

**ERGUVAN ENERGY ELECTRIC GENERATION INC.
GÖKTEPE WIND POWER PLANT PROJECT**

**Stakeholder Engagement Plan (SEP)
(Plan No: GTP-PLN-SOC-002)**



**MGS PROJECT CONSULTANCY
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1 INTRODUCTION

This Stakeholder Engagement Plan (“SEP”) is prepared to complete to the studies conducted to assess the Environmental and Social Impacts of the Project as per the IFC Performance Standards (“PSs”) and AIIB Environmental and Social Standards (“ESSs”). The reference number of this Plan is GTP-PLN-SOC-002.

1.1 Background

Göktepe Wind Power Plant (WPP) Project, hereinafter called “the Project”, is planned to be established and operated within the borders of Yalova Province, Armutlu District. Erguvan Enerji Elektrik Üretim A.Ş. (“Erguvan Energy”) is planning to launch the Project. The Project consists of the implementation of 32 turbines with an installed capacity of 112 MWm / 110 MWe. The Project will be producing 385,000,000 kWh of electrical energy annually.

The Area of Influence (AoI) for the social topics assessed in the ESIA Report is determined based on the following factors:

- Proximity of the settlements to the Project site and its components.
- Neighborhoods with landlords of the Project site.

Regarding the mentioned factors, the settlements fall within the social scope of this report are Mecidiye and 50. Yıl Villages within the borders of Armutlu District. The neighborhoods in the scope of this social study are given in Figure 1-1.

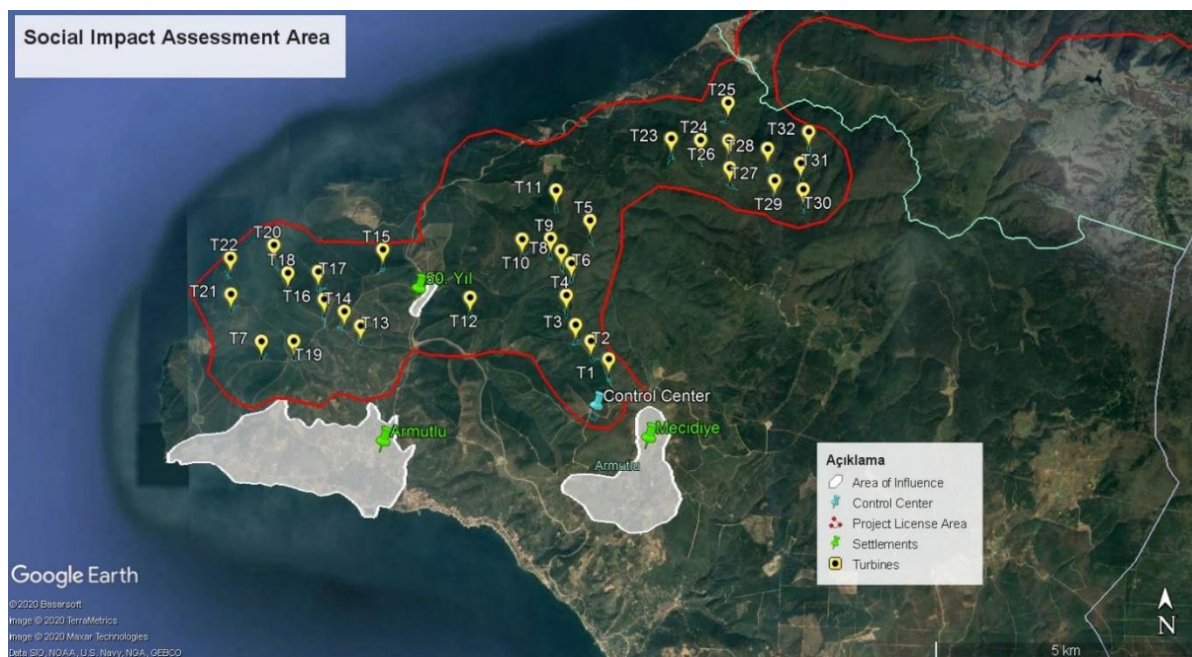


Figure 1-1. Neighborhoods that are included in the Social Study



1.2 Purpose and Scope

1.2.1 Purpose

The purpose of this document is to identify all stakeholders and their interests to the Project and to lay out the procedures and principles to be applied during engagement with the stakeholders.

The purpose of this Plan is:

- Identifying all stakeholders and their interest to the Project,
- Defining the scope of stakeholder engagement and setting out applicable management interfaces,
- Defining roles and responsibilities,
- Outlining the applicable Project Standards relevant to this Plan,
- Defining Project commitments and procedures relevant to this Plan,
- Defining monitoring requirements of stakeholder engagement activities and
- Defining training requirements,
- Setting out references for supporting materials and information.

This Plan aims;

- To define stakeholders,
- To describe the most effective methods by:
 - Keeping the management of construction and operation fully informed on the issues related to external affairs and concerns,
 - Establishing an environment in which engagement capacities and cultural norms of each relevant group shall be respected within the scope of methods to be developed for comprehending stakeholder issues and concerns, and
 - Understanding the concerns of stakeholders and establishing fair, transparent, and clear dialog with them based on their concerns.
- To establish long term relations between Erguvan Energy and local communities based on mutual trust and transparency,
- To ensure that stakeholders have access to information on the Project, investments, construction works and operation activities in a timely manner and that disclosed information and data are fully understandable for the targeted groups and that access to consultation locations is available for all,



- To ensure vulnerable groups have been identified and these groups have been included in ongoing consultation and engagement process and,
- To ensure that all relevant parties have been engaged and no group has been excluded.

1.2.2 Scope

This document is applicable to all activities resulting from the Project, including those associated facilities and all Contractors during both construction and operational phases of the Project. All Contractors shall work in compliance with the related requirements and standards that have been set out in this Plan, after getting approval by Erguvan Energy.

1.3 Definitions

Informed Consultation and Participation	On-going relationship based on information, consultation and participation with the indigenous peoples affected by a project throughout the project's life-cycle.
Project Affected People	Any person who, as a result of the implementation of a project, loses the right to own, use, or otherwise benefit from a built structure, land (residential, agricultural, or pasture), annual or perennial crops and trees, or any other fixed or moveable asset, either in full or in part, permanently or temporarily.
Stakeholder	Any and all individuals, groups, organizations, and institutions interested in and potentially affected by a project or having the ability to influence a project.
Transparency	All the grievances are considered in the scope of the grievance procedure in a clear and understandable manner.
Impartiality	A fair and equal grievance procedure will be applied for every complaint or concern submitted by individually or as a community.
Confidentiality	Anonymous complaints can be submitted and resolved. Raising a complaint will not require personal information or physical presence.
Accessibility	All employees and stakeholders can raise a comment or submit a grievance easily.
Cultural Appropriate	A complaint or an issue raised by local communities are considered in the manner of regional concerns and convenient resolution process will be taken.
Vulnerable People	People who by virtue of gender, ethnicity, age, physical or mental disability, economic disadvantage, or social status may be more adversely affected by resettlement than others and who may be limited in their ability to claim or take advantage of resettlement assistance and related development benefits.

