

STAKEHOLDER ENGAGEMENT PLAN

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Revision Monitoring Table

Revision Number	Revision Date	Explanation
01	27.06.2021	SEP for Public Disclosure
02	28.05.2022	Mukhtar and Household Surveys
03	03.08.2022	Revision in content
04	29.08.2022	General revision in content
05	22.02.2023	Revision of Appendix and contact numbers
06	13.03.2023	Revision of Appendix

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1. PURPOSE

The ultimate purpose of this SEP is to establish and maintain constructive dialogue between HSR project and the local communities, other stakeholders and interested groups that are essential for the successful management of environmental and social impacts.

2. SCOPE

The SEP provides a roadmap for the Project's engagement with stakeholders and contributes to the achievement of the project objectives in a transparent, inclusive, responsive and cooperative manner. The SEP also contributes to the ESIA, by identifying the potential and realised impacts of the project and the stakeholders' concerns about the project, thus facilitating the effective solution of these impacts and concerns.

The Project SEP, inter alia:

- Identifies all stakeholders (individuals, groups or entities) directly and/or indirectly affected by the Project or have a direct or indirect influence/impact on the Project.
- Defines mechanisms and tools for appropriate engagement with each stakeholder group during the lifetime of the Project, with the ultimate aim of establishing and maintaining constructive relationship through public consultation and information disclosure.
- Establishes external and internal mechanisms that will ensure timely and appropriate implementation of actions for the management of grievances and feedback received.

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3. DEFINITIONS AND ABBREVIATIONS

AYGM	Directorate General of Infrastructure Investments
CIMER	Presidency's Communication Centre
CLO	Community Liaison Officer
CLQ	Community Level Questionnaire
Contractor	Ankara-Izmir HSR Construction Joint Venture
DLH	Directorate General of Railways, Harbors and Airports Construction (which has been reorganised under the name of General Directorate of Infrastructure Investments – AYGM – as of 1 November 2011)
DSI	State Hydraulic Works
EBRD	The European Bank for Reconstruction and Development
ECA	Export Credit Agency
EHS	Environmental, Health and Safety
EIA	Environmental Impact Assessment
Employer	Directorate General of Infrastructure Investments (AYGM)
EP	Equator Principles
EPFI	Equator Principles Financial Institution
EPRP	Emergency Preparedness and Response Plan
ERG Construction	ERG İnsaat Ticaret ve Sanayi A.S.
E&S	Environmental and Social
ESAP	Environmental and Social Action Plan

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ESIA	Environmental and Social Impact Assessment
ESHR	Environmental and Social Human Rights
ESMMFP	Environmental and Social Management and Monitoring Framework Plan
ESMP	Environmental and Social Management Plan
ESMS	Environmental and Social Management System
FC	Financial Close
FIDIC	Fédération Internationale Des Ingénieurs-Conseils
GEM	GEM Sustainability Services and Consultancy Inc
HHQ	Household Questionnaire
HR	Human Resource
HSR	High Speed Railway
IESC	Independent E&S Consultant
IFC	International Finance Corporation
JV	Joint Venture
KPI	Key Performance Indicator
LRP	Livelihood Restoration Plan
MoEU	Ministry of Environment and Urbanisation
MoTI	Ministry of Transportation and Infrastructure
NGOs	Non-governmental Organisations
NTS	Non-technical Summary
OECD	Organisation for Economic Co-operation and Development
OeKB	Oesterreichische Kontrollbank AG
OHS	Occupational Health and Safety
Operator	The Republic of Turkey General Directorate of State Railways (TCDD)
PAPs	Project Affected Persons
PAS	Project Affected Settlements
PDF	Project Description File
PIU	Project Implementation Unit
PM	Project Management
PSs	Performance Standards
RAP	Resettlement Action Plan
RPF	Resettlement Policy Framework
SACE	SACE Simest
SEP	Stakeholder Engagement Plan
SERV	Swiss Export Risk Insurance
SSB	Sauerwein & Schaefer Bau AG
TCDD	State Railways of the Republic of Turkey
UK	United Kingdom
UKEF	UK Export Finance
WBG	World Bank Group

4. AUTHORITY AND RESPONSIBILITY

4.1. Employer Responsibilities

- To ensure the relevant coordination for the processes related to the contractor,

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- In scope of Grievance Management Processes, to receive and interpret both written and verbal notifications from AYGM Public Relations Unit and all relevant parties, to share related issues with project management,
- When urgent action is required regarding stakeholder complaints, to do or enable prompt actions and mitigations, using relevant institutions,
- Notifying the contractor via work order, if necessary,
- To notify the relevant institutions and organizations, to receive support from the relevant units. (Public Relations, etc.)

4.2. Contractor Responsibilities

It is under responsibility of Project Management (PM), Quality Assurance and Quality Control Management, Occupational Health and Safety Management, Subcontractor Management, Environment and Social Affairs Management, Construction Site Management, Financial and Administrative Affairs Management.

- To manage the SEP and Grievance Management Procedure effectively,
- Directing the complaints received through the Suggestion and Complaint Tracking Form to the responsible departments, and ensuring their management from the beginning to the end of the process,
- To ensure coordination with project management and related departments,
- When urgent action needs to be taken regarding stakeholder complaints, to take quick action, apply mitigation measures through the relevant departments under the coordination of the project management,
- To ensure that the works are carried out in coordination,
- Setting a meeting with the team, when necessary,
- Reporting stakeholder complaints according to this SEP,
- To take actions for improvement and reduction of complaints.

5. TECHNICS

5.1. Executive Summary

Ankara-Izmir High Speed Railway (HSR) Project (hereinafter referred to as the Ankara-Izmir HSR Project, AIHSR Project or the Project) is a key national transportation project of the Directorate General of Infrastructure Investments (AYGM¹) of the Republic of Turkey Ministry of Transportation and Infrastructure (MoTI), connecting Ankara, the capital city of Turkey, to Izmir, the third largest city (by population).

¹ Former Directorate General of Railways, Harbors and Airports Construction (DLH) has been reorganised under the name of Directorate General of Infrastructure Investments – AYGM as of 1 November 2011. (TABLODA 1 NUMARALI DİPNOT YOK)

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Ankara-Izmir HSR Construction Joint Venture (Contractor) is a joint venture (JV) of three sister companies, namely ERG International UK Ltd., ERG Insaat Ticaret ve Sanayi A.S. (ERG Construction) and SSB Sauerwein & Schaefer Bau AG (SSB) (ERG Group Partnership or Ankara-Izmir YHT Yapimi Is Ortakligi or ERG JV). The Contractor has been awarded the tender of the AYGM for the construction (includes infrastructure, superstructure, electrification and signalling, structural works) of the Ankara-Izmir HSR through a Conditions of Contract for Construction (FIDIC Red Book 1999 1st Edition) + Finance model ("Construction Contract"). The investment cost of the Project is 2.16 billion Euro.

The entire HSR route from Ankara (Polatli district) to Izmir (Menemen district) has a total length of 503.2 km and consists of four (4) sections. There are also additional lines in the Project that will connect Ankara-Izmir HSR to other HSRs or conventional railways. As presented in the below table, external to the Construction Contract of the ERG JV, there are multiple other parties performing ongoing infrastructure works in Section 3a, Section 3b, Section 4a and Section 4d (as defined in the table) under different contracts procured by the State Railways of the Republic of Turkey (TCDD) at different times. Following the completion of infrastructure works by other contractors, those sections will be handed over to the Contractor (ERG JV) by the Employer for the execution of superstructure, electrification, signalisation and buildings/facilities works along the full HSR alignment (see Figure 1).

Section	Sub-section	Start KM	End KM	Total Length of the Section (km)	Length of Sub-sections (km)	Responsibility		
						Infrastructure	Superstructure, Electrification, Signalisation, Buildings, Facilities	
Section 1	-	Polatli-Afyon	0+000.000	151+500.000	151.2	151.2	Contractor (ERG JV)	Contractor (ERG JV)
Section 2	(2a)	Afyon-Hatıplı Passage	151+500.000	230+370.612	90.3	78.8	Contractor (ERG JV)	Contractor (ERG JV)
	(2b)	Hatıplı- Passage	267+156.053	278+632.464		11.5	Contractor (ERG JV)	Contractor (ERG JV)
Section 3	(3a)	Banaz-Esme	279+000.000	364+600.000	159.9	85.6	AGA Energy (Infrastructure works on-going)	Contractor (ERG JV)
	(3b)	Esme-Salihli	364+600.000	438+918.726		74.3	Bayburt Group + Kolin JV ² (Infrastructure-works on-going)	Contractor (ERG JV)

² The JV was originally structured as Cengiz İnş. San. ve Tic. A.S., Kolin Ins.Tur. San. ve Tic. A.S., Ozgun Yapi San. ve Tic. A.S., Kalyon Ins. San. ve Tic. A.S., and Bayburt Grup İnş. Nak. Mad. İth. San. ve Tic. A.S. and reported to be transferred to Bayburt Grup and Kolin JV in the course of the Project.

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Section 4	(4a)	Salihli-Manisa	439+000.000	456+500.000	101.8	17.5	NAS+ Budakyol JV (Infrastructure- works on-going)	Contractor (ERG JV)
	(4b)		456+500.000	501+000.000		44.5	Contractor (ERG JV)	Contractor (ERG JV)
(4c)	Manisa North Passage	501+000.000	514+983.302	14.0	Contractor (ERG JV)	Contractor (ERG JV)		
(4d)	Manisa- Menemen	522+100.000	547+805.481	25.8	AGA Energy (Infrastructure works on-going)	Contractor (ERG JV)		
Total			503.2	503.2				

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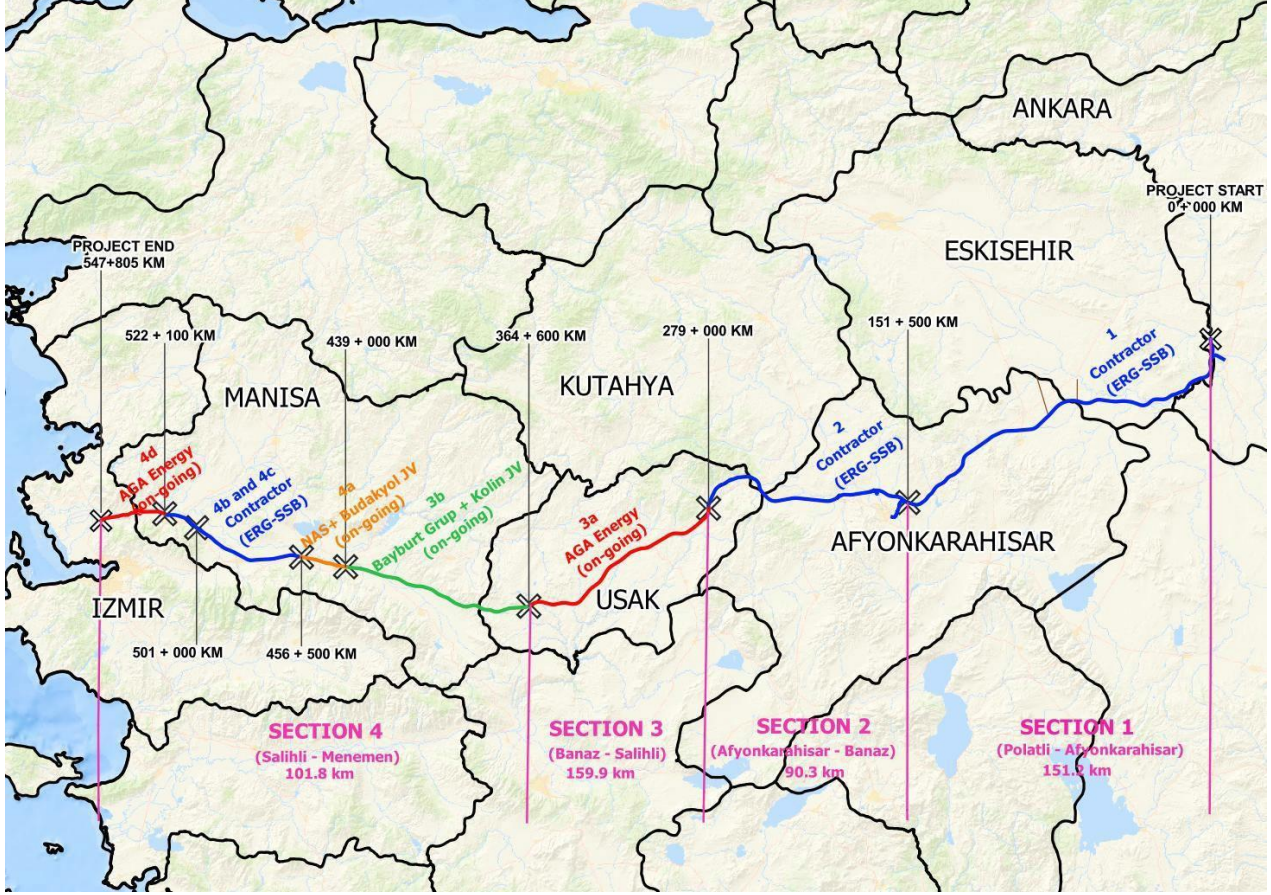


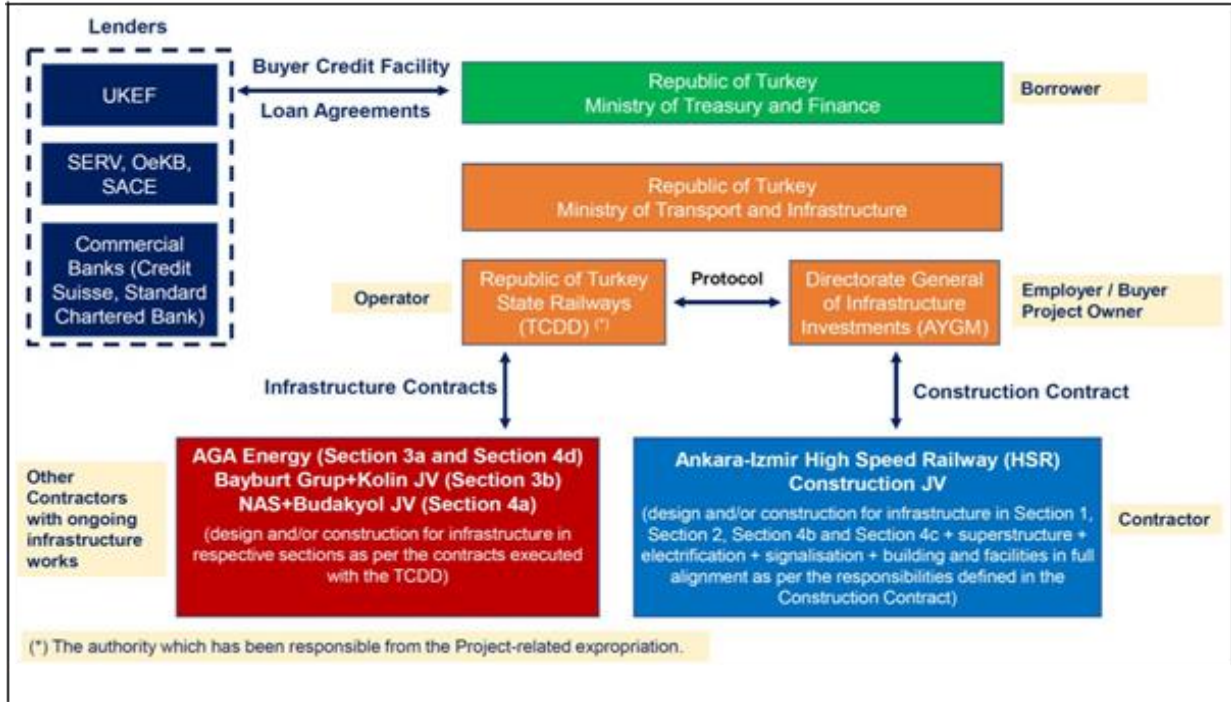
Figure 1. Project Layout and Division of Project Sections as per Responsible Parties for Infrastructure Works (ERG JV and Other Contractors)

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The FIDIC contract model is presented in a simplified version as below:



The Construction Contract of the Project has been executed between the Contractor and the AYGM on 23 November 2020. The commencement of the Construction Contract depends on, inter alia, the Financial Close (FC). As per the Construction Contract, total duration for the completion of works is 42 months. The liability of the Contractor extends until 2 years (defects liability period) after provisional acceptance of the Project by the Project Owner (Employer). The Loan Period continues for circa 14 years following issue of the Taking Over Certificate by the Employer.

Once the construction of the Ankara-Izmir HSR is completed, for the operation phase, the railway will be commissioned in phases and with all relevant components and infrastructure, it will be transferred by the AYGM (Employer) to the State Railways of the Republic of Turkey (TCDD)³, which is an affiliated state entity of the MoTI (hereinafter referred to as the Operator). Detailed planning of the operation and maintenance activities will be done by the Employer and Operator in due course consistent with their institutional systems and mechanisms.

³ The Republic of Turkey General Directorate of State Railways (TCDD) was/has been responsible for the Project. In particular infrastructure construction works in certain sections of the Project were contracted by TCDD and currently (as of Q2 2021) construction works in some sections of the Project are continuing under those contracts. Also, TCDD was responsible from the expropriation processes conducted for the Project as per the Expropriation Law (Law No. 2942). Responsibility for future expropriation works will further be clarified internally between AYGM and TCDD.

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On 29 June 2020, a Ministry Circular was issued for the Project by the MoTI, requiring all the relevant governmental institutions, including the central and local organisations of the TCDD, provincial governorates as well as contractors and subcontractors serving the Project, to prioritise the Project-related works and procedures as such all relevant processes (e.g. Environmental Impact Assessment, permitting, etc.) are adequately undertaken without any interruption.

The Ankara-Izmir HSR will connect Central Anatolia Region to Aegean Region crossing through seven (7) provinces, namely Ankara, Eskisehir, Afyonkarahisar, Kütahya, Uşak, Manisa and Izmir.

The HSR, with a total length of 503.2 km, consists of the following four (4) sections:

- Section 1: Polatli (Ankara)-Afyonkarahisar
- Section 2: Afyonkarahisar-Banaz (Uşak)
- Section 3: Banaz (Uşak)-Salihli (Manisa)
- Section 4: Salihli (Manisa)-Menemen (Izmir)

The construction works of Section 1 and Section 2 initially started between 2012 and 2016. Afterwards, in 2018, the construction (infrastructure) works of the contractors in these sections were suspended. As of Q2 2021, the construction works in Section 3a (Banaz-Esme), Section 3b (Esme-Salihli), Section 4a (initial part of Salihli-Manisa between KM 439+000 and 456+500) and Section 4b (Manisa-Menemen section between KM 522+100 and 547+805) are still in progress under the responsibility of other contractors previously contracted by the TCDD in accordance with the requirements of national legislation.

As per the Construction Contract, the scope of works of the Contractor cover the following:

- Completion of the incomplete infrastructure works in Section 1, Section 2 and Section 4 (except Manisa- Menemen) including tunnels, bridges, viaducts and culverts.
- 100% of the superstructure, electrification and signalling works over the full railway alignment from Section 1 to Section 4.

The funding for the Project is supported by a Buyer Credit Facility from UK Export Finance (the official Export Credit Agency (ECA) of the United Kingdom) with some reinsurance from SERV, OeKB and SACE. The commercial banks providing the loans are Credit Suisse and Standard Chartered Bank. These combined financing parties are hereinafter referred to as the "Lenders".

To meet the environmental and social (E&S) requirements of the Banks, GEM Sustainability Services and Consultancy Inc. (GEM) has been retained by the Contractor to carry out an E&S Impact Assessment (ESIA) study in line with the national environmental, health and safety (EHS) legislation including international conventions and treaties and the following international standards:

- Equator Principles (EP) 4 (2020)

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- The Organisation for Economic Co-operation and Development (OECD) Common Approaches (2016)
- UK Export Finance Environmental, Social and Human Rights Policy
- International Finance Corporation (IFC) Performance Standards (PSs) (2012)
- IFC/European Bank for Reconstruction and Development (EBRD) Worker's Accommodation: Processes and Standards (2009)
- World Bank Group (WBG) General EHS Guidelines (2007)
- WBG EHS Guidelines on Railways (2007)
- WBG EHS Guidelines for Construction Materials Extraction (2007)

A national Environmental Impact Assessment (EIA) study was carried out for the Project back in 2005 and the EIA Positive Decision was secured in March 2006.

In line with the international E&S standards, the Project is considered as "Category A" and the ESIA study is designed to include the following deliverables:

- Gap Analysis and Scoping
- ESIA Disclosure Package including:
 - ESIA Report
 - Stakeholder Engagement Plan (SEP) (this Plan)
 - Non-Technical Summary (NTS)
 - Project E&S Management and Monitoring Framework Plan (ESMMFP) (establishing the roles and responsibilities of the Employer (AYGM), Operator (TCDD) and the Contractor for the management of construction and operation phase E&S topics, to be agreed between the Employer/Operator and the Contractor)

The ESIA Disclosure Package have been reviewed, and the E&S Action Plan (ESAP) has been prepared by the Independent E&S Consultant (IESC) acting on behalf of the Lenders'.

The ESIA Disclosure Package has been disclosed to public by the Contractor (on behalf of the Employer) and the Lenders. As per the relevant requirements of the international standards, NTS and SEP will also be disclosed in Turkish language by using appropriate disclosure methods.

As the infrastructure works in Section 3a, Section 3b, Section 4a, and Section 4d are currently ongoing in line with the applicable national legislation by three different contractors assigned by the TCDD, an E&S Audit⁴ will be carried out in line with IFC Performance Standards (2012) at the time these sections of the Project will be handed over to the Contractor (ERG JV) for the superstructure works. Following this audit, a Management and Corrective Action Plan will be developed and implemented for these sections of the Project.

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This Stakeholder Engagement Plan (SEP) has been prepared as a stand-alone Project document as part of the ESIA process based on the comprehensive social surveys conducted by the ESIA team and information and documentation (e.g. official correspondence) received from the General Project Management Team on engagement conducted with the related authorities and other stakeholders as well as the documentation/information on past stakeholder engagement activities during the land acquisition process, which dates back to 2013, and the national EIA study, which was completed in 2006.

The ultimate purpose of this SEP is to establish and maintain constructive dialogue between HSR project and the local communities, other stakeholders and interested groups that are essential for the successful management of environmental and social impacts. The Contractor will assist and collaborate with the Employer to implement the SEP throughout the construction phase of the Project. The implementation of the SEP throughout the operation phase of the Project will be under the responsibility of the Employer/Operator.

The SEP provides a roadmap for the Project's engagement with stakeholders and contributes to the achievement of the project objectives in a transparent, inclusive, responsive and cooperative manner. The SEP will also contribute to the ESIA, by identifying the potential and realised impacts of the project and the stakeholders' concerns about the project, thus facilitating the effective solution of these impacts and concerns.

In line with the international E&S standards, the Project is considered as "Category A" and the ESIA study is designed to include the following deliverables:

- Gap Analysis and Scoping
- ESIA Disclosure Package including:
 - ESIA Report
 - Stakeholder Engagement Plan (SEP) (this Plan)
 - Non-Technical Summary (NTS)
 - Project E&S Management and Monitoring Framework Plan (ESMMFP) (establishing the roles and responsibilities of the Employer (AYGM), Operator (TCDD) and the Contractor for the management of construction and operation phase E&S topics, to be agreed between the Employer/Operator and the Contractor)

The ESIA Disclosure Package has been reviewed and the E&S Action Plan (ESAP) has been prepared by the Independent E&S Consultant (IESC) acting on behalf of the Lenders'.

The ESIA Disclosure Package has been disclosed to public by the Contractor (on behalf of the Employer) and the Lenders. As per the relevant requirements of the international standards, NTS and SEP has also been disclosed in Turkish language by using appropriate disclosure methods.

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As the infrastructure works in Section 3a, Section 3b, Section 4a, and Section 4d are currently ongoing in line with the applicable national legislation by three different contractors assigned by the TCDD, an E&S Audit⁴ will be carried out in line with IFC Performance Standards (2012) at the time these sections of the Project will be handed over to the Contractor (ERG JV) for the superstructure works. Following this audit, a Management and Corrective Action Plan will be developed and implemented for these sections of the Project.

This Stakeholder Engagement Plan (SEP) has initially been prepared as a stand-alone Project document as part of the ESIA process based on the comprehensive social surveys conducted by the ESIA team and information and documentation (e.g. official correspondence) received from the General Project Management Team on engagement conducted with the related authorities and other stakeholders as well as the documentation/information on past stakeholder engagement activities during the land acquisition process, which dates back to 2013, and the national EIA study, which was completed in 2006. This document is a live document, and it is updated by JV along project lifespan.

The ultimate purpose of this SEP is to establish and maintain constructive dialogue between HSR project and the local communities, other stakeholders and interested groups that are essential for the successful management of environmental and social impacts. The Contractor will assist and collaborate with the Employer to implement the SEP throughout the construction phase of the Project. The implementation of the SEP throughout the operation phase of the Project will be under the responsibility of the Employer/Operator.

The SEP provides a roadmap for the Project's engagement with stakeholders and contributes to the achievement of the project objectives in a transparent, inclusive, responsive and cooperative manner. The SEP will also contribute to the ESIA, by identifying the potential and realised impacts of the project and the stakeholders' concerns about the project, thus facilitating the effective solution of these impacts and concerns.

The Project SEP, inter alia:

- Identifies all stakeholders (individuals, groups or entities) directly and/or indirectly affected by the Project or have a direct or indirect influence/impact on the Project.
- Defines mechanisms and tools for appropriate engagement with each stakeholder group during the lifetime of the Project, with the ultimate aim of establishing and maintaining constructive relationship through public consultation and information disclosure.
- Establishes external and internal mechanisms that will ensure timely and appropriate implementation of actions for the management of grievances and feedback received.

