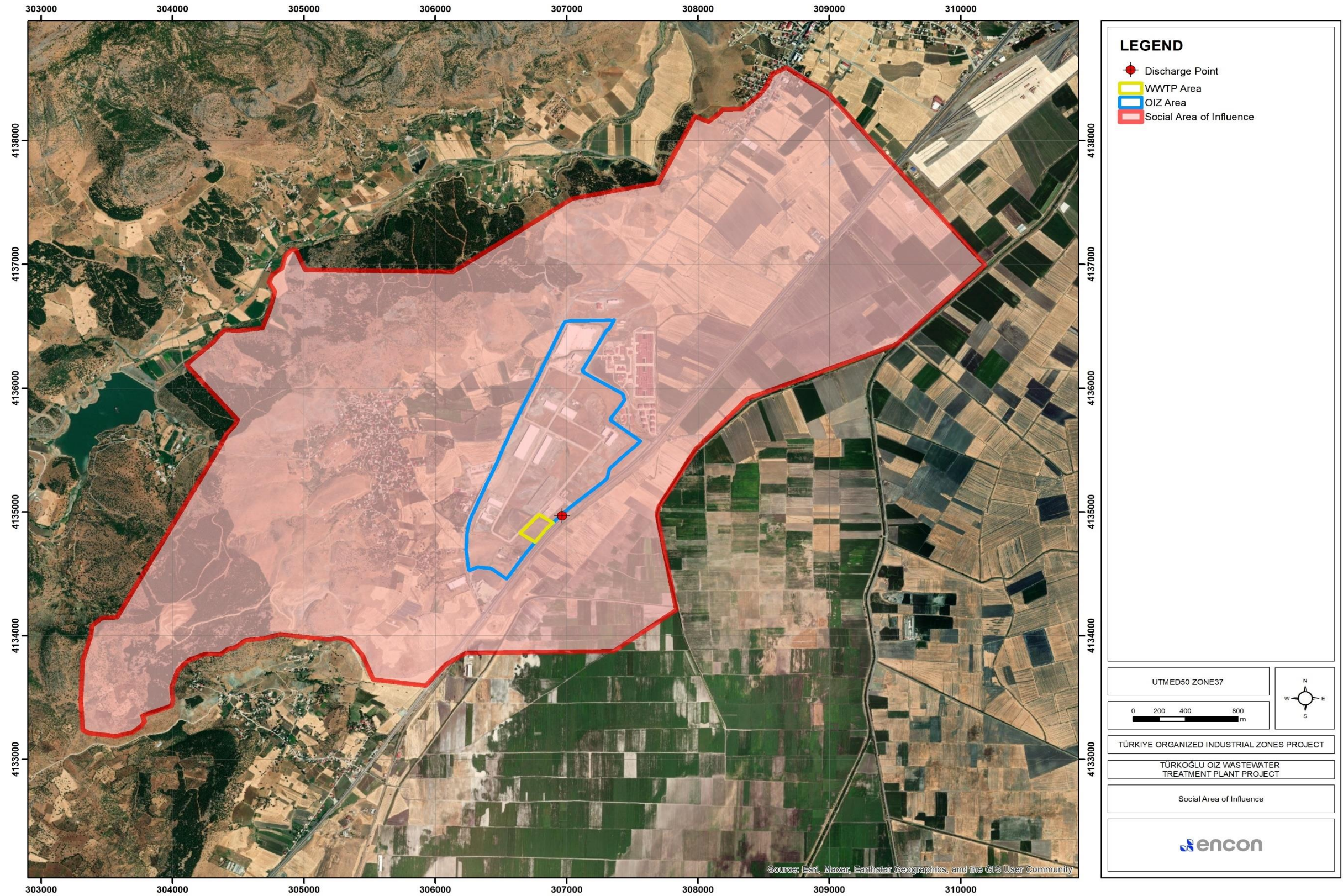


Figure 1.2 Project's Social Area of Influence



The Project activities within the construction phase are associated with a range of activities that generate noise. Since the planned WWTP is in an industrial area, there exists industrial usage around the project area. Due to the potential to be affected by the companies close to the facility during the construction and operation phases of the project, the Aol covers these firms.



Figure 1.3 Firms Close to the Project Area

2 OBJECTIVE OF THE SEP

Stakeholder engagement is an inclusive and dynamic process that will be carried out throughout the project's life. When properly designed and implemented, it supports the establishment of robust, constructive, and sensitive working relationships that are important for successfully managing the project's potential environmental and social impacts and risks. Open and transparent engagement between Türkoğlu Organized Industrial Zone and project stakeholders is essential to improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation. For this reason, at the very beginning of the project (even in the project design phase), determining the Stakeholder Engagement methods and defining all stakeholders is crucial. SEP is a living document that can be updated during the Project's life cycle.

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

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

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



3 STAKEHOLDER IDENTIFICATION AND ANALYSIS

Since the main finance source of the Project is WB, the Project must be in compliance with the WB ESSs, good international practices, guidelines, and best practices documents alongside the national legislation. 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, according to ESS10, the process of stakeholder engagement starts with stakeholder identification and analysis.

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

3.1 Methodology

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

1. **Openness and life-cycle approach:** Public consultations for the project will be arranged during the Project cycle, carried out openly, free of external manipulation, interference, coercion, or intimidation.
2. **Informed participation and feedback:** Information will be widely provided to all stakeholders in an appropriate format; opportunities will be provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
3. **Inclusiveness and sensitivity:** Stakeholder identification will be undertaken to support better communications and build effective relationships during the Project cycle. The participation process for the projects will be inclusive. All stakeholders at all times will be encouraged to be involved in the consultation and project implementation process. Equal access to information of all stakeholders will be one of the main principles of the Project. Sensitivity to stakeholders' needs will be the key principle underlying the selection of engagement methods. Special attention will be given to vulnerable groups that may be at risk of being left out of project benefits, and the cultural sensitivities of diverse ethnic groups.
4. **Flexibility:** Where social distance, cultural context, or governance factors preclude traditional face-to-face forms of engagement, the Project's stakeholder communication strategy methodology will accommodate alternative forms of engagement, including various internet or telephone-based communication forms.

3.2 Affected Parties and Other Interested Parties

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

The term "project 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.

The term "other interested parties" 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.

Table 3.1 Stakeholders and Relevance to the Project

Stakeholder Group			Relevance of Stakeholders to the Project
Affected Parties	Internal Stakeholders	Türkoğlu OIZ	Project owner
		Supervision Consultant: Supervision Consultant and Employees	Responsible for Supervision during construction and commissioning
		Construction Contract: Construction Contract Firm and Employees	Responsible for construction
	Communities (residents and businesses)	Ceceli Neighbourhood (with a population of 5,786) ²	They may be affected by the potential noise and dust emission during the construction
	Business and Employees	Firms operated in Türkoğlu OIZ	They may be affected by the potential noise and dust emission during the construction. They will be also user/ beneficiary after commissioning
Employees of Firms: About 1.200 Employees		They may be affected by the potential noise and dust emission during the construction phase	
Other Interested Parties	Project Development and Finance Partners	World Bank	Project international partner
		Ministry of Industry and Technology	Project implementing partner
	Central and Local Authorities	Kahramanmaraş Provincial Governorate	Responsible for public healthcare, environmental and social services
		District Governorate of Türkoğlu	Responsible for public healthcare, environmental and social services
		Kahramanmaraş Provincial Directorate of Environmental Urbanism and Climate Change	The authority consulted for the project preparation and implementation phases
		Kahramanmaraş Industry and Technology Provincial Directorate	Project implementing local partner
		Kahramanmaraş Provincial Directorate of Health	Responsible for public health
		Türkoğlu District Directorate of Health	Responsible for public health
		State Hydraulic Works 20th Regional Directorate	Responsible for discharged river
		Kahramanmaraş Metropolitan Municipality	Responsible for public services
		Türkoğlu Municipality	Responsible for public services
	Non-Governmental Organizations	Organized Industrial Zones Association	NGO responsible to protect and develop the common economic, social rights and interests of OIZs and to provide mutual assistance among them.
		Organized Industrial Zones Supreme Organization	NGO responsible for unity of application and cooperation between OIZs and solving the problems of OIZs.
		Kahramanmaraş Chamber of Trade and Industry	Responsible to strive for the development of trade and industry in accordance with general interests,
Media/ Electronic	Manşet	Information disclosure	

² The total population of Ceceli was 5,786 in 2022. There are Türkoğlu prisons with a capacity of 1,350 and lodging buildings within the border of Ceceli. The population of Ceceli in 2018 when the prison was not in operation was 2,243.

	Media	https://www.marasmanset.com/	
		Maraş Bugün https://www.marasbugun.com.tr/	Information disclosure
		Kahramanmaraş Gazetesi https://kahramanmarasgazetesi.com.tr/	Information disclosure

3.3 Disadvantaged/Vulnerable Individuals or Groups

According to WB ESS 1, social risks and impacts, including risks that project impacts fall disproportionately on individuals or groups who, because of their particular circumstances, may be disadvantaged or vulnerable should be taken into account.