1.4 Abbreviation

AiIB	Asian Infrastructure Investment Bank
AoI	Area of Influence
EIA	Environmental Impact Assessment
ESF	Environmental and Social Framework
ESIA	Environmental and Social Impact Assessment

ESMPF	Environmental and Social Management Planning Framework
ESMS	Environmental and Social Management System
ESP	Environmental and Social Policy
ESS	Environmental and Social Standard
HR	Human Resources
HS	Health and Safety
HSE	Health, Safety, and Environmental
ICP	Informed Consultation and Participation
IFC	International Finance Corporation
KPI	Key Performance Indicator
MW	Megawatt
NGO	Non-Governmental Organization
NTS	Non-Technical Summary
OHS	Occupational Health and Safety
PAP	Project Affective People
PS	Performance Standard
SEP	Stakeholder Engagement Plan
SRS	Social Responsibility Staff
WPP	Wind Power Plant

1.5 References

	Document Number	Document Title
1	GTP-REP-ENV-GEN-001	ESIA Report (English)
2	GTP-PLN-HSSE-001	Environmental and Social Management Plan
3	GTP-PLN-HSSE-002	Environmental, Social and H&S Monitoring Plan
4	GTP-PLN-SOC-001	Contractor Management Plan
5	GTP-PLN-ENV-001	Erosion Control, Soil and Spoil Management Plan
6	GTP-PLN-ENV-002	Noise Management Plan
7	GTP-PLN-ENV-003	Air Quality Management Plan
8	GTP-PLN-ENV-004	Waste and Wastewater Management Plan
9	GTP-PLN-ENV-005	Hazardous Materials Management Plan
10	GTP-PLN-ENV-006	Biodiversity Management Plan
11	GTP-PLN-HSSE-003	Training Plan
12	GTP-PLN-HSSE-004	Workers' Accommodation Plan
13	GTP-PLN-HSS-001	Traffic and Transportation Management Plan
14	GTP-PLN-HSSE-005	Emergency Preparedness and Response Plan
15	GTP-PLN-HSS-002	Occupational Health and Safety Plan
16	GTP-PLN-HSS-003	Community Health, Safety and Security Management Plan
17	GTP-PLN-SOC-002	Stakeholder Engagement Plan
18	GTP-PRC-SOC-001	Grievance Mechanism Procedure (internal and external)
19	GTP-PLN-PRC-SOC-001	Corporate Social Responsibility Plan/Procedure
20	GTP-PLN-PRC-SOC-002	Cultural Heritage Management Plan AND Chance Finds Procedure

2 KEY PRINCIPLES, ROLES AND RESPONSIBILITIES

2.1 Roles and Responsibilities

Key principles and responsibilities for the application of this plan are explained in the following table.



Table 2-1. Key roles and responsibilities

Roles	Description and Responsibilities
General Manager	<ul style="list-style-type: none"> • Approves this Plan • Ensures that this SEP implemented • Determines policies and targets • Appoints the Management Representative and ensures he/she is aware of his/her responsibilities • Evaluates the reports provided by Management Representative/Operational Manager and ensures necessary actions were taken • Provides necessary resources for proper implementation
Management Representative / Operational Manager	<ul style="list-style-type: none"> • Coordinates with parties for proper implementation of this SEP • Makes periodic inspections of the performance of Contractors of its operations during the construction phase • Reports to the General Manager about system performance • Ensures national and international legislations/guidelines which are applicable to the Project activities are identified and tracked • Works in cooperation with other departments in order to determine targets for Environmental, Social and HS and resource efficiency issues • Determines the project info and social budget of the Project • Makes the final decision concerning internal/external grievances (if needed) in the light of the assessments of Social Responsibility Staff and HSE Manager
Health Safety and Environment (HSE) Manager	<ul style="list-style-type: none"> • Determines the national and international legislations that are applicable to the Project activities and informs the Operation/Project Manager • Determines the environmental impacts and OHS hazards in accordance with the actions, potential mitigation measures and measures to eliminate any potential social grievances • Ensures that all provisions in the Contractor engagements regarding environment, social and HS requirements as per the project standards during the construction stage and to audit the performance of the Contractors • Provides answers to the OHS, environment and social grievances raised by employees, the local community and local institutions • Helps SRS for keeping the record of the complaints/suggestions in the Grievance Database with details • Determines corrective measures if necessary • Checks the Environmental records and performance reviews of Contractors • Examines the HSE response plans and preparations • Monitors the permits and notices regarding OHS and Environment and ensures that the necessary permits are obtained
Social Responsibility Staff (SRS)	<ul style="list-style-type: none"> • Implements the Plan • Keeps the records of the complaints/suggestions in the Grievance Database with details (raised by who, date, status, etc.) • Shows best efforts to resolve all complaints in one month • Provides regular reporting back to the community on the management related to community grievances • Records all formal and informal engagement activities with local communities in Stakeholder Management System



Roles	Description and Responsibilities
	<ul style="list-style-type: none"> • Keeps records of the types of leaflets, brochures, newsletters prepared and distributed, by location and this detail will be inserted to stakeholder engagement quarterly reports • Monitors and records the social responsibility activities carried out in the scope of Project and these records will be inserted to stakeholder engagement quarterly reports • Forms relationships with the Project stakeholders • Organizes stakeholder meetings to collect the responses to grievances actively as required • Gives the feedback to the stakeholders about the results of their grievances through External Grievance Form within 30 calendar days (complainants who have provided their names and contact info will be notified within 5 days that the grievance solution process has started and after the grievance closed)
Contractors / Subcontractors	<ul style="list-style-type: none"> • Contractors/Subcontractors are responsible not to make any commitment in their interaction with the stakeholders beyond their competence • Follows the rules listed in this SEP and other relevant Management System documentation of Göktepe WPP

3 PROJECT STANDARDS

The implementation and the procedure of this plan developed for the Project will comply with the related national and international requirements and standards. The Project standards involve:

- Applicable Turkish standards
- Turkish EIA requirements
- Other commitments to and requirements of Turkish Government authorities
- Applicable international standards and guidelines
- Applicable Erguvan Energy / Göktepe WPP standards, policies and procedures

3.1 Applicable National Standards

3.1.1 The Constitution of the Republic of Turkey

“The Constitution of the Republic of Turkey” is the main document related to the stakeholder engagement component of the Project. The articles of the Constitution related to engagement issues are listed below:



VII. Freedom of Thought and Opinion

Article 25. Everyone has the right to freedom of thought and opinion. No one shall be compelled to reveal his thoughts and opinions for any reason or purpose nor shall anyone be blamed or accused on account of his thoughts and opinions.