⁴ Such an E&S Audit would be devised and implemented in line with the objectives of IFC GN30. Accordingly, the E&S Audit would identify through desktop study and field surveys outstanding/ongoing/retrospective issues, impacts, risks and/or grievances in Section 3 and Sections 4a and 4d and define the management measures or corrective actions required to be implemented.

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The SEP is structured as below:

- Project Description
- Regulations and Requirements
- Summary of Previous Stakeholder Engagement Activities
- Project Stakeholders
- Stakeholder Engagement Program
- Resources and Responsibilities
- Grievance and Feedback Mechanism
- Demand Management Mechanism
- Monitoring and Reporting
- Contact Information for Stakeholders
- List of Settlements Affected from Project related Land Acquisition
- Sample Stakeholder Engagement Log
- Institutional Stakeholder Engagement Form
- External Grievance and Feedback Form
- Internal Grievance and Feedback Form
- Sample Grievance and Feedback Register

5.2. Introduction

The Project was initially planned by the former Directorate General of Railways, Harbors and Airports Construction (DLH) (which has been reorganised under the name of General Directorate of Infrastructure Investments – AYGM or Administration – as of 1 November 2011) as part of the Investment Program of 2004 with the Project No. 2004 E 010 010. In the Annual Investment Program of 2021, the Project is separately (based on characteristics) listed under the investments of AYGM (Project no: 2020E01-154316; 2020-2025) and TCDD (Project no: 2007E01- 154124; 2007-2023).

The Project has an Environmental Impact Assessment (EIA) Report prepared in 2006 in line with the national EIA Regulation in force that time. The expropriation of parcels located within the expropriation corridor⁵ of the Project has been mostly completed along the Project route by the state authority (TCDD) responsible from Project-related expropriation in line with the Expropriation Law (Law No. 2942). The expropriation process for the sites where route relocation is considered (e.g. Afyonkarahisar-Bayat district, Hatipler passage near Hatipler village), where the expropriation process has not been finalised yet (e.g. settlements corresponding to Manisa North Passage and Ankara-

⁵ The expropriation corridor for the HSR has a minimum width of 30 meters along the HSR alignment. The width of the expropriation is extended up to 100 m based on the design of excavation and fill areas, footprint of the stations, etc.

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Konya HSR connection and some additional⁶ settlements along other parts of the route, etc.) and acquisition of parcels/land use rights corresponding to off-site/associated Project facilities, such as quarries, borrow sites, camp sites, energy transmission infrastructure, etc., will further be completed by the state as per the requirements of the Expropriation Law (Law No. 2942).

Some of the key Project milestones are presented in Figure 1-1.

The Project aims to improve the efficiency and adequacy of the transport system in the region by addressing poor rail connectivity and lack of environmental alternative transport modes. It is designed to ease road traffic congestion and promote socio-economic development to support tourism in Izmir and intercity job and growth opportunities through a safe and improved commuting service. The HSR has the additional benefit of being an electric low carbon alternative, with hard currency savings to Government from reduced importation of higher polluting diesel fuel as currently used in conventional trains.

This line is particularly important for bringing Ankara closer to Izmir, an attractive tourist destination, along with regional/intercity connectivity with Manisa, Usak and Afyonkarahisar. When complete, the HSR travel time will be reduced to around three and a half hours from 14 hours by existing indirect railway routes. Ankara-Izmir by motorway is 587 km with travel time takes of around 9 hours. With airport transfers, operations and waiting time air travel between Ankara and Izmir is approximately three and a half hours. The substantial reduction in HSR time will make the HSR the best option when travelling between the two cities.

Being the final stage of the current national high speed railway masterplan, the Ankara-Izmir HSR Project is a priority for the Republic of Turkey Ministry of Transportation and Infrastructure (MoTI). HSR delivers more passengers per hour than roads and runways combined – at far less cost. Passengers will get to their destinations quickly, efficiently and on time. A single HSR line can carry the equivalent of a 10-lane highway, be built at much lower cost, is cheaper to operate and uses a fraction of the energy from electricity, not conventional fossil fuels.

⁶ As per the Expropriation Itinerary provided by the Contractor in March 2021, this includes four settlements in Afyonkarahisar, Merkez (Section 1); one settlement in Usak, Banaz (Section 2); three settlements in Manisa, Sehzadeler (Section 4).

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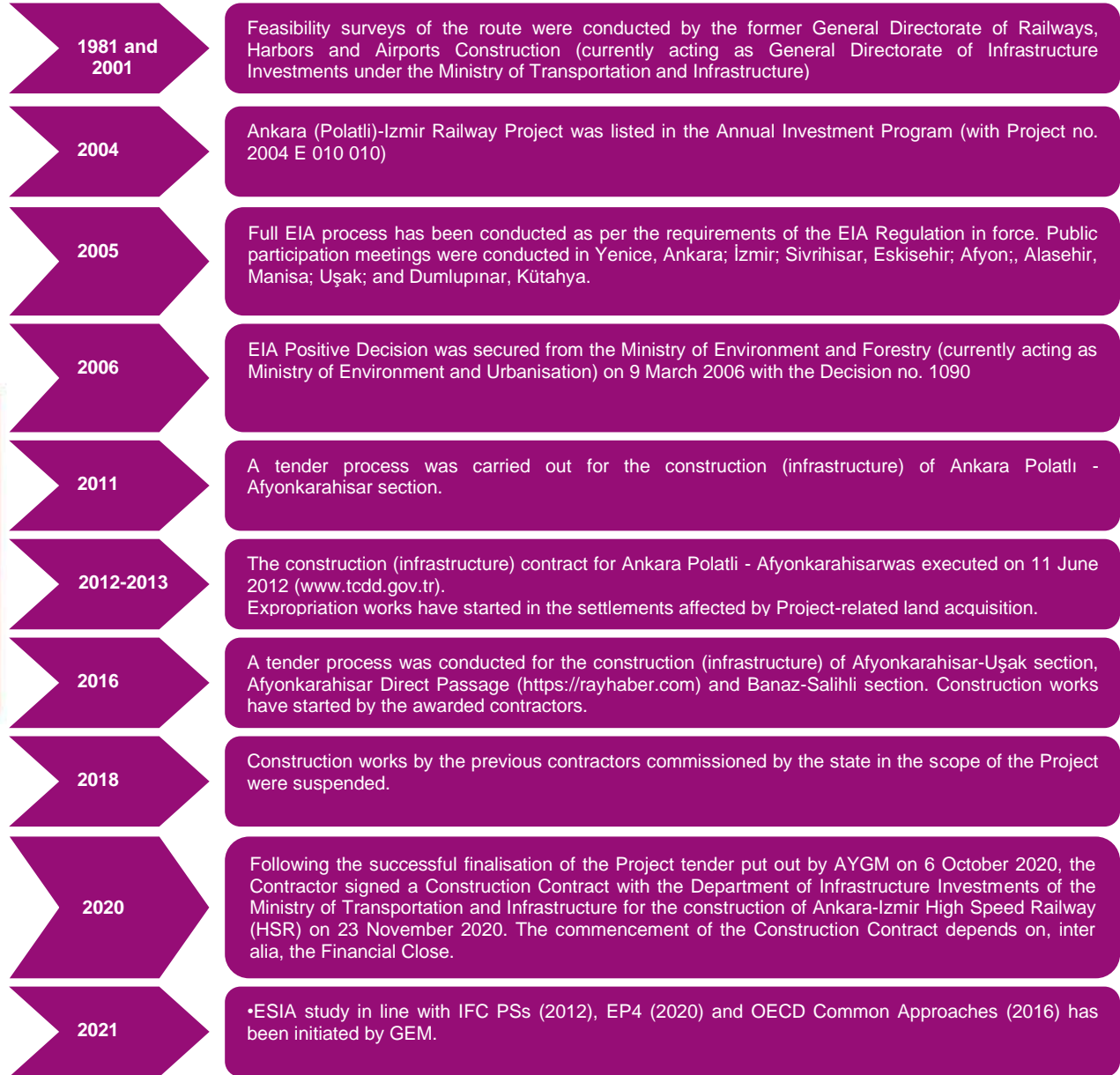


Figure 2. Key Project Milestones

5.2.1. Railway Route

The railway route is divided into four sections as indicated in Table 1. Each section is shown on the maps presented between Figure 2 and Figure 1-5. There are also lines that connect the Project to

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other HSRs or conventional railways. The railway route runs through agricultural, pasture and forestry parcels. In certain sections, it passes close to urban areas (for example in Manisa).

Table 1. Railway Sections

Section	Sub-section	Start KM (*)	End KM	Total Length of	
				the Sub-sections (m)	the Section (m) (km)
Section 1	(-) Polatli-Afyon	0+000.000	151+500.000	151,170.39	151,170.39 151.2
Section 2	(2a) Afyon-Hatıplı Passage	151+500.000	230+370.612	78,870.61	90,347.02 90.3
	(2b) Hatıplı-	267+156.053	278+632.464	11,476.41	
Section 3	(3a) Banaz-Esme	279+000.000	364+600.000	85,600.00	159,918.73 159.9
	(3b) Esme-Salihli	364+600.000	438+918.726	74,318.73	
Section 4	(4a) Salihli-Manisa	439+000.000	456+500.000	17,500.00	101,790.26 101.8
	(4b) Salihli-Manisa	456+500.000	501+000.000	44,500.00	
	(4c) Manisa North Passage	501+000.000	514+983.302	14,113.56	
	(4d) Manisa-	522+100.000	547+805.481	25,676.70	
Total Route Length (***)				503,226.40	503.2

(*) The difference between the start and end kilometres of sections, if any, is caused by the fact that the design of different sections has been carried out by different companies. The route alignment is a continuous line and there are no physical gap in between different sections.

(**) Between approximately Railway KM 430+000-458+800, the conventional railway line running parallel to the HSR line is referred to as Salihli Passage.

(***) Infrastructure works for Section 3 (Banaz-Salihli) and part of Section 4 (initial part of Salihli-Manisa between KM 439+000 and 456+500 and Manisa-Menemen section between KM 522+100 and 547+805) are within the scope of other contractor as defined in the Executive Summary.

At some of the route parts where the infrastructure works are under the responsibility of the Contractor, Project construction works were started by the previous contractors between 2012 and 2016 and suspended in 2018. As of Q2 2021, there is no ongoing construction works along the route, except Section 3 and parts of Section 4 (initial part of the section between KM 439+000-456+500 and Manisa-Menemen part between KM 522+100-547+805), for which responsibility for infrastructure works belong to other contractors. Table 2 shows the progress of excavation and filling works for all four sections.

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Table 2. Progress of Excavation and Fill

Section	Sub-section	Total Length of the Section (km)	Overall Progress (*) of Physical Works (**) (%) (as of Dec 2020)	Progress of Excavation and Fill (*) (as of December) 2020 (%)	
				Excavation	Fill
Section 1	(-) Polatlı-Afyon	151.2	65.2	68.7	38.3
Section 2	(2a) Afyon-Banaz	90.3	31.8	70.0	16.0
Section 3	(3a) Banaz-Esme	159.9	27.4 (***)	49.6 (***)	13.2
	(3b) Esme-Salihli		27.4 (***)	78.8 (***)	0.0
Section 4	(4a-4b-4c) Salihli-	101.8	5.2	9.0	0.3
	(4d) Manisa-		30.0 (***)	N/A	N/A

(*) Contractor, December 2020. Project Information Note.

(**) Physical works represent route and quarry excavations, fill operations, construction of underpass, overpass, culverts, tunnel and bridge/viaducts.

(***) The infrastructure works by other contractors have been progressing at these sections since this data was compiled (December 2020). Official data reflecting the latest status of physical works was not available to the Contractor at the time of compilation of this ESIA Report. Thus, the level of physical works is at a more advanced level as of Q2 2021. Based on the analysis of satellite image and the site observations of the Contractor, it is estimated that the land disturbance has taken place at a level of around 80% in Section 3a. Further verification of Employer is required for the identification of current progress levels at each Project subsection.

5.2.1.1. Settlements Affected from Project-related Land Acquisition

The provinces and districts crossed by the railway route are listed in Table 3. The table also provides the number of neighbourhoods/villages affected by Project-related land acquisition per each section of the railway. The settlements affected by Project-related land acquisition in each section of the railway are presented in Appendix A.

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Table 3. Summary of Settlements Affected from Project-related Land Acquisition

Section	Province	District	Type of Municipality	Number of Settlements affected by Project-related Land Acquisition	
Section 1	Ankara	Polatlı	Metropolitan	47	
	Eskişehir	Günyüzü	Metropolitan		
		Sivrihisar			
	Afyonkarahisar	Emirdağ	Non-metropolitan		
		Bayat			
		Iscehisar			
Section 2	Afyonkarahisar	Merkez		47	
		Sinanpaşa			
	Kutahya	Dumlupınar	Non-metropolitan		
Usak	Banaz	Non-metropolitan			
Section 3 (*)	Usak	Banaz		71	
		Merkez			
		Ulubey			
	Esmek				
		Manisa	Alasehir	Metropolitan	
			Kula		
Section 4 (*)	Manisa	Salihli		42	
		Ahmetli			
		Turgutlu			
		Şehzadeler			
	Yunus Emre				
	İzmir	Menemen	Metropolitan		
Total				207	

(*) Infrastructure works for Section 3 (Banaz-Salihli) and part of Section 4a (initial part of Salihli-Manisa between KM 439+000 and 456+500 and Section 4d (Manisa-Menemen section between KM 522+100 and 547+805) are under the responsibility of other contractors.

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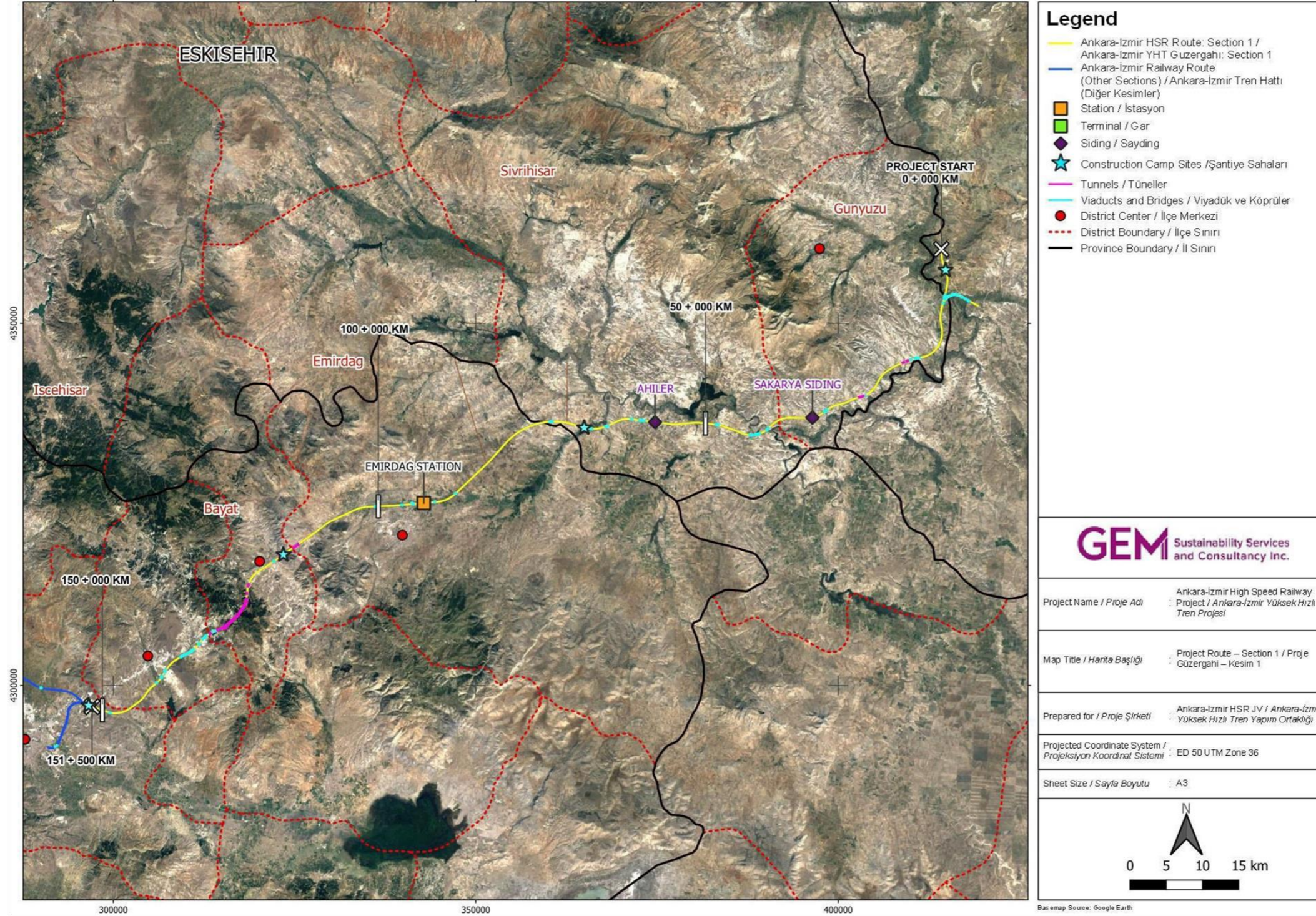
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Figure 3. Project Route (Section 1: Polatlı-Afyon)

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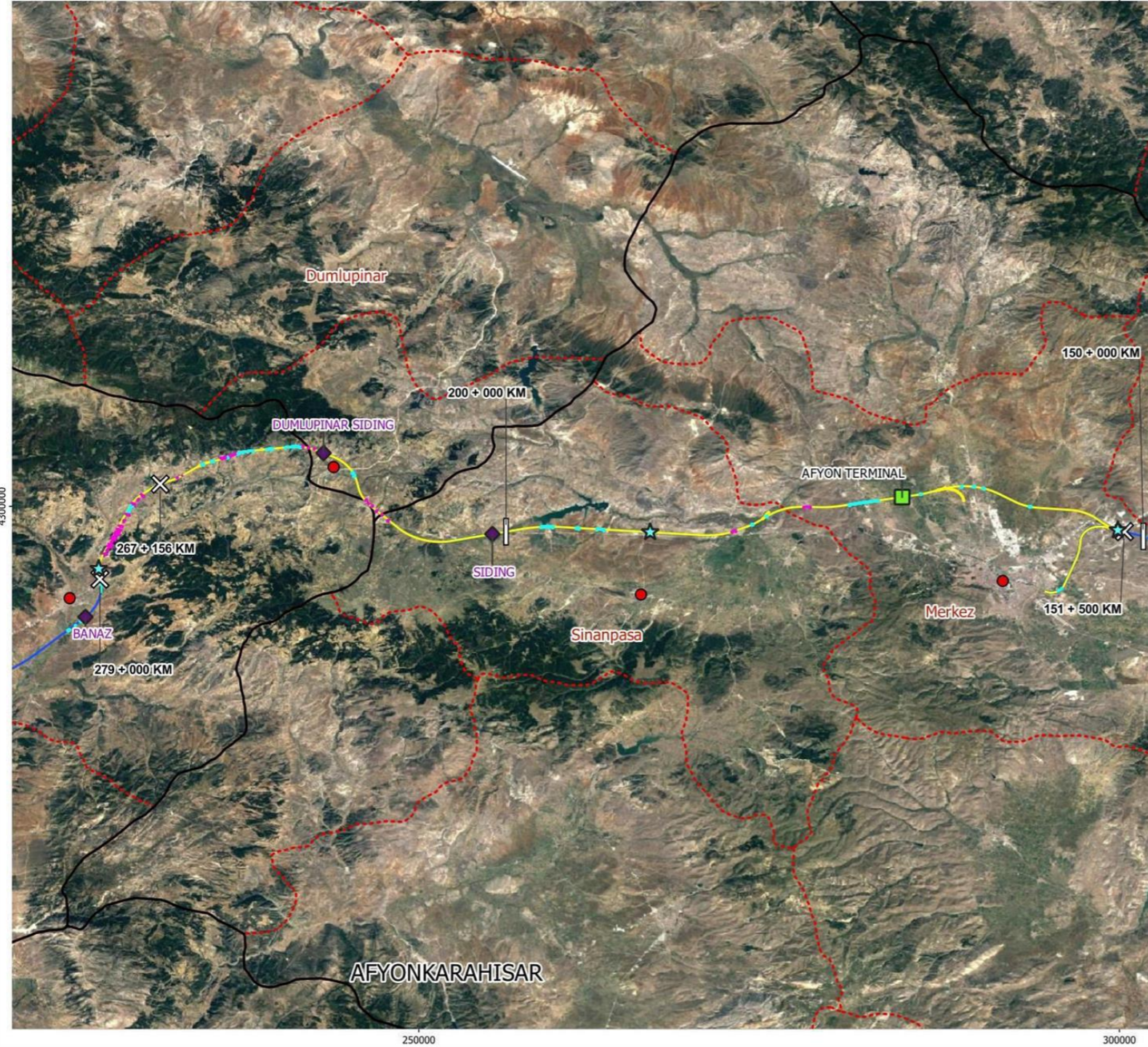
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Legend	
—	Ankara-Izmir HSR Route: Section 2 / Ankara-Izmir YHT Guzergahi: Section 2
—	Ankara-Izmir Railway Route (Other Sections) / Ankara-Izmir Tren Hattı (Diğer Kesimler)
■	Station / İstasyon
■	Terminal / Gar
◆	Siding / Saydın
—	Tunnels / Tüneller
—	Viaducts and Bridges / Viyadük ve Köprüler
★	Construction Camp Sites / Şantiye Sahaları
●	District Center / İlçe Merkezi
- - -	District Boundary / İlçe Sınırı
—	Province Boundary / İl Sınırı

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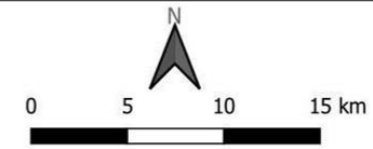
Project Name / Proje Adı : Ankara-Izmir High Speed Railway Project / Ankara-Izmir Yüksek Hızlı Tren Projesi

Map Title / Harita Başlığı : Project Route – Section 2 / Proje Guzergahi – Kesim 2

Prepared for / Proje Şirketi : Ankara-Izmir HSR JV / Ankara-Izmir Yüksek Hızlı Tren Yapım Ortaklığı

Projected Coordinate System / Projeksiyon Koordinat Sistemi : ED 50 UTM Zone 36

Sheet Size / Sayfa Boyutu : A3



Base map Source: Google Earth

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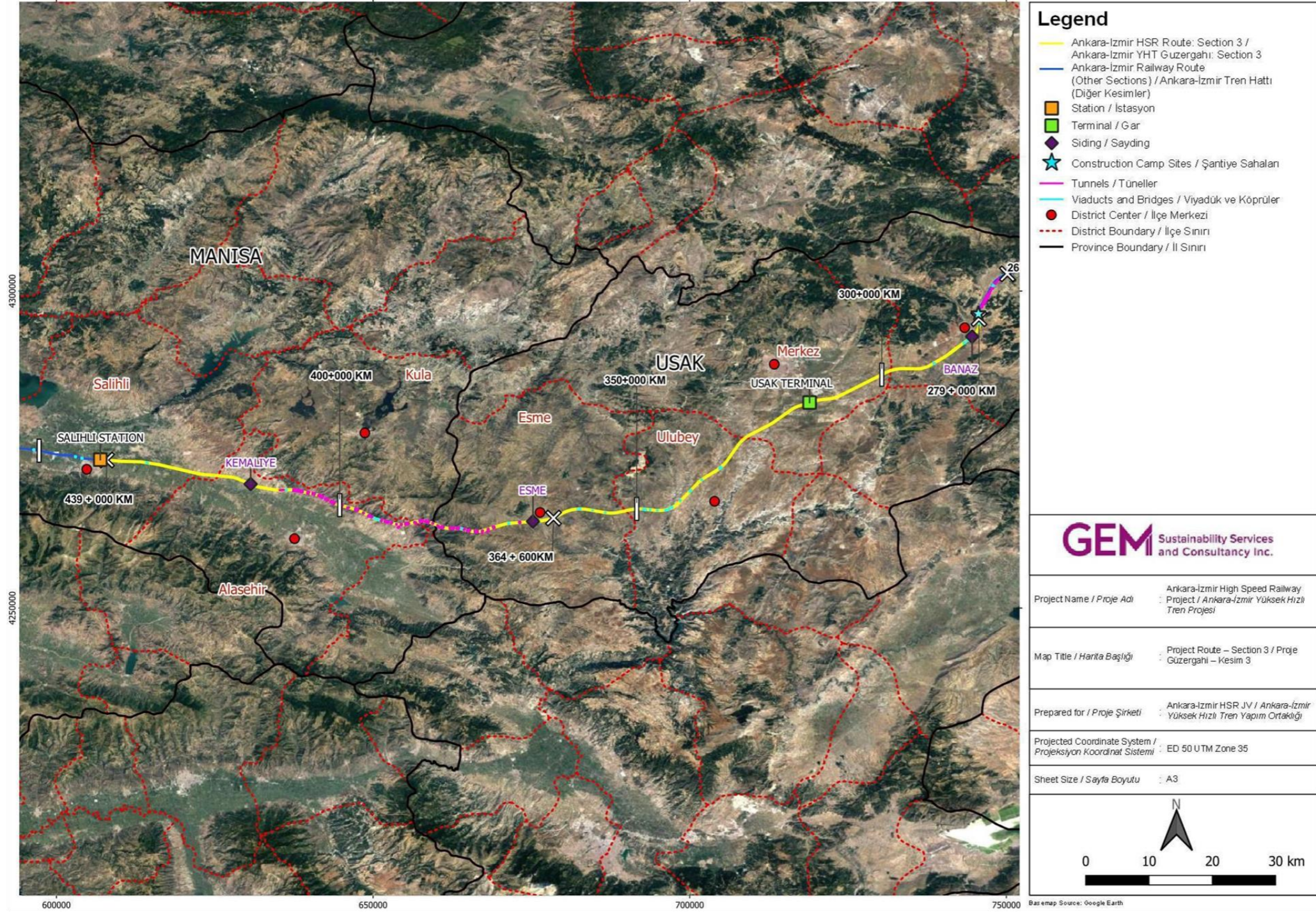
Figure 4. Project Route (Section 2: Afyon-Banaz)