Understanding whether the project disproportionately affects disadvantaged/vulnerable individuals or groups is essential. Awareness-raising and stakeholder engagement activities related to the project should be implemented, taking into account the specific constraints and social/cultural vulnerabilities of these groups and individuals. Engagement with vulnerable groups and individuals is critical to ensure they are aware of and participate in the overall process. Their contributions should be balanced with other stakeholders and their situations often require special measures and assistance.

Disadvantaged or vulnerable refers to those who may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project's benefits. Such an individual/group is also more likely to be excluded from/unable to participate fully in the mainstream consultation process and as such may require specific measures and/ or assistance to do so. This will take into account considerations relating to age, including the elderly and minors, and including in circumstances where they may be separated from their family, the community or other individuals upon whom they depend (WB ESS 10)

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

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

There is no group of minorities or non-Turkish speaking groups in the community and among the workforce in the OIZ. According to the information provided by the headmen of neighbourhoods, information about vulnerable/ disadvantaged individuals/ groups is presented in Table 3.2. Only two vulnerable groups exist in Aol.

Table 3.2 Vulnerable Groups at Aol

Settlement	Individuals over 65 years of age living alone	Physically disabled (difficulty in walking)	Mentally disabled
Ceceli	2	1	2

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



4 STAKEHOLDER ENGAGEMENT PROGRAM

4.1 Summary of Stakeholder Engagement Done During Project Preparation

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

Stakeholder consultation meeting of the Project was held on 4th of July 2024. In the meeting, the E&S Consultant made a presentation that provided information on project description, its potential environmental and social impacts and risks and then comments, suggestions and expectations of the stakeholders were received through a questions and answers session. The details of the meeting is presented under section 4.3.

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

Different engagement methods are proposed and cover different stakeholder needs as stated below:

- Formal/ informal face-to-face meetings,
- Digital communication tools (including web pages, correspondence by phone/email, WhatsApp, short message service),
- Written materials,
- Grievance mechanism,
- Media promotions.

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

- **Formal/ informal face-to-face meetings with stakeholders** – have and will be the main form of consultation throughout the lifetime of the Project. Stakeholders had been informed and will be informed about these consultation meetings by telephone, WhatsApp messages, short message service (SMS), brochures, posters, or e-mail. A stakeholder consultation meeting was organized within the scope of ESMP studies.
- **Digital Communication Tools** - Türkoğlu OIZ website (<http://www.turkogluosb.org>) is a public website created for announcements, documents, reports, etc. – The ESMP and SEP documents prepared for the Project will be published in English and Turkish via the Türkoğlu OIZ website. Information on the application of the grievance mechanism created by Türkoğlu OIZ was also announced on the Türkoğlu OIZ website. At the same time, all up-to-date information about the Project will be made available to the public via the website and social media accounts of the Türkoğlu OIZ. In addition, telephone, WhatsApp messages, short message service (SMS), brochures, posters, and e-mail will be used for information disclosure and announcements.
- **Written materials** – including brochures, leaflets and posters. will be used to inform stakeholders about the Project. Written materials will include information about the



Project and the project's E&S principles the Grievance mechanism, and stakeholder engagement tools created for the Project. These written materials will be in Turkish.

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

A stakeholder consultation meeting was held within the scope of ESMP studies and also an additional stakeholder consultation meeting will be planned;

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

All kinds of notifications or complaints from stakeholders during informal/official face-to-face or Internet meetings will be recorded for processing in the mechanism and evaluated within the process of the grievance mechanism. The days and hours of the meetings will be arranged in consultation with the stakeholders, and the highest possible participation will be aimed. A shuttle will be arranged for stakeholders to come to the meetings when necessary, or the responsible people will be at the stakeholders' location for face-to-face meetings.

Also, the timing and number of engagement activities will be designed to maximize stakeholder engagement, in particular to avoid disruption to stakeholders' daily work and 'consultation fatigue'. Each engagement activity will be communicated in a timely manner that is culturally appropriate, adequate and with equal access to all relevant stakeholders, thus enabling increased stakeholder engagement and feedback

4.3 Stakeholder Consultation Meeting

Place and Date of Stakeholder Consultation Meeting

Stakeholder Consultation Meeting (SCM) of the Project was held on 4th of July 2024. Türkoğlu OIZ- Meeting Hall in Türkoğlu district of Kahramanmaraş province was selected as the meeting venue. The meeting venue had enough capacity and facilities to ensure comfortable and efficient communication during the event. After the date and place of the stakeholder consultation meeting are clarified, details of the SCM have been announced through the local media, website of the Türkoğlu OIZ and main project website³, in public places such as mosques, schools, etc. and an information text sent to the neighborhood mukhtars. The stakeholder consultation meeting held within the scope of the Project was notified to the local community, mukhtars, public institutions and organizations and non-governmental organizations at least seven (7) days in advance. Information on the stakeholder consultation meeting held is given in Table 4.1.

³ yesilosb.sanayi.gov.tr

Table 4.1 Details of Planned Stakeholder Consultation Meeting

No	Location	Notes	Public Hearing
1	Türkoğlu OIZ Meeting Hall	Announcement of public consultation has been published on media (local and/or social) Announcement has been placed in public places such as mosques, schools, etc. Draft ESMP and SEP Reports has been disclosed via website of Türkoğlu OIZ	Indicative: 04.07.2024

Prior to stakeholder consultation meeting, several information dissemination methods were used to inform the related public authorities (including provincial governorates, district governorates, municipality mayors, etc.), mukhtars and local people, and local media agencies etc. In the process of announcing the stakeholder consultation meeting, announcements were published on the official website of Türkoğlu OIZ on June 11, 2024 and in the local newspaper on June 26, 2024. Newspaper announcement, Türkoğlu OIZ official website and neighborhood announcement for the announcement of the meeting are given in APPENDIX – D.1. In addition, before the commencement of meeting, the Project information brochures were distributed to the participants. The brochure is provided also in the APPENDIX – D.1

Details on Participants

The meeting was attended by representatives of Türkoğlu OIZ, public authorities and ENCON (E&S Consultant), as well as local communities. Photos from the meeting are presented in APPENDIX – D.2. A total of 24 people participated in the meeting for the Project. In accordance with the Personal Data Protection Law, the meeting list of participants will not be published and will be stored in the Project Implementation Unit archives for project management purposes only. The list of participants of the meeting held within the scope of the Project will be stored for the duration of the Project and will not be shared with third parties.

Meeting Program

The meeting started with an introduction and explanation of the purpose and scope of the meeting and followed by a presentation by ENCON and a final discussion session where questions, concerns and suggestions of the participants were received. The presentation used during the meeting is provided in APPENDIX – D.1. The main topics covered in the presentations were as follows:

- What is the Project?
- Who are the Project Implementer, the Project Owner and the Project Financier?
- What are the Purpose and Anticipated Benefits of the Project?
- Location and Characteristics of the Project
- What is the Environmental and Social Impact Assessment Studies?
- What are the impacts and risks of the project? What are mitigations?
- Stakeholder Engagement: How to Participate into the Process?
- Discussion (Questions and Answers) Session

Stakeholder Consultation Meeting Findings

The questions, issues, concerns and suggestions raised by the participants during the SCM were categorized and a summary of the SCM findings is provided in Table 4.2.



Table 4.2 Summary of Stakeholder Consultation Meeting Findings

Party who Raised the Question/ Issue/Concern/ Suggestion	Question/Issue/Concern/ Suggestion Raised	Response of Project Sponsors/ Environmental Consultant
Participant 1* (Türkoğlu Municipality)	Will there be any odor problem in the region due to wastewater treatment and the sludge to be formed?	It will be in a situation considerably improved from the current situation, as wastewater is currently discharged to the nature without treatment. During the treatment of wastewater at the planned WWTP, the facility will be monitored according to both operational and quality parameters, and the processes will be monitored by the Ministry of Environment, Urbanization and Climate Change as it is subject to environmental permit. Waste sludge will also be removed from the site in certain periods. In case of any problems, including odor, stakeholders will be able to express their suggestions and complaints through the channels provided in this meeting. Türkoğlu OIZ will take the necessary attention in the operation of the WWTP and there will be no odor problem with proper operation. All measures, including odor barriers, have been considered in case of need. As OIZ, we are very sensitive about this issue.
Participant 2* (Türkoğlu Municipality)	Will the treated water be used as irrigation water within the facility?	There are no recovery activities in the first 1000 m ³ /day phase of the Project.
Participant 3* (Türkoğlu District Health Directorate)	We are very pleased with the Project, but the wastewater from other factories in Türkoğlu is discharged into the same stream and a very serious pollution occurs.	There are two OIZs declared for the region. These are Erkenez OIZ and Türkoğlu OIZ, two separate directorates. Therefore, these factories are outside the responsibility area of Türkoğlu OIZ.
Participant 4* (A facility investor located in the Türkoğlu OIZ)	The factories outside and above Türkoğlu OIZ and the Ceceli neighborhood have treatment problems. A WWTP with a larger capacity needs to be built in the region. This planning can be done in a larger area in the Gavur Lake region. Is there any possibility of taking these wastewaters to the planned wastewater treatment plant?	There is no possibility of expropriation and construction in the Gavur Lake region. The Project design is made for WWTP with a wastewater treatment capacity of 1000 m ³ /day, the requested issue will not be in question. In addition, the mentioned activity is outside the responsibility area of Türkoğlu OIZ. MoIT Authorities informed that MoIT can fund the WWTP needs of OIZs and that the mentioned WWTP investment is outside their area of responsibility. Those kind of demand can be consider as inputs for another project.
Participant 5* (A facility investor located in the Türkoğlu OIZ)	What is the exact location of the discharge point and will the location shown on the map in the presentation be changed?	Regarding the location of the discharge point, the location was determined and approved according to the opinion received from the General Directorate of Highways and the General Directorate of State Hydraulic Works and the location will not be changed.
Participant 6* (Türkoğlu Open Penal Institution)	What are the security measures during the construction of the Project as there are prisoners in the semi-open prison. Will there be a risk for the prison?	The locations of the Project site and the prison are at opposite sides and there is no such security risk due to their distance from each other.