VIII. Freedom of Expression and Dissemination of Thought

Article 26. Everyone has the right to express and disseminate his thoughts and opinion by speech, in writing or in pictures or through other media, individually or collectively. This right includes the freedom to receive and impart information and ideas without interference from official authorities.

VIII. Health, the Environment and Housing

A. Health Services and Conservation of the Environment

Article 56. Everyone has the right to live in a healthy, balanced environment.

It is the duty of the state and citizens to improve the natural environment and to prevent environmental pollution.

XI. Conservation of Historical, Cultural and Natural Wealth

Article 63. The state ensures the conservation of the historical, cultural and natural assets and wealth, and shall take supportive and promotive measures towards that end.

VII. Right of Petition

Article 74. Turkish citizens and foreign residents have the right to raise requests and complaints concerning themselves or the public in writing to the competent authorities and to the Turkish Grand National Assembly.

3.1.2 Civil Law

Real property rights and restrictions are defined under the relevant section of Civil Law No 4721 (issued on 08.12.2001, Official Gazette No: 24607). Provisions of Turkish Civil Law will be considered and met in all phases of the Project.

3.1.3 Law on the Right of Information

Everyone has the right to give information on the activities of public institutions and professional organizations, which qualify as public institutions. The procedure and the basis of



the right to information according to the principles of transparency, equality and impartiality are regulated in the Law on Right to Information numbered 4982 and issued on 24.10.2003 with the Official Gazette number of 25269.

3.1.4 Law on the Use of Right Petition

Everyone has the right to apply in writing to the Turkish Grand National Assembly and the component authorities with regard to the requests and complaints concerning themselves or the public according to this article of the Law on the Use of Right to Petition No. 3071 which was issued on 01.11.1984 with the Official Gazette number of 18571.

3.1.5 Expropriation Law

Another Law related to the involvement of stakeholders to the Project is the Expropriation Law No. 2942 (issued on 04.11.1983, Official Gazette No: 18215)

The administration action of the expropriation process is performed in line with the Expropriation Law according to its purpose, authorization, procedure, reason and subject of the action.

3.1.6 Environmental Law

In addition to the legislation explained above, the fundamental law in Turkish Environmental Legislation is the Environmental Law No. 2872 (issued on 11.08.1983, Official Gazette No: 18132, amended by Law No. 5491). According to Environmental Law, citizens as well as the State bear responsibility for the protection of the environment based on the “polluter pays” and “user pays” principles. The Law is supported by numerous Regulations and decrees prepared or updated in the process of alignment with European Union legislation.

The main stages of the Environmental Impact Assessment are defined by the Turkish Regulation on Environmental Impact Assessment (“EIA”) (25.11.2014, Official Gazette No. 29186, last amended on 28.11.2019, by the Official Gazette No: 30962).

The Projects requiring an Environmental Impact Assessment Report, the EIA process and other relevant principles and procedures are detailed in the Environmental Impact Assessment Regulation. The first Turkish EIA Regulation was put into force in 1993 and it was amended several times and the last EIA Regulation came into force on November 25th, 2014. The last amendment occurred on 28.11.2019.



In accordance with Turkish Republic Ministry of Environment and Urbanization, Environmental Impact Assessment (“EIA”) Regulation, relevant requirements in relation with EIA Process have been disclosed to the public.

For Göktepe WPP Project, the “EIA Positive Decision” was obtained on 08.04.2019.

3.2 Applicable International Standards and Guidelines

International standards to be observed by the Project are the IFC Performance Standards. In particular, IFC PS-1 shall be complied with as they address stakeholder engagement.

Basic objectives of international standards and guidelines are as follows:

- To define project affected people and communities and other relevant parties having an effect on, having been affected by, and/or that may be affected by the activities and implementations of the Project; and to develop an appropriate procedure to identify and confirm them
- To prepare a database comprised of the relevant stakeholder of the Project and its associated facilities and to continuously update it
- To review this database in consultation with relevant parties
- To provide necessary information and consultancy services to all stakeholders in order to facilitate their required contributions on the environmental and social issues that may affect them
- To continuously protect respectful and constructive relations with stakeholders on the basis of mutual confidence and honesty, and by respecting the values of the stakeholders

Basic requirements of international standards and guidelines are as follows:

- Description of Stakeholders
- Preparation of a Stakeholder Engagement Plan
- Provision of necessary information about the Project and operation to the communities that have been affected or potentially to be affected
- Provision of significant consultancy services by means of early and continuous engagement
- The grievance and feedback mechanism aiming at concerns, complaints, requests and demands of the stakeholders, in relation with the Project, is planned to be implemented in a timely manner.



3.2.1 IFC Performance Standards

The key requirements related to stakeholder engagement from IFC PS-1 are summarized below:

- An Environmental and Social Management System (“ESMS”) should be prepared and implemented, and the element of stakeholder engagement should be included.
- The range of stakeholders should be identified, if affected communities may be adversely impacted, then a Stakeholder Engagement Plan should be developed and implemented.
- When applicable this SEP is to include differentiated measures to allow for the effective participation of those identified as disadvantaged or vulnerable.
- Affected Communities will be provided with access to relevant information on (i) the purpose, nature and scale of the Project; (ii) the duration of proposed project activities; (iii) any risks to and potential impacts on such communities and relevant mitigation measures; (iv) the envisaged stakeholder engagement process and (v) the grievance mechanism.
- A process of effective consultation will be conducted in a manner that allows affected communities to express their views on project risks, impacts and mitigation measures, and will allow for the Project owner to respond to them.
- When potentially significant adverse impacts on affected communities exist, an Informed Consultation and Participation (ICP) is to be conducted.

IFC defined “Key Concepts and Principles of Stakeholder Engagement” in it’s a Good Practice Handbook. The building blocks of stakeholder engagement are listed below:

- Stakeholder Identification and Analysis
- Information Disclosure
- Stakeholder Consultation
- Negotiation and Partnerships
- Grievance Management
- Stakeholder Involvement in Project Monitoring
- Reporting to Stakeholders
- Management Functions



3.2.2 AIIB Environmental and Social Standards

AIIB believes that transparency and meaningful consultation is essential for the design and implementation of a Project and works closely with its Clients (in this Project, Erguvan Energy) to achieve this objective. Meaningful consultation is a process that begins early and is ongoing throughout the Project. It is inclusive, accessible, timely and undertaken in an open manner. It conveys adequate information that is understandable and readily accessible to stakeholders in a culturally appropriate manner and in turn, enables the consideration of stakeholders' views as part of decision-making. Stakeholder engagement is conducted in a manner commensurate with the risks to, and impacts on, those affected by the Project.