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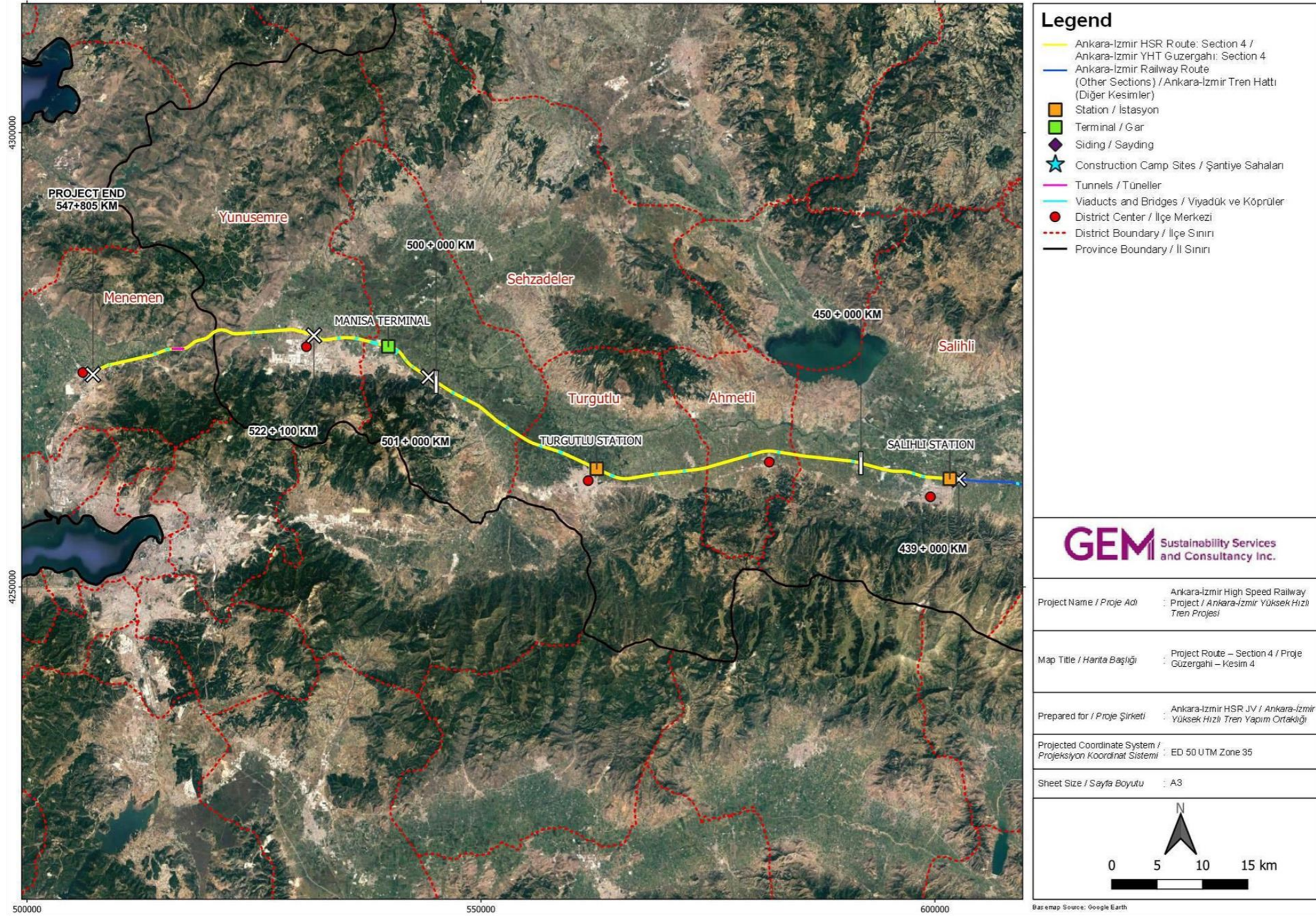
Figure 5. Project Route (Section 3: Banaz-Salihli)

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Figure 6. Project Route (Section 4: Salihli-Menemen)

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5.2.1.2. Land Acquisition

Table 4 summarizes the total number of affected parcels and the area of parcels subject to expropriation within the expropriation corridor of the railway based on the expropriation progress data kept by related TCDD regional directorates. Detailed analysis of the affected parcels and owners/shareholders have been included in the ESIA Report.

RAP 1 Expropriation is an action plan to improve the effects of expropriations of lands made by TCDD in previous years. RAP 2 is an action plan to improve the effects of expropriations for lands that will be expropriated in the future or are currently being expropriated.

Site implementation of relevant items of RAP 1 have been initiated. Amendment of RAP 2 will be completed along with expropriation process.



Table 4. Land Acquisition (Expropriation) Summary

Section	RAP	Number of Parcels			Expropriation Area (ha)			Number of Private Owners/ Shareholders
		Number of Private Parcels	Number of Public Parcels	Total Number of Parcels	Private Land (ha)	Public Land (ha)	Total (ha)	
Section 1 (Polatlı-Afyon)	RAP 1	2119	848	2967	574,68	734,03	1308,69	3370
	RAP 2 Konya Müselles	64	31	95	25,611	4,579	30,190	257
	RAP 2 Bayat Ripage	58	32	90	29,619	13,612	43,231	**
Section 2 (Afyon-Banaz)	RAP	2123	614	2717	395,18	164,44	559,62	4286
	RAP2 Hatıpler Ripage	246	79	325	34,268	10,123	44,391	**
Section 3 (Banaz-Salihli)	Out of scope	2576	768	3344	806,87	353,02	1159,89	3413
Section 4 (Salihli-Manisa)	RAP1	1829	449	2278	470,71	57,57	528,28	3352
	RAP2*							
Total		9015	2821	11816	2336,938	1337,374	3674,292	14678

Source: Expropriation Plans prepared for the Parcels (approved by TCDD) within the Expropriation Corridor, 2012-2018.

(*) Infrastructure works for Section 3a, Section 3b, Section 4a and Section 4d are within the scope of other contractors, as defined in Executive Summary. Expropriation plans for Ankara-Konya HSR Connection Line (KM 7+800; 0+000-6+683.120), Hatıpler Relocation (KM267+156.053-278+632.464), and part of Manisa-Menemen (KM 531+517-539+100), will be prepared/reprepared thus have not been included in the data presented.

*not determined in scope of project.

**ownership identification is ongoing.

Majority of the land acquisition within the Project expropriation corridor has been completed by the TCDD in line with the Expropriation Law (Law No. 2942, 1983). The remaining expropriation works along the HSR route include the following:

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- Section 1:
 - Settlements located along the Ankara-Konya HSR Connection Line (starting from Railway KM 7+800; along a route of approximately 6.5 km) for which expropriation plans will be prepared once design works for this part proceeds
 - Settlements located along the Bayat Relocation (between Railway KM 108+740-12+520) for which expropriation plans will be reconsidered/reprepared due to route relocation once the route modification is approved by the related authorities
- Section 2:
 - Settlements located along Hatipler Relocation (between Railway KM 267+156.053-278+632.464) for which expropriation plans will be reprepared due to route relocation once the route modification is approved by the related authorities
- Section 3:
 - Settlements for which legal procedures are ongoing in Section 3a (Koyunbeyli and Yavi)
- Section 4:
 - Settlements for which legal procedures are ongoing in Salihli-Manisa (4b) section (Asagicobanisa, Karaoglanli and Yukaricobanisa)
 - Settlements along Manisa North Passage (4c) for which expropriation plans have been prepared but expropriation works have not started (Yukaricobanisa, Sehitler, 2. Anafartalar, Kuslubahce and Horozkoy)
 - Settlements for which legal procedures are ongoing in Manisa-Menemen (4d) section (Uzunburun, Samar, Telekler, Suleymanli, and Degirmendere)

In addition to the parcels located within the expropriation corridor, parcels corresponding to the locations of the following associated/off-site facilities will also be affected from Project-related land acquisition:

- Camp sites (if located outside the expropriation corridor)
- Quarries and borrow sites (including access roads)
- Above ground facilities of the electricity transmission infrastructure
- Excavated material storage sites ((if located outside the expropriation corridor)

As per the Expropriation Law (Law No. 2942, 1983) and the Construction Contract, the expropriation costs will be paid by the Administration responsible from execution of expropriation as per the requirements of the Expropriation Law (Law No. 2942, 1983).

5.2.2. Project Facilities and Activities

Main Project facilities include the following:

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- High-speed railway (HSR)
- Engineering Structures including viaducts, tunnels, underpasses, overpasses and culverts
- Electrification and Telecommunication Infrastructure
- Railway Stations
- Excavated Material Storage Sites
- Temporary Facilities including construction camp sites (see Table 5), quarries and material borrow sites and their access roads, concrete plants.

Detailed information on the Project facilities is provided in the Project ESIA Report. Prior to start of operations at each facility, the Contractor will review/verify the validity of any previous/existing decision (e.g. EIA decision as per the national EIA Regulation), permit, licenses, and land use rights/permits, etc. and where required by legislation, relevant decisions, permits and licenses required for the operation of the facilities will be obtained from the related authorities on behalf of the Employer, as owner of the Project.

Table 5. Construction Camp Sites

Section	Camp Site	Status	App. Railway KM	Province	District	Closest Neighbourhood / Village	Distance to the Closest Building in the Settlement (m)	Indicative Accommodation Capacity
Section 1	Gumusyaka	New	3+000	Ankara	Polatli	Gumuşyaka	470	300
	Sigircik	New	67+000	Eskisehir	Sivrihisar	Sigircik	1,000	100
	Bayat	New	119+000	Afyonkarahisar	Bayat	Merkez	20	400
Section 2	Sinanpasa (*)	Existing	190+000	Afyonkarahisar	Sinanpasa	Ayvali	1,000	508
	Halaclar	New	228+000	Usak	Banaz	Halaclar	1,230	200
Section 3	TBD							TBD
Section 4	TBD	New	493+000	Manisa	Sehzadeler	Asagi Cobanisa	650	TBD

(*) The existing Sinanpasa (Dogus) Construction Camp Site is planned to be used as the main camp site of the Project.

The Project, including the railway and engineering structures, will be designed and constructed in accordance with the standards specified in the Construction Contract executed with the AYGM.

Following the completion of construction works, the HSR route and the facilities (e.g. stations) will be fenced off with appropriate materials (e.g. wire fence, concrete panels, etc.).

The scope of construction works is summarised in Table 6.

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Table 6. Scope of Construction Works

Work Phase	Scope of Works
Infrastructure	<ul style="list-style-type: none"> • Earthworks (excavation, filling, etc.) • Various engineering structures including viaducts, bridges, tunnels, underpasses, overpasses, culverts, retaining walls • Drainage works • Infrastructure transfer/displacement works
Superstructure	Construction and commissioning of line superstructure works, including: <ul style="list-style-type: none"> • Ballasted rail with concrete sleepers and all connections • Slab track rail with all connections • Turnouts • All completion works including welding and grinding
Electrification and Signalisation	<ul style="list-style-type: none"> • Design, supply, installation, testing and commissioning of all electromechanical and signalling and communication systems • Providing warranty and services • Training of TCDD personnel
Structural Works (Buildings Facilities)	<ul style="list-style-type: none"> • Design and construction of a service and maintenance Depot • Design and construction of stations

As per the Construction Contract, the design and construction responsibility of the Contractor in each section of the Project, is as summarised in Table 7. The grey highlighted cells represent the Project sections, for which the responsibility for infrastructure works does not belong to the Contractor, but other contractors.

Table 7. Design and Construction Responsibility Matrix for Contractor's Scope of Work

Section No.	Sections	Infrastructure	Superstructure	Electrification	Signalisation	Building & Facilities
Section 1	Polatli – Afyon	C	D + C	D + C	D + C	D + C
Section 2	Afyon – Hatipler Passage	C	D + C	D + C	D + C	
	Hatipler Passage	D + C	D + C	D + C	D + C	
	Hatipler Passage – Banaz	–	D + C	D + C	D + C	
Section 3	Banaz – Usak	–	D + C	D + C	D + C	
	Usak – Esme	–	D + C	D + C	D + C	
	Esme – Salihli	–	D + C	D + C	D + C	
Section 4	Salihli Passage	D + C	D + C	D + C	D + C	
	Salihli – Manisa	D + C	D + C	D + C	D + C	
	Manisa Passage	D + C	D + C	D + C	D + C	
	Manisa – Menemen	–	D + C	D + C	D + C	

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Menemen–Alsancak Port Connection	Available Izban Line will be used and improvements requested by the Authority will be done by the contractor with the offered Bill of Quantities (BOQ) rate
D: Design; C: Construction — : Not included in the scope	

Once the construction of the Ankara-Izmir HSR is completed, the railway will be commissioned in phases and with all relevant components and infrastructure, it will be transferred by the AYGM to the TCDD, which is an affiliated state entity of the MoTI.

The operational life of the systems to be established during the construction will be minimum 30 years.

Detailed planning of the operation and maintenance facilities and activities will be done by the AYGM and TCDD in due course.

5.2.3. Workforce

The estimated number of personnel to be employed by the Contractor and subcontractors at each Project Management site during the construction phase is summarised in Table 8.

Table 8. Estimated Construction Workforce

Project Management	Description	Management Personnel of the Contractor (white and blue collar)	Site Personnel of the Subcontractors					Total
			Infrastructure	Superstructure	Electrification	Signalisation, Telecommunication, Support System	Buildings and Facilities	
General Project Management (*)		135						135
1 st Regional Project Management	Polatli-Afyon	266	1,468	693	180	120	0	2,727
2 nd Regional Project Management	Polatli-Afyon	281	1,876	576	180	120	100	3,133
3 rd Regional Project Management	Afyon-Banaz	290	2,432	647	180	120	300	3,969
4 th Regional Project Management	Banaz-Salihli	215	0	585	180	120	300	1,400
5 th Regional Project Management	Salihli-Menemen	284	1,535	496	180	120	800	3,415
Sub-total		1,471	7,311	2,996	900	600	1,500	14,778
Grand total		1,471	13,307					14,778

(*) The General Project Management is planned to be based in the existing Sinanpasa (Dogus) Camp Site located at KM 190+000, which will be the main construction camp for the Project.

The estimated construction workforce composition is provided in Table 9.

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Table 9. Estimated Workforce Composition

Workforce Qualification	Percent (%)
Qualified	25
Semi-qualified	8
Non-qualified	67
Total	100

Information on the construction workforce (direct and contracted) of other contractors continuing infrastructure works in Section 3a, Section 3b, Section 4a, and Section 4d is not available to the Contractor at the time of compilation of this ESIA Report.

Detailed planning of the operation and maintenance workforce (direct and contracted) requirements of the Project will be done by the AYGM and TCDD in due course.

5.2.4. Passenger Number Forecast

The annual passenger number forecast for the operation of the HSR by the TCDD is provided in Table 10.

Table 10. Annual Passenger Number Forecast during the Operation of the HSR by the State

Year	Annual Passenger Number (Passenger/Year)
2023	6.0 million
2028	6.9 million
2033	8.0 million
2038	9.3 million
2043	10.8 million
2048	12.5 million
2052	14.1 million

Source: Contractor, December 2020. Project Information Note.

5.2.5. Project Schedule

The Construction Contract for the Project has been executed between the Contractor and the AYGM on 23 November 2020. The Construction Contract entered into force on 4 March 2022 with Financial Close and the the handing over of the site by AYGM. The Loan Period for the Project continues for circa 14 years following issue of the Taking Over Certificate by the Employer.

As per the Construction Contract executed with the AYGM, the completion dates for the infrastructure (excluding Banaz-Salihli and Manisa-Menemen sections), superstructure, electrification and signalisation works to be conducted by the Contractor are specified as below:

- Section 1 (Polatli-Afyon): August 2024– in 30 months (900 days) following the Financial Close date)

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- Section 2 (Afyon Banaz): August 2024– in 30 months (900 days) following the Financial Close date)
- Section 3 (Banaz-Salihli) August 2025 – in 42 months (1,260 days) following the Financial Close date)
- Section 4 (Salihli-Menemen): August 2024 – in 30 months (900 days) following the Financial Close date)

The liability of the Contractor extends until 2 years (defects liability period) after provisional acceptance of the Project by the Project Owner.

Once commissioned, the HSR with all relevant components and infrastructure will be transferred by the AYGM (Employer) to the TCDD (Operator) for operation.

5.3. Regulations and Requirements

5.3.1. National Legislation

5.3.1.1. Constitution of the Republic of Turkey

The Constitution of the Republic of Turkey is the fundamental legal document guaranteeing the freedom and rights of the citizens with respect to communication, expression and dissemination of thought, and information request:

- Freedom of Communication (Article 22): Everyone has the right to freedom of communication. Secrecy of communication is fundamental. Communication shall not be impeded nor its secrecy be violated, unless there exists a decision duly passed by a judge in cases explicitly defined by law, and unless there exists an order of an agency authorised by law in cases where delay is deemed prejudicial. Public establishments or institutions where exceptions to the above may be applied will be defined by law.
- Freedom of Thought and Opinion (Article 25): No one shall be compelled to reveal his/her thoughts and opinions for any reason or purpose; nor shall anyone be blamed or accused because of his/her thoughts and opinions. Everyone has the right to express and disseminate his/her thoughts and opinions by speech, in writing or in pictures or through other media, individually or collectively.
- Freedom of Expression and Dissemination of Thought (Article 26): This freedom includes the liberty of receiving or imparting information or ideas without interference by official authorities
- Right of Petition, Right to Information and Appeal to Ombudsperson (Article 74); Citizens and foreigners' resident in Turkey, on the condition of observing the principle of reciprocity, have the right to apply in writing to the competent authorities and to the Grand National Assembly of Turkey with regard to the requests and complaints concerning themselves or the public.

With regard to land acquisition, Article 46 of the Constitution establishes the framework of the expropriation process by setting out that that the State and public corporations shall be entitled, where the public interest requires, to expropriate privately owned real estate wholly or in part and impose administrative servitude on it, in accordance with the principles and procedures prescribed by law, provided that the actual compensation is paid in advance.

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As such, immovable properties cannot be confiscated unless its expropriation compensation is paid to the owner/s in advance and in cash.

5.3.1.2. Law on the Right to Information (Law No. 4982, 2003)

The Law on the Right to Information (No.4982, 2003) defines the process concerning the right to information. It regulates this right in line with the principles of equality, impartiality, and transparency, which are the prerequisites of democratic and transparent administration.

5.3.1.3. Law on the Use of the Right to Petition (Law No. 3071, 1984)

The citizens of the Republic of Turkey are entitled to apply to the Turkish Grand National Assembly and the public authorities by written petition, in respect to their requests and complaints, in accordance with the Article 3 of the Law on the Use of the Right to Petition (Law No. 3071, 1984). On the condition of reciprocity and using Turkish language in their petitions, foreigners residing in Turkey are entitled to enjoy this right as well.

5.3.1.4. Expropriation Law (Law No. 2942, 1983)

The expropriation process in Turkey is undertaken as per the requirements of the Expropriation Law (No.2942, 1983). The Article 8 of the Expropriation Law sets out the procedures for negotiations to be conducted with the property owners/shareholders of the parcels affected from expropriation including the provisions with regard to notification, information and relevant engagement procedures:

- Land purchase based on negotiation shall be the preferential method for acquisition of registered immovable assets.
- Following the issuance of the expropriation decision, the administration responsible from expropriation assigns a Valuation Commission for the determination of the estimated value of the immovable and a Reconciliation Commission for the execution of negotiations over the price estimated by the Valuation Commission. In case of a necessity, Valuation Commission obtains information from Chamber of Industry and Commerce, real estate agencies and other specialised individual or institutional authorities.
- Administration notifies the property owner about the immovable to be expropriated through an official certified letter declaring administration's will to acquire the immovable property (without disclosing the expropriation value determined for the immovable) through negotiated settlement or barter with (trampa) another immovable property belonging to the administration, with payments made in cash, or based on conditions specified in the Law in case of instalments.
- The property owner or the authorised representative of the property owner applies to the administration within 15 days of receipt of administration's notification with the request of selling the immovable subject to expropriation through negotiated settlement or barter (trampa) of the immovable. Accordingly, a negotiation meeting is held on the date determined by the Commission. In case of agreement on the expropriation value (the value estimated by the Commission cannot be exceeded), the agreement is recorded on official minutes (as per the content specified in the Law)

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prepared and signed by the property owner or the authorised representative of the property owner and the Commission members.

For those owners with whom agreement cannot be reached by negotiation or for owners with unidentified addresses, absentee owners, or for immovable properties over which there are ownership disputes; a lawsuit is filed with the relevant court of first instance for valuation and registration, pursuant to Article 10 of the Expropriation Law (Law No. 2942, 1983), and the expropriation compensation set by the court in the course of the lawsuit is deposited into a bank account to be paid to the owner of the expropriated property. The expropriation compensation for immovable properties with unidentified owner is deposited into a time account with 3-month maturity terms (A minimum two months is required for notification and negotiations before invoking of the Article 10 of the Expropriation Law (Law No. 2942, 1983). The actual time increases in proportion with the number of owners and land parcels)

5.3.1.5. Environmental Impact Assessment (EIA) Regulation

The Article 10 of the Environmental Law (Law No. 2872, 1983) sets forth the legal basis for the EIA procedure in Turkey. According to this article, the institutions, organisations and facilities that can lead to environmental impacts as a result of their planned activities are obliged to prepare an EIA Report or a Project Description File (PDF).

Gaining its legal stand from the Environmental Law (Law no. 2872, 1983), the EIA Regulation was put into force for the first time after being published in the Official Gazette dated 7 February 1993 and numbered 21489. Since this date, several amendments were made on the original EIA Regulation and new EIA regulations were published in 2008 and 2013, repealing their predecessors. The latest and currently in force EIA Regulation was published in the Official Gazette dated 25 November 2014 and numbered 29186.

For the Ankara-Izmir HSR Project, the EIA Positive Decision was secured from the Ministry of Environment and Forestry (currently as the Ministry of Environment and Urbanisation - MoEU) on 9 March 2006 with the Decision No. 1090.

Stakeholder engagement and information (of public and authorities) requirements of the current EIA Regulation in force are presented in Figure 7.

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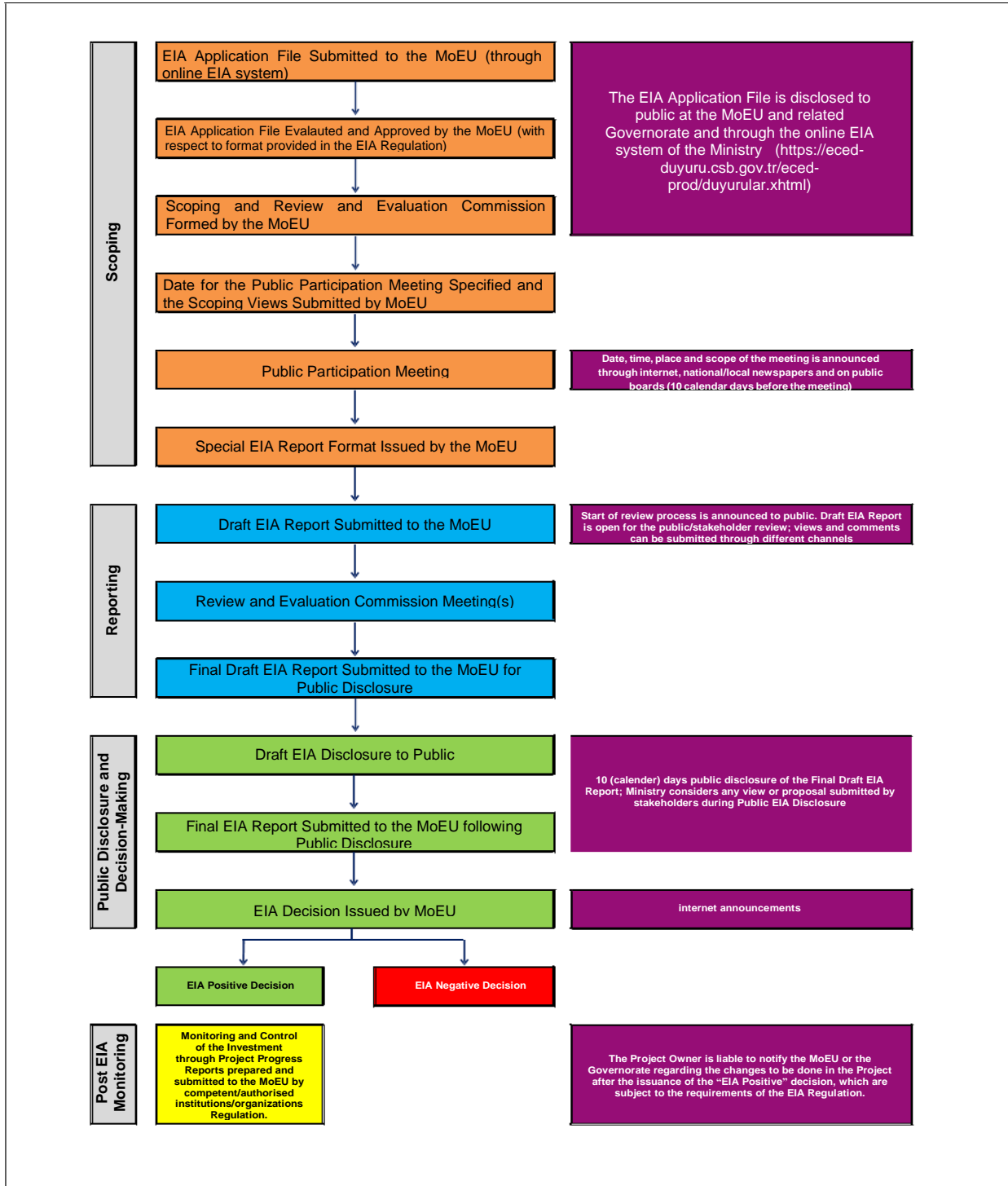


Figure 7. Stakeholder Engagement and Information Requirements as per the National EIA Regulation

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5.3.2. International E&S Standards and Guidelines

The international standards applicable to the Project ESIA and SEP include the following:

- Equator Principles (EP) 4 (2020)
- International Finance Corporation (IFC) Performance Standards (PSs) (2012)
- The Organisation for Economic Co-operation and Development (OECD) Common Approaches (2016)
- UK Export Finance Environmental, Social and Human Rights Policy (2016, updated in 2020)

5.3.2.1. Equator Principles 4 (2020)

The Equator Principles (EP) is a risk management framework, adopted by financial institutions, for determining, assessing and managing environmental and social risk in projects and is primarily intended to provide a minimum standard for due diligence and monitoring to support responsible risk decision-making.