Party who Raised the Question/ Issue/Concern/ Suggestion	Question/Issue/Concern/ Suggestion Raised	Response of Project Sponsors/ Environmental Consultant
Participant 7* (Press)	The Minister of Environment, Urbanization and Climate Change will visit the region and construction of the second 1000 m ³ /day phase of the Project may be requested from him.	At this stage, the WWTP with a capacity of 1000 m ³ /day is sufficient. There is no need for such a request at this time.

*The participation's name is not given because of the Law on Protection of Personal Data.

4.4 Stakeholder Engagement Plan

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

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

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

Informing the public during the operation phase will include information on technical and social issues related to the operation of WWTP including safety in emergencies, grievance mechanism.

Various interaction techniques will be used to engage and consult with stakeholders, receive feedback from them, and provide them with information. The communication tools and methods chosen to engage with specific groups are based on their needs, concerns, and level of influence. The consultation and information disclosure strategy is presented in Table 4.3.



Table 4.3 Consultation and Information Disclosure Strategy

Project Stage	Estimated Date/ Time Period	Topic of Consultation/ Message	Method Used ⁴	Target Stakeholders	Responsible Units
Pre-Construction	Continuous	<ul style="list-style-type: none"> Project E&S principles Grievance mechanism Community health and safety Environmental and social risks and mitigation measures Updates about the Project 	<ul style="list-style-type: none"> Formal/ informal face-to-face meetings, Digital communication tools, Written materials, 	All stakeholders	<p>PMU is responsible for informing stakeholders about</p> <ul style="list-style-type: none"> Project E&S plans Grievance mechanism Community health and safety Environmental and social risks and mitigation measures Updates about the Project <p>PIU is responsible for monitoring implementation and guidance,</p> <p>E&S Consultant is responsible for the defining environmental and social risks</p>
Pre-Construction	After the approval of first drafts of the ESMP and SEP by the WB	<ul style="list-style-type: none"> Disclosure of ESMP and SEP 	<ul style="list-style-type: none"> Digital communication tools, Written materials, (The document will be disclosed on the Türkoğlu OIZ website (www.turkogluosb.org) and MoIT PIU website (yesilosb.sanayi.gov.tr)) 	All stakeholders	<p>PMU is responsible for arranging meeting and disclose documents,</p> <p>PIU is responsible for monitoring implementation and guidance,</p> <p>E&S Consultant is responsible for giving information on ESMP and SEP at stakeholder consultation meeting</p>
Construction	Two (2) days before possible traffic impact, whenever necessary during the construction	Traffic safety	<ul style="list-style-type: none"> Digital communication tools Written materials, Media promotions 	Internal Stakeholders: Communities (residents and businesses): Business and Employees: Local Authorities	<p>PMU is responsible for overall project coordination,</p> <p>Contractor is responsible for informing about possible traffic impact, executing tasks to related to traffic safety,</p> <p>Supervision Consultant is responsible for monitoring and ensuring that traffic safety measure implemented by the Contractor</p>
Construction and Operation	Whenever necessary during the construction and operation	Updates on project activities and progress	<ul style="list-style-type: none"> Formal/ informal face-to-face meetings, Digital communication tools, 	All stakeholders	<p>PMU is responsible for preparing regular updates on project activities and progress,</p> <p>Contractor and Supervision Consultant are</p>

⁴ Face to face meeting methods will be used to engage with the disadvantaged/ vulnerable individuals.



Project Stage	Estimated Date/ Time Period	Topic of Consultation/ Message	Method Used ⁴	Target Stakeholders	Responsible Units
			<ul style="list-style-type: none"> • Written materials, • Grievance mechanism, • Media promotions 		responsible for informing about updates on project activities and progress.
Operation	Regularly throughout the operating period.	Learning the expectations/ needs/ grievances of the Associations / Non-Governmental Organizations	<ul style="list-style-type: none"> • Formal/ informal face-to-face meetings, • Digital communication tools, • Written materials, 	All stakeholders	PMU is responsible for learning the expectations/ needs/ grievances of the Associations/ Non-Governmental Organizations
Operation	Before operation	Informing about operation	<ul style="list-style-type: none"> • Formal/ informal face-to-face meetings, • Digital communication tools, • Written materials, 	Internal stakeholders, Communities (residents and businesses), Business and employees, Central and local authorities, Vulnerable or disadvantaged groups	PMU is responsible for informing stakeholders about the overall operation of the Project,
Operation	Before operation/ regularly throughout the operating period.	Safety in emergencies	<ul style="list-style-type: none"> • Formal/ informal face-to-face meetings, • Digital communication tools, • Written materials, 	Internal stakeholders, Communities (residents and businesses), Business and employees, Central and local authorities, Vulnerable or disadvantaged groups	<p>PMU is responsible for</p> <ul style="list-style-type: none"> • developing and implementing overall Emergency Plans, • implementing specific safety measures related to emergencies on-site • monitoring the implementation of safety measures during emergencies <p>PIU is responsible for monitoring implementation and guidance</p>



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

4.5 Reporting Back to Stakeholders

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

Report will cover which of their concerns will be addressed and how, as well as explaining what suggestions were not taken on board and the reasons why. Stakeholders will be kept informed by means of semi-annual report through the Türkoğlu OIZ website (www.turkogluosb.org).



5 RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

5.1 Resources

Türkoğlu OIZ is responsible for stakeholder engagement activities. The costs associated with the implementation of SEP-related activities (meetings, dissemination materials, digital communication activities, etc.) are covered under the budgets allocated by the Türkoğlu OIZ. All activities are carried out by the use of the human resources of Türkoğlu OIZ.

5.2 Management Functions and Responsibilities

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

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

Table 5.1 Roles and Responsibilities for Social Engagement Framework

Responsible Entity	Roles and Responsibilities	Activities
MoIT PIU	<ul style="list-style-type: none"> Ensuring that the stakeholder engagement is understood by PMUs and other stakeholders. Coordinating interface and reporting to/from the World Bank in relation to the implementation of SEP Reviewing grievance records to illustrate significant non-compliance issues or recurring problems regarding stakeholder engagement and other Project activities and coming up with actions. Coordinating and monitoring GM focal points in OIZ and contractor level Implementing social and environmental monitoring 	<ul style="list-style-type: none"> Monitoring SEP implementation through progress reports Conducting site visits to audit the performance of the Türkoğlu OIZs regarding compliance with the provisions set out in the SEP
Türkoğlu OIZ Project Management Unit (PMU)	<ul style="list-style-type: none"> Implementation of SEP Planning and implementation of SEP activities in close collaboration with the MoIT PIU Informing Türkoğlu OIZ's SEP-related activities to the management board of the Türkoğlu OIZ Reporting on the implementation of SEP activities to MoIT PIU Executing the defined grievance mechanism in the SEP properly and informing MoIT PIU about the overall implementation status 	<ul style="list-style-type: none"> Implementing SEP Reporting on the implementation of SEP activities to MoIT PIU informing MoIT PIU about the overall implementation status
Social Expert	<ul style="list-style-type: none"> Implementation of SEP Planning and implementation of SEP activities in close collaboration with the MoIT PIU Informing Türkoğlu OIZ's SEP-related activities to the management board of the Türkoğlu OIZ Reporting on the implementation of SEP activities to MoIT PIU Executing the defined grievance mechanism in the SEP properly and informing MoIT PIU about the overall implementation status 	<ul style="list-style-type: none"> Implementing SEP Reporting on the implementation of SEP activities to PMU Informing PMU about the overall implementation status

Responsible Entity	Roles and Responsibilities	Activities
	•	
Environmental Expert'	<ul style="list-style-type: none"> • Participating disclosure process • Participating resolution process 	<ul style="list-style-type: none"> • Implementing SEP
OHS Expert	<ul style="list-style-type: none"> • Participating disclosure process • Participating resolution process 	<ul style="list-style-type: none"> • Implementing SEP
Communication Expert	<ul style="list-style-type: none"> • Executing the defined grievance mechanism in the SEP properly and informing MoIT PIU about the overall implementation status 	<ul style="list-style-type: none"> • Implementing grievance mechanism
Monitoring and Evaluation Expert	<ul style="list-style-type: none"> • Monitoring the recording and resolution of grievances, and reporting to PMU 	<ul style="list-style-type: none"> • Reporting on the implementation of SEP activities to PMU • Informing PMU about the overall implementation status
Supervision Consultant	<ul style="list-style-type: none"> • Monitoring the contractors' recording and resolution of grievances, and reporting these to OIZ and PIU in their monthly progress reports • Contacting with PIU GM Focal Point for the follow-up of the grievances 	<ul style="list-style-type: none"> • Monitoring the contractors' recording and resolution of grievances, and reporting
Contractor	<ul style="list-style-type: none"> • Informing MoIT PIU and Türkoğlu OIZ of any issues related to their engagement with stakeholders. • Informing PMU for environmental and social issues (e.g., noise, vibration, water quality monitoring, community health and safety, etc.) • Developing and implementing a grievance mechanism both for the E&S performance of the project and for their workforce including sub-contractors, before the start of work in compliance with PIU's GM requirements • Ensures that all site staff, including Subcontractors worker's complaints process and resolutions, comply with this SEP • Informing to workers about grievance mechanism • Managing the grievance mechanism to address complaints from the public stakeholders and workers. • Investigating grievances thoroughly and providing timely responses or resolutions. • Ensuring transparency and fairness in the grievance resolution process. • Monitoring and reporting on the effectiveness of the grievance mechanism 	<ul style="list-style-type: none"> • Informing MoIT PIU and Türkoğlu OIZ • Informing PMU • Developing and implementing a grievance mechanism