AIIB requires Erguvan Energy to undertake an environmental and social assessment that consist of varying elements including stakeholder identification and consultation plan and public consultation and information disclosure.

Also, AIIB requires Erguvan Energy to engage in meaningful consultation with stakeholders during the Project's preparation and implementation phases, in a manner commensurate with the risks to, and impacts on, those affected by the Project. The ESF explains the *Meaningful Consultation* as:

“Meaningful consultation is a process that: (a) begins early in the preparation stage of the Project and is carried out on an ongoing basis throughout the implementation and life cycle of the Project; (b) ensures that all parties have a voice in consultation, including national and subnational government, the private sector, nongovernmental organizations and people affected by the Project, including, as applicable, Indigenous Peoples; (c) provides additional support as needed to ensure participation of women, elderly, young, disabled, minorities and other vulnerable groups; (d) provides timely disclosure of relevant and adequate information that is understandable and readily accessible to the people affected by the Project and other stakeholders; (e) is undertaken in an atmosphere free of intimidation or coercion; (e) is gender inclusive, accessible, responsive and tailored to the needs of vulnerable groups; and (f) enables the consideration of relevant views of people affected by the Project and other stakeholders in decision-making. Continue consultation with stakeholders throughout Project implementation as necessary on issues related to environmental and social performance and implementation of the Project-level grievance mechanism.”



In addition to meaningful consultation, environmental and social information on the Project must be available, in an accessible manner, and in a form and language(s) understandable to affected people and other stakeholders, during preparation and implementation of the Project so as to provide an opportunity to broadly identify and address environmental and social risks and impacts, those involving Involuntary Resettlement and Indigenous Peoples, and including community health and safety issues, according to AIIB ESS-1. In particular, disclose the draft environmental and social assessment documents (including the ESMP, and, as applicable, any ESMPF, or other approved forms of documentation) in a timely manner in accordance with paragraph 57 of the ESP, in an accessible place, and in a form and language(s) understandable to affected people and other stakeholders; this includes documentation required under ESS 2 and ESS 3, as applicable. Moreover, in the same manner the final assessment documents, as they become available, and any updates must be disclosed to affected people and other stakeholders. Regularly disclosure of the updated environmental and social information, in the same manner, along with information on any material changes in the Project must be performed according to AIIB requirements.

4 STAKEHOLDER ENGAGEMENT

4.1 Early Engagement

The e-mail address and telephone number are presented in the Project website (<https://www.polat.com/enerji/erguvan-enerji>).

The communication/consultation form is presented in the website. External grievance forms will be distributed in public places as well, presented as Appendix A.

A formal stakeholder engagement meeting (public hearing meeting), a requirement of the local EIA Regulation, were held during the local EIA process on 16.08.2018 in Yalova Province, Çınarcık District. The meeting was conducted in the conference hall of the Esenköy Adnan Kaptan Middle School.

The meeting was announced in the national and local newspapers (Birgün and Yalova Hayat newspapers) per the regulatory requirements and additionally the announcement letters were sent to the mukhtars of the nearby settlements and presented in the mukhtars' offices. The meetings comprised of presentation that includes the Project information and record of comments and suggestions taken during the meetings were included into the EIA Report.

12 people, including the personnel of Ministry of Environment and Urbanization and Yalova Provincial Directorate, investor company, environmental engineer of Yalova Provincial



Gendarmerie, one personnel of General Directorate of Meteorology, personnel of Esenköy Municipality and residents from the region, were attended to this meeting. There was no negative comment from the participants during the meeting. Additionally, following concerns have been verbalized and answered:

- The case of planning the alternative project (32 turbines) and the case of changing the locations of the planned turbines
- Access roads to the turbine locations
- The state of forest fields, measures to be taken and the amount of the trees to be cut

Lastly, after the above-mentioned meeting Yalova Provincial Directorate of Environment and Urbanization gave the formal comment to the Project on 03.09.2018, which includes the following concerns. Those concerns and requests have been met during the process of EIA.

1. Clarifying the exact locations of the turbines
2. Locating as much as turbines on the route of the existing roads (and explaining the reasons if otherwise)
3. Presenting the area of influence of each turbine in accordance with the sample in the “Regulation on the Technical Assessment of Applications for Electricity Generation Based on Wind Sources” and showing those on map (in the EIA report, under the title of ‘Selection of the Turbine Location’)
4. Presenting the cumulative impact with the other close WPPs and showing those on the map

5 STAKEHOLDER IDENTIFICATION

All stakeholder groups that have an interest in, that might be affected by, or that might have an influence on the outcome of the Project were identified during the early engagement of the Project. Stakeholder identification was completed and involved screening a wide array of potential stakeholders, including institutions, associations, NGOs and other informal groups that should be involved in the engagement process. The stakeholders were then classified according to their type and status based on the profile that the stakeholder has within the social structure of the context. The relevant stakeholder groups are presented in the following table.



Table 5-1. Stakeholder Groups

Stakeholder Groups	Stakeholder Type	
	Affected	Interested
External Stakeholders		
Local Communities		
Muhtars and residents of <ul style="list-style-type: none"> Mecidiye Village 50. Yıl Neighborhood 	✓	✓
Government		
<ul style="list-style-type: none"> Yalova Provincial Directorate of Environment and Urbanization Yalova Provincial Directorate of Culture and Tourism Yalova Provincial Directorate of Agriculture and Forestry Yalova Forestry Operational Directorate Armutlu District Governor Armutlu Forest Sub-District Directorate 	✓	✓
Municipality		
Armutlu Municipality	✓	✓
Media		
Armutlu Haber		
NGOs		
<ul style="list-style-type: none"> Armutlu Society of Animals Protection Armutlu Women Solidarity and Improvement Society Armutlu Chamber of Arts and Craftsman Armutlu Culture Social Assistance and Solidarity Association Mecidiye Village Agricultural Development Cooperative 	✓	✓
Private Sector		
<ul style="list-style-type: none"> Yalova Wind Power Plant Manastır-Esenköy Wind Power Plant Fina Enerji Wind Power Plant Project 	✓	✓
Internal Stakeholders		
Employees	✓	✓



6 STAKEHOLDER ENGAGEMENT PROGRAM

The objectives of external communications are to provide continuous engagement with targeted audiences to inform about the company activities, including company performance, company development and investment plans and their implementation.