The EPs apply globally to all industry sectors. As of July 2021, 118 Equator Principles Financial Institutions (EPFIs) in 37 countries have officially adopted the EPs, covering the majority of international project finance debt within developed and emerging markets

As per the fourth version of the EPs (July 2020), all EPFIs must implement EP4 by 1 October 2020. As such, all EPFIs will be required to implement EP4 on any new Projects (including term sheets or mandates) signed on/after 1 October 2020.

EP 4 comprises ten (10) principles⁷ intended to ensure that the Projects financed and advised on by EPFIs are developed in a manner that is socially responsible and reflect sound environmental management practices.

Principles relevant to stakeholder engagement and information disclosure include the following:

- Principle 5: Stakeholder Engagement
- Principle 6: Grievance Mechanism
- Principle 10: Reporting and Transparency

Relevant guidance notes published by the EP and applicable to the Project ESIA include the following:

- EP Guidance Note on Biodiversity Data Sharing for EPFI Clients (2020)
- EP Guidance Note on Implementation of EP during the COVID-19 Pandemic (2020)

⁷ <https://equator-principles.com/wp-content/uploads/2020/05/The-Equator-Principles-July-2020-v2.pdf>.

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5.3.2.2. International Finance Corporation's (IFC) Policy and Performance Standards on E&S Sustainability (2012)

The Policy on E&S Sustainability describes IFC's commitments, roles, and responsibilities related to E&S sustainability. It comprises eight Performance Standards (PSs) directed towards clients, providing guidance on how to identify risks and impacts, and are designed to help avoid, mitigate, and manage risks and impacts as a way of doing business in a sustainable way, including stakeholder engagement and disclosure obligations of the client in relation to project-level activities. All investment and advisory clients whose projects go through IFC's initial credit review process are expected to meet these standards. The PSs are also applicable for other financial institutions willing to apply them.

International best practice for private sector sustainable development is guided by the IFC's Performance Standards on Social and Environmental Sustainability. The Performance Standards were revised in 2012 and provide guidance on how to identify risks and impacts, and are designed to help avoid, mitigate, and manage risks and impacts as a way of doing business in a sustainable way, including stakeholder engagement and disclosure obligations of the Company in relation to Project-level activities.

There are eight (8) Performance Standards of IFC, directed towards clients, providing guidance on how to identify risks and impacts, and are designed to help avoid, mitigate, and manage risks and impacts as a way of doing business in a sustainable way, including stakeholder engagement and disclosure obligations of the client in relation to project-level activities.

Each of the following IFC Performance Standards set out subject-specific requirements on stakeholder engagement and/or information:

- Performance Standard 1: Assessment and Management of Environmental and Social Risks and Impacts
- Performance Standard 2: Labour and Working Conditions
- Performance Standard 3: Resource Efficiency and Pollution Prevention
- Performance Standard 4: Community Health, Safety and Security
- Performance Standard 5: Land Acquisition and Involuntary Resettlement
- Performance Standard 6: Biodiversity Conservation and Sustainable Management of Living Natural Resources
- Performance Standard 7: Indigenous Peoples
- Performance Standard 8: Cultural Heritage.

Good practice/guidance notes published by the IFC and relevant to SEP include the following:

- IFC Stakeholder Engagement Handbook: A Good Practice Handbook for Companies Doing Business in Emerging Markets (2007)

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- IFC Good Practice Note on Addressing Grievances from Project-Affected Communities (2009)

5.3.2.2.1. IFC's Interim Advices for IFC Clients on Safe Stakeholder Engagement in the Context of COVID-19 (May 2020)

The main objective of IFC with this Interim Advice is to assist IFC clients in identifying alternative approaches and mechanisms for engaging stakeholders, for continuing to deliver project-related information to the communities within their areas of operations and for receiving feedback, while taking all feasible steps to protect the health and safety of those involved. IFC recognises in this Interim Advice that it may not be possible for companies due to COVID-19 circumstances to conduct stakeholder engagement as they would under normal circumstances. To this

end, the Interim Advice presents a framework for developing alternative approaches to engagement and access to grievance mechanisms offering advice on key aspects of decision-making and other relevant issues.

As part of the Interim Advice, IFC lists the key elements to consider during the development of a robust interim stakeholder engagement process to support communication and sharing of information.

The Interim Advice introduces examples of safe stakeholder engagement methods as virtual and remote engagement approaches such as online communication tools, audio options, offline communication channels.

There are also complementary stakeholder engagement related provisions in the following IFC COVID-19 documents:

- Tip Sheet for Company Leadership on Crisis Response: Facing the COVID-19 Pandemic
- Interim Advice for IFC Clients on Preventing and Managing Health Risks of COVID-19 in the Workplace
- Interim Advice for IFC Clients on Supporting Workers in the Context of COVID-19
- Interim Advice for IFC Clients on Developing a COVID-19 Emergency Preparedness and Response Plan (EPRP)
- Addressing Increased Reprisals Risk in the Context of COVID-19
- Interim Advice for IFC and EBRD Clients on Migrant Workers and COVID-19

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5.3.2.3. OECD Common Approaches (2016)

The Recommendation of the Council on Common Approaches for Officially Supported Export Credits and Environmental and Social Due Diligence (“the Common Approaches”)⁸, which was adopted on 28 June 2012 and revised by the OECD Council on 6 April 2016, sets common approaches for undertaking E&S due diligence to identify, consider and address the potential E&S impacts and risks relating to applications for officially supported export credits as an integral part of Members’ decision-making and risk management systems.

For Category A projects (illustrative list of Category A projects are listed in Annex I of the OECD Common Approaches), taking into account the competitive context in which they operate and constraints of business confidentiality, members and non-members adhering to OECD Common Approaches (“Adherent”) should:

- Disclose publicly project information, including project name, location, description of project and details of where additional information (e.g., ESIA report, summary thereof) may be obtained, such as a buyer and/or project sponsor contact point and/or website link, as early as possible in the review process and at least 30 calendar days before a final commitment to grant official support and
- Require that E&S impact information (e.g., ESIA report, summary thereof) be made publicly available as early as possible in the review process and at least 30 calendar days before a final commitment to grant official support. Such information may be made publicly available by the Adherent or by an appropriate party involved in the project, such as the buyer and/or project sponsor.
- Subject to the legal provisions on public disclosure in Adherent countries, Adherents should make available to the public at least annually E&S information on projects classified in Category A and Category B for which an Adherent has made a final commitment with respect to providing official support, including the type of information reviewed and the international standards applied, together with an ECA contact point for obtaining additional information.

5.3.2.4. UK Export Finance Environmental, Social and Human Rights Policy

UK Export Finance (UKEF) is the United Kingdom’s Export Credit Agency (ECA) and UKEF’s statutory function is to support exports. The Policy and Practice⁹ of the UKEF on Environmental, Social and Human Rights Due Diligence and Monitoring sets out UKEF’s policies, commitments, roles and responsibilities in respect of the management of environmental, social and human rights (ESHR) risks and impacts when the agency supports projects overseas.

In line with the ESHR Policy, the UKEF;

- Takes account of factors beyond the purely financial and of relevant government policies in respect of ESHR impacts on individual transactions;

⁸ [http://www.oecd.org/officialdocuments/publicdisplaydocumentpdf/?doclanguage=en&cote=tad/ecq\(2016\)3](http://www.oecd.org/officialdocuments/publicdisplaydocumentpdf/?doclanguage=en&cote=tad/ecq(2016)3).

⁹ <https://www.gov.uk/government/publications/uk-export-finance-environmental-social-and-human-rights-policy>

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- Complies with all international agreements which apply to the operations of ECAs. These agreements include the OECD Common Approaches, which informs the way in which member ECAs should address ESHR due diligence for projects and existing operations they are asked to support and ESHR monitoring after support has been agreed;
- Complies with the requirements of the Equator Principles, which UKEF has adopted (UKEF began implementing the latest iteration of the Equator Principles (EP4) from 1 July 2020);
- Operates beyond international agreements which apply to ECAs or the Equator Principles and from 1 April 2020 UKEF has committed to consider how it will take account of climate change within their decision-making processes across all products. This consideration will be proportionate to the risks and impacts associated with the projects and UKEF support.

In line with the OECD Common Approaches and Equator Principles, the UKEF;

- identifies ESHR risks and carry out due diligence to be satisfied that projects should comply with applicable local and relevant international laws, and align with international ESHR standards before support is provided; and
- Monitors ESHR performance of projects to be satisfied they are being constructed and operated in compliance with applicable local and international laws and align with international environmental and social standards after support has been provided.

This ESHR risk identification and due diligence is conducted alongside commercial and financial underwriting, which includes anti-bribery and corruption and sustainable lending.

The project and E&S impact information of Category A projects are published on UKEF's website at least 30 days prior to final commitment to grant support¹⁰.

5.4. Summary of Previous Stakeholder Engagement Activities

5.4.1. Pre-ESIA Phase

The stakeholder engagement activities specific to the Project have started at the time of the national EIA process. A full-scale national EIA study was carried out for the Project back in 2005 and the EIA Positive Decision was granted for the Project in March 2006 in accordance with the national EIA Regulation in force (see Figure 7 for the full-scale EIA process as per the current EIA Regulation).

As part of the national EIA process, public participation meetings, required by the national EIA Regulation, were held to ensure the participation of public to the scoping phase of the formal EIA process, inform the stakeholders about the Project, and receive their questions and suggestions based on the information disclosed through the EIA Application File of the Project. In this context, seven (7) public participation meetings were conducted in the provinces crossed by the planned HSR route.

¹⁰ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/909200/ukef-eau-external-process-update-june-2020.pdf

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The dates and meeting locations of the public participation meetings are given in Table 11.

Table 11. Public Participation Meetings within the scope of National EIA Process

Meeting Date	Province	District	Location	Meeting Venue (Neighbourhood/Village or City/District Centre)
18 July 2005	Ankara	Polatlı	Yenice	Yenice Village Mansion
20 July 2005	Izmir	Menemen	Centre	Menemen Wedding-Ceremony Hall
20 July 2005	Eskisehir	Sivrihisar	Ahiler	Ahiler Village Mansion
21 July 2005	Afyonkarahisar		Centre	Chamber of Commerce and Industry Meeting Hall
21 July 2005	Manisa	Alasehir	Piyadeler	Piyadeler Village Coffeeshouse
22 July 2005	Uzak		Centre	Provincial Special Administration Building
22 July 2005	Kutahya	Dumlupinar	Centre	Dumlupinar Municipality Wedding-Ceremony Hall

Source: National EIA Report, 2006.

As per the information provided in the national EIA Report of 2006, the following announcement methods were used to inform the stakeholders about the public participation meetings:

- Announcements published in the local and national newspapers,
- Announcements posted at the notice boards of the provincial and district governorates as well as municipalities,
- Announcements made in the settlements potentially affected by the HSR route. Project-related brochures were distributed to the attendees of the public participation meetings.

The general subjects of the questions posed during the public participation meetings are summarised in Table 12. As per the information provided in the national EIA Report, the participants were provided with relevant information and clarifications during the public participation meetings.

Table 12. General Questions Posed by Participants During the Public Participation Meetings of 2005

General Subject	Specific Question Topics
Expropriation	Expropriation values; the extent of the area to be affected by expropriation
Agricultural lands	Crossing structures planned to ensure access of people and animals between lands to be fragmented by the HSR
Stations	Station locations; proximity of stations to settlements; whether the stations will serve public use
Local infrastructure facilities	Potential impact of the Project on other existing/planned infrastructure facilities/projects of state agencies represented in the public participation meetings

Source: National EIA Report, 2006.

During the national EIA process, official views of the relevant governmental stakeholders were obtained to incorporate legal and institutional requirements of respective institutions to the Project. List of governmental institutions consulted during the national EIA process and the general subject of consultations is provided in Table 13.

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Table 13. Governmental Stakeholders Consulted during the National EIA Process through Official Correspondence

Governmental Institution	Date of Official View	General Subject of the Official View
State Hydraulic Works – DSI	30 May 2005	Existing and planned DSI facilities overlapping with the HSR route (facility locations shared with the Project)
Ministry of Environment and Forestry (currently acting as Ministry of Environment and Urbanisation), General Directorate of Nature Conservation and National Parks	28 July 2005	Baskomutan Historical National Park crossed by the HSR (between 217+900-219+300 and 219+300-223+800 as per the current Project design; see ESIA Chapter 10 on Biodiversity; the official view confirms that the route is passing from the parts of the national park being used mostly for grazing and agricultural purposes and is not evaluated to impact the historical character of the national park.
State Hydraulic Works – DSI	19 September 2005	Additional existing and planned DSI facilities overlapping with the HSR route (facility locations shared with the Project through relevant maps and table)
Regional Forestry Directorates of Izmir, Ankara, Eskisehir, Denizli, Kutahya	02 August 2005 12 August 2005 9 September 2005 12 September 2005 14 September 2005	Forest lands crossed by the HSR route (inspection and assessment form shared and relevant locations provided with maps and table)
Ministry of Culture and Tourism	3 September 2005	Omer Gecek Tourism Area planned in Afyonkarahisar
Eskisehir Regional Council for the Conversation of Cultural Property	20 October 2005	Kuztepe Grade 1 Natural Site Area overlapping with the HSR route

Source: National EIA Report, 2006.

The national EIA Report of 2006 also refers to official views of the following authorities for the subjects indicated below:

- Afyonkarahisar Municipality regarding the Demircevre Material Borrow Site¹¹.
- General Directorate of Highways (KGM) regarding Motorways crossed by the HSR route and requirements with respect to permitting processes (crossing permit).
- State Hydraulic Works (DSI) regarding Akdeğirmen Dam, which was under construction at the time of the national EIA process, and flood protection facilities planned by DSI¹².

As reported in the national EIA Report, the HSR route crosses Seydiler I. Degree Natural Site between Railway KM 131+600-131+900¹³. The national EIA Report of 2006 states that there is no feasible

¹¹ This borrow sites has been eliminated as the borrow site, which was originally included in the national EIA Report, corresponds to a privately-owned parcel (with 13 private shareholders) located within the zoning plan boundaries of the city (see ESIA Chapter 3 "Project Alternatives").

¹² The official view confirms that relevant DSI facilities have already been considered in the Project design. It should be noted that Akdegirmen Dam is in operation since 2008 at distance of app. 500 m to KM197+000 of the HSR and used for drinking water and flood protection purposes (see ESIA Chapter 8 "Water and Wastewater Management").

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Project alternative for this part and that DLH started engagement with the Regional Council for the Conservation of Cultural Property accordingly. The infrastructure works at this part of the HSR have already been completed and the relevant part of the natural sites has been passed by a series of four (4) viaducts with a total length of over 1,900 m.

As part of the expropriation process conducted by TCDD as per the requirements of the Expropriation Law (Law No. 2942, 1983), official notifications were made (including information on the procedure to be followed in case of agreement and disagreement on the expropriation value to be offered within the scope of Project-related expropriation process) to and negotiation meetings were held with the owners/shareholders of the affected parcels as described in Section 5.3.1.4 (examples of official notification letters sent to the owners/shareholders of the affected parcels were reviewed as part of the ESIA).

5.4.2. ESIA Phase

The key stakeholder engagement activities conducted by the social team as part of the ESIA process and by the Contractor in parallel to the ESIA studies are summarised in Table 14.

The Senior Management Team and the Contractor Expropriation Expert has been engaging with the related authorities, including AYGM and TCDD, on the planning of future land acquisition processes to be conducted by the state as per the requirement of Expropriation Law (Law No. 2942, 1983) and the Project's E&S obligation under the export credit facility to be utilised to finance the construction of the Project.

The Contractor sent an official letter to AYGM on 9 February 2021 to inform the authority on actions required to be taken to avoid potential impacts on the Project schedule and current users of the expropriated parcels. The suggestion of the Contractor conveyed to the authority through this official correspondence included the following:

- Evacuation of parcels, for which expropriation process has already been completed, should be enforced by the related authorities, as any ongoing agricultural activity or continued use of residential buildings by the previous owners/users might pose risks on the Project schedule and delivery of site to the Contractor following the Financial Close.
- Current users of the parcels, for which expropriation process has already been completed, should be informed by the related authorities about the foreseen process in order to prevent further planting/seeding activities for the next harvesting season, which may result in potential economic losses or disputes due to standing crops (expropriation payments for lands and assets were completed by TCDD for parcels that have already been expropriated).

¹³ As stated in ESIA Chapter 14 on Cultural Heritage, there is a registered archaeological site (Seydiler 3. Degree Archaeological Site) located at Railway KM 131+950-132+539.

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In February 2021, the Contractor has appointed a Community Liaison Officer (CLO) in Ankara (Contractor CLO), who had community engagement responsibilities in another large-scale motorway project of the ERG Construction the lead member of the JV companies. The Contractor CLO has started engaging with the local communities as summarised below:

- Through phone calls or face to face meetings, the Contractor CLO informed the mukhtars of the settlements covered in the ESIA and RAP surveys (surveys conducted in parallel to ESIA process in February and May 2021), on the Contractor, activities under the responsibility of the Contractor, current status of the Project and scope of the social surveys being conducted by the ESIA Consultant, as necessary.
- The Contractor CLO engaged with the owners/shareholders of the parcels planned to be used for establishment construction camp sites to inform them about the planned activity and requirements as well as conduct necessary negotiations for the acquisition (e.g. rental) of required parcels.

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Table 14. Summary of Engagement Activities Conducted as part of the ESIA Process

Engagement Activity	Participants/Parties	Date of Engagement	Engagement Method	Summary of Engagement
Scoping Field Study – Engagement with local administrators and settlement mukhtars	Representative of Contractor ESIA Consultant (with participation of ESIA Project Manager, Senior Social Experts/Sociologists, Senior H&S Specialist and EHS Specialist)	13-14 January 2021	Face to face meeting	<p>During the Scoping Field Study, consultations were conducted with the following key stakeholders regarding general socio-economic conditions, past expropriation processes and retrospective impacts (e.g. access restrictions, impact on agricultural, pasture and forest lands, impact on buildings and structures, affected people in settlements) stemming from the previous construction activities conducted by other contractors and suspended in 2018:</p> <ul style="list-style-type: none"> - Mayor of Gömü Town Municipality (Afyonkarahisar, Emirdağ) - Headman of Yüreğil neighbourhood (construction by previous contractors suspended in 2018) (Afyonkarahisar, Emirdağ) - Mukhtar of Hasan Basri neighbourhood of Seydiler Town Municipality (construction by previous contractors suspended in 2018) (Afyonkarahisar, Iscehisar, Seydiler town municipality) - Mukhtar of Erenler village in Afyonkarahisar (construction not started) (Afyonkarahisar, Merkez) - Mukhtar of Cumhuriyet neighbourhood (Afyonkarahisar, Merkez)
Meeting with TCDD – Head of Department of Real Estate	Representative of Contractor ESIA Consultant (with participation of ESIA Project Manager and senior sociologists)	29 January 2021	Face to face meeting	<p>A meeting was held with the Head of TCDD – Department of Real Estate in order to inform the authority about the scope of ESIA study, particularly social surveys, and obtain information on the following:</p> <ul style="list-style-type: none"> - Background information on the Project including planning and design phases, preparation of expropriation plans, issuance of public benefit decision, etc. - Previous route changes done in the Project based on E&S criteria (e.g. avoidance of impact on greenhouses and residential buildings, overlapping water infrastructure projects in Manisa region) - Past expropriation processes conducted by TCDD as per the Expropriation Law (including constitution of servitude rights) - Current status of land use (e.g. potential for use of agricultural lands and buildings on parcels for which expropriation process has been completed) and expropriation along the route based - on Expropriation Itinerary documents kept by TCDD - Accelerated expropriation decisions and implementations in the Project - Evacuation procedures for expropriated parcels that are still in use by PAPs, including requirements on

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				<p>awaiting harvesting seasons for standing crops or crop payments to be made in case it is not possible to delay evacuation until the harvesting is completed (as per Expropriation Law, Article 20)</p> <ul style="list-style-type: none">- Procedures followed and technical specifications considered by TCDD for immovable valuation as part of expropriation works conducted as per the Expropriation Law- Engagement held with mukhtar and owners/shareholders of the affected parcels during the reconciliation process undertaken as per the Expropriation Law- Availability of information in expropriation databases (in hard copies) of TCDD regional directorates- Institutional responsibilities for the future expropriation works (reported to be clarified between AYGM and TCDD)
Social surveys as part of ESIA (*)	Headmen of the villages/neighbourhoods affected from Project-related expropriation	February 2021	Community level interviews (by telephone)	<p>A total of 128 Community level questionnaires (CLQs) were conducted by the social team (by telephone) with the mukhtars of the affected settlements in order to collect settlement level data on baseline socio-economic conditions and potential social impacts of the Project for ESIA and feed in to RAP studies:</p> <ul style="list-style-type: none">- 108 CLQs with the mukhtars of the settlements affected from Project-related land acquisition and located in sections for which infrastructure works are under the responsibility of the Contractor (Section 1, Section 2 and Salihli-Manisa part of Section 4).- 13 CLQs with the mukhtars of the settlements located in sections, for which infrastructure works are <u>not</u> under the responsibility of the Contractor (Section 3 and Manisa-Menemen part of Section 4). <p>7 CLQs with the mukhtars of the settlements, not affected from Project-related land acquisition but may be affected from potential impacts of quarry operations and HSR construction.</p> <p>Prior to implementation of CLQs, the social surveyors informed the mukhtars about the Contractor, current status and scope of Contractor works and the scope and objective of the surveys.</p>
	PAPs (subject to potential social impacts of land acquisition, construction and quarry operations)	February 2021	Household level surveys (by telephone)	<p>A total of 229 Household questionnaires (HHQs) with the PAPs to collect household level data on baseline socio-economic conditions and potential social impacts of the Project for ESIA and feed in to RAP studies:</p> <ul style="list-style-type: none">- 200 HHQs with the owners of the affected private lands and land assets, users of the affected private and

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				<p>public lands (formal- informal), beneficiaries of the impacted common properties (forest and pasture) in settlements affected from Project-related land acquisition and located in settlements located in sections for which infrastructure works are under the responsibility of the Contractor.</p> <p>-26 HHQs with the users of the affected private and public lands and PAPs living in houses close to the project site in settlements located in sections for which infrastructure works are not under the responsibility of the Contractor (Section 3 and Manisa-Menemen part of Section 4).</p> <p>-3 HHQs with the PAPs who may be affected by quarry operations and HSR construction, despite not being affected by land acquisition in settlements, not affected from Project-related land acquisition but may be affected from potential impacts of quarry operations and HSR construction.</p> <p>HHQs covered surveys with the owners and residents of the affected houses as well, to the extent they could be identified based on the expropriation plans and CLQs.</p> <p>Prior to implementation of HHQ, the social surveyors informed the households about the Contractor, current status and scope of Contractor works and the scope and objective of the surveys.</p>
	Vulnerable PAPs Women PAPs	February 2021	Deep interviews (by telephone)	A total of 28 interviews were conducted with the vulnerable persons and women who live in settlements affected from the Project.

(*) Social surveys as part of ESIA were conducted by the social team remotely via phone calls as per IFC's Interim Advices for IFC Clients on Safe Stakeholder Engagement in the Context of COVID-19 (2020)

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5.5. Project Stakeholders

As defined by IFC, stakeholders are persons or groups who are directly or indirectly affected by a project, as well as those who may have interests in a project and/or the ability to influence its outcome, either positively or negatively (IFC, 2007. Stakeholder Engagement: A Good Practice Handbook for Companies Doing Business in Emerging Markets).

The national EIA (completed in 2006) and the Project-related expropriation (2012-2018) have been the key Project-related processes reviewed and considered in the identification of Project stakeholders as part of this SEP. The expropriation related documents of the TCDD (i.e. Expropriation Itinerary, Expropriation Plans, and structure identification reports) provide the full list of settlements affected from the Project-related land acquisition. The settlements that may be potentially affected from the E&S impacts of the Project have been identified through the analysis of Project documentation providing location information on Project facilities (e.g. quarries, material borrow sites, construction camp sites) outside the Project's expropriation corridor.