6 GRIEVANCE MECHANISM

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

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

6.1 Grievance Mechanism at the National Level

Presidency's Communication Center:

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

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

Table 6.1 Contact Details of CİMER

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

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

Foreigners Communication Center:

The Foreigners Communication Center (YİMER) provides a centralized complaint system for foreigners. YİMER will be available to Project stakeholders as an alternative and well-known channel for conveying their Project-related grievances and feedback directly to state authorities. Contact details of CİMER are given in Table 6.2.

Table 6.2 Contact Details of YIMER

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

MoIT Level GM

All stakeholders can submit individual applications to the MoIT grievance mechanism established specifically for the Main Project via ways given in Table 6.3.

Table 6.3 Contact Details of MoIT

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

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

6.2 Project Level Grievance Mechanism

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



İletişim Formu

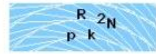
Herhangi bir konuda soru sormak için aşağıdaki formu doldurup bize gönderebilirsiniz.

Ad Soyad*

Email*

Konu*

Mesaj*



Doğrulama kodu...

Gönder

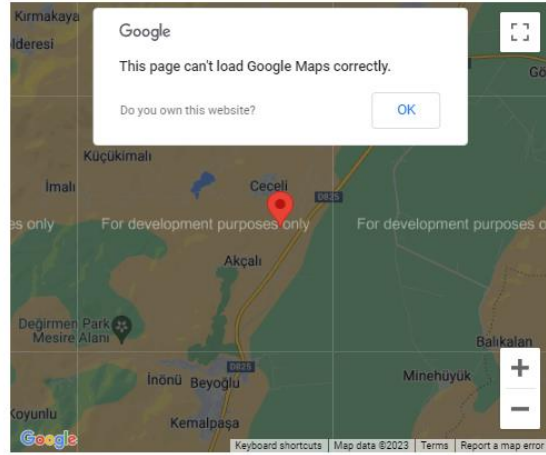


Figure 6.1 Screenshot of Türkoğlu OIZ Contact Web Page

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

Table 6.4 Procedural Steps of Grievance Mechanism

Step	Description of Process	Time Frame	Responsibility
GM implementation structure	There exist three Grievance Mechanism at the National Level: <ul style="list-style-type: none"> • Presidency's Communication Center and • Foreigners Communication Center • MoIT level GM 		Presidency's Communication Center, and Foreigners Communication Center and related authorities
Grievance uptake	Grievances can be submitted via the following channels: <ul style="list-style-type: none"> • telephone • E-mail • Letter to Grievance focal points at local facilities • Complaint form to be lodged via any of the above channels • Walk-ins may register a complaint in a grievance logbook at a facility or suggestion box <p>Anonymous Grievances can be submitted via the following channels:</p> <ul style="list-style-type: none"> • telephone • Letter to Grievance focal points at local facilities • Suggestion box 		Local grievance focal points
Sorting, processing	Any complaint received by social expert is forwarded to PMU, Logged in the Grievance Log, and categorized according to the complaint types ⁵ . If the complaint is assessed to be out of the scope of the Grievance Mechanism, the grievant will be notified through the desired communication method and an alternative mode of solution will be suggested.	Upon receipt of a complaint	Local grievance focal points
Acknowledgement and follow-up	Receipt of the grievance is acknowledged to the complainant by PMU/ Social Expert through a personal meeting, phone call or letter as appropriate, within a target of 2 working days after submission. If the grievance is not well understood or if additional information is required, clarification will be sought from the complainant.	Within 2 working days of receipt	Local grievance focal points
Verification, investigation, action	Investigation of the complaint is led by the Project Manager. The Project Manager is notified of Level 1, 2 or 3 grievances The PMU, as appropriate, supports the Project Manager in deciding who should deal with the grievance and determines whether additional support for the response is necessary. A proposed resolution is formulated by PMU and communicated to the complainant by PMU/ Social Expert	Within 10 working days of receipt	The Complaint Committee composed of PMU, contractor and supervision consultant and also representative from the aggrieved party.
Monitoring and evaluation	Data on complaints are collected in a database and reported to PIU every months	Monthly	PMU
Provision of feedback	Feedback from complainants regarding their satisfaction	15 working days	Social expert

⁵ 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).

Step	Description of Process	Time Frame	Responsibility
	with complaint resolution is collected by social expert through phone calls or face-to-face interviews.	after the implementation of the resolution	

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

In addition to the project's GM for its internal and external stakeholders, ESS 2 requires the establishment of a Workers' Grievance Mechanism (WGM) for the project workers. The project workers will use the WGM to convey their concerns or suggestions regarding their working conditions and workplace. The Worker Grievance Mechanism is defined as the mechanism that receives complaints from Project employees (including both direct and indirect employees). Procedural steps of WGM are same as described in the Table 6.4.

6.3 World Bank Grievance Redress Service

WB is an additional significant project stakeholder with its own established mechanisms for addressing complaints. To provide stakeholders with alternative channels for accessing this institution's complaint resolution processes, the following contact details can also serve as an additional avenue for submitting complaints.

World Bank Grievance Redress Service,

- Online access: <https://wbgcmsgsr.powerappsportals.com/en-US/new-complaint/>
- By e-mail: grievances@worldbank.org
- By letter or by hand delivery to the World Bank, physical address: Headquarters in Washington D.C, United States or World Bank Country Office -print and use the form.

6.4 Grievances Related GBV/SH/SEA

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

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

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

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



7 MONITORING AND REPORTING

7.1 Summary of how SEP implementation will be monitored and reported

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

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

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

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

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

As part of project progress reports, the GM and its performance will need to be reported regularly to the MoIT. Statistics of grievances will be reported to MoIT monthly in project progress reports. A set of Indicators will also be monitored and regularly integrated by the project into the project progress report. Indicators to be monitored is given in Table 7.1.

Table 7.1 Indicators to be Monitored

Subject	Indicator	Target	Project Phase	Monitoring Frequency	Responsibility
Stakeholder Engagement	Number of stakeholder meetings	2	Construction and operation	Quarterly	PMU
Stakeholder Engagement	Number of stakeholders engaged	-	Construction and operation	Quarterly	PMU
Stakeholder Engagement	Provided stakeholder feedback, ideas, and suggestions	-	Construction and operation	Quarterly	PMU
Stakeholder Engagement	Average time taken to respond to stakeholder inquiries, concerns, or requests for information	5 days	Construction and operation	Quarterly	PMU
Grievance	Percent of grievances responded to and resolved in a satisfactory manner	100%	Construction and operation	Monthly	PMU

Grievance	Percentage of resolutions within the prescribed timeline	100%	Construction and operation	Monthly	PMU
Grievance	Number of complaints open for more than 30 days	0	Construction and operation	Monthly	PMU
Grievance	Average time taken to close grievance	5 days	Construction and operation	Monthly	PMU
Grievance	Number of GBV and SEA/SH related grievance	0	Construction and operation	Monthly	PMU

7.2 Reporting Back to Stakeholder Groups

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

APPENDICES

APPENDIX – A Sample Grievance Form

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

APPENDIX – B Sample Grievance Closure Form

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

Grievance Closer's Full Name

Signature:

Grievance Closure Date:

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

Complainant's Full Name

Signature:

APPENDIX – C Sample Consultation Form

Subject of the Meeting			
Meeting Place			
Date and Time		Prepared by	

Number	Subject	Discussed Issues/Decisions
1		
2		
3		
4		
5		

Meeting Photos:

Participant List:

Documents Shared Ahead of the Meeting:



APPENDIX – D Stakeholder Consultation Meeting Documents

APPENDIX – D.1 Announcements and Presentation for the Stakeholder Consultation Meeting

Tüm İlanlar ▼ Kurumsal Destek İletişimf X YouTube Instagram LinkedIn Üye Ol Giriş Yap

Ana Sayfa / Tüm İlanlar / Tebligat ve Duyurular / Kurumsal Tebligat ve Duyurular / ÇED ve ÇSED Başvuru ve Toplantı Davetleri

Kelime ya da ilan numarası ile arayınız 

İlan Metni  Tam Ekran

TÜRKOĞLU ORGANİZE SANAYİ BÖLGESİ DUYURU

Türkoğlu Organize Sanayi Bölgesinin yararlanıcısı olduğu; T.C. Sanayi ve Teknoloji Bakanlığı koordinasyonunda ve Dünya Bankası finansmanlı, Türkiye Organize Sanayi Bölgeleri projesi kapsamında "Türkoğlu OSB Atıksu Arıtma Tesisi Projesi"nin gerçekleştirilmesi planlanmaktadır.