The methods of communication to be utilized by the Erguvan Energy are summarized in the following Stakeholder Engagement Program and will include:

- Publication for public review of the Stakeholder Engagement Plan, Non-Technical Summary and Environmental and Social Action Plan,
- Meetings with regulatory bodies
- Public meetings
- Published on local municipalities' website (if available) and/or on a dedicated Erguvan Energy's website
- Announcements in local media
- Provision of general information on noticeboards at key public locations

The following table summarizes the stakeholder engagement program in terms of:

- Activity/project
- Type of information disclosed
- Location and dates of meetings/forms of communications
- Stakeholder groups consulted

In this respect, the following the stakeholder engagement program is developed.



Table 6-1. Stakeholder Engagement Program

ID	Target Group	Purpose of Engagement and Engagement Topics	Method of engagement	Frequency	Responsible
SEP 1	<ul style="list-style-type: none"> -All affected settlements and Interested parties -Local communities -Local government -Local business 	<p>Information Disclosure</p> <ul style="list-style-type: none"> -Purpose, start date, duration, and nature of construction and operations activities -Status and effectiveness of implementation of mitigation measures related to relevant social and environmental impacts -Closure options and impacts on local communities -Grievance mechanism disclosure - Ongoing monitoring objectives and activities, and regular reporting back to stakeholders on monitoring results - Continue disclosing information via associated website 	Dependent on stakeholder classification	<p>During Construction, reviewed/ revised for updates and once in operational phase</p> <p>As requested / as needed</p>	SRS
SEP 2	<ul style="list-style-type: none"> -All affected settlements and Interested parties -Local communities -Local government -Local business 	<p>External Grievance Mechanism</p> <ul style="list-style-type: none"> -Disclosure of grievance mechanism to communities -Disclosure of grievances received and resolved to communities 	Dependent on stakeholder classification	<p>During Construction, reviewed/ revised for updates and once in operational phase</p> <p>As requested / as needed</p>	SRS
SEP 3	<ul style="list-style-type: none"> -Local businesses -All affected settlements and mukhtars -Project Workers 	<p>Employment and Procurement Strategies</p> <ul style="list-style-type: none"> -Recruitment of employees -Training of staff -Procurement of supplies and services 	Dependent on stakeholder classification	<p>During Construction, reviewed/ revised for updates and once in operational phase</p>	SRS



ID	Target Group	Purpose of Engagement and Engagement Topics	Method of engagement	Frequency	Responsible
	-Ministry of Family, Labor and Social Services			As requested / as needed.	
SEP 4	-All affected settlements and Interested parties -Local communities -Local government -Local business	Use of Emergency Response and Preparedness -Provision of information on code compliance / emergency preparedness to engage in public consultation and disclosure about issues of concern with potentially affected stakeholders. -Provision of information on code compliance / emergency preparedness to develop appropriate emergency response strategies and capabilities with potentially affected stakeholders.	Drills Community meetings	Annual drills or as required As requested / as needed	HSE Manager SRS
SEP 5	NGOs	Social progress, economic and social development and environmental protection Provision of information on: -Mitigation measures against potential environmental and social risks -Sustainability criteria -Social responsibility projects, implementation principles -Cumulative impacts of project in the region	Focus group meetings Company website	As required / As requested	SRS
SEP 6	-All affected settlements and mukhtars - Armutlu Municipality	Road Transportation -Road safety awareness, including on safe crossing of the bypass and access roads	Face to face meetings Dependent stakeholder classification	At least annually in construction phase. As requested / as needed	SRS



ID	Target Group	Purpose of Engagement and Engagement Topics	Method of engagement	Frequency	Responsible
		<ul style="list-style-type: none"> -Types, number and frequency of vehicles that can be anticipated through different phases of the Project -Collaboration with local communities and responsible authorities to improve signage, visibility and overall safety of roads, particularly along stretches located near schools or other locations where children are present. -Collaborating with local communities on education about traffic and pedestrian safety (e.g. school education campaigns) -Communication of traffic measures and Project road usage with mukhtars 			
SEP 7	<ul style="list-style-type: none"> -All affected settlements and mukhtars - Armutlu Municipality 	<p>Management of environmental and social risks of the Project</p> <p>Provision of information on:</p> <ul style="list-style-type: none"> - Environmental monitoring program - Environmental monitoring results - Overall information about progress of the Project - Cumulative impacts in the region 	<p>Meetings with Mukhtars</p> <p>Brochures</p>	As required / As requested	SRS
SEP 8	Vulnerable Groups	<p>Employment and any other interest of vulnerable groups</p> <p>Provision of information on:</p> <ul style="list-style-type: none"> - Recruitment of employees - Training of staff - Use of roads, water and other infrastructure, increase in traffic density - Local employment - Important commercial opportunities 	<p>Meetings targeting any identified vulnerable groups</p> <p>Women meetings</p> <p>Focus group discussions</p>	<p>During the construction and operation</p> <p>As requested / as required</p>	SRS



ID	Target Group	Purpose of Engagement and Engagement Topics	Method of engagement	Frequency	Responsible
		-Environmental impacts	NTS		
SEP 9	<ul style="list-style-type: none"> -Workforce -All affected settlements and mukhtars - Armutlu Municipality -Local government 	<p>Community Health</p> <ul style="list-style-type: none"> -Provide training on Company policies (employees and contractors) on respectful and appropriate behaviour with communities -As part of Project orientation training, include awareness raising of the prevention and treatment of communicable diseases. -Work with women in the communities to help prevent and manage communicable diseases, particularly due to women’s primary role as caretakers of ill family and community members, and due to their vulnerability and their productive and reproductive roles. 	<p>Face to face meetings</p> <p>Dependent on stakeholder classification</p>	As requested / as needed	SRS
SEP 10	Erguvan Energy and Project Contactor employees	<p>Employee welfare</p> <p>Provision of information on:</p> <ul style="list-style-type: none"> - Employee Grievance Mechanism -Labor rights -OHS procedures -Contractor management 	<p>Face to face interview</p> <p>OHS Committee</p> <p>Labor audits</p>	Monthly or when required due to the results of grievance mechanism	SRS



7 TOOLS & METHODS FOR INFORMATION DISCLOSURE

Erguvan Energy will provide transparent informative material in a consistent and timely manner to the affected communities and the remaining stakeholders. The manner in which this material will be disclosed is discussed in the sections that follow.

7.1 Internal / Web Site

Erguvan Energy will keep information on the Project updated on an assigned website in both Turkish and English. The homepage of the website can be found here:

- <https://www.polat.com/enerji/erguvan-enerji>

7.2 Information Sheets

Information sheets including a non-technical summary of the Project, key project issues and details regarding Erguvan Energy's approach to minimizing, mitigating and managing potential negative impacts will be prepared and made available on the assigned website/s and at the Project construction site offices. Copies of these information sheets will be posted at the mukhtar offices of the affected communities identified as stakeholders.