The local governmental organisations and administrations with responsibilities relevant to the provinces and district where the Project affected settlements are located have been identified through the databases of the relevant institutions. The Contract has been engaged with and the existing correspondence have been reviewed to identify the state economic enterprises and companies with responsibilities relevant to management of infrastructure services in the area crossed by the Project.

Key non-governmental organisations and academic institutions with potential Project-specific interest and relevance to the Project have been identified based on professional judgement and previous work and engagement experience of the ESIA team in other major infrastructure projects and projects undertaken in the same geography as well as the past/existing interest of the stakeholders in the Project.

The stakeholder engagement activities conducted as part of the ESIA process have been described in Chapter 3. The comprehensive social surveys conducted with the mukhtars of the affected settlements as well as the affected households including vulnerable persons have identified the local stakeholders at the settlement level and the relevant information is being kept in the Project database in line with the requirements of the Law on the Protection of Personal Data (Law No. 6698, 2016).

The other contractors continuing infrastructure works in Section 3a, Section 3b, Section 4a, and Section 4d are also Project's stakeholders and they will be engaged with through the Employer as part of the E&S Audit be carried out in line with IFC Performance Standards (2012) at the time these sections of the Project will be handed over to the Contractor (ERG JV) for the superstructure works.

The list of Project stakeholders is presented in Table 15. This list will be updated and detailed, as necessary in the course of the Project.

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Table 15. Project Stakeholders

Stakeholder Group	Definitive Stakeholders	Specific Interest/Relevance/Influence
Internal Stakeholders		
Borrower	Ministry of Treasury and Finance	- Borrower of the Credit Facility - Governmental stakeholder
Employer	- Ministry of Transport and Infrastructure, General Directorate of Infrastructure Investments (AYGM)	- Employer / Project Owner / Buyer of the Credit Facility / Executing Agency As per the Construction Contract, authority responsible from Project-related expropriation process - Governmental stakeholder
Operator	- Ministry of Transport and Infrastructure, State Railway of Republic of Turkey (TCDD)	- Authority responsible from Project-related expropriation process up until AYGM involvement (responsibility for future expropriation works will further be clarified between AYGM and TCDD) - Governmental stakeholder
JV Companies	- ERG International UK Ltd. - ERG İnsaat Ticaret ve Sanayi A.S. (ERG Construction) SSB Sauerwein&Schaefer Bau AG (SSB)	Business growth and shareholder value
Contractor	Ankara-Izmir HSR Construction Joint Venture (Contractor)	- Management of construction activities - Management of E&S risks and impacts - Employment opportunity - Subject to the potential Project risks/impacts stemming from Project-related labour and working conditions including OHS
Subcontractors	- Main subcontractors Lower tier subcontractors	
External Stakeholders		
National Governmental Organisations (Authorities)	- Ministry of Environment and Urbanisation - Ministry of Culture and Tourism - Ministry of Agriculture and Forestry - Ministry of Energy and Natural Resources - Ministry of Family, Labour and Social Services - Ministry of Health - Ministry of Interior	- Influence on Project-related permitting processes - Policy formulation - Management of cumulative impacts
Local Governmental Organisations (Authorities)	- Governorates: • Governorate of Ankara • Governorate of Eskisehir • Governorate of Afyonkarahisar • Governorate of Kütahya • Governorate of Uşak • Governorate of Manisa • Governorate of İzmir • Polatli District Governorate – Ankara - Provincial Directorates • Provincial Directorate of Environment and Urbanisation • Provincial Directorate of Agriculture and Forestry • Provincial Directorates of Civil Defence Search and	- Influence on Project-related permitting processes - Coordination of Project activities and processes - Management of environmental impacts - Emergency preparedness and coordination

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- Rescue
- Provincial Directorate General for State Hydraulic Works
 - Provincial Directorate of Civil Society Relations
 - Provincial Directorate of Culture and Tourism
 - Provincial Directorate of Family, Labour and Social Services
 - Provincial Directorate of Health
 - Provincial Directorate of Disaster and Emergency Management
- District Governorates:
- Ankara
 - Polatlı District Governorate
 - Eskisehir
 - Günyüzü District Governorates
 - Sivrihisar District Governorates
 - Afyonkarahisar
 - Emirdağ District Governorate
 - Bayat District Governorate
 - Iscehisar District Governorate
 - Merkez District Governorate
 - Sinanpaşa District Governorate
 - Kütahya
 - Dumlupınar District Governorate
 - Usak
 - Banaz District Governorate
 - Merkez District Governorate
 - Ulubey District Governorate
 - Esme District Governorate
 - Manisa
 - Kula District Governorate
 - Alaşehir District Governorate
 - Salihli District Governorate
 - Ahmetli District Governorate
 - Turgutlu District Governorate
 - Sehzadeler District Governorate
 - Yunusemre District Governorate
 - Izmir
 - Menemen District Governorate
- Municipalities
- Ankara Metropoliatan Municipality
 - Polatlı Municipality
 - Eskisehir Metropoliatan Municipality
 - Gunyuzu Municipality
 - Sivrihisar Municipality
 - Afyonkarahisar Muniaplity
 - Emirdağ Municipality
 - Bayat Municipality

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	<ul style="list-style-type: none">○ Iscehisar Municipality○ Merkez Municipality○ Sinanpasa Municipality● Kutahya Municipality<ul style="list-style-type: none">○ Dumlupinar Municipality● Usak Municipality<ul style="list-style-type: none">○ Banaz Municipality○ Merkez Municipality○ Ulubey Municipality○ Esmemunicipality● Manisa Metropolitan Municipality<ul style="list-style-type: none">○ Kula Municipality○ Alasehir Municipality○ Salihli Municipality○ Ahmetli Municipality○ Turgutlu Municipality○ Sehzadeler Municipality● İzmir Metropolitan Municipality<ul style="list-style-type: none">○ Menemen Municipality <p>- District Gendarmerie - Local Police Force</p>	
State Economic Enterprises, State Companies	<ul style="list-style-type: none">- Water and Sewerage Administration<ul style="list-style-type: none">● ASKI Ankara General Directorate of Water and Sewerage Administration● ESKI Eskisehir General Directorate of Water and Sewerage Administration● Afyonkarahisar Directorate of Water and Sewerage Administration● Kutahya Directorate of Water and Sewerage Administration● Usak Directorate of Water and Sewerage Administration● MASKİ Manisa General Directorate of Water and Sewerage Administration● IZSU İzmir General Directorate of Water and Sewerage Administration- Electricity Distribution Companies<ul style="list-style-type: none">● Enerjisa/EDAS Ankara Electricity Distribution● Zorlu Osmangazi Eskisehir, Afyonkarahisar, Kutahya, Usak● GDZ Manisa & İzmir Electricity Distribution● Turk Telekom Headquarters	<ul style="list-style-type: none">- Coordination of the environmental management and construction activities in consideration of existing infrastructure services
Settlements	See Appendix A for the List of Settlements Affected from Project-related Land Acquisition	<ul style="list-style-type: none">- Affected/potentially affected from Project-related E&S risks and impacts that will be managed through the Project ESMS- Management of E&S impacts- Management of expropriation and displacement impacts- Cooperation to maximise benefits

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		and planning for local employment and the supply of goods and services
Local Respected Individuals	<ul style="list-style-type: none"> - Muftu and Imams - Teachers - School Directors 	- Social responsibility/identification of vulnerable groups
Settlements Vulnerable and Disadvantaged Persons / Groups	<ul style="list-style-type: none"> - People with mental and/or physical disabilities - Carer of ill who is house bound - Foreigner who cannot speak/understand Turkish (not Syrian) - Elderly people who lives alone - Illiterate people - Shepherds who do not own any animals - Poor living on social benefit - Female-headed households - Widowed woman without children - Girls who are at school age but not going to school 	<ul style="list-style-type: none"> - Affected/potentially affected from Project- related E&S risks and impacts that will be managed through the Project ESMS - Ensuring that sensitive and disadvantaged Persons/Groups have access to sufficient information about the Project, ensuring that these persons / groups benefit equally from the benefits of the Project
Non-Governmental Organisations (NGOs)	<p>Central, provincial and district-level organisations of the following NGOs:</p> <ul style="list-style-type: none"> - Chambers of Commerce and Industry - Chamber of Geological Engineers (Eskisehir Branch and other branches as relevant) - Chamber of Geophysical Engineers of Turkey - City Councils - Nature Association - Social Aid and Solidarity Promotion Fund - TEMA - Turkish Association of Mukhtars - Union of Chambers and Commodity Exchanges of Turkey (TOBB) - Union of Turkish Railway Workers (Demiryol- Is) - Union of Chambers of Merchants and Artisans - Union Chambers of Turkish Engineers and - Architects (TMMOB) - WWF Turkey - Women-specific associations <p>This list may be expanded based on Project- specific interest and relevance of NGOs.</p>	<ul style="list-style-type: none"> - Management of environmental, health and safety and social impacts - Management of cumulative impacts and reputational risks - Support on Vulnerable Groups
Academic Institutions/Educational Institutions	<ul style="list-style-type: none"> - Ankara <ul style="list-style-type: none"> • Hacettepe University • Hacı Bayram Veli University - Polatlı Campus - Eskisehir <ul style="list-style-type: none"> • Anadolu University • Eskisehir Osmangazi University • Eskisehir Technical University - Afyonkarahisar <ul style="list-style-type: none"> • Afyon Kocatepe University • Afyonkarahisar Health Unit University - Kütahya <ul style="list-style-type: none"> • Kütahya Health Unit University • Kütahya Dumlupınar University - Uşak <ul style="list-style-type: none"> • Uşak University - Manisa <ul style="list-style-type: none"> • Manisa Celal Bayar University - İzmir <ul style="list-style-type: none"> • Dokuz Eylül University • Ege University • Bakırçay University Menemen College 	- Technical consulting Monitoring support
Local Media	- National and local newspapers, local magazines, local	- Project information sharing with

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	TV channels, etc.	stakeholders - Advertisements
Local Businesses, Suppliers, Other Industrial Projects	- Local Companies	- Positively affected from potential Project benefits/opportunities - Supply of local goods and services related to the project - Coordination of infrastructure services - Management of cumulative impacts
Lenders	- UK Export Finance – the official ECA of the UK - SERV - Swiss Export Risk Insurance - OeKB - Austrian ECA - SACE – Italian ECA - Credit Suisse - Standard Chartered Bank	- Project finance - E&S risk assessment, Expropriation and - Land acquisition management and - monitoring

(*) The list of stakeholders will be updated, as necessary. Other stakeholders with specific interest in and/or relevance to the Project may contact with the Employer (during the construction phase) and the Operator (during the operation phase) to be included in the next iterations of the stakeholder lists. The Contractor will convey such requests to the Employer.

Settlement Information Survey (Mukhtars-Mayors) studies were completed by conducting a total of 84 surveys in the 1st, 2nd and 3rd regions. In addition, a Household Questionnaire study, which included the parcel owners of buildings physically displaced (to be relocated) due to expropriation in the 1st, 2nd and 3rd regions, was completed by undertaking a total of 55 questionnaires.

5.6. Stakeholder Engagement Program

5.6.1. ESIA Disclosure Phase

The ESIA Disclosure Package of the Project includes the following:

- ESIA Disclosure Package including:
 - ESIA Report
 - Stakeholder Engagement Plan (SEP)
 - Non-Technical Summary (NTS)
 - Project E&S Management and Monitoring Framework Plan (ESMMFP) (establishing the roles and responsibilities of the Employer (AYGM), Operator (TCDD) and the Contractor for the management of construction and operation phase E&S topics, to be agreed between the Employer/Operator and the Contractor)

In line with the international E&S standards, the Project is considered as “Category A”. The project and E&S impact information of Category A projects are published/disclosed on UKEF’s website at least 30 days prior to final commitment to grant support

(https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/909200/ukef-eau-external-process-update-june-2020.pdf).

During the ESIA disclosure period, stakeholder engagement activities will be conducted in line with the SEP. The ESIA Disclosure Package will be published at the Project website (ankaraizmiryht.com) (on behalf of the Employer). As per the relevant requirements of the international standards, NTS, SEP

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and the ESMMFP will be disclosed in Turkish language by using appropriate disclosure methods. Hard copies of the NTS, SEP and the ESMMFP will be kept at the Project site for any stakeholder to review.

The Contractor CLO appointed in February 2021 will continue engagement with the local communities. Stakeholder engagement activities will be registered in Meeting Participation Form (see Appendix C for sample log).

The Stakeholder Engagement Program, covering the activities to be conducted in the ESIA Disclosure Phase, is presented in Table 16.

5.6.2. Post-ESIA Phase

At post-ESIA phase, the SEP will be implemented throughout the Project. The Stakeholder Engagement Program, covering the Post-ESIA Phase, is presented in Table 16. For the components of work under the direct responsibility of the Contractor during the operation phase, stakeholder engagement activities and means of communicating with the key stakeholders will continue under the responsibility of the General and Regional Project Management ESMS team, as relevant.

Engagement with the Borrower and Buyer of the Buyer Credit Facility will be carried out by the Senior Management Team of the Contractor during the construction phase.

The Stakeholder Engagement Program for the Post-ESIA phase will be updated throughout the construction phase as part of periodical (at least annually) SEP update, also whenever necessary.

As necessary, the SEP will be updated by the Employer/Operator prior to start of operations and periodically throughout the operation phase taking into account the stakeholders that will be relevant to the operation phase activities. Implementation of the SEP throughout the operation phase will be under the responsibility of the Employer/Operator.



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Table 16. Stakeholder Engagement Program for the ESIA Disclosure and Post-ESIA Phases of the Project

Stakeholder	Purpose of Engagement	Documents/Materials to be Used for Engagement	Engagement Method (*)	Location	Responsible Party (to Assist/Collaborate with the Employer) (see Chapter 5.7 for Resources and Responsibilities)	Timetable for Implementation
ESIA Disclosure Phase						
<p>Ministry of Treasury and Finance (Borrower)</p> <p>Ministry of Transport and Infrastructure, AYGM (Project Owner / Buyer) and the TCDD (Operator)</p> <p>The Contractor</p>	<ul style="list-style-type: none"> To exchange information and build understanding and consensus on the Project Standards as set out by the Project ESIA Disclosure Package including the Project ESMS and ESMMFP, RAP Project E&S Obligations under the export credit facility to be utilised to finance the construction of the Project To establish implementation responsibilities and coordination mechanism related to implementation of Project ESMS, ESMMFP and specific E&S management plans 	<ul style="list-style-type: none"> ESIA Disclosure Package ESIA Report SEP NTS ESMMFP RAP 	<ul style="list-style-type: none"> Face to face meetings Through ESIA Disclosure Package and relevant E&S documentation on Project website Through copies of relevant documentation (upon request of and in the format required by the authorities) 	<ul style="list-style-type: none"> Ministry of Treasury and Finance AYGM Contractor offices 	<ul style="list-style-type: none"> Borrower representatives Employer representatives Operator representatives Senior Management Team of the Contractor 	Prior to and/or during ESIA Disclosure Period
External Stakeholders (all interested)		<ul style="list-style-type: none"> ESIA Disclosure Package ESIA Report SEP NTS ESMMFP 	<ul style="list-style-type: none"> Publishing digital copies of the ESIA documentation 	<ul style="list-style-type: none"> Project website (ankaraizmiryht.com) 	<ul style="list-style-type: none"> Senior Management Team General Project Management ESMS Team IT Manager 	During ESIA Disclosure Period
Central and Local Governmental Organisations	<ul style="list-style-type: none"> To provide stakeholders with up-to-date information on the Project, disclose the outcomes of the ESIA and ensure that concerns, comments and questions of the stakeholders on the Project, potential E&S impacts of the planned Project facilities and activities, and Project ESMS, are incorporated to the Project planning and Final ESIA documentation. 	<p><u>Governmental organizations responsible from the management of legally protected areas (see ESIA Chapter 10 on "Biodiversity"):</u></p> <ul style="list-style-type: none"> Project route as per the latest design 	<ul style="list-style-type: none"> Face to face meetings Official correspondence 	<ul style="list-style-type: none"> Ministry of Environment and Urbanisation Ministry of Agriculture and Forestry Other governmental authorities, as relevant/necessary 	<ul style="list-style-type: none"> Senior Management Team General Project Management ESMS Team 	During ESIA Disclosure Period
		<p><u>Governmental organizations responsible from the management of cultural heritage</u></p> <ul style="list-style-type: none"> Project route as per the latest design Information on potential archaeological sites identified by ESIA – cultural heritage team through field surveys (see ESIA Chapter 14 on "Cultural Heritage") 	<ul style="list-style-type: none"> Face to face meetings Official correspondence 	<ul style="list-style-type: none"> Ministry of Culture and Tourism Regional Councils for the Conservation of Cultural Property 	<ul style="list-style-type: none"> Senior Management Team General Project Management ESMS Team SEP Expert / Contractor CLO 	During ESIA Disclosure Period
		<p><u>Governmental organisation and NGOs (specific stakeholders to be consulted through this form will be identified by the Contractor):</u></p> <ul style="list-style-type: none"> Online Consultation Form for relevant governmental organisations and NGOs (see Appendix D) 	<ul style="list-style-type: none"> Online Consultation Form (see Appendix D) 	<ul style="list-style-type: none"> Digital 	<ul style="list-style-type: none"> Senior Management Team General Project Management ESMS Team 	During ESIA Disclosure Period
Mukhtars (elected heads) of the local communities (see Appendix A for the List of Settlements Affected from		<p><u>Local communities:</u></p> <ul style="list-style-type: none"> SEP (in Turkish) NTS (in Turkish) 	<ul style="list-style-type: none"> Face to face meetings Phone calls 	<ul style="list-style-type: none"> Settlements affected from Project-related land acquisition along the HSR route (see Appendix A for the list of settlements) 	<ul style="list-style-type: none"> Contractor CLO 	During ESIA Disclosure Period

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Project-related Land Acquisition)		<ul style="list-style-type: none"> Information on engineering structures planned in each settlements to ensure access between parcels fragmented/to be fragmented by the HSR 				
<p>Local Communities (see Appendix A for the List of Settlements Affected from Project-related Land Acquisition)</p> <p>(including Women and Vulnerable PAPs within the Local Communities)</p>	<ul style="list-style-type: none"> To ensure timely evacuation of parcels, for which expropriation process has already been completed, and implementation of Project as per the planned schedule To inform current users (for agricultural and/or residential purposes) of the parcels, for which expropriation process has already been completed, about the Project schedule 	<p><u>Local communities (owners/users of parcels affected from Project-related land acquisition):</u></p> <ul style="list-style-type: none"> Official Letter of AYGM including information on evacuation procedures of the expropriated parcels and Project schedule <p>(Note: This is subject to AYGM decision. The Contractor sent an official letter to AYGM on 9 February 2021 to inform the authority on actions required to be taken to avoid potential impacts on the Project schedule and current users of the expropriated parcels)</p>	<ul style="list-style-type: none"> Official letters to be sent by AYGM to elected village heads (mukhtars) of the settlements affected from Project-related land acquisition <p>(Note: This is subject to AYGM decision. The Contractor sent an official letter to AYGM on 9 February 2021 to inform the authority on actions required to be taken to avoid potential impacts on the Project schedule and current users of the expropriated parcels)</p>	<ul style="list-style-type: none"> Senior Management Team General Project Management ESMS Team Expropriation Manager Contractor CLO and site CLOs 		During ESIA Disclosure Period
Post-ESIA Phase						
<p>Related central and local governmental organisation</p>	<ul style="list-style-type: none"> To provide up-to-date information on the Project status and construction/operation activities To consult with the authorities on permitting, management of environmental, social, occupational and community health and safety risks and impacts To establish collaboration mechanisms for emergency preparedness and response, cumulative impact management, etc. as necessary 	<ul style="list-style-type: none"> Any specific documentation required by the authorities 	<ul style="list-style-type: none"> Face to face meetings Telephone calls Official correspondence E-mail correspondence or other means preferred by the authorities 	<ul style="list-style-type: none"> Ankara Eskisehir Afyonkarahisar Kutahya Uşak Manisa Izmir Contractor's Construction Camp Sites (during the construction phase) Other locations, as appropriate Project website (ankaraizmiryht.com) Operator's offices and O&M facilities as appropriate (during the operation phase) 	<ul style="list-style-type: none"> Senior Management Team General Project Management ESMS Team Regional Project Management Team Operator (during the operation phase) 	As required throughout the construction and operation phases
<p>Elected Village Heads (mukhtars) of the local communities</p>	<ul style="list-style-type: none"> To provide/exchange up-to-date information on an ongoing basis in a timely, transparent, understandable, and efficient manner regarding the following; <ul style="list-style-type: none"> Project status Current/planned activities Potential E&S impacts of the activities Project E&S Management System Expropriation process Planned stakeholder engagement events Employment and procurement opportunities, unemployed population and their qualifications 	<ul style="list-style-type: none"> Information packages including brochures, booklets, posters, flyers, maps summarizing the key up-to-date Project information in a non-technical and comprehensible language/format Information on the communication channels related to submittal of the grievances/feedback and their management Grievance and feedback forms and relevant guidance documents Bi-annual reporting to affected communities 	<ul style="list-style-type: none"> Face to face elected village heads (mukhtar) meetings (regular or on-demand) at their offices or public places, as appropriate Checking grievances/feedback on weekly basis and managing as per the timescales defined in SEP 	<ul style="list-style-type: none"> Mukhtar offices or other public or private places (e.g. mosques, teahouses and places commonly visited by women) at the affected villages/neighbourhoods Contractor's Construction Camp Sites Other locations, as appropriate Project website (ankaraizmiryht.com) Operator's offices and O&M facilities as appropriate (during the operation phase) 	<ul style="list-style-type: none"> SEP Expert Regional Directors and Relevant Chiefs Contractor CLO Operator (during the operation phase) 	<p>Monthly throughout the construction phase</p> <p>Grievance and feedback boxes will be checked on a weekly basis throughout the Project's construction phase</p> <p>Frequencies to be set by the Operator prior to operation phase</p>
<p>Local communities (see Appendix A for the List of Settlements Affected from Project-related Land Acquisition)</p>	<ul style="list-style-type: none"> To collect feedback, grievances, suggestions related with the Project and current activities on an on-going basis To identify specific concerns/issues 	<ul style="list-style-type: none"> Non-technical presentations, Project maps etc. Brochures, flyers, materials designed for informing local communities including women and vulnerable groups/PAPs on key Project information, E&S issues relevant to the specific stakeholder 	<ul style="list-style-type: none"> Distribution of the hard copies of brochures, flyers, materials Non-technical presentations Face to face meetings Focus group discussions/ separate informative meetings Grievance and feedback boxes, 	<ul style="list-style-type: none"> Elected village head offices or other public or private places (e.g. mosques, teahouses) in affected villages/ neighbourhoods Contractor's Construction Camp Sites Other locations, as appropriate Project website 	<ul style="list-style-type: none"> SEP Expert Regional Directors and Relevant Chiefs Contractor CLO and site CLOs Operator (during the operation phase) 	<p>Monthly in each settlement throughout the construction phase</p> <p>Grievances and feedback will be checked on a weekly basis throughout the Project's</p>

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	related to vulnerable persons and women, including gender-based violence and harassment (GBVH). • To establish collaboration mechanisms for emergency preparedness and response and community health, safety and security management	group in a non-technical and comprehensible language/format • Bi-annual reporting to affected communities	forms and guidance documents posted/placed at public places	ankaraizmiryht.com) • Operator's offices and O&M facilities as appropriate (during the operation phase)		construction phase Frequencies to be set by the Operator prior to operation phase
Women and Vulnerable PAPs within the local communities		• Non-technical presentations, Project maps etc. • Brochures, flyers, materials designed for informing local communities including women and vulnerable groups/PAPs on key Project information, E&S issues relevant to the specific stakeholder group in a non-technical and comprehensible language/format • Other specially designed information materials, as required • Bi-annual reporting to affected communities	• Focus group discussions/ separate informative meetings • Grievance and feedback boxes, forms and guidance documents posted/placed at places commonly and comfortably visited by women and vulnerable persons	• Places commonly and comfortably visited by women in affected villages/ neighbourhoods • Places where local women gather together • Contractor's Construction Camp Sites • Other locations, as appropriate • Project website (ankaraizmiryht.com) • Operator's offices and O&M facilities as appropriate (during the operation phase)	• SEP Expert • Regional Directors and Relevant Chiefs • Contractor CLO and site CLOs (including female members) • Operator (during the operation phase)	Periodically in each settlement throughout the construction phase Grievances and feedback will be checked on a weekly basis throughout the Project's construction phase Frequencies to be set by the Operator prior to operation phase
Local Business	• To share/exchange information on local procurement and service provisions requirements and opportunities	• Specially designed information, reports, etc. related to required goods and services • Bi-annual reporting to affected communities	• Face to face meetings with the local businesses in the region • E-mail correspondence • Telephone calls	• Ankara • Eskisehir • Afyonkarahisar • Kütahya • Uşak • Manisa • Izmir • Contractor's Construction Camp Sites • Other locations, as appropriate • Project website (ankaraizmiryht.com) • Operator's offices and O&M facilities as appropriate (during the operation phase)	• Regional Directors and Relevant Chiefs • Contractor CLO and site CLOs • Operator (during the operation phase)	As required throughout the construction and operation phases
Local, regional, national, and international NGOs, Universities	• To respond to specific concerns regarding the Project • To establish collaboration mechanisms for management of technical and E&S aspects of the Project	• Specially designed information materials, reports, etc. in consideration of the specific concerns or opportunities related to the Project	• Special engagement methods to be developed based on relevance and interest of stakeholders	• Digital • Offices of NGOs • Campuses of the universities • Project website (ankaraizmiryht.com) • Operator's offices and O&M facilities as appropriate (during the operation phase)	• Senior Management Team • General Project Management ESMS Team • Regional Project Management Team • Operator (during the operation phase)	As required and on demand throughout the construction and operation phases
National and Local Media	• To convey public Project information to wider interested parties in a timely, transparent, and efficient manner	• Press Release • Visual materials/advertisements related to Project • Video/audio records	• Sharing visual materials/informative texts/advertisements to be published with local and national media agencies	• Internet • Newspapers • Television • Radio • Project website (ankaraizmiryht.com) • Operator's offices and O&M facilities as appropriate (during the operation phase)	• Senior Management Team • General Project Management ESMS Team • Operator (during the operation phase)	As required and on demand throughout the construction and operation phases
Internal Stakeholders (Contractor and Subcontractor employees)	• To share information on; - Project Standards including Project-specific E&S policy and ESMS documentation - Project-related news - Workers rights and working conditions, - Occupational health and safety	• Employee contracts • Code of Conduct • Training materials/presentations • Company bulletin boards • Through worker representatives selected by the employees	• Sharing relevant written documentation with the Project employees (at the time of hiring) • Induction and orientation trainings (at the time of hiring)	• Project website (ankaraizmiryht.com) • Contractor/subcontractor construction camp/facility sites, accommodation facilities (during the operation phase)	• Senior Management Team • General Project Management ESMS Team (including SEP Expert , HR, ES managers, etc.) • Contractor CLO and site CLOs	At the time of hiring and at frequencies specified for each engagement method

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	<ul style="list-style-type: none"> requirements Ensure successful implementation of the Project SEP including the internal and external grievance and feedback mechanisms (covering internal GBVH issues) 	<ul style="list-style-type: none"> Through Project E&S documentation Announcements Grievance and feedback forms and guidance documents 	<ul style="list-style-type: none"> Toolbox trainings Job-specific trainings Training on E&S Management System Emergency Preparedness Drills Periodical H&S Committee Meetings 	<ul style="list-style-type: none"> the construction phase Operator's offices and O&M facilities as appropriate (during the operation phase) 	<ul style="list-style-type: none"> Operator (during the operation phase) 	
Lenders	<ul style="list-style-type: none"> To inform/update the Lenders about Project's E&S Performance 	<ul style="list-style-type: none"> Annual reporting to Lenders Periodical Post-financial Close E&S Monitoring Reports 	<ul style="list-style-type: none"> Face to face meetings E-mail correspondence Telephone calls Reporting 	<ul style="list-style-type: none"> Contractor's Construction Camp Sites Project website (ankaraizmiryht.com) Other locations, as appropriate Operator's offices and O&M facilities as appropriate (during the operation phase) 	<ul style="list-style-type: none"> Senior Management Team General Project Management ESMS Team 	At frequencies to be determined by lenders and on demand

(*) Remote/telephone engagement will be used for meeting purposes as required during COVID-19 pandemic.