Söz konusu proje ve faaliyetleri hakkında başta Proje Alanı çevresindeki sakinler olmak üzere Proje paydaşlarının Proje hakkında bilgilendirilmesi, görüş ve önerilerinin alınabilmesi adına, aşağıda belirtilen yer, gün ve saatte "Paydaş Katılımı ve Bilgilendirme Toplantısı" düzenlenecektir.

Toplantı Tarihi, Saati ve Yeri
Yer : Türkoğlu Organize Sanayi Bölgesi İdari Binası Toplantı Salonu
Adres : OSB Mah. 1. Cad. No:2 Türkoğlu / Kahramanmaraş
Tarih : 04.07.2024
Saat : 13:00

Dokümanlar ve projeye ilişkin soru, görüş önerilerinizi <http://www.turkogluosb.org/> yer alan iletişim kanalları üzerinden iletebilirsiniz.

İlan Bilgileri

İlan Sahibi
TÜRKOĞLU ORGANİZE SANAYİ BÖLGESİ 

İlan Numarası
ILN02051281

Şehir
KAHRAMANMARAŞ

İlçe
Türkoğlu

İlan Türü
TEBLİGAT

Tebligat Muhatabı
Paydaşlar

Yayınlandığı Gazeteler

26/06/2024 : [TÜRKOĞLU HABER](#)

Figure- 1 Local Newspaper Announcement of SCM



TÜRKOĞLU
ORGANİZE SANAYİ BÖLGESİ

ANASAYFA

KURUMSAL

YÖNETİM

GÜNCEL

KARARLAR

FİRMALAR

İLETİŞİM

Türkoğlu OSB Atıksu Arıtma Tesisi Projesi



Türkoğlu Organize Sanayi Bölgesinin yararlanıcısı olduğu; T.C. Sanayi ve Teknoloji Bakanlığı koordinasyonunda ve Dünya Bankası finansmanlı, Türkiye Organize Sanayi Bölgeleri projesi kapsamında "Türkoğlu OSB Atıksu Arıtma Tesisi Projesi"nin gerçekleştirilmesi planlanmaktadır.

Söz konusu proje kapsamında Çevresel ve Sosyal planı (ÇSYP) Paydaş katılımı (PKP) hazırlanmış ve yayınlanmıştır. Dokümanlar ve projeye ilişkin soru, görüş önerilerinizi <http://www.turkogluosb.org/> yer alan iletişim kanalları üzerinden iletebilirsiniz.

Ayrıca Projemiz ve faaliyetleri hakkında başta Proje Alanı çevresindeki sakinler olmak üzere Proje paydaşlarının Proje hakkında bilgilendirilmesi, görüş ve önerilerinin alınabilmesi adına, bir "Paydaş Katılımı ve Bilgilendirme Toplantısı" düzenlenecektir.

Toplantı 04.07.2024 tarihinde saat 13:00'de gerçekleşecektir.

OneDrive - Kişisel
Yeterli boş alan yok

Figure- 3 Website Announcement of SCM

Kahramanmaraş Türkoğlu OSB Atıksu Arıtma Tesisi Projesi ("Proje"), Türkiye Organize Sanayi Bölgeleri Projesi kapsamındaki alt projelerden biridir. Proje, Türkiye'deki Organize Sanayi Bölgelerinin (OSB) verimliliğini, çevresel sürdürülebilirliğini ve rekabet gücünü artırmayı hedeflemektedir.

Dünya Bankası (DB)/Uluslararası İmar ve Kalkınma Bankası (IBRD) tarafından finanse edilen proje, T.C. Sanayi ve Teknoloji Bakanlığı (STB) aracılığı ile Kahramanmaraş Türkoğlu OSB tarafından uygulanacaktır.

Proje, Kahramanmaraş Türkoğlu OSB çevresinde atıksu arıtımı eksikliğinden kaynaklanabilecek çevre kirliliğini önlemeyi ve halk sağlığını iyileştirmeyi amaçlamaktadır.

Hali hazırda, Türkoğlu Organize Sanayi Bölgesi'ndeki faal firmalar tarafından üretilen endüstriyel atıksu, kuru bir dere kanalı vasıtasıyla Aksu Çayı'na deşarj edilmektedir. Bu bertaraf yöntemi çevresel zorluklara yol açmakta ve daha sürdürülebilir bir yaklaşımın aciliyetinin altını çizmektedir. Atıksu Arıtma Tesisinin (AAT) hayata geçirilmesinden sonra, tüm endüstriyel atıksular sistematik olarak OSB'nin en düşük kotunda stratejik olarak konumlandırılmış olan AAT'ye iletilecektir.

Kahramanmaraş Türkoğlu OSB AAT Projesi, mevcut OSB'nin yerleşik sanayi alanında inşa edilecektir. AAT alanı Türkoğlu OSB'ye ait (parsel no: 499/15). (Bkz. Şekil.1)

2

Planlanan AAT'nin tasarımı, 1000+1000 m²/gün olmak üzere iki aşamada uygulanacak olan 2.000 m²/gün kapasite içindir. Bu alt proje kapsamında sadece 1. aşama uygulanacaktır.

AAT için tahsis edilen alan 25 hektardır. AAT, hem mevcut hem de potansiyel işletmeler tarafından üretilen ağırlıklı olarak endüstriyel atıksuların arıtılması ihtiyacını karşılamak üzere tasarlanmış olup, fiziksel arıtma üniteleri, kimyasal arıtma üniteleri, biyolojik arıtma üniteleri ve çamur arıtma üniteleri dahil olmak üzere çeşitli üniteleri kapsayacaktır.

Projenin beklenen sonuçları aşağıdaki gibidir:

- Proje, Türkoğlu Organize Sanayi Bölgesi'ndeki hem mevcut hem de potansiyel işletmeler tarafından üretilen tüm endüstriyel atıksuların arıtılmasını sağlayacak ve böylece halk sağlığı, çevre ve doğal kaynaklara yönelik risklerin azalmasını sağlayacaktır,
- Proje, su kalitesinin iyileştirilmesi, kirliliğin azaltılması, hassas su kütlelerinin korunması ve sıkı çevre düzenlemelerine bağlılık sağlayacaktır.
- Proje, Türkiye'nin atıksu sektöründe ulusal ve uluslararası kalite standartlarına uyum çabalarına katkı sağlayacaktır;
- Halkın sağlık standartları projenin uygulanmasıyla iyileştirilecektir.

Projenin inşaatının on iki (12) ayda tamamlanması planlanmaktadır.

3

Proje, ulusal mevzuatın yanı sıra DB Koruma Politikaları, yönergeler, standartlar ve en iyi uygulama belgeleri de dâhil olmak üzere iyi uluslararası uygulamalarla uyumlu olacaktır.

Proje herhangi bir ekonomik yer değiştirmeye neden olmayacaktır. AAT'nin inşası sırasında sadece yerel işletmeler üzerinde önemli olmayan geçici etki olacaktır. Yolların kapanmasından mümkün olduğunca kaçınılacaktır. İnşaat faaliyetleri nedeniyle proje çevresindeki işletmelerin kapanması beklenmemektedir.



Şekil 1: Kahramanmaraş Türkoğlu OSB Atıksu Arıtma Tesisi Haritası

Beklenen etkilerin yönetimi için bir Çevresel ve Sosyal Yönetim Planı (ÇSYP) geliştirilmiştir.

ÇSYP, Projenin geliştirilmesinden kaynaklanan olası çevresel ve sosyal etki ve riskleri belirlemek ve önemli olumsuz çevresel etkiler için etki azaltma önlemleri önermek amacıyla hazırlanmıştır.

4

Ayrıca ÇSYP kapsamında uygulanacak **izleme ve denetim faaliyetleri** de tanımlanmıştır. ÇSYP çalışmaları kapsamında toprak ve hava ortamları, gürültü, koku, su kaynakları, atıklar, trafik üzerinde oluşabilecek etkiler belirlenmiş ve ilgili etki azaltma önlemleri belirtilmiştir.

İzleme gereklilikleri de ÇSYP kapsamındaki izleme tablolarında tanımlanarak sunulmuştur. Buna göre projenin inşaat aşamasında, üst toprak kaybı, toprak kirliliği, toz emisyonları, gürültü, sızıntı, su kirliliği, atık üretimi ve iş sağlığı ve güvenliği, işletme aşamasında ise kimyasalların depolanması ve kullanımı, atıklar, gürültü, geçim kaynakları, şikâyetler, topluluk çatışmaları, paydaş katılımı, iş sağlığı ve güvenliği ve işgücü parametreleri **ÇSYP'de belirlenen şartlara uygun olarak izlenecektir.**

Bu ÇSYP'nin uygulanmasından sorumlu ana kuruluş Türkoğlu OSB'dir. Operasyonel ve idari görevleri yürütmek üzere bir Proje Yönetim Birimi (PYB) kurulacaktır. Ayrıca, Projenin farklı aşamalarında (inşaat öncesi, inşaat ve işletme), ÇSYP kapsamındaki çeşitli işler için farklı taraflar (Danışman, Yüklenciler, İnşaat Denetim Danışmanı, STB/PUB) sorumluluk alacaktır. Söz konusu tüm çalışmalar Türkoğlu OSB tarafından koordine edilecektir.