7.3 Responding to Local Communities and Publications for People

Authorities of the Project will give full and timely responses to requests, comments and questions of local communities in addition to implementing the grievance procedure in the case of complaints. All requests shall be treated respectfully. In the event that it is not possible to meet a particular request, then a detailed explanation as to why not, will be given through the use of social plans.

At the website, material providing information about different stages of the project will be available, and stakeholders will be kept posted.

When needed, particular matrices and informative documents will be prepared as a response to concerns, complaints and requests of stakeholders and local communities on the basis of impact assessment surveys carried out. As long it is appropriate, relevant Project information will be disclosed to the public.



7.4 Disclosure Activities

During this engagement phase, disclosure and consultation activities will be designed along the following general principles:

- Consultation events and opportunities should be widely and proactively publicized, especially among Project affected parties, at least 1 week prior to any meeting via website announcements, through mukhtars, local newspaper advertisement, posted information banner in mukhtars' offices;
- The non-technical summary of the Project should be accessible (via websites) prior to any event to ensure that people are informed in advance of the meeting related to Project activities;
- The location and timing of any meetings will be designed to maximize accessibility to Project affected stakeholders, if needed transportation arrangement will be made by Erguvan Energy to increase participation in meetings;
- The information presented (via presentations, leaflets, website publications etc.) will be clear and nontechnical, and will be presented in the local language understood by those in the communities;
- Simplified system will be provided to ensure that stakeholders are able to raise their concerns and Erguvan Energy will encourage the stakeholders to raise their concerns/complaints and suggestions; and
- Issues raised are to be answered at the meeting or, if an answer is not immediately available, these issues will be actively followed up on, the person who raised the issue will be informed after the meeting when the issues resolved.

Project related information communication meetings will be open to the entire public and will be announced through local media. Furthermore, they will be held at the locations where stakeholders (especially local communities) can easily reach like the local mukhtar offices. If needed, separate meetings can be organized at venues frequently visited by women for women only meetings.

Erguvan Energy will inform the public, via newspapers, meetings, media and other similar means, about how people can access Project related documents (such as this SEP and NTS) and the project timetable, and how they can submit comments regarding said documents.



8 MANAGEMENT OF GRIEVANCES

8.1 Grievance and Feedback Procedure

As discussed previously; grievances are complaints, suggestions and problems that employees and external stakeholders raise on a specific issue. The spectrum of grievances ranges from major and potentially illegal issues such as discrimination or victimization in the workplace to more minor day-to-day disputes of local stakeholders or Project Affective People (PAP).

Grievance procedures provide a clear and transparent framework to deal with difficulties. A grievance mechanism is a structured process that allows complainants to address disputes, fear and aspirations, concerns in a fair, easily accessible and transparent manner.

Grievance procedures will be coordinated through the appointed Social Responsibility Staff with the help of HSE Manager who are the primary interfaces between the community and the contractor. Complainants will have the chance to provide their names in order to gain effective feedback on their complaints/grievances, however; confidentiality procedures will be put in place to protect the complainant, as appropriate. SRS is recommended to be nominated from either Investments and Operation, Corporate Communications or Human Resources department. The SRS is expected to conduct a bridge between the firm and the employees, in order to formalize the grievance process and procedures, as it is existent, but in a non-formal way.

The grievance mechanism will be informed to the stakeholders so that they are aware of the process, having knowledge of the right to submit a grievance and understand how the mechanism will work and how their grievance will be addressed. In most cases, a grievance or complaint will be submitted by a stakeholder or local resident by phone, in writing or by speaking with the company SRS or HSE Manager if it is not anonymous.

In addition, the mechanism shall also constitute an internal grievance process, conducted specifically for employees, subcontractors and other suppliers of the Project.

8.1.1 Principles of the Grievance Mechanism (Internal and External)

The grievance mechanism is developed to cover the following:

- *Simplicity and necessity:* Procedures will be kept as simple as possible, avoiding unnecessary administrative stages. Fair and transparent, informative for relevant people.



- *Keeping it up-to-date:* The process will be regularly reviewed jointly by the SRS and the HSE Manager. Regular monitoring and evaluation should be conducted continuously.
- *Confidential and impartial process, non-retribution:* The process will be confidential and impartial, without employees fearing retribution.
- *Reasonable timescale:* A certain timeframe to deliver responses and solve the problems mentioned will be followed, which is 30 days as the assigned duration for grievance resolution.
- *Keeping of records:* Grievances are tracked and recorded in a written manner, hard and soft copies, if possible.
- Workers should not experience retribution for raising concerns through such mechanisms.

8.1.2 Collection, Registration and Evaluation of Grievances

Handling of grievances (collection, registration and evaluation) will follow these steps:

- Initiate the grievance procedure, mainly by the SRS with the help of HSE Manager;
- SRS registers the grievance/comment in the grievance database (see Appendix C);
- The SRS investigates the grievance and makes the first evaluation with the help of HSE Manager;
- Final decision is made, and further action is implemented in order to solve the grievance;
- The complainant is notified (if name provided) within 5 days that the grievance solution process has started;
- The complainant is informed about the resolution (at most in 30 days after the grievance is received);
- The grievance is officially closed after related documentation is completed; and
- Anonymous complaints will not be efficient to handle; however, no one will be forced to provide names.

Depending on the type of the grievance, sharing of responsibilities should be elaborated by Corporate Communications, Human Resources, Investments and Operation and HSE Departments; however, handling and tracking should be ensured to be done mutually.

A complaint form is prepared for official notification of complaints about the project (see Appendix A). “Open door policy” shall not be encouraged as the one and only way of communication, so, reporting of complaints in writing should also be encouraged.



8.1.3 Feedback to the Stakeholders

Feedback duration on the status of the delivered grievance, is assigned as 30 days, after the receipt of the grievance. If the complainant has provided a name and contact information, this will give the chance to inform them about the status of their grievance within 5 days of grievance receipt.

It is important to monitor the on-going stakeholder engagement process to ensure that consultation and disclosure efforts are effective, and stakeholders delivering grievances have been meaningfully consulted throughout the process.

The SEP will be reviewed and revised (if needed) every six months during construction phase and annually during the operation phase, while the grievance mechanism will be continuously reviewed. In addition, the project stakeholders list will be reviewed and updated.

8.1.4 Grievance Mechanism Communication

Employees should know whom they notify to in case of the event of a grievance and the support is available. Managers should be familiar with procedures. Details about the procedures should be easily available, for example in employee handbooks or flowcharted in local places.

For the collection of internal grievances from employees:

- Grievance mechanism process will be communicated with all employees (including contractor's employees) during the recruitment process and the first EHS training sessions will also include the stakeholder engagement and grievance mechanism process trainings;
- Communication about the grievance mechanism will be repeated regularly with the tool-box trainings;
- The grievance/suggestion boxes will be made available at the Project construction site offices for internal grievances; and
- All employees will be aware of the location of the grievance/suggestion boxes and how to submit their grievances (either through web site or with grievance/suggestion boxes).