Note: The other contractors continuing infrastructure works in Section 3a, Section 3b, Section 4a, and Section 4d are also Project's stakeholders and they will be engaged with through the Employer as part of the E&S Audit be carried out in line with IFC Performance Standards (2012) at the time these sections of the Project will be handed over to the Contractor (ERG JV) for the superstructure works.

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Table 17. Stakeholder Information Meeting Table Before Construction Works

İL / PROVINCE	İLÇE / DISTRICT	TOPLANTI SAYISI / NUMBER OF MEETING	BÖLGE / REGION
AFYON	Bayat	5	2
	Beyyazi	2	2
	Çayirbag	1	2
	Düzagac	3	2
	Emirdag	18	1
	Fethibey	4	2
	Gebeceler	5	2
	Güney	1	2
	İscehisar	1	2
	Merkez	10	2
	Seydiler	3	1
	Sinanpasa	7	2
	Susuz	3	2
ANKARA	Polatli	4	1
	Gunyuzu	6	1
ESKİŞEHİR	Sivrihisar	8	1
KÜTAHYA	Dumlupınar	4	2
UŞAK	Banaz	1	2
General Total		85	

5.7. Resources and Responsibilities

The ESMS Team of the Project will assist and collaborate with the Employer for implementation of this SEP and the Project grievance and feedback mechanism during the construction phase. During the operation phase, implementation of this SEP and the Project grievance and feedback mechanism will be under the responsibility of the Operator.

The planned organisational structure of the ESMS Team during the construction phase, including the Senior Management and the Project level ESMS roles of the Contractor and subcontractors, is presented for the construction phase in Figure 8. The Operator will establish the Project ESMS Team for the operation phase under the organisation structure of the institution (<https://www.tcdd.gov.tr/kurumsal/organizasyon-semasi>).

A Contractor CLO, based in Ankara has been appointed in February 2021 under the General Project Management Team. Site CLOs responsible to cover stakeholder engagement activities in each section will be appointed by the Contractor to ensure effective communication with the external stakeholders.

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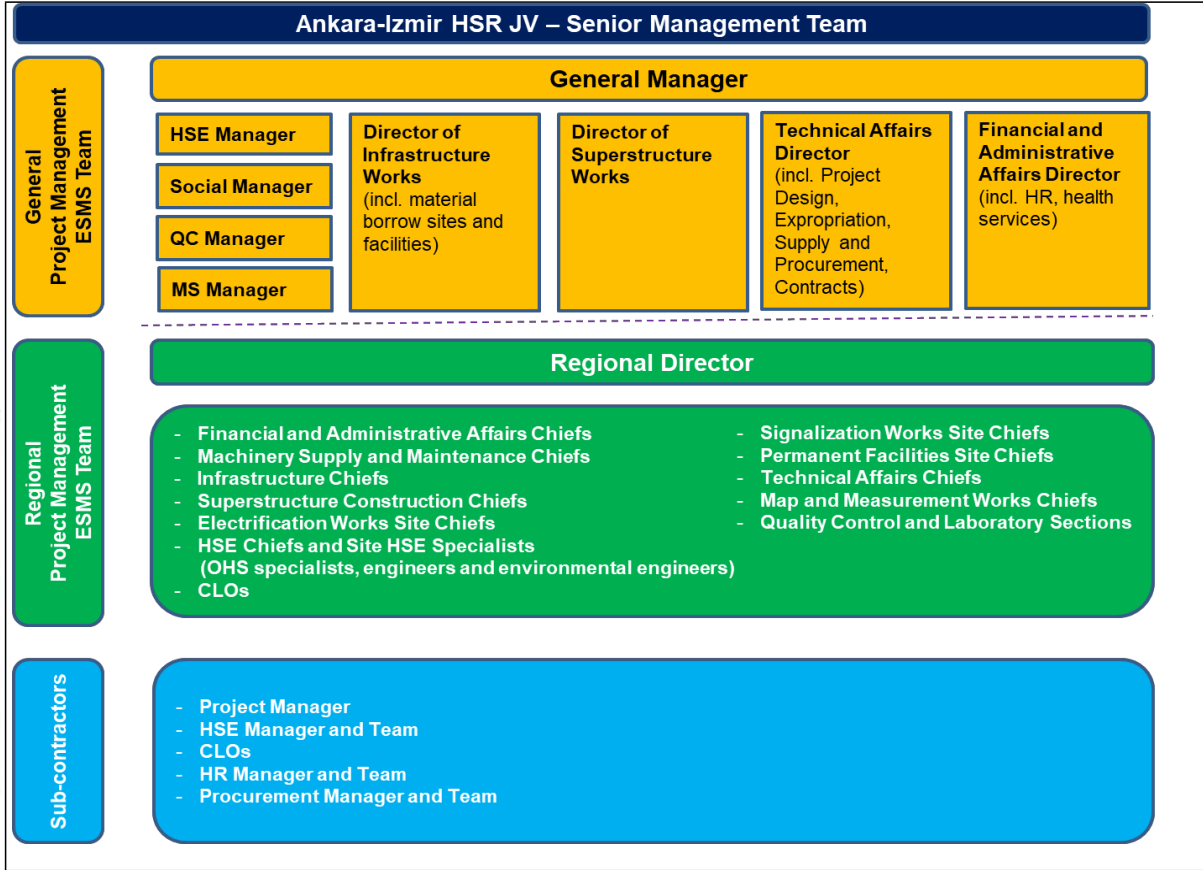


Figure 8. Ankara-Izmir HSR Project – ESMS Team under the JV for the Construction Phase

The roles and responsibilities of the ESMS Team in terms of implementation of this SEP as well as the Project grievance and feedback mechanisms during the construction phase are provided in Table 18. In consideration of the roles and responsibilities defined by the Contractor as relevant, the Operator will define the roles and responsibilities of the ESMS team for the operation phase.

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Table 18. Roles and Responsibilities of the Project ESMS Team of the Contractor for the Construction Phase – related to SEP and Grievance and Feedback Mechanism Implementation

ESMS Team Member	E&S Related Roles and Responsibilities
Senior Management	
Senior Management implementation of SEP. ESMS Team	<ul style="list-style-type: none">• Assist and collaborate with the Employer for the effective• Ensure allocation of adequate financial and human resources for effective implementation of SEP throughout the Project in line with the Project Standards.• Review and approve E&S policies and key E&S management/action (i.e. SEP, RAP) plans, including updates, whenever necessary.• Approve high-level/key stakeholder engagement strategies (e.g. engagement with central and local governmental stakeholders, parliamentarians, political party representatives, NGOs, media) before implementation.• Conduct periodic reviews of SEP implementation based on the reports submitted by the General Project Management - ESMS team.
General Project Management	
ES Manager	<ul style="list-style-type: none">• Work in coordination with SEP Expert and HR Manager to review internal and external grievances/feedback and ensure/verify that the site teams address the grievances/corrective actions in responsive timeframes in accordance with the Project SEP; approve corrective actions to be implemented by ES Site Chiefs.• Report to the Senior Project Management Team on Project's ES Performance and key ES issues, including SEP implementation.

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SEP Expert	<ul style="list-style-type: none">• Oversee compliance of Project's social performance (including implementation of measures/actions related to stakeholder engagement, grievance and feedback management and livelihood restoration/resettlement) with Project Standards.• Prepare social management/action plan updates and training documents on the implementation of the SEP and grievance and feedback mechanism as part of Project ESMS.• Work in coordination with ES Manager, HR Manager and other relevant manager/directors to review external grievances/feedback and ensure/verify that the site teams address the external grievances/corrective actions in responsive timeframes in accordance with the Project SEP.• Evaluate the capacity of the site social teams/officers for SEP implementation.• Ensure effective and periodic communication with the external stakeholders.• Ensure effective and periodic communication with the internal stakeholders.• Ensure community grievances and feedback are registered and responded as per the Project SEP.• Keep the database of public grievances and feedback.• In coordination with the subcontractors as required, develop and implement additional measures for resolving community related issues, including measures aimed at resolving non-closed grievances.• Ensure coordination and consistency across all stakeholders facing activities by all parties.• Report to the Senior Management Team on Project's social performance and key social issues, including stakeholder engagement and grievance and feedback management.• Review Project-related public grievances and feedback and ensure/verify that the site teams address the public grievances/corrective actions in responsive timeframes.
Human Resources (HR) Manager	<ul style="list-style-type: none">• Ensure Project labour management practices adhere to the Project Standards and endorsed to the Contractor and subcontractors accordingly.• Ensure subcontractors implement the Project internal grievance and feedback mechanism.• Support administrative and technical teams in planning and execution of the necessary E&S trainings, including SEP implementation.• Work in coordination with SEP Expert and ES Manager to review internal grievances and feedback, and ensure/verify that relevant directors/managers address the internal grievances/corrective actions in responsive timeframes in accordance with the Project SEP.
Management Systems Manager	<ul style="list-style-type: none">• Analyse the requirements of the Management Systems and ensure the implementation of requirements by the Contractor and subcontractors, including engagement with stakeholders.
Director of Infrastructure and Superstructure Works	<ul style="list-style-type: none">• Ensure fulfilment of all applicable national legislative and permitting requirements in the Project.• Ensure adequate resources are allocated for the implementation of the Project SEP during the construction phase.• Full ownership of the implementation of SEP.• Ensure the Contractor and subcontractors are fully aligned with the SEP through contractual requirements as relevant.

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Director of Technical Affairs Director	<ul style="list-style-type: none">• Ensure fulfilment of all applicable national legislative and permitting requirements in the Project.• Ensure incorporation of the SEP requirements to the contracts/agreements made with the subcontractors and vendors.
Director of Financial and Administrative Affairs	<ul style="list-style-type: none">• Ensure required financial allocations are in place for effective implementation of SEP.
Regional Project Management (E&S Positions)	
ES Chief	<ul style="list-style-type: none">• Work in coordination with CLOs to review internal and external grievances and feedback, and implement required corrective actions, if any, in responsive timeframes in accordance with the Project SEP and with approval from ES Manager .• Report to the ES Manager on Project's ES Performance and key ES issues, including SEP implementation.
Community Liaison Officers (CLOs)	<ul style="list-style-type: none">• Ensure compliance of Project's social performance (including implementation of measures/actions related to stakeholder engagement, grievance, and feedback management) with Project Standards.• Ensure effective and periodic communication with the external stakeholders during the construction phase.• In coordination with the HR team and Site ES chiefs, ensure all Project personnel (direct and contracted) receives trainings on the implementation of the internal and external grievance and feedback mechanism developed for the Project (e.g. how to submit internal grievances and feedback, how to manage external grievances and feedback, etc.) at the time of employment.• Ensure community grievances and feedback are registered and responded as per the Project SEP and reported to SEP Expert• Support ES Chief in the management of internal grievances and feedback as required.
Subcontractors	
Subcontractors (<i>Project Manager, ES Manager and Team, CLOs, HR Manager and Team, Procurement Manager and Team, and ESMS Teams including ES/HR/Procurement Managers and Teams</i>)	<ul style="list-style-type: none">• Ensure compliance with the Project-specific E&S policies, E&S management plans and Project Standards, including SEP in line with their contractual requirements.• Ensure competent and trained ES staff is allocated to implement SEP.• Ensure adequate resources are allocated for the implementation of the SEP.• Ensure internal and external grievances and feedback are recorded, reported to Contractor and responded in agreement with the Contractor as per the requirements of• Project SEP.• Prepare periodic ES reports as per the content and frequencies to be set by Contractor, including issues related to SEP implementation.

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5.8. Grievance and Feedback Mechanism

The Contractor (through ERG Construction as one of the JV companies) has in place well-established external and internal grievance and feedback mechanisms, developed and being implemented for the construction of a large- scale motorway project in Turkey.

During the construction phase, the Contractor will adapt these existing mechanisms to the Project and implement them throughout the construction phase of the Project.

During the operation phase, implementation of the SEP, including the internal and external grievance mechanisms will be under the responsibility of the Operator consistent with their internal/institutional procedures and mechanisms.

Description of both the external and internal grievance and feedback mechanisms is provided in the following sections (see Appendix E and F. for external and internal grievance and feedback forms). The mechanisms will seek to resolve concerns promptly, using an understandable and transparent consultative process that is culturally appropriate, and at no cost and without retribution to the external or internal party that originated the issue or concern.

The key principles of the external grievance and feedback mechanism will be to:

- Ensure impartiality, confidentiality, and free of coercion or intimidation.
- Ensure resolution of concerns within the time frames specified in the Project SEP.
- Provide an understandable and transparent consultative process that is culturally appropriate and readily accessible.
- Provide the option of submitting grievances and feedback anonymously.
- Provide access at no cost and without retribution to the party that originated the issue of concern.
- Not impede access to judicial and administrative remedies.

Besides the right to appeal the outcomes of the grievance and feedback process, the rights of the grievance/feedback holder include more than only the right to appeal the outcomes of the grievance process, as indicated below:

- The grievance/feedback holder does not have to participate in the grievance and feedback mechanism and can choose to follow other remedies, including other judicial, administrative, civil, etc. remedies. The judicial or administrative remedies will be applicable as per the Constitution of the Republic of Turkey and relevant legislation.
- The grievance/feedback holder cannot be coerced to participate in the grievance management process.
- The grievance/feedback holder can choose to stop participating in the Project grievance and feedback mechanism at any time and elect to follow other remedies.

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The related government agency is responsible for the execution of the Project-related expropriation process as per the applicable legislative requirements and making all the expropriation payments to the right holders. The grievances and objections with respect to the expropriation/land acquisition process to be executed by the Employer/Operator had been/will be inherently directed to and managed by the Employer/Operator as per the applicable legislation. During the construction phase, the Contractor, will record any grievance or feedback raised by the stakeholders regarding the expropriation/land acquisition process led by the Employer/Operator and convey these in writing to the Employer for management. As per the Expropriation Law (Law No. 2942, 1983), the state agency responsible from execution of expropriation process manages the requests and disagreements as per the relevant provisions of the Law.

For monitoring the ESMS performance during the construction phase, the Contractor, through the Project ESMS team, will carry out periodical internal E&S monitoring activities (on behalf of the Employer). As part of the internal E&S monitoring works, the PAPs (or their legitimate representatives) and internal stakeholders will be consulted on their experiences and suggestions on the Project grievance and feedback mechanism in order to incorporate their feedback and refine the process continuously.

5.8.1. Demand Management Mechanism

In addition to compliance and suggestions, the project's grievance mechanism also takes into account requests from internal and external stakeholders.

Anex G includes both internal and external stakeholders in the processes of the demand management mechanism.

5.8.2. External Grievance and Feedback Mechanism

Grievance and feedback mechanism is a management tool designed to help address stakeholder concerns related to the Project implementation phase and facilitate a trustworthy and constructive relationship between the parties.

During the construction phase, the Contractor CLOs are responsible for coordination of stakeholder engagement activities and the management of the grievance and feedback mechanism.

At the initial activation stage of the Project grievance and feedback mechanism, the Contractor CLOs will engage with the PAPs to inform and integrate their feedback and suggestions to the process. The CLOs will undertake an awareness raising process and inform the external stakeholders, including local communities, about Project's grievance and feedback collection channels and grievance and feedback mechanism as part of the SEP implementation to encourage them to submit written complaints with reassurance that written submissions will not be used in any way to intimidate those submitting the complaints.

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The external grievance and feedback collection channels to be used during the construction phase are described in Table 19. The Operator will review and adapt these channels, as appropriate and consistent with their internal/institutional procedures and mechanisms, within the SEP to be updated prior to start of operation phase and implemented throughout the operation phase.

Table 19. External Grievance and Feedback Collection Channels for Construction Phase

Grievance and Feedback Collection Channels	Explanation
Project website	<ul style="list-style-type: none">• www.ankaraizmiryht.com
Address	<ul style="list-style-type: none">• Ankara-İzmir YHT Yapımı İş Ortaklığı Çankaya Cad. No : 26 06551 Çankaya Ankara
E-mail	<ul style="list-style-type: none">• Region¹⁴ 1: alptug.alper@aniyht.com• Region 2: aydin.yasar@aniyht.com• Region 3: ilknur.teksen@aniyht.com• Region 5: -
Phone	<ul style="list-style-type: none">• General directorate PBX: 0272 219 51 00• Region 1: 0530 589 10 39• Region 2: 0530 589 10 94• Region 3: 0530 589 10 36• Region 5: -
Grievance boxes and forms	<ul style="list-style-type: none">• www.ankaraizmiryht.com/iletisimani.html• Grievance and feedback boxes and forms (see Appendix E) will be placed and maintained by the Contractor CLOs in all settlements affected from Project-related land acquisition process and at relevant work sites. The boxes and form will be placed at one or more of the locations, as appropriate:<ul style="list-style-type: none">○ Offices of village/neighbourhood○ Village/neighbourhood mosques○ Locations where local women gather together/women would feel comfortable to visit○ Construction camp sites of the Contractor and subcontractors○ Concrete plants• Grievance and feedback forms will also be available at the mobile Project vehicles (e.g. vehicles used by CLOs, ES chiefs, other community-facing managers/directors working at Project sites etc.)
Contractor (Site) CLOs	<ul style="list-style-type: none">• CLOs will collect grievances and feedback (verbal or written) during public and individual meetings, through phone calls, e-mails, etc. and manage them as per Project SEP.• Where required, CLOs will guide stakeholders on how to fill in grievance and feedback forms.

¹⁴ The chainage information of region 1-2-3 and 5 is as follows:

- Region 1 – Km 0 - 76 (Polatlı /Ankara – Emirdağ / Afyonkarahisar)
- Region 2 – Km 76 – 151 (Emirdağ /Afyonkarahisar – Susuz / Afyonkarahisar)
- Region 3 – Km 151 – 286 (Susuz / Afyonkarahisar – Banaz / Uşak)
- Region 5 – Km 440 – 547 (Salihli / Manisa – Menemen / İzmir)

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Other community-facing Project representatives, directors, managers, etc. of the Contractor and subcontractors	<ul style="list-style-type: none">CLOs will establish systems and engage with relevant subcontractors on a daily basis to ensure that grievances and feedback collected by other Contractor and subcontractor personnel (verbal and written) are conveyed to themselves/Contractor registered and managed as per Project SEP.CLOs will train other community-facing Project representatives, directors, managers of the Contractor and subcontractors on implementation of Project SEP.
Personal visits by stakeholders to construction camp sites and other work sites of the Contractor and subcontractors	<ul style="list-style-type: none">The CLOs will guide the visitors of the Project camp and work sites to fill in grievance and feedback forms to convey their feedback and grievance, where possible.In case of receipt of verbal feedback and/or grievances during stakeholder visits, the CLOs will ensure that such feedback and grievances are registered and managed as per Project SEP.
Through Project Owner and other public authorities	<ul style="list-style-type: none">Stakeholders may convey their grievances and feedback about the Project directly to the Project Owner and/or other public authorities such as governorates, district governorates, municipalities, and elected village heads. Such grievances and feedback collected by the authorities and conveyed to the Contractor will be registered in the Project grievance and feedback database and managed as per Project SEP, as relevant.
Through Presidency's Communications Centre (CIMER)	<ul style="list-style-type: none">The Presidency's Communication Centre (CIMER) has been providing a centralised complaint system for Turkish citizens, legal persons and foreigners. CIMER 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.<ul style="list-style-type: none">www.cimer.gov.trCall Center: 150Phone number: +90 312 525 55 55Fax number: +90 0312 473 64 94Mail addressed to Republic of Turkey, Directorate of CommunicationsIndividual applications at the community relations desks at governorates, ministries and district governorates <p>Any grievance and feedback lodged/conveyed through CIMER and conveyed to the Project will be registered in the Project grievance and feedback database and managed as per Project SEP, as relevant, by observing the requirements stipulated by the Law on the Protection of Personal Data (Law No. 6698, 2016).</p>

The main steps of the Project external grievance and feedback mechanism are summarised in Table 20 (each step involves consultation with and/or information of the grievance holder). The Operator will review and adapt this mechanism, as appropriate and consistent with their internal/institutional procedures and mechanisms, within the SEP to be updated prior to start of operation phase and implemented throughout the operation phase.

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Table 20. External Grievance and Feedback Mechanism for the Construction Phase

Steps of the Grievance and Feedback Mechanism	Description of the Activities/Tasks (*)
Step 1 – Receive and register	<ul style="list-style-type: none"> Grievances and feedback are collected through the channels listed in Table 18. Grievance and feedback boxes are checked by the CLOs or ES chiefs (or other appointed personnel such as site HR personnel) minimum on a weekly basis. All grievances and feedback (written or verbal) are registered electronically in the grievance and feedback database of the Project by the CLOs within 48 hours of receipt. Written grievances, which are collected from villages, can be registered within a few days (max 7 days). CLOs will weekly check the boxes and register complaints for written complaints submitted through complaint boxes. After the registry in the Grievance and Feedback Register, the grievance/feedback is transmitted to SEP Expert. Depending on the significance, the SEP Expert informs the General Project Management ESMS Team and/or the Senior Management Team. Otherwise, the Senior Management Team is informed through periodical internal monitoring reports. <p>Grievances/feedback can be submitted anonymously if preferred by the grievance/feedback holder, though that will mean that feedback cannot be provided to the grievant. Also, people submitting grievances/feedback will be free of retribution or retaliation/feedback, and the use of the Grievance and Feedback Mechanism does not prevent the grievance/feedback holder from having access to other mechanisms (e.g. through the courts/law).</p>
Step 2–Acknowledge	<ul style="list-style-type: none"> During these 48 hours, grievances will be reviewed by competent professionals to check whether they are genuine, and related to Project activities, or not. If the issues/disputes raised are not related to the Project, guidance will be provided to the Complainant to contact the relevant party, where possible in writing (through e-mail, short message or letter/petition) and/or by telephone within 48 hours after receipt of grievance/feedback.
Step 3 – Assess and assign	<ul style="list-style-type: none"> Once registered, relevant CLO, with support and guidance from relevant Site Chiefs, will assess the nature of the grievance/feedback, based on relevant criteria including, but not limited to, potential risks and priority, technical complexities, action alternatives and cost and time implications, etc. If required, CLO will request further support from the General Project Management ESMS Team/SEP Expert, to designate the party who will be responsible from the management of grievance/feedback through the next steps of the grievance and feedback mechanism. If assessed minor/easily resolvable grievances¹⁵, the relevant CLO, with approval from relevant ES Site Chiefs and General Project Management ESMS Team/SEP Expert, will address the grievance immediately (if required through involvement of/action by relevant departments/Site Chiefs) upon receipt, registry, and initial assessment. Actions taken for minor grievances will also be logged in the Grievance and Feedback Register. The grievance/feedback, depending on the nature, will be assigned to relevant department/chiefs/specialist. The Grievance Register will be updated by the relevant CLO to identify the assigned party. During the construction phase, the Contractor, will record any grievance or feedback raised by the stakeholders regarding the expropriation/land acquisition process led by the Employer/Operator and convey these in writing to the Employer for management within 10 days of receipt of the respective grievance by the Contractor. Where necessary, follow-up meetings will be planned and held between the Contractor and Employer on a case-by-case basis to ensure management of grievances in line with the Project SEP. The grievance/feedback holder will be informed of the grievance finding/feedback in writing or via pre-agreed channels within 10 days.