Proje dokümanları Türkoğlu OSB'nin internet sitesi (<http://www.turkogluosb.org>) ve STB Proje Uygulama Birimi (PUB) internet sitesi (<https://vesilosb.sanayi.gov.tr>) üzerinden kamuya açık olacaktır.

5

Bölge halkının hem inşaat hem de işletme aşamasında Proje ile ilgili endişelerini, görüşlerini, şikâyetlerini ve önerilerini almak adına bir **Şikâyet Giderme Mekanizması** kurulmuştur.

Bu mekanizma aracılığıyla iletilen şikâyetler, hızlı ve hassas bir şekilde ele alınacaktır.

Şikâyet Giderme Mekanizması'nın kurulmasından ve uygulanmasından sorumlu kurum Türkoğlu OSB olacaktır. Bu kapsamda proje ile ilgili beklenti, görüş, öneri ve şikâyetlerin paylaşılması için aşağıda verilen iletişim kanalları da ayrıca kullanılacaktır:

Paydaş Katılım Toplantıları

Kahramanmaraş Türkoğlu OSB ile iletişim kanalları:

Telefon: +90 344 618 17 85
E-mail: info@turkogluosb.org
<http://www.turkogluosb.org/iletisim>

Tüm iç ve dış paydaşlar, projeye ilgili şikâyetlerini ve geri bildirimlerini doğrudan devlet yetkililerine iletmek için Cumhurbaşkanlığı İletişim Merkezi (CİMER) gibi diğer şikâyet giderme mekanizmalarından da yararlanma hakkına sahip olacaktır.

- www.cimer.gov.tr
- Çağrı merkezi: 150
- Telefon numarası: +90 312 525 55 55

6

T.C. Sanayi ve Teknoloji Bakanlığı
Sanayi Bölgeleri Genel Müdürlüğü
Türkiye Organize Sanayi Bölgeleri Projesi

Kahramanmaraş Türkoğlu Organize Sanayi Bölgesi Atıksu Arıtma Tesisi Projesi

Bilgilendirme Broşürü

TEMmuz 2024



1

Figure- 4 Brochure Distributed During the SCM

TÜRKİYE ORGANİZE SANAYİ BÖLGELERİ PROJESİ

KAHRAMANMARAŞ TÜRKÖĞLU ORGANİZE SANAYİ BÖLGESİ ATIKSU ARITMA TESİSİ PROJESİ

PAYDAŞ KATILIMI TOPLANTISI

BİLGİLENDİRME SUNUMU

TEMMUZ 2024



TÜRKÖĞLU



PROJE YÜRÜTÜCÜSÜ KİMDİR?
PROJE UYGULAYICISI KİMDİR?
PROJE FİNANSÖRÜ KİMDİR?

PROJE YÜRÜTÜCÜSÜ: Sanayi ve Teknoloji Bakanlığı

PROJE UYGULAYICISI: Kahramanmaraş Türkoğlu Organize Sanayi Bölgesi

PROJE FİNANSÖRÜ: Dünya Bankası



TÜRKÖĞLU



PROJENİN AMACI ve FAYDALARI

- Planlanan Atıksu Arıtma Tesisi (AAT)'nin tasarımı 2.000 m³/gün kapasiteli olup, 1000+1000 m³/gün olmak üzere iki aşamada gerçekleştirilecektir. Bu proje kapsamında, 1000 m³/gün kapasiteli ilk aşama inşaatı gerçekleştirilecektir.
- Proje, Türkoğlu Organize Sanayi Bölgesi (OSB)'ndeki hem mevcut hem de potansiyel işletmeler tarafından üretilen tüm endüstriyel atıksuların arıtılmasını sağlayacaktır. Böylece halk sağlığı, çevre ve doğal kaynaklara yönelik riskler azalacaktır.
- Proje ile su kalitesinin iyileştirilmesi, kirliliğin azaltılması, hassas su kütlelerinin korunması sağlanacaktır.
- Çevre mevzuatına ve uluslararası standartlara uyum sağlanacaktır.
- Proje ile Türkiye'nin atıksu sektöründe ulusal ve uluslararası kalite standartlarına uyum çabalarına katkı sağlanacaktır.
- Proje ile Halkın sağlık standartları iyileştirilecektir.



TÜRKÖĞLU



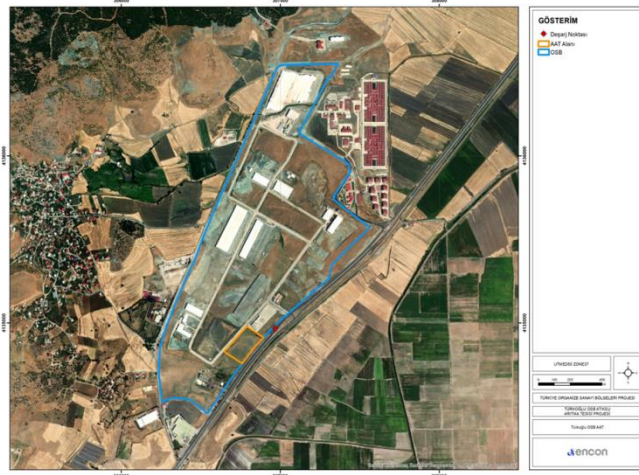
PROJENİN YERİ

- Proje, Kahramanmaraş'ın Türkoğlu ilçesinde uygulanacaktır.
- Kahramanmaraş Türkoğlu OSB AAT Projesi, mevcut OSB'nin yerleşik sanayi alanında inşa edilecektir.
- AAT için tahsis edilen alan 25 hektar olup bu alan Türkoğlu OSB'ye aittir.



TÜRKÖĞLU





PROJENİN ÖZELLİKLERİ

- Halihazırda, Türkoğlu OSB'de bulunan ve faaliyette olan tesisler tarafından üretilen endüstriyel atıksular, kuru bir dere kanalı vasıtasıyla Aksu Çayı'na deşarj edilmektedir. Bu bertaraf yöntemi çevresel zorluklara yol açmakta ve daha sürdürülebilir bir yaklaşımın aciliyetinin altını çizmektedir.
- AAT'nin hayata geçirilmesinden sonra, tüm endüstriyel atıksular sistematik olarak AAT'ye iletilecektir.
- Projenin inşaat aşamasında 30 kişinin, işletme aşamasında 7 kişinin çalışması öngörülmektedir ve işe alım sürecinde yerel halka öncelik verilecektir.
- Projenin inşaat faaliyetlerinin 12 ay sürmesi öngörülmektedir.



DEŞARJ NOKTASI



Çevresel Hassas ve Koruma Alanları

- Proje alanı herhangi bir koruma alanı içerisinde yer almamaktadır.
- Projenin sadece bölgeye değil, Ceyhan Havzası'nın tamamına olumlu etki yapması beklenmektedir.
- Atıksuların uygun şekilde arıtılması ve deşarj edilmesi, deşarj deresinin birleştiği hassas su kütlesi olarak tanımlanan Aksu Çayı için olumlu olarak değerlendirilmektedir.
- Proje, atık suyun gerekli standartlara uygun şekilde arıtılmasını amaçlamaktadır.



ÇEVRESEL VE SOSYAL ÇALIŞMALARIN KAPSAMI



Çevresel Etkiler - Toprak

Olası Etkiler

- Üst toprak kaybı.
- Fossil yakıt ve kimyasallardan kaynaklı kirlenme riskleri.
- Atıkların yanlış yönetiminden kaynaklanan potansiyel toprak kirliliği.

Alınacak Önlemler

- ✓ Üst toprağın bulunduğu yerlerde, arazi hazırlama faaliyetleri başlamadan önce üst toprak yeterli derinliğe kadar (üst toprak derinliğine bağlı olarak 15-30 cm) sıyılacaktır. Sıyılan üst toprak, depolama sırasında drenaj, erozyon vb. önlemler alınarak korunacaktır. Erozyona sebep olmamak için üst toprağın sıyılması gereğinden erken yapılmayacaktır. ve sıyılan toprak uygun koşullarda (çevre düzenlemesi vs) yeniden kullanılmak üzere depolanacaktır.
- ✓ Sadece belirlenen çalışma sahaları ve güzergahları kullanılarak kirlenmeye maruz kalacak toprak miktarı minimuma indirilecektir.
- ✓ Şantiyede kullanılacak iş makinesi ve araçlar için gerekli olan yakıt, öncelikle en yakın istasyondan sağlanacak; gerekli görülmesi halinde sahada depolanabilecek yakıtlar için gerekli sızdırmazlık önlemleri alınacaktır.
- ✓ Atıklar toprak kirliliği yaratmayacak şekilde yönetilecektir.