For the collection of internal grievances from community:

- Grievance mechanism process will be communicated with stakeholders during stakeholder engagement meetings (including the locations of the grievance/suggestion);
- The grievance/suggestion boxes will be made available at the Mukhtars offices or villagers' gathering points (such as tea houses etc.) in the nearest settlements; and



- Stakeholders will be aware of the location of the grievance/suggestion boxes and how to submit their grievances (either through web site or with grievance/suggestion boxes).

The grievance mechanism constitutes two parts: External and Internal (Workers, subcontractors and suppliers of the Project). These two mechanisms will have different respondents: External Grievance Mechanism will be run by the SRS and the HSE Manager, while internal General Manager will be under the responsibility of different departments collaborating, such as HR, Finance, Corporate Communications and alike. A sample of the internal grievance form is presented in Appendix D.

8.2 Contact Details of Erguvan Energy

ERGUVAN ENERJİ ELEKTRİK ÜRETİM A.Ş.:

Center Office Address: Gürsel Mahallesi. İmrahor Caddesi. Yankı Sokak. No:27/5 B07-08.3B Blok 5.-6. Kat 34440 Kağıthane/İstanbul

Telephone: +90 (212) 222 88 46-47120700

Fax: +90 (212) 222 88 49

Mobile: +90 535 025 63 83

E-Mail: apenerji@polat.com

Website: <https://www.polat.com/enerji/erguvan-enerji>

Site Office Address: Göktepe Wind Power Plant Control Center, Mecidiye Village/Yalova

Telephone: +90 (226) 550 00 10

Social Responsible Staff: Abdurrahman BAYRAK

Telephone: +90 530 835 01 95

E-mail: abdurrahman.bayrak@polat.com

9 MONITORING

9.1 Key Monitoring Activities

Erguvan Energy will monitor the implementation of the stakeholder engagement process (consultations, grievance mechanism etc.). The outputs of this monitoring will also provide input on the management and monitoring of the overall environment, health and safety (labor rights) and social performance of the Project mainly through:

- Revision, improvement or extension of the monitoring activities, parameters, locations and frequency; and



- Reviews and revisions of the management plans and procedures.

Erguvan Energy will monitor the effectiveness of the engagement processes by analyzing the feedback received from engagement activities, thus involving the engaged stakeholders into the monitoring process.

During all engagement activities, where appropriate, questions will be asked to stakeholders on the effectiveness of the meeting and the process of stakeholder engagement. These questions will be tailored for the engaged stakeholder, but will address mainly:

- Transparency and accessibility of the engagement process,
- Provision of relevant information,
- Timely responses (ongoing communication),
- Clarity and simplicity of the information provided, and
- Applicability and relevancy of the information provided.

For an effective stakeholder engagement more than 50% of the stakeholders are expected to provide positive feedback to these enquiries.

Key monitoring measures are set out Table 9-1 below.

Table 9-1. Key Monitoring Measures

Topic	Indicator	Method	Periodicity	Location
Grievances/ Concerns	Erguvan Energy will review Grievance Log/Database, including complaints <i>closed</i> and <i>unresolved</i> per period at a minimum monthly to include: <ul style="list-style-type: none"> • number of outstanding complaints and grievances opened in the month, • number of complaints and grievances opened in the month and evolution since Project start (graphic presentation), • number of complaints grievances closed in the month; and • type of grievance. 	Grievance Records	Monthly	Site office
Visitor to the Office	Visitors will be recorded including the information of the reason for visit etc.	Visitor Records	Monthly	Site office



Topic	Indicator	Method	Periodicity	Location
Community Engagement Activities	The SRS will record formal and informal engagement with local communities.	Community Engagement Records	During construction and operation	Site office
Disclosure Materials and Feedback to Communities	SRS will keep records of the meetings and will monitor feedback to local communities.	Community Info System on the Website	During construction and operation	Site office
Social Responsibility Program	SRS will monitor and record the social responsibility activities carried out in the scope of Göktepe WPP Project and these records will be inserted to stakeholder engagement reports.	Annual reports	During construction and operation	Site office

9.2 Key Performance Indicator (KPIs)

The key performance indicators (KPIs) will be used to assess the progress and effectiveness of proposed mitigation strategies. The KIPs are given in Table 9-2 below.

Table 9-2. Key Performance Indicators and Monitoring Measures

KPI	Target	Monitoring Measure
Total number of community complaints or grievances	Total number reduced year on year	Grievance Database
% of complaints that are responded within 5 days	Delivery of regular reports to stakeholders on the outcomes of the Grievance Mechanism	Reporting
% of complaints that are closed within 30 days.	Target of 100%	Grievance Database
Auditing Grievance Procedure to ensure that it is being implemented and grievances are being adequately addressed.	Bi-annual (construction), annual (operation) audit complete target of 100% of grievances close out to satisfaction of complainant within 30 days.	Monthly Reports

10 TRAINING

All necessary training will be provided as induction training to provide general awareness for all employees of the Project and its contractors. Job-specific training will be also provided as necessary including grievance management. The implementation of this grievance mechanism will be followed by the Social Responsibility Staff and other personnel and supervisors of



Göktepe WPP Project. Contractors are also involved in or overseeing activities with local communities.

11 AUDIT AND REPORTING

11.1 Auditing

Internally, conformance of this SEP will be monitored in accordance with the requirements of the Project.

Contractors will be subject to inspection and audit in accordance with the requirements of the Göktepe WPP.

Conformance with this plan will be subject to periodic assessment by Erguvan Energy corporate audit and assurance programs and separately by Project Lenders.

11.2 Record Keeping and Reporting

Record keeping will be done during the following cases:

- Consultation meetings,
- Community engagement activities,
- Grievances actions and close out of grievances,
- Concerns/opinions/suggestions by the local community during consultation meetings and stakeholder engagement activities,
- New on press and interviews,
- Audits, investigations and incidents which will be managed according to Erguvan Energy procedures.

On monthly basis, an overview of the grievances recorded in terms of number and type will be investigated. The situation of the grievances as open/closed out will be developed periodically. The Social Responsibility Staff will evaluate and conclude this overview with project management in the monthly internal progress meetings.