¹⁵ SEP Expert, with input from other relevant managers/chiefs, will develop an assessment matrix to help consistent classification of the grievances as minor, moderate, or major.

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Step 4 – Dialogue and investigate	<ul style="list-style-type: none">For grievances which cannot be resolved within 30 calendar days (e.g. due to technical complexities), an investigation process will be initiated based on dialogue between relevant Project parties (e.g. General and Regional Project Management teams, ES Site Chiefs, specialists, subcontractor managers, etc.). This process will involve;Consultation with the grievance/feedback holder to understand the her/his perception and expectations relevant to the management of the grievanceEstablishment of an investigation team (e.g. technical departments), if required due to nature and complexity of the issueInvestigation and analysis of the grievance, where required with support from external parties for complex technical issues (e.g. accredited laboratories, subject-matter specialists, consultants, etc.)Determination of the actions/action options and responsible parties for implementation for the resolution of the grievance (in agreement and with approval of ES Site Chiefs, General Project Management ESMS Team, Senior Management Team, where required)If it is decided that a grievance is not related to the Contractor or in case of vexatious/invalid complaints, the CLO, with approval from the SEP Expert, will notify the complainant immediately upon completion of the investigation. This notification/action will be documented by the CLO in the Grievance and Feedback Register.
Step 5 – Respond	<ul style="list-style-type: none">Based on the result of investigation and examination of the grievance, a timely, clear and accurate response, including Project response and resolution options/actions, will be developed by the relevant CLO, with support from ES Site Chiefs and/or General and Regional Project Management ESMS Team/SEP Expert).The written response is transmitted to the grievance/feedback holder by the CLOs or the SEP Expert (this may be delegated to other responsible Project personnel –Site Chiefs, etc. – as appropriate).The grievance resolution letter is transmitted by the CLOs to the person who submitted the grievance/feedback in 30 days from date the grievance/feedback received. The response is provided in written where possible. Verbal responses are registered in the database, appropriately, with supporting materials/evidence, where available.If the time required for the resolution of the grievance is to exceed 30 days due to factor beyond Employer's or Contractor's control, etc. grievance/feedback holder will be notified by the CLOs in a timely manner (within maximum 3 days after the 30 days resolution period has ended) about the potential delay and anticipated timeline for the resolution.
Step 6 – Action	<ul style="list-style-type: none">Resolution and appeal processes will be proceeded as below.
6.a. Resolve Successfully	<ul style="list-style-type: none">The agreed actions for resolution of grievances will be implemented by the responsible departments
6.b. Appeal	<ul style="list-style-type: none">If the resolution of the grievance cannot be agreed between the Contractor and the grievance holder, the Complainant has the rights under the Constitution and applicable Turkish legislation to use formal appeal mechanisms in line with the applicable Turkish legislation.
Step 7 – Follow-up and Close	<ul style="list-style-type: none">Following the completion of the actions and successful resolution of the grievance, the grievance holder will be informed of the outcome of the action and that the grievance has been resolved successfully through grievance closure letter to be issued within 30 days from the date the grievance/feedback has been received.In case of successful resolution, agreement of the grievance holder on the resolution of the grievance will be documented by means of appropriate documents/mechanisms (e.g. correspondence/signed documentation, e-mail, short/Whatsapp message, etc.) and relevant explanation/documentation will be referenced in the Grievance Register for closing out the grievance.For grievances classified as major, a root-cause analysis will be conducted by the CLOs/SEP Expert, with input from relevant departments (e.g. technical) to refine the grievance management process and inform future responses to similar grievances.

(* Taken/adapted from Contractor's (through ERG Construction as one of the JV companies) in place external grievance and feedback mechanism, developed for the construction of a large-scale motorway project in Turkey.

5.8.3. Internal Grievance and Feedback Mechanism

Internal stakeholders are the workers (direct and contracted), managers, representatives and suppliers who work for the Contractor and subcontractors.

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The Contractor will provide an effective grievance and feedback mechanism for workers (and their organizations, where they exist) to raise workplace concerns.

Necessary induction and training programs will be provided in the employment process of all direct and subcontractor employee. The training will cover environmental, social, OHS, community health and safety issues and grievance mechanisms.

The knowledge of the subcontractor personnel and the effective implementation of the grievance mechanism by the Project subcontractors will be managed by the Contractor with the contract requirements (Subcontractor Management Plan - Subcontractor Health-Safety - Environmental Commitment.

The requirements in the Project's Environmental and Social Management Plan (ESMP) and Stakeholder Engagement Plan (SEP) and other documents will be made clear through toolbox training.

There are Complaint and Suggestion Boxes in order to receive suggestions and complaints of working personnel (internal customers) in the construction sites, common areas, dormitories and locales. In addition, information posters about the complaint process and the contact information of the Public Relations Specialists working in the region have been hung in the common areas of the regional camps.

The internal grievance and feedback collection channels to be used in the Project are described in Table 21. The Operator will review and adapt these channels, as appropriate and consistent with their internal/institutional procedures and mechanisms, within the SEP to be updated prior to start of operation phase and implemented throughout the operation phase.

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Table 21. Internal Grievance and Feedback Collection Channels for the Construction Phase

Grievance and Feedback Collection Channels	Explanation
Project web site	<ul style="list-style-type: none"> ankaraizmiryht.com
Address	<ul style="list-style-type: none"> Ankara-İzmir YHT Yapımı İş Ortaklığı Çankaya Cad. No : 26 06551 Çankaya Ankara
Mail	<ul style="list-style-type: none"> Region¹⁶ 1: alptug.alper@aniyht.com Region 2: aydin.yasar@aniyht.com Region 3: ilknur.teksen@aniyht.com Region 5: -
Phone	<ul style="list-style-type: none"> General directorate PBX: 0272 219 51 00 Region 1: 0530 589 10 39 Region 2: 0530 589 10 94 Region 3: 0530 589 10 36 Region 5: -
Grievance and feedback boxes and forms	<ul style="list-style-type: none"> Grievance and feedback boxes and forms will be placed at the following locations: <ul style="list-style-type: none"> Construction camp sites of the Contractor and subcontractors (at the offices, cafeterias, dormitories, social facilities, as appropriate) Office and work sites at the quarries, material borrow sites and concrete plants Phone E-mail Petitions to be submitted to Project managers/directors/chiefs Grievance and feedback forms will also be available at the mobile Project vehicles (e.g. vehicles used by ES Manager and ES chiefs, CLOs, mobile and fixed ES specialist appointed at work sites)
Verbally	<ul style="list-style-type: none"> Through Project directors, managers, chiefs, ES specialists, CLOs, etc. Through subcontractors (to be conveyed to the Contract systematically) During monthly H&S committee meetings and other meetings with employees
Employee satisfaction surveys	Employee satisfaction surveys will be conducted at frequencies to be set by the HR. The surveys will provide anonymous filling option. The surveys will include questions designed to collect employees' grievances and feedback with regard to subjects covered in Project HR Policy and Project's relevant implementations. The Contractor will include Subcontractor employee satisfaction surveys in the contractor's surveys.

The main steps of the Project internal grievance and feedback mechanism are summarised in Table 22. The Operator will review and adapt this mechanism, as appropriate and consistent with their internal/institutional procedures and mechanisms, within the SEP to be updated prior to start of operation phase and implemented throughout the operation phase.

¹⁶ The chainage information of region 1-2-3 and 5 is as follows:

- Region 1 – Km 0 - 76 (Polatlı /Ankara – Emirdağ / Afyonkarahisar)
- Region 2 – Km 76 – 151 (Emirdağ /Afyonkarahisar – Susuz / Afyonkarahisar)
- Region 3 – Km 151 – 286 (Susuz / Afyonkarahisar – Banaz / Uşak)
- Region 5 – Km 440 – 547 (Salihi / Manisa – Menemen / İzmir)

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Table 22. Internal Grievance and Feedback Mechanism for the Construction Phase

Steps of the Grievance Mechanism	Description of the Activities/Tasks (*)
Step 1- Receive and register	<ul style="list-style-type: none"> The internal grievance and feedback collection channels to be used in the Project are listed in Table 20. Grievance and feedback boxes are checked by the site CLO's and HR personnel (this may be delegated to other relevant site personnel by the HR Manager) minimum on a weekly basis. All grievances/feedback (written or verbal) are registered by the site HR personnel electronically in the internal grievance and feedback database of the Project.. All grievance/feedback (written or verbal) are recorded electronically in the Project's complaints and feedback database by CLO's within 48 hours of receipt. After the registry in the electronic database, the grievance/feedback is transmitted to HR Manager. Depending on the significance, the HR Manager informs the Senior Management Team immediately. Otherwise, Senior Management Team is informed through periodical internal monitoring reports. Grievances/feedback can be submitted anonymously if preferred by the grievance/feedback holder, though that will mean that feedback cannot be provided to the grievant. Also, people submitting grievances will be free of retribution or retaliation, and the use of the Grievance and Feedback Mechanism does not prevent the grievance holder from having access to other mechanisms (e.g. through the courts/law).
Step 2- Acknowledge	<ul style="list-style-type: none"> The site HR personnel contact the employee (internal stakeholder) (direct or contracted) who filed the grievance to confirm the receipt of the grievance/feedback by e-mail or telephone or in person within 48 hours of receipt of grievance/feedback. The communication channels (e.g. telephone, messaging services, written, etc.) to be used throughout the grievance management process will be agreed with the grievance/feedback holder.
Step 3-Assess and assign	<ul style="list-style-type: none"> Once registered, relevant site HR personnel, with support and guidance from relevant Site Chiefs, will assess the nature of the grievance, based on relevant criteria including, but not limited to, potential risks and priority, technical complexities, action alternatives and cost and time implications, etc. If required, site HR personnel will request further support from the General Project Management ESMS Team/HR Manager, to designate the party who will be responsible from the management of grievance through the next steps of the grievance mechanism. If assessed minor/easily resolvable grievances¹⁷, the relevant site HR personnel, with approval from relevant Site Chiefs and General Project Management ESMS Team/HR Manager, will address the grievance immediately (if required through involvement of/action by relevant departments/ Site Chiefs) upon receipt, registry and initial assessment. Actions taken for minor grievances will also be logged in the Grievance Register. The grievance, depending on the nature, will be assigned to relevant department/chiefs/specialist. The Grievance Register will be updated by SEP expert to identify the assigned party.
Step 4- Dialogue and investigate	<ul style="list-style-type: none"> For grievances, which cannot be immediately resolved (e.g. due to technical complexities), an investigation process will be initiated based on dialogue between relevant Project parties (e.g. General and Regional Project Management teams, Site Chiefs, specialists, subcontractor managers, etc.). This process will involve; <ul style="list-style-type: none"> - Consultation with the grievance/feedback holder to understand their perception and expectations relevant to the management of the grievance - Establishment of an investigation team (e.g. technical departments), if required due to nature and complexity of the issue - Investigation and analysis of the grievance, where required with support from external parties for complex issues (e.g. legal counsels, etc.) - Determination of the actions/action options and responsible parties for implementation for the resolution of the grievance (in agreement and with approval of Site Chiefs, General Project Management ESMS Team, Senior Management Team, where required) If it is decided that a grievance is not related to the Project or in case of vexatious/invalid complaints, the site HR personnel, with approval from the HR Manager, will notify the complainant immediately upon completion of the investigation. This notification/action will be documented by the site HR personnel in the Grievance Register.

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¹⁷ SEP Expert, with input from other relevant managers/chiefs, will develop an assessment matrix to help consistent classification of the grievances as minor, moderate, or major.

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Step 5 – Respond	<ul style="list-style-type: none">Based on the result of investigation and examination of the grievance, a timely, clear and accurate response, including Project response and resolution options/actions, will be developed by the relevant site HR personnel, with support from Site Chiefs and/or General and Regional Project Management ESMS Team/HR Manager).The written response is transmitted to the grievance holder by the site HR personnel or the HR Manager (this may be delegated to other responsible Project personnel – Site Chiefs, etc. – as appropriate) within 30 days from the date the grievance/feedback received.The written or verbal response is transmitted by the site HR personnel to the employee (internal stakeholder, direct or contracted), who submitted the grievance in 30 days from date the grievance received and recorded. Verbal responses are registered in the database, appropriately, with supporting materials/evidence, where possible.
Step 6–Action	<ul style="list-style-type: none">Resolution and appeal processes will be proceeded as below.
6.a. Resolve Successfully	<ul style="list-style-type: none">The agreed actions for resolution of grievances will be implemented by the responsible departments.
6.b. Appeal	<ul style="list-style-type: none">If the resolution of the grievance cannot be agreed with the grievance holder, the Complainant has the rights under the Constitution and applicable Turkish legislation to use formal appeal mechanisms in line with the applicable Turkish legislation.
Step 7–Follow-up and Close	<ul style="list-style-type: none">Following the completion of the actions and successful resolution of the grievance, the grievance holder will be informed of the outcome of the action and that the grievance has been resolved successfully through grievance closure e-mail or letter to be issued within 30 days from the date the grievance/feedback has been received.In case of successful resolution, agreement of the grievance holder on the resolution of the grievance will be documented by means of appropriate documents/mechanisms (e.g. correspondence/signed documentation, e-mail, etc.) and relevant explanation/documentation will be referenced in the Grievance Register for closing out the grievance.For grievances classified as major, a root-cause analysis will be conducted by the site HR personnel/HR Manager, with input from relevant departments (e.g. technical) to refine the grievance management process and inform future responses to similar grievances.

5.8.4. Retrospective Issues/Concerns Raised by the Communities during the ESIA and RAP Surveys

Potential retrospective issues/concerns, stemming from the previous Project activities and raised by the mukhtars or households during the ESIA and RAP surveys (surveys conducted in parallel to the ESIA process), have been recorded by the ESIA team. The main retrospective issues/concerns raised by the mukhtars and PAPs have included:

Impacts of Project-related land acquisition on agriculture and livestock activities (e.g., parts of expropriated parcels that remained useless due to partial expropriation; restriction of access to pasture lands due to suspension of construction works in 2018; Damage to agricultural lands due to excavated material disposal; inadequate compensation payment for crops and land; damages to some parcels due to flooding after construction activities).

Impacts due to physical resettlement experienced by PAPs (e.g., compensation values determined for affected houses)

Unfinished construction works causing impacts on life conditions and access restrictions (e.g., health and safety concerns due to construction traffic using the village roads, damage on village access roads due to suspension of construction works in 2018, safety risks due to incomplete engineering structures).

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The Mukhtars stated that noise due to construction was the most important concern, followed by fugitive dust, traffic, and damages to roads and accesses. All the Mukhtars stated that finding land for agricultural activity would be difficult. The majority of Mukhtars' stated that the Project would be a contributor to local economy and mentioned there would be social benefits associated with improved transportation, particularly in relation to better access to employment and services.

All settlement information surveys (which have been conducted with mukhtars) under LRP were completed as of June 2022 in the 1st, 2nd, 3rd regions. The 5th region settlement information surveys will be completed by the end of August 2022. Household surveys are planned to be conducted by sampling method.

The local authorities and mukhtars have been communicated prior to entry to the Project site to ensure management of any grievances that could stem from the activities of the previous contractors. If received by the Contractor, such grievances are conveyed by the Contractor in writing to the Project Owner.

Project Land Delivery, Entry and Exit Protocol describes the following processes in detail for the entire construction corridor where land expropriation works are carried out by Ankara-İzmir High Speed Railway Line Project (ANİYHT), AYGM and TCDD:

1. Processes related to Land Delivery
2. Contractor's Land Entry and Site Access processes
3. Contractor's Land Exit process

These steps will be implemented in line with the Resettlement Policy Framework (RPF), Resettlement Action Plan 1 (RAP1) and Resettlement Action Plan 2 (RAP2), all of which have been specifically prepared for the RAP. In addition, it covers the IFC PS5 requirements.

With the land access/entry steps, displacement and potential loss of livelihoods as a result of land acquisition were identified for Project affected landowners. Pre-construction studies have enabled and ensured early identification of existing risks and impacts and ensures that construction activities in risky locations are avoided until the issues are solved.

The studies about livelihood restoration are ongoing according to international regulations (IFC ES performance standards) and best practices. Following this study, applications will be conducted in accordance with Livelihood Restoration Plan.

Notifications regarding the start of the land entry/acquisition process:

- The owners or users of the parcels in the Expropriation Corridor, which are still used for agricultural purposes despite being expropriated and on which crops are grown, are informed before the construction activities begin.
- The Contractor informs the affected landowners and/or tenants through announcements and/or headmen, if necessary, at least 3 days before physically entering any land where construction

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activities have started in the past, the corridor has been opened, and there is no agricultural activity or crops on it.

- At least 3 days before the start of construction, information is given to the authorities that issue the entry permit.
- A general announcement is made visually and/or audibly to the mukhtars and landowners.

The mitigation measures for traffic safety are defined in the Traffic Management Plan and Community Health and Safety Management Plan for promoting traffic safety by all Project personnel and community while accessing project activities and using existing roads, their extensions, or new roads.

Efforts are made to maximize the use of existing roads to access the project construction sites and ancillary facilities. However, there may be a need to open additional roads to transport equipment, vehicles, heavy trucks, materials and personnel to certain project areas.

Risk assessments will be carried out on all routes to be used, whether temporary or permanent. These risk assessments will be reviewed and updated periodically as required. During planning of new roads environmental and social aspects will be considered; special attention will be given to environmentally sensitive areas, water crossings, archaeological sites, natural resources, grazing lands, culturally important areas etc. The new roads will be planned and built near existing road networks where possible to avoid the need to construct lengthy roads.

New roads will be designed with adequate slope and cross-fall drainage to channel storm water safely to off-road soak ways, thereby preventing erosion or siltation, and enabling rainwater to be transmitted safely out of the way. Permits / land rental agreements will be obtained as necessary prior to construction of new access roads. Temporarily used access roads will be removed/reinstated to its former state if no longer needed or requested by local communities. All access roads will have appropriate signs showing speed limits and designated routes to follow.

Bridges, viaducts and tunnels within the scope of the Project will provide places where vehicles, people, grazing animals and fauna can pass under or over the Project.

5.9. Monitoring and Reporting

Internal monitoring will be done for SEP implementation, including the operation of external and internal grievance mechanisms, throughout the Project. This will include monitoring of subcontractor's stakeholder engagement and grievance management practices as well.

To assist and collaborate with the Employer for SEP implementation, site implementation of SEP and grievance mechanism will be under the daily responsibility of ES Manager and CLOs. Periodical internal monitoring of the SEP implementation and grievance mechanism will be conducted by the SEP Expert, with support from ES Manager (in alignment with the frequency of Lenders' external E&S monitoring).

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Internal monitoring of SEP will be conducted through interviews, questionnaires and surveys with internal and external stakeholders and review of documents, including stakeholder engagement logs, grievance and feedback registers, etc.

The framework of the internal SEP monitoring, including the Key Performance Indicators (KPIs), is presented in Table 23. The target for stakeholder engagement activities is to ensure implementation of the stakeholder engagement program consistent with the timetable given in Table 16. The acknowledgment and management/resolution targets for the external and internal grievance mechanisms will be in compliance with the timeframes defined in Chapter 7 of this SEP.

Table 23. Internal Monitoring Framework for SEP Implementation

Monitoring Subject	Key Performance Indicators (KPIs)	Internal Monitoring Frequency	Parties Responsible for the Monitoring
Stakeholder engagement	<ul style="list-style-type: none"> - Number of meeting with external stakeholders according to: <ul style="list-style-type: none"> o Type of stakeholder group (e.g. central or local governmental authorities, women, vulnerable persons, NGOs) o Engagement method (e.g. face to face meetings, remote meetings including phone or video calls, correspondence, updates through Project website, announcements, etc.) o Meeting locations - Number of meetings with internal stakeholders - Number of stakeholders (individual or institution) covered in the engagement activities/events - Materials shared with the stakeholders (see Table 16 for the Documents/Materials to be Used for Engagement) 	Monthly monitoring (Daily records on Stakeholder Engagement Logs to be kept by the CLOs)	Senior Management Team SEP Expert CLOs Employer/Operator representatives (during the operation phase)
External grievance and feedback mechanism	<ul style="list-style-type: none"> - Number of external grievances/feedbacks per: <ul style="list-style-type: none"> o Settlement o Subject (e.g. dust, noise, damage to land, expropriation issues, traffic, health and safety, etc.) o Company (Contractor or Subcontractors) o Related department within the Contractor or Subcontractor o Response timeframe o Resolution timeframe - Status of grievance/feedback (open, closed, etc.) 	Monthly monitoring (Daily records on External Grievance Register to be kept by the CLOs)	Senior Management Team SEP Expert CLOs Employer/Operator representatives
Internal grievance and feedback mechanism	<ul style="list-style-type: none"> - Number of internal grievances/feedbacks <ul style="list-style-type: none"> o Company o Related department within the Contractor or Subcontractor o Subject (e.g. health and safety, accommodation conditions, work conditions, etc.) - Status of grievance/feedback (open, closed, etc.) - Response timeframe - Resolution timeframe 	Monthly (Daily records on External Grievance Register to be kept by the SEP expert and/or HR Chiefs)	Senior Management Team E&S Manager and Chiefs HR Manager Employer/Operator representatives

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STAKEHOLDER ENGAGEMENT WORKING PLAN FOR 2022

NO	PAYDAŞ KATILIM FAALİYETLERİ	START	COMPLETION	MONTHS																		
				APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY									
1	RAP1 activities with interviews with the mukhtars in the Region 1-2 ve 3	19 Apr	31 May																			
2	Stakeholder information meetings in the affected areas	19 Apr	30 Dec																			
3	Establishment of grievance mechanism / Follow-up of its progress	19 Apr	30 Dec																			
4	Project code of conduct and social code briefing meetings with project employees (including Subcontractors)	9 May	30 Dec																			
5	Women's information meetings in the affected areas	18 July	30 Dec																			
6	Interview with public institutions/ private institutions/ non-governmental organisations	1 July	01 Nov																			

Figure 9. Stakeholder Engagement Working Plan

The findings of the internal SEP monitoring will be incorporated to periodical E&S Internal Monitoring Reports to be prepared as per the Project ESMS (in alignment with the frequency of Lenders' external E&A monitoring). The Senior Management Team will receive copies of the E&S Internal Monitoring Reports.

The Project activities and overall progress and the E&S performance, including SEP implementation and grievance/feedback management, will also be communicated to the stakeholders periodically throughout the Project in order to keep affected communities informed about the Project and the progress on a regular basis. The reporting to affected communities will be in Turkish, in an easily understandable, concise and non-technical way.

The scope of bi-annual reporting will comprise of the following subjects:

- Up-to-date information on Project and its status
- Implementation progress of related commitments provided in the Project ESIA, ESAP, and ESMMFP.
- Monitoring results for subjects the communities are interested in.
- Benefits gained by the Project in the reporting period.

If the Project activities change or new E&S risks emerge, the stakeholders will be communicated outside of the regular schedule to discuss these changes through communication channels as outlined in the SEP.

The SEP will be periodically (at least annually) reviewed and updated, as necessary, during the course of the Project construction. Ongoing stakeholder engagement activities and their outcomes, as well as the key issues identified and managed through the internal and external grievance mechanisms will be reflected in the periodical SEP updates.

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As necessary, the SEP will be updated by the Employer/Operator prior to start of operations and periodically throughout the operation phase considering the stakeholders that will be relevant to the operation phase activities.

Stakeholder Engagement Recommendations and assessments will be developed to maintain effective information disclosure and stakeholder engagement during the COVID-19 and epidemic viral diseases. (e.g. social media, Project leaflet, on-line campaign, telephone engagement, video presentation).

CLOs will lead regular consultation with affected communities through virtual meetings. Where internet access is limited, the CLOs (PIU and/or Contractor, as appropriate) will liaise with the Mukhtars to reach the affected stakeholders and will undertake small focus groups, in accordance with any current COVID-19 restrictions on the location and maximum number of people who can gather, with 2m social distancing, and use of face masks as a minimum.

5.10. Contact Information for Stakeholders

Project Owner/ Employer	T.C. Ulaştırma ve Altyapı Bakanlığı Altyapı Yatırımları Genel Müdürlüğü Address: Hakkı Turalyic Cad. No:5 06338 Emek/Cankaya/Ankara E-mail: aygm.ozelkalem@uab.gov.tr Telephone: 0312 203 10 00
Project internet site	ankaraizmiryht.com
Contractor	Mail • Region 1: alptug.alper@aniyht.com • Region 2: aydin.yasar@aniyht.com • Region 3: ilknur.teksen@aniyht.com • Region 5: - • Phone • General directorate PBX: 0272 219 51 00 • Region 1: 0530 589 10 39 • Region 2: 0530 589 10 94 • Region 3: 0530 589 10 36 • Region 5: -

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(*) To be updated in due course as necessary.

Information on the Operator will be incorporated to the SEP to be updated prior to start of operation phase.

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6. RELATED DOCUMENTARY INFORMATION

- Equator Principles (EP) 4 (2020)
- International Finance Corporation (IFC) Performance Standards (PSs) (2012)
- The Organisation for Economic Co-operation and Development (OECD) Common Approaches (2016)
- UK Export Finance Environmental, Social and Human Rights Policy (2016, updated in 2020)

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Appendix A List of Settlements Affected from Project-related Land Acquisition

Railway Section	Province	Railway KM Chainage	District	Neighbourhood/ Village	Settlement Type	Total Number of Neighbourhoods/Villages		
						District Level	Province Level	Per Section
Section 1	Ankara	0+000.00-2+630.90	Polatli	Yenice	Neighbourhood	4	4	47
		2+630.90-6+521.64		Gumusyaka	Neighbourhood			
		6+873.31- 11+171.30		Beskopru	Neighbourhood			
		11+171.30-16+165.52		Kabakkoy	Neighbourhood			
	Eskisehir	6+556.15-6+873.31	Gunyuzu	Ayvali	Neighbourhood	4	12	
		16+165.52-24+891.13		Gumuskonak	Neighbourhood			
		24+891.13-29+451.25		Cakmak	Neighbourhood			
		29+451.25-39+201.15		Kayakent	Neighbourhood			
		39+201.15-45+228.35	Sivrihisar	Ilyaspasa	Neighbourhood	8		
		45+228.35-48+361.32		Yenidogan	Neighbourhood			
		48+361.32-49+159.94		Goktepe	Neighbourhood			
		49+159.94-51+439.39		Ahiler	Neighbourhood			
		51+439.39-59+785.39		Kurtseyh	Neighbourhood			
		59+785.39-61+058.11		Buhara	Neighbourhood			
		61+058.11-66+764.12		Sigircik	Neighbourhood			
		66+461.28-67+093.57		Buzluca	Neighbourhood			
	Afyonkarahisar	67+093.57-72+249.30	Emirdag	Ciftlikkoy	Village	16	66	
		72+249.30-78+870.72		Eskiakoren	Village			
		78+870.72-80+215.53		Kiliclar	Village			
		80+215.53-83+347.30		Karayatak	Village			
83+347.30-86+507.58		Adayazi		Village				

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Section 2	86+507.58-89+271.97	Ekizce	Village	6	47
	89+271.97-90+163.13	Suvermez	Village		
	90+163.13-90+543.24	Dagilgan	Village		
	90+543.24-93.898.62	Turkmenakoren	Village		
	93+377.74-93+898.62	Elhan	Village		
	96+678.60-98+709.97	Karaagac	Village		
	94+762-95+399	Yenikoy	Village		
	95+399.43-96+678.12	İncili	Neighbourhood		
	98+709.97-102+960.56	Tabaklar	Village		
	102+960.56-106+836.70	Emirinkoyu	Village		
	106+836.70-113+376.10	Yuregil	Village		
	113+376.10-125+922.54	Merkez town municipality, Buyuk	Neighbourhood		
		Merkez town municipality, Cumhuriyet	Neighborhood		
		Merkez town municipality, Yeni	Neighbourhood		
		Merkez town municipality, Hurriyet	Neighbourhood		
	125+922.54-126+216.30	Imralli	Village		
	126+216.30 - 129+300	Sagirli	Village		
	129+300.86 - 137+545	Seydiler town municipality, Cumhuriyet	Neighbourhood		
		Seydiler town municipality, Hasan Basri	Neighbourhood		
		Kavak	Neighbourhood		
145+349-148+637	Gebeceler town municipality, Fatih	Neighbourhood			
	Gebeceler town municipality, İstiklal	Neighbourhood			
	Gebeceler town municipality, Kocatepe	Neighbourhood			
	Gebeceler town municipality, Yeni	Neighbourhood			
	Gebeceler town municipality , Zafer	Neighbourhood			
149+452.79 - 149+597.43	Cavdarli	Village			
148+637-156+231	Susuz town municipality, Gokhan	Neighbourhood			

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156+407-159+175	156+722.64 - 159+231.15	159+175-163+605	159+231.13 - 161+885.12	162+608-163+605	Susuz town municipality, Osmanli	Neighbourhood										
					Susuz town municipality, Sakarya	Neighbourhood										
					Susuz town municipality, Selcuklu	Neighbourhood										
					Beyyazi town municipality, Cumhuriyet	Neighbourhood										
					Beyyazi town municipality, Ornek	Neighbourhood										
					Beyyazi town municipality, Ataturk	Neighbourhood										
					Akcın	Neighbourhood										
					Erenler	Neighbourhood										
					Ornek	Neighbourhood										
					Cayirbag town municipality, Alicetinkaya	Neighbourhood										
163+605-164+777	164+777-166+195	166+777-169+329	169+329-170+540	170+540-171+550	171+550-174+550	174+760-179+800	179+800-183+940	183+940-188+420	188+422.96 - 190+681.79	190+700-192+400	192+400-199+200	Sinanpasa	Cayirbag town municipality, Fatih	Neighbourhood		
													Cayirbag town municipality, Huzur	Neighbourhood		
													Cayirbag town municipality, Ugur	Neighbourhood		
													Fethibey town municipality, Fatih	Neighbourhood		
													Fethibey town municipality, Yavuzselim	Neighbourhood		
													Fethibey town municipality, Yunusemre	Neighbourhood		
													Bayatcik	Neighbourhood		
													Sarayduzu	Village		
													Ismail	Neighbourhood		
													Sadikbey	Neighbourhood		
Inaz (Demircevre)	Neighbourhood															
Koprulu	Village															
Balmahmut	Village															
Bulca	Village															
Ayvali	Village															
Akdegirmen	Village															
Duzagac town municipality, Isik	Neighbourhood															

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Section 3	Kutahya	199+181.83 - 202+285.04	Duzagac town municipality, Zafer	Neighbourhood	4	4	
		202+285.01 - 207+421.91	Duzagac town municipality, Cumhuriyet	Neighbourhood			
		207+180-208+700	Duzagac town municipality, Fatih	Neighbourhood			
		208+700-210+980	Karacaoren	Village			
		247+648.52 - 247+794.30	Guney	Village			
		213+740-215+560	Elvanpasa	Village			
		215+560-217+000	Calislar	Village			
		217+000-219+900	Kizilca	Village			
		210+980-213+740	Turgutozal	Neighbourhood			
		219+900-224+800	Zafer	Neighbourhood			
	Usak	Dumlupinar	224+800-229+520	Cumhuriyet	Neighbourhood	19	48
			229+520-229+600	Ciftlik	Village		
			229+600-231+214	Buyukoturak	Village		
			269+028.65 - 272+636.85	Halaclar	Village		
			272+395.50 - 277+772.40	Duzluce	Village		
			277+760.80 - 279+097.50	Dumenler	Village		
			278+911.60 - 279+656.85	Alaba	Village		
			279+627.05 - 283+510	Hatipler	Village		
			279+724.45 - 280+971.35	Banaz	Village		
			283+498.65-286+751.10	31 Agustos	Neighbourhood		
Section 3	Banaz	286+738.05 - 292+093.60	Islam	Neighbourhood	71		
		290+117.45 - 290+224.10	Bagkonak	Village			
		292+091.05 - 296+615.85	Gullucam	Village			
			Oksuz	Village			
			Gedikler	Village			
			Kizilcasogut town municipality, Baris	Neighbourhood			

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				Kizilcasogut town municipality, Cumhuriyet	Neighbourhood			
				Kizilcasogut town municipality, Emek	Neighbourhood			
		295+451.90 - 297+175.20		Derbent	Village			
		296+937.15 - 299+054.70		Kizilhisar	Village			
		298+803.60 - 301+723.05		Kirka	Village			
		301+234.70 - 305+878.15		Kabaklar	Village			
		305+873.30 - 311+678.90		Yapagilar	Village			
		311+644.80 - 313+159.55		Koyunbeyli	Village			
		313+061.10 - 316+270.90		Yavi	Village			
		314+395.95 - 317+641.25		Hocalar	Village			
		317+572.85 - 320+062.60		Elmacik	Village			
		320+035.40 - 321+218.15		Selikler	Village			
		320+178.45 - 325+365.05		Karahasan	Village			
		325+237.45 - 326+135.30		Demiroren	Village			
		328+049.95 - 338+909.30		Omurca	Village			
		326+109.75 - 328+891.00		Bekdemir	Village			
		328.865.40 - 332+884.20		Koseler	Village			
		332+864.95 - 341+341.40		Uyukbasi	Neighbourhood			
		341+315.00 - 347+264.80		Inay	Village			
		347+270.30 - 350+712.60		Karacaahmet	Village			
		350+641.75 - 353+133.45		Gedikler	Village			
		353+077.80 - 358+604.80		Ahmetler	Village			
		358+530.40 - 363+852.60		Elvanlar	Neighbourhood			
		363+852-364+949		Istasyon	Neighbourhood			
		368+894.17 - 370+513.65		Yaylakoy	Village			
		370+513.65 - 372+962.73		Armutlu	Village			

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Manisa	372+962.73 - 374+029.10	Kula	Caberler	Village	3	67
	374+029.10 - 375+629.37		Guney	Village		
	374+743.45 - 375+781.80		Balabanci	Village		
	375+781.80 - 375+825.31		Cevizli	Village		
	375+825.31 - 378+457.57		Manavli	Village		
	378+457.57 - 382+318.51		Davutlar	Village		
	382+318.54 - 384+973.61		Narincali	Village		
	384+973.69-387+350	Kula	Battalmustafa	Neighbourhood	3	
	387+353.10-388+680		Carikballi	Neighbourhood		
	405+241.47 - 406+165.76		Konurca	Neighbourhood		
	384+527.39 - 384+800.00	Alasehir	Ismailbey	Neighbourhood	18	
	388+680 - 389+880		Serinkoy	Neighbourhood		
	389+800 - 390+960		Caberkamara	Neighbourhood		
	390+960.00 - 392+926.98		Aydogdu	Neighbourhood		
	392+926.98 - 394+251.69		Gumusca	Neighbourhood		
	394+251.69 - 397+069.88		Serinyayla	Neighbourhood		
	397+069.88 - 400+166.70		Cariktekke	Neighbourhood		
	398+309.38 - 398+417.20		Caberkakili	Neighbourhood		
	400+017.33 - 402+007.64		Isiklar	Neighbourhood		
	402+007.64 - 403+968.87		Selce	Neighbourhood		
	403+968.83 - 405+786.29		Tepekoy	Neighbourhood		
	406+165.76 - 407+569.00		Turkmen	Neighbourhood		
	407+568.90 - 409+016.95		Matarli	Neighbourhood		
	409+016.95 - 411+410.00		Kasapli	Neighbourhood		
	411+401.16 - 415+369.85	Toygarli	Neighbourhood			
	415+369.85 - 419+286.57	Kemaliye	Neighbourhood			
	419+286.57 - 421+088.11	Ismetiye	Neighbourhood			

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Section 4	423+504.40 - 424+511.09	Salihli	Kavaklıdere	Neighbourhood	19	42
	421+088.11 - 422+734.17		Hacili	Neighbourhood		
	424+758.68 - 426+704.27		Torunlu	Neighbourhood		
	425+187.19 - 425+583.77		Koseali	Neighbourhood		
	426+704.27 - 429+792.60		Yesilova	Neighbourhood		
	429+792.60 - 431+898.19		Beylikli	Neighbourhood		
	431+898.00 - 434+477.24		Kabazli	Neighbourhood		
	432+182.78 - 436+404.80		Durasilli	Neighbourhood		
	436+404.80 - 438+422.65		Karaoglanli	Neighbourhood		
	438+420.57 - 440+981.30		Kirveli	Neighbourhood		
	440+981.50 - 441+477.24		Beseylul	Neighbourhood		
	441+477.24 - 441+957.19		Gaziler	Neighbourhood		
	441+955.69 - 442+628.11		Ataturk	Neighbourhood		
	442+623.19 - 442+985.87		Zafer	Neighbourhood		
	442+773.67 - 423+510.61 423+835.03 -		Mevlutlu	Neighbourhood		
	442+986.99 - 444+128.44		Keli	Neighbourhood		
	444+130.70 - 446+757.99	Yilmaz	Neighbourhood			
	446+780.32 - 449+952.55	Hasalan	Neighbourhood			
	449+975.41 - 454+200.93	Kapanci	Neighbourhood			
	454+160.47 - 455+672.91	Mersindere	Neighbourhood			
	445+664.22 - 458+548.98	Yarasli	Neighbourhood	4		
	455+664.22-467+619.58	Seydikoy	Neighbourhood			
	462+842.28 - 463+817.29	Alahidir	Neighbourhood			
	463+830.04 - 467+268.87	Gokkaya	Neighbourhood	9		
	467+268.35 - 469+468.00	Urganli	Neighbourhood			
	468+724.96 - 470+206.42	Yenikoy	Neighbourhood			
	470+223.30 - 474+280.82	Turgutlu	Derbent	Neighbourhood		

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		474+284.65 - 476+534.59	Avsar (Partially former 10.Mintika)	Neighbourhood	6			
		475+983.69-478+978.46		Neighbourhood				
		476+532.07 - 478+049.42		Sehitler (former 4.Mintika)				Neighbourhood
		478+986.46 - 481+241.44		Albayrak (former 2. Mintika)				Neighbourhood
		481+265.22 - 484+126.67		Istasyonalti (former 2.Mintika)				Neighbourhood
		483+980,44 - 488+740.25		Mustafa Kemal (former 8. Mintika and				Neighbourhood
		487+954.09 - 489+177.01						Neighbourhood
		491+597.42-494+893.46	Ataturk (former 7.Mintika)	Neighbourhood				
		490+331.80-491+600	Asagicobanisa	Neighbourhood				
		494+200-501+056.27	Karaoglanli	Neighbourhood				
		506+331-507+916	Yukaricobanisa	Neighbourhood				
		507+916-508+170	Sehitler	Neighbourhood				
		508+170-508+624	2. Anafartalar	Neighbourhood				
		508+624-514+607	Kuslubahce	Neighbourhood				
	521+724- 522.679	Horozkoy	Neighbourhood					
	522.679- 526+838	Evronos	Neighbourhood					
	526+838-528+489	Muradiye	Neighbourhood					
	528+489-529+527	Karaali	Neighbourhood					
	529+527-530+162	Gurle	Neighbourhood					
	530+162.55 - 530+861.88	Akgedik	Neighbourhood					
	531+517-533+200	Uzunburun	Neighbourhood					
	533+200-536+200	Samar	Neighbourhood					
	536+200-539+100	Telekler	Neighbourhood					
	540+000.00 - 542+091.09	Suleymanli	Neighbourhood					
	544+790-547+466	Emialem Degirmendere	Neighbourhood					
	547+466-547+648	Yahseli	Neighbourhood					
		Esatpasa	Neighbourhood					

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		547+648-547+687		Kasimpasa	Neighbourhood				
						Total	207	207	207

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Appendix B Stakeholder Engagement Log in PAS for Pre-construction

Table 24. Stakeholder Engagement Information Meeting

İL / PROVINCE	İLÇE / DISTRICT	TOPLANTI SAYISI / NUMBER OF MEETING	BÖLGE / REGION
AFYON	Bayat	5	2
	Beyyazı	2	2
	Çayırbağ	1	2
	Düzağaç	3	2
	Emirdağ	17	1
	Fethibey	4	2
	Gebeceler	5	2
	Güney	1	2
	İşçehisar	1	2
	Merkez	10	2
	Seydiler	3	1
	Sinanpaşa	7	2
	Susuz	3	2
ANKARA	Polatlı	4	1
	Günyüzü	6	1
ESKİŞEHİR	Sivrihisar	8	1
KÜTAHYA	Dumlupınar	4	2
UŞAK	Banaz	1	2
Genel Toplam			85

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Appendix C Sample Meeting Participation Form

	T.C ULAŞTIRMA VE ALTYAPI BAKANLIĞI ALTYAPI YATIRIMLARI GENEL MÜDÜRLÜĞÜ			
	ANKARA-İZMİR YÜKSEK HIZLI TREN HATTI YAPIM İŞİ PROJESİ			
TOPLANTI KATILIM FORMU				
PROJE ADI	Ankara-İzmir Yüksek Hızlı Tren Projesi			
TOPLANTI KONUSU				
TOPLANTI YERİ				
EĞİTİM TARİHİ ve SAATI				
TOPLANTI NO				
KATILIMCILAR				
SIRA NO	TARİH	ADI SOYADI	BÖLÜM/UNVAN	İMZA
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
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21				
22				
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30				

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Appendix D Stakeholder Consultation Form




	ANKARA-İZMİR YÜKSEK HIZLI TREN YAPIMI PROJESİ ANKARA-İZMİR HIGH SPEED RAILWAY PROJECT	
	CONSULTATION FORM/İSTİŞARE KAYIT FORMU	
Formu Dolduran Kişi / Person filling out the form		Tarih / Date:
Toplantı Gündemi / Agenda of the Meeting		Görüşme Kayıt No/Consultation Register Number
1 - TOPLANTI BİLGİLERİ / 1 - MEETING INFO		
Kurum Yetkilisinin Adı / 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		
<input type="checkbox"/> Authority Kamu Kurumu	<input type="checkbox"/> Business Association İş / Ticaret Birlikleri	<input type="checkbox"/> Chamber Ticaret / Sanayi Odası
<input type="checkbox"/> Interest Group İlgili Grupları	<input type="checkbox"/> Industry Association Sanayi Birlikleri	<input type="checkbox"/> Labour Union İşçi Sendikası
<input type="checkbox"/> NGO STK	<input type="checkbox"/> Media Medya	<input type="checkbox"/> PAP PEB
<input type="checkbox"/> University Üniversite		
2 - İSTİŞARE DETAYLARI / 2 - DETAILS OF CONSULTATION		
Projeyle İlişkin Sorular / Questions regarding the project :		
Özel Notlar (Formu dolduran kişinin düşünceleri)		

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Appendix E External Stakeholder Grievance and Feedback Form

ANKARA İZMİR YÜKSEK HIZLI TREN HATTI YAPIMI		ANKARA-İZMİR YHT YAPIMI İŞ ORTAKLIĞI		AYGEM Altyapı Yatırımları Genel Müdürlüğü	
DIŞ PAYDAŞ ŞİKAYET FORMU					
Doküman No:	ANİYHT-FR-ÇEV-004	Yayın Tarihi:	10.09.2022		
Durum:	Çıktı alındığında kontrolsüzdür.	Rev. No / Tarihi:	01 / 10.01.2023		
		Sayfa:	1 / 2		
ANKARA-İZMİR YÜKSEK HIZLI TREN HATTI (YHT) PROJESİ					
					
DIŞ ŞİKAYET VE GERİ BİLDİRİM KAYIT FORMU					
Referans No:					
Adı Soyadı *					
Tarih:					
İmza:					
İletişim Bilgileri *					
<input type="checkbox"/> Telefonla:					
Lütfen sizinle nasıl iletişim kurulmasını istediğinizi işaretleyin (posta, telefon, e-posta).					
<input type="checkbox"/> E-posta / <input type="checkbox"/> Postayla: Lütfen posta adresinizi yazın:					
* İsteğe bağlı – bir şikâyet isimsiz olarak kaydedilirse yanıt verilmez.					
Gizli <input type="checkbox"/> Evet <input type="checkbox"/> Hayır					
Şikâyet/Geri Bildirim ne şekilde kaydedildi (lütfen uygun olanı seçin):					
<input type="checkbox"/> Bizzat					
<input type="checkbox"/> Telefonla					
<input type="checkbox"/> Bilgilendirme toplantısında					
<input type="checkbox"/> Şikâyet kutuları aracılığıyla					
<input type="checkbox"/> Posta ile					
<input type="checkbox"/> E-posta ile					
<input type="checkbox"/> Diğer (lütfen açıklayın) _____					
Projeyle İlişkin İlk Şikâyetiniz mi?					
<input type="checkbox"/> Evet <input type="checkbox"/> Hayır					
<input type="checkbox"/> ___ kez gerçekleşti:					
(Kaç kez gerçekleştiğini yazın)					
<input type="checkbox"/> Devam ediyor					
(Halen yaşanan problem ise)					
Şikâyetin/Olayın Açıklaması					
(Lütfen neler olduğunu, nerede olduğunu, kimin başına geldiğini/kimlerin etkilendiğini yazın, problemin ne gibi sonuçlar doğurduğunu belirtin.)					
*Şikâyetinizi kaydedeceğimizi ve 30 iş gün içinde yanıt vereceğimizi belirtmek isteriz.					
Şikâyet/Geri Bildirim Sahibi Tarafından Önerilen/Talep Edilen Çözüm/Aksiyon					
(Lütfen şikâyeti / sorunu çözmek için neler yapılmasını istediğinizi açıklayın.)					
Bu dokümanın elektronik ortamda Yönetim Sistemleri dokümanları için tanımlanan bölümdeki hali, güncel ve geçerlidir. Bu dokümanın Ankara-İzmir YHT Yapımı İş Ortaklığı izni olmadan kullanılması, kopyalanması ve üçüncü şahıslara dağıtılması yasaktır.					

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ANKARA İZMİR YÜKSEK HIZLI TREN HATTI YAPIMI				ANKARA-İZMİR YHT YAPIMI İŞ ORTAKLIĞI		AYGEM Altyapı Yatırımları Genel Müdürlüğü	
DIŞ PAYDAŞ ŞİKAYET FORMU							
Doküman No:	ANİYHT-FR-ÇEV-004	Yayın Tarihi:	10.09.2022				
Durum:	Çıktı alındığında kontrolsüzdür.	Rev. No / Tarihi:	01 / 10.01.2023				
		Sayfa:	2 / 2				
Takip İşlemleri	<input type="checkbox"/> İşlem gerekiyor	<input type="checkbox"/> İşlem gerekli değil (lütfen açıklayın) _____					
	İşlemden Sorumlu Taraf	<input type="checkbox"/> Yüklenici (lütfen departman belirtin) _____					
		<input type="checkbox"/> Alt yüklenici (lütfen firma ve departman belirtin) _____					
Durum	<input type="checkbox"/> Çözüldü -Tarih: _____						
<input type="checkbox"/> Devam ediyor							
Şikâyet Kapatılması İçin Alınan Aksiyonlar							
Beklemede / Açıklama							
Sonuç							
Adı-Soyadı:							
İmza:							
Tarih:							
Şikâyeti/Geri Bildirimi Alan Personelin Adı Soyadı							
Şikâyeti/Geri Bildirimi Kaydeden Personelin Adı Soyadı							
Şikâyeti/Geri Bildirimi Proje Veri Tabanına Kaydedilme Tarihi							
6698 sayılı Kişisel Verilerin Korunması Kanunu (KVKK) uyarınca kimliğinizi, belirli veya belirlenebilir kalan her türlü bilginiz ve özel nitelikli kişisel verileriniz dahil kişisel verileriniz, veri sorumlusu olarak tarafımızdan işlenebilecektir.							
Bu dokümanın elektronik ortamda Yönetim Sistemleri dokümanları için tanımlanan bölümdeki hali, güncel ve geçerlidir. Bu dokümanın Ankara-İzmir YHT Yapımı İş Ortaklığı izni olmadan kullanılması, kopyalanması ve üçüncü şahıslara dağıtılması yasaktır.							

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Appendix F Internal Stakeholder Grievance and Feedback Form

ANKARA İZMİR YÜKSEK HIZLI TREN HATTI YAPIMI				ANKARA-İZMİR YHT YAPIMI İŞ ORTAKLIĞI		AYGEM Altyapı Yatırımları Genel Müdürlüğü	
İÇ PAYDAŞ ŞİKAYET FORMU							
Doküman No:	ANİYHT-FR-ÇEV-005			Yayın Tarihi:	10.09.2022		
Durum:	Çıktı alındığında kontrolsüzdür.			Rev. No / Tarihi:	01 / 10.01.2023		
				Sayfa:	1 / 2		
ANKARA-İZMİR YÜKSEK HIZLI TREN HATTI (YHT) PROJESİ							
İÇ ŞİKAYET VE GERİ BİLDİRİM KAYIT FORMU							
Referans No:							
Adı Soyadı *							
Tarih:							
İmza:							
İletişim Bilgileri *				<input type="checkbox"/> Telefonla:			
Lütfen sizinle nasıl iletişim kurulmasını istediğinizi işaretleyin (posta, telefon, e-posta). * İsteğe bağlı – bir şikâyet isimsiz olarak kaydedilirse yanıt verilmez.				<input type="checkbox"/> E-posta / <input type="checkbox"/> Postayla: Lütfen posta adresinizi yazın:			
Gizli				<input type="checkbox"/> Evet <input type="checkbox"/> Hayır			
Şikâyet/Geri Bildirim ne şekilde kaydedildi (lütfen uygun olanı seçin):							
<input type="checkbox"/> Bizzat							
<input type="checkbox"/> Telefonla <input type="checkbox"/> Posta ile							
<input type="checkbox"/> Bilgilendirme toplantısında <input type="checkbox"/> E-posta ile							
<input type="checkbox"/> Şikâyet kutuları aracılığıyla <input type="checkbox"/> Diğer (lütfen açıklayın) _____							
Projeyle İlişkin İlk Şikâyetiniz mi?				<input type="checkbox"/> ___ kez gerçekleşti:		<input type="checkbox"/> Devam ediyor	
<input type="checkbox"/> Evet <input type="checkbox"/> Hayır				(Kaç kez gerçekleştiğini yazın)		(Halen yaşanan problem ise)	
Şikâyetin/Olayın Açıklaması (Lütfen neler olduğunu, nerede olduğunu, kimin başına geldiğini/kimlerin etkilendiğini yazın, problemin ne gibi sonuçlar doğurduğunu belirtin.)				*Şikâyetinizi kaydedeceğimizi ve 30 iş gün içinde yanıt vereceğimizi belirtmek isteriz.			
Şikâyet/Geri Bildirim Sahibi Tarafından Önerilen/Talep Edilen Çözüm/Aksiyon (Lütfen şikâyeti / sorunu çözmek için neler yapılmasını istediğinizi açıklayın.)							
Bu dokümanın elektronik ortamda Yönetim Sistemleri dokümanları için tanımlanan bölümdeki hali, güncel ve geçerlidir. Bu dokümanın Ankara-İzmir YHT Yapımı İş Ortaklığı izni olmadan kullanılması