Çevresel Etkiler - Su Kaynakları

Olası Etkiler

- Faaliyetler sırasında içme ve kullanılm amaçlı su tüketiminden kaynaklı kaynak sarfiyatı.
- İnşaat döneminde yağışlı günlerde yağmur suyunun toprak taşmasıyla yüzeyel suları kirlenme potansiyeli.
- Oluşan atıksuyun yüzey suyu ve yeraltı suyu kalitesinde kirliliğe sebep olabilecek sızıntı olasılığı.
- Yakıt, kimyasal madde depolama, taşıma veya ekipmanlarda kullanım sırasında hidrolik yağların veya yakıtların kazara sızması/ yayılması.
- Uygun su atık depolama, taşıma nedeniyle yakındaki su kaynaklarında kalitenin bozulması.
- İşletme sırasında atıksuyun yeterince arıtılmaması neticesinde su kaynakları üzerinde kirlilik etkiye sebep olması.

Alınacak Önlemler

- ✓ Su Kaynakları Yönetim Planı hazırlanacak ve uygulanacaktır. Çalışanlar, bu konuda eğitilecektir. Bu konu, Yüklencilerin sözleşmelerine dahil edilecektir.
- ✓ Yağmursuyundan kaynaklanan yüzey akışı için gerekli drenaj önlemleri alınacaktır.
- ✓ Dizel yakıt ve tehlikeli sıvı atık vanilleri/konteynerleri de dahil olmak üzere tüm kimyasal depolama konteynerleri, inşaat sırasında toprak, yüzey suyu ve yeraltı suyu kirlenmesi riskini en aza indirmek için geçici depolama alanında ikinci muhafaza içine yerleştirilecektir.
- ✓ AAT'nin çıkış suyu kalitesi ilgili yönetmelikte belirtilen sınır değerlerle uyumlu olacak ve deşarj edilen su, Aksu Çayı'nın kirlenmesine neden olmayacaktır. Tüm atıksu arıtma sistemi için gerekli koruyucu bakım ve onarım işleri zamanında yapılacaktır.



Çevresel Etkiler - Biyolojik Ortam

Olası Etkiler

- Proje Alanı habitatı halihazırda değiştirilmiş olduğundan, alandaki türlerin çeşitliliği ve sayısı düşük olduğundan ve söz konusu türler kritik veya endemik öneme sahip olmadığından, bu türler üzerinde Proje nedeniyle önemli bir etki beklenmemektedir.
- Halihazırda oluşan atıksular, arıtılmadan Aksu Çayı'na verildiği için sucul ortam üzerinde mevcut bir olumsuz etki bulunmamaktadır.
- Projenin dolaylı etkileri, gürültü, toz ve insan faaliyetlerinden kaynaklanan rahatsızlıklardır. İnşaat öncesi aşamaların bir diğer etkisi de araç trafiği olacaktır.

Alınacak Önlemler

- ✓ Çalışma alanı sınırları içerisinde gerekli görülmedikçe bitki örtüsü temizliği yapılmayacaktır. Bitki örtüsü temizliği yapılan yerlerde mümkün olduğunca tekrar bitkilendirme yapılacaktır.
- ✓ Arazi hazırlığı aşamasından önce, inşaat faaliyetlerinin yapılacağı bölge önceden belirlenecek ve bu sınırların dışına çıkmayacaktır.
- ✓ İnşaat öncesinde ve sırasında toz, gürültü ve insan faaliyetlerinden kaynaklı etkilere maruz kalabilecek fauna türlerinin, inşaat alanlarını terk etmesi ve yakın çevredeki benzer habitatlara doğru hareket etmesi beklenmektedir.
- ✓ AAT'nin işletmeye alınmasıyla birlikte, arıtılmış endüstriyel atıksu mevcut kolektör hattı üzerinden Aksu Deresi'ne kontrollü ve çevreye duyarlı bir deşarj sağlanacaktır.



Çevresel Etkiler - Atıklar

Olasi Etkiler

- Atıkların ayrıştırılması ve/veya atıkların uygun şekilde depolanması, taşınması veya atılması nedeniyle kaynakların verimsiz yönetimi ve atık miktarının artması.
- Tehlikeli atıkların uygun şekilde depolanması, taşınması ve atılması nedeniyle halk sağlığı tehlikesi risklerinin artması, yüzey suyu, yeraltı suyu ve hava kalitesinin bozulması ve/veya toprak kirlenmesi olasılığı.
- Sahada atıkların izinsiz gömülmesi ve yakılması nedeniyle hava ve/veya toprak kirliliği riski olasılığı.



Alınacak Önlemler

- Atık Yönetim Planı, Yüklenici tarafından hazırlanacak ve çalışanlara plan hakkında eğitim verilecektir.
- Proje kapsamında oluşacak atıklar, atık yönetimi hiyerarşisine uygun olarak yönetilecektir.
- Atıklar ayrıştırılacak (tehlikeli/tehlikesiz, geri dönüştürülebilir/geri dönüştürülemez) ve belirlenen geçici depolama alanlarında depolanacaktır.
- Atıkların geri dönüşümü, taşınması ve bertarafı lisanslı firmalar ve/veya ilgili Türkiye Belediyeleri aracılığıyla gerçekleştirilecektir.
- Atıkların sahada herhangi bir şekilde yakılması veya gömülmesine ve/veya atıkların yakındaki yollara veya su kaynaklarına dökülmesine izin verilmeyecektir.
- Geri dönüştürülemeyen ve değerlendirilemeyen katı atıklar şantiye sahasındaki çöp konteynirlerinde toplanacak ve belediye tarafından uzaklaştırılacaktır.

Atık Üretecek Olası Kaynaklar

- İnşaatta çalışacak personel kaynaklı katı atık oluşumu
- Ahşap, kağıt, karton, plastik vb. ambalaj atıkları
- Proje'nin inşaat ve işletme aşamaları kapsamında oluşabilecek tehlikeli ve özel atıklar: kontamine kaplar, bez ve giderler, atık pil ve akümülatörler, atık yağlar vb.
- Hafriyat ve inşaat atıkları



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Çevresel Etkiler - Koku

Olasi Etkiler

- Atıksu arıtma tesisi kaynaklı tesis çevresinde düşük miktarda koku oluşumu görülebilir. Ancak en yakın hassas alıcı, atıksu arıtma tesisinden 1.41 km mesafedeki en yakın yerleşim yeri olan Ceceli mahallesi'dir. Proje alanı çevresindeki tarım alanlarında ve sanayi tesislerinde etki görülme olasılığı vardır.

Alınacak Önlemler

- Arıtma işlemi sonrası oluşan fazla çamur, kokuya neden olmayacak şekilde stabilize edilecektir.
- Koku oluşumunu önlemek için çamurun uygun şekilde ve zamanında bertaraf edilmesi sağlanacaktır.
- Kokulu gazların kontrolü için düzenli olarak emisyon ölçümleri gerçekleştirilecektir.
- Koku ile ilgili şikayetleri yönetmek için işleyen bir şikayet giderme mekanizması kurulacaktır.



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Çevresel Etkiler - Hava Kalitesi ve Gürültü

Olasi Etkiler

- Projenin inşaat aşamasında hava kalitesi üzerindeki başlıca etkiler, malzeme taşıma, araç hareketi ve ağır iş makinelerinden (kamyonlar, ekskavatörler, vb.) kaynaklanan emisyonlardan kaynaklı etkiler olacaktır. Hava kirliliği esas olarak toz emisyonları, egzoz emisyonları ile sera gazı emisyonları kaynaklı olacaktır.
- Sahanın hazırlanması ve inşaat faaliyetleri için kullanılacak ulaşım araçları, makineler ve dış mekan ekipmanları tarafından gürültü oluşması beklenmektedir.

Alınacak Önlemler

- İnşaat başlamadan önce Hava Kalitesi ve Emisyon Yönetim Planı ve Gürültü ve Titreşim Yönetim Planı Yüklenici tarafından hazırlanacak ve tüm çalışmalar bu plana uygun olarak yürütülecektir.
- Toprak yığınları da dahil olmak üzere açık alan kaynaklarından kaynaklanan toz, muhafazalar ve örtüler kurmak ve sulama gibi toz kontrol önlemleri kullanılarak en aza indirilecektir.
- İnşaat araçları için hız sınırlamaları tanımlanacak ve bunlara uyulacaktır. Olabildiğince asfalt yollar kullanılacaktır.
- İnşaat sırasında gerekirse toz ve gürültü bariyerleri kullanılarak toz ve gürültü azaltımı sağlanacaktır.
- İnşaat araçlarının şantiyeye girmeyi beklerken veya şantiyede beklerken motorlarını çalışır durumda tutulmasına izin verilmeyecektir.
- Proje kapsamında gürültü seviyesi düşük ekipman seçimine özen gösterilecektir.
- İnşaat faaliyetleri mümkün olduğunca gündüz saatlerinde yapılacaktır.



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SOSYO-EKONOMİK ETKİLER



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<div data-bbox="360 236 958 264" data-label="Section-Header"> <h3>SOSYO-EKONOMİK ETKİLER</h3> </div> <div data-bbox="360 272 427 288" data-label="Section-Header"> <h4>Olası Etkiler</h4> </div> <div data-bbox="360 288 925 354" data-label="Text"> <p>Kültürel Miras: Kültürel miras kaybı. İstihdam / Ekonomi: Ekonomiye pozitif katkı. Toplum Sağlığı ve Güvenliği: Toplum üzerinde toz, gürültü, kaynak tüketimi gibi sebeplerle oluşabilecek potansiyel rahatsızlık. Çalışan Sağlığı ve Güvenliği: Çalışanların çalışma şartları, haklarının korunması, iş sağlığı ve güvenliği. Trafik ve Yaya Güvenliği: İnşaat faaliyetlerinin trafik ve yayaalara karşı oluşturduğu doğrudan ve dolaylı olumsuz etkiler.</p> </div> <div data-bbox="360 362 461 378" data-label="Section-Header"> <h4>Alınacak Önlemler</h4> </div> <div data-bbox="360 376 954 620" data-label="List-Group"> <ul style="list-style-type: none"> ✓ İnşaat çalışmaları sırasında bulunan herhangi bir kültürel varlık "tesadüfî bulgu" olarak belirlenecek ve kaydedilecektir. ✓ Tesadüfî bulgu sonrasında izlenecek ve uygulanacak adımlar için bir "Tesadüfî Bulgu Prosedürü" hazırlanmıştır. ✓ Yerel malzemelerin kullanılması ve çeşitli mal ve hizmetlerin yerel kaynaklardan temin edilmesi yoluyla yerel ekonomiye katkıda bulunmasına özen gösterilecektir. Mümkün olduğunca yerel istihdama öncelik verilecektir. ✓ Yüklenicilerin davranış kuralları oluşturulması sağlanacak ve yerel halkın çalışanlardan kaynaklı olumsuz davranışlardan etkilenmemesi için gerekli tedbirler alınacaktır. ✓ İnşaat çalışmaları sırasında yürütülecek faaliyetler, yerel halkın sosyal ve ekonomik yaşamını kısıtlamayacak şekilde gerçekleştirilecektir. Halkın güvenliği ve günlük yaşamı üzerinde herhangi bir etkiden kaçınmak için, çalışma öncesinde sahaya güvenlik ve bilgilendirme işaretleri yerleştirilecektir. İnşaat alanlarının çevresi tel çit ile çevrilecek ve uyarı levhaları asılacaktır. ✓ Çalışanlar için Şikayet Mekanizması oluşturulacak ve işletilecektir. ✓ Uluslararası Çalışma Örgütü (ILO) düzenlemeleri uyarınca asgari yasal çalışma standartları (çocuk/zorla çalışmanın önüne geçilmesi, ayrımcılıkla mücadele, çalışma saatleri, asgari ücretler) ile uyumlu çalışılacaktır. ✓ Hiçbir çalışana dil, din, ırk, cinsiyet, siyasi düşünce, felsefi inanç temelli ayrımcılık yapılmayacaktır. Tüm çalışanlara ayrımcılık ve davranış kuralları konusunda eğitim verilecektir. ✓ İşe alım sonrasında işçilerle, ulusal mevzuat ve Davranış Kuralları uyarınca iş tanımı, çalışma saatleri, ücretler, istihdam hükümleri ve koşulları ile hakları içeren yazılı sözleşmeler imzalanacaktır. ✓ ISG riskleri ile ilgili olarak Projenin uygulanmasını etkin bir şekilde kontrol edecek A Sınıfı uzmanlık sertifikasına sahip bir ISG uzman sahada tam zamanlı olarak bulunacaktır. Tüm çalışanlar ve yükleniciler için yerel ve uluslararası iş sağlığı ve güvenliği mevzuatına ve yönergelerine uyum zorunludur. Tüm personel, gerekli ISG eğitimleri alacaktır. </div> <div data-bbox="389 620 936 687" data-label="Image"> </div>	<div data-bbox="1294 236 1892 264" data-label="Section-Header"> <h3>PAYDAŞ KATILIMI</h3> </div> <div data-bbox="1294 292 1357 308" data-label="Section-Header"> <h4>Olası Etkiler</h4> </div> <div data-bbox="1294 308 1417 323" data-label="Text"> <p>Paydaşlarla iletişim eksikliği</p> </div> <div data-bbox="1294 344 1391 360" data-label="Section-Header"> <h4>Alınacak Önlemler</h4> </div> <div data-bbox="1294 360 1673 429" data-label="List-Group"> <ul style="list-style-type: none"> ✓ Proje paydaşlarıyla etkileşim/iletişim ve katılım için gerekli planlama yapılacaktır. ✓ Paydaşlar ile aşağıdaki hususlarda düzenli olarak farkındalık ve iletişim sağlanacaktır. ✓ Projenin mevcut ilerleyiş hakkında bilgi. ✓ Şikayet Mekanizması </div> <div data-bbox="1323 608 1865 687" data-label="Image"> </div>
<div data-bbox="360 743 958 772" data-label="Section-Header"> <h3>SÜRECE NASIL DAHİL OLABİLİRSİNİZ?</h3> </div> <div data-bbox="360 818 624 834" data-label="Section-Header"> <h4>Görüş ve Şikayet Bildirme Mekanizması</h4> </div> <div data-bbox="360 834 943 873" data-label="Text"> <p>Proje kapsamında bir Şikayet Mekanizması kurulacak ve herkes tarafından erişilebilir olacaktır.</p> </div> <div data-bbox="360 876 826 895" data-label="Text"> <p>Proje ile ilgili beklentilerinizi, görüşlerinizi, önerilerinizi ve şikayetlerinizi;</p> </div> <div data-bbox="360 896 943 1024" data-label="List-Group"> <ul style="list-style-type: none"> • Paydaş Katılım Toplantıları sırasında, • Sanayi ve Teknoloji Bakanlığı: info@sanayi.gov.tr adresinden, • Kahramanmaraş Türkoğlu Organize Sanayi Bölgesi: info@turkogluosb.org adresinden • Şikayet Mekanizmasını kullanarak, • Cumhurbaşkanlığı İletişim Merkezi (CİMER) ve Yabancılar İletişim Merkezi (YİMER) aracılığıyla iletebilirsiniz. </div> <div data-bbox="389 1114 943 1193" data-label="Image"> </div>	<div data-bbox="1317 794 1854 823" data-label="Section-Header"> <h3>TÜRKİYE ORGANİZE SANAYİ BÖLGELERİ PROJESİ</h3> </div> <div data-bbox="1417 842 1753 935" data-label="Section-Header"> <h4>KAHRAMANMARAŞ TÜRKOĞLU ORGANİZE SANAYİ BÖLGESİ ATIKSU ARITMA TESİSİ PROJESİ</h4> </div> <div data-bbox="1317 951 1843 979" data-label="Section-Header"> <h3>KATILIMINIZ VE İLGİNİZ İÇİN TEŞEKKÜR EDERİZ!</h3> </div> <div data-bbox="1361 995 1843 1024" data-label="Section-Header"> <h3>SORULAR, YORUMLAR VE GÖRÜŞLER ?</h3> </div> <div data-bbox="1323 1114 1865 1193" data-label="Image"> </div>

Figure- 5 Project Information Presentation that was presented at the SCM

APPENDIX – D.2 Stakeholder Consultation Meeting Photos



Figure- 6 During the SCM

APPENDIX – E Regulatory Requirements

National Framework		
Name	Information on Regulation	Relevance with the Project
Constitution of the Republic of Türkiye	Citizens and foreigners residing in Turkey, provided that the principle of reciprocity is observed, have the right to apply in writing to the competent authorities and the Grand National Assembly of Turkey regarding their wishes and complaints regarding themselves or the public. The results of the applications regarding them are notified to the petitioners in writing without delay. Everyone has the right to obtain information and apply to the ombudsman.	Citizens and foreigners at the Aol have the right to apply in writing to the MoIT and the Grand National Assembly of Türkiye concerning the requests and complaints concerning themselves or the public.
Use of the Right to Petition Law No: 3071	Citizens and foreigners resident in Türkiye, with the condition of observing the principle of reciprocity, have the right to apply in writing to the administrative authorities and the Grand National Assembly of Türkiye about the requests and complaints concerning themselves or the public.	Citizens and foreigners at the Aol have the right to apply in writing to the MoIT and the Grand National Assembly of Türkiye concerning the requests and complaints concerning themselves or the public.
Right to Information Law No: 4982	“Article 11 - The institutions and agencies shall provide the requested information within 15 working days. However, where the requested information or document is to be obtained from another unit within the applied institution and agency or it is necessary to receive the opinion of another institution or if the scope of the application pertains to more than one institution; the access shall be provided in 30 working days. In this case, the applicant shall be notified in writing of the extension and its reasons within 15 working days.”	Citizens can request information from MoIT and OIZ. The institutions shall provide the requested information within 15 working days.
The Environmental Impact Assessment Regulation	Inform the investing public, to get their opinions and suggestions regarding the project, Public Participation Meeting. Participants raise issues related to the Project. As the Project has EIA exemption, the Public Participation Meeting has not been held.	Inform the investing public, to get their opinions and suggestions regarding the project; Public Participation Meeting. Participants raise issues related to the Project. As the Project has EIA exemption, Public Participation Meeting has not been held.
WB ESS		
Name	Information on Regulation	Relevance with the Project
ESS 10	Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.	Requires a Stakeholder Engagement Plan (SEP). Stakeholders will be engaged throughout the project life cycle
ESS 10	Borrowers will engage in meaningful consultations with all stakeholders. Borrowers will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.	Stakeholders will be provided information and will be consulted
ESS 10	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.”	Stakeholders will be informed and reported.