APPENDICES



APPENDIX A: COMPLAINT REGISTER FORM

Grievance Form		
Reference No:		
Full Name <i>Note: You can remain anonymous if you prefer or request not to disclose your identity to third parties without your consent.</i>	Name & Surname: _____ <input type="checkbox"/> wish to raise my grievance anonymously <input type="checkbox"/> request not to disclose my identity without my consent	
Contact Information How the complainant wants to be contacted (mail, telephone, e-mail).	<input type="checkbox"/> By Post: Mailing address: <input type="checkbox"/> By Telephone: _____ <input type="checkbox"/> By E-mail _____ <input type="checkbox"/> I don't want to be contacted	
Details Related to Grievance:		
Description of Incident or Grievance: What happened? Where did it happen? Who did it happen to? What is the result of the problem?		
Case summary:		
Date of Incident/Grievance		
	<input type="checkbox"/> One-time incident/grievance (Date _____) <input type="checkbox"/> Happened more than once (how many times? _____) <input type="checkbox"/> On-going (Provide details)	
What would you like to see happen to resolve the problem? 		
Only for internal usage: Status of complaint		
	Date:	Signature:
The complaint is closed by:		
Actions taken (Provide details):		



Şikayet Formu	
Referans No:	
Tam İsim <i>Not: İsterseniz anonim olarak şikayette bulunabilir veya onayınız olmadan kimliğinizin üçüncü taraflara açıklanmamasını talep edebilirsiniz.</i>	İsim & Soyisim: _____ <input type="checkbox"/> anonim olarak şikayette bulunmak istiyorum <input type="checkbox"/> onayım olmadan kimliğimin açıklanmamasını talep ediyorum
İletişim Bilgileri Şikayet sahibi kendisiyle nasıl iletişime geçilmesini istiyor (posta, telefon, e-posta).	<input type="checkbox"/> Posta ile: Posta adresi: <input type="checkbox"/> Telefon ile: _____ <input type="checkbox"/> E-posta ile: _____ <input type="checkbox"/> İletişime geçilmesini istemiyorum.
Şikayete ilişkin Detaylar:	
Olayın veya Şikayetin Tanımı:	Ne oldu? Nerede oldu? Kime oldu? Sorunun sonucu nedir?
Durumun özeti:	
Olay/Şikayet Tarihi	
	<input type="checkbox"/> Tek seferlik olay/şikayet (Tarih _____) <input type="checkbox"/> Bir kereden fazla (kaç kere? _____) <input type="checkbox"/> Devamlı (Detaylandırın)
Sorunun çözülmesi için ne olmasını istersiniz?	
Yalnızca dahili kullanım için: Şikayet durumu	
	Tarih:
	İmza:
Şikayettarafından çözümlendi.	
Yapılan eylemler (Detaylandırın):	



APPENDIX B: CONSULTATION FORM

Toplantı Kayıt Formu/ Consultation Form			
Formu Dolduran Kişi / Person filling out the form		Tarih / Date:	
Toplantı Gündemi / Agenda of the Meeting		Görüşme Kayıt No/ Consultation Register Number	
1. Toplantı Bilgileri/ Meeting Info			
Name of Authorized Person:		İletişim Şekli / Form of Communication :	
İstişare Edilen Kurum / Institution Consulted		<input type="checkbox"/> Telefon-Ücretsiz Hat / Phone-Free Phone Line	
Telefon / Telephone:		<input type="checkbox"/> İstişare Toplantısı / Consultation Meeting	
Adres / Address:		<input type="checkbox"/> Website / E-mail Web Sitesi / E-posta	
Köy - İlçe - İl Village -District -Province:		<input type="checkbox"/> Diğer (Açıklayın) / Other (Specify)	
Paydaş Tipi / Consultee/Stakeholder Type			
2. İstişare Detayları/ Details of Consultation			
Projeye İlişkin Sorular / Questions regarding the project :			
Kaygılar & Geri bildirimler / Concerns & Feedbacks :			
Özel Notlar (Formu dolduran kişinin düşünceleri)			



APPENDIX C: GRIEVANCE DATABASE

Grievance Database									
Reporting Period									
Name/Contact Details of Complainant	Internal/ External	Grievance Received by	Date Received	Details of Compliant/ Comment	Responsibility (Related Department)	Communication with complainant*	Actions taken	Date Resolved	Communication with complainant**

* Notification date and method (via call/face to face): If complainant has provided a name and contact information, he/she will be notified within 10 days that the grievance solution process has started.

** Notification date and method (via call/face to face): If complainant has provided a name and contact information, he/she will be notified with related information after the grievance resolved.



APPENDIX D: INTERNAL GRIEVANCE FORM

Reference No:		
Full Name Note: <i>you can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent</i>	Name & Surname: _____ <input type="checkbox"/> I wish to raise my grievance anonymously <input type="checkbox"/> I request not to disclose my identity without my consent	
Contact Information How the complainant wants to be contacted (mail, telephone, e-mail).	<input type="checkbox"/> By Post: Mailing address: <input type="checkbox"/> By Telephone: _____ <input type="checkbox"/> By E-mail _____ <input type="checkbox"/> I don't want to be contacted	
Details Related to Grievance:		
Description of Incident or Grievance: What happened? Where did it happen? Who did it happen to? What is the result of the problem?		
Case summary:		
Date of Incident/Grievance		
	<input type="checkbox"/> One-time incident/grievance (Date _____) <input type="checkbox"/> Happened more than once (how many times? _____) <input type="checkbox"/> On-going (Provide details)	
What would you like to see happen to resolve the problem?		
Only for internal usage: Status of complaint		
	Date:	Signature:
Complaint is closed by:		
Actions taken (Provide details):		



Referans No:		
Tam İsim Not: <i>İsterseniz anonim olarak şikayette bulunabilir veya onayınız olmadan kimliğinizin üçüncü taraflara açıklanmamasını talep edebilirsiniz.</i>	İsim & Soyisim: _____	
	<input type="checkbox"/> anonim olarak şikayette bulunmak istiyorum <input type="checkbox"/> onayım olmadan kimliğimin açıklanmamasını talep ediyorum	
İletişim Bilgileri Şikayet sahibi kendisiyle nasıl iletişime geçilmesini istiyor (posta, telefon, e-posta).	<input type="checkbox"/> Posta ile: Posta adresi: <input type="checkbox"/> Telefon ile: _____ <input type="checkbox"/> E-posta ile _____ <input type="checkbox"/> İletişime geçilmesini istemiyorum.	
Şikayete ilişkin Detaylar:		
Olayın veya Şikayetin Tanımı:	Ne oldu? Nerede oldu? Kime oldu? Sorunun sonucu nedir?	
Olayın özeti:		
Olay/Şikayet Tarihi		
	<input type="checkbox"/> Tek seferlik olay/şikayet (Tarih _____) <input type="checkbox"/> Bir kereden fazla (kaç kere? _____) <input type="checkbox"/> Devamlı (Detaylandırın)	
Sorunun çözülmesi için ne olmasını istersiniz?		
Yalnızca dahili kullanım için: Şikayet durumu		
	Tarih:	İmza:
Şikayet.....tarafından çözümlendi.		
Yapılan eylemler (Detaylandırın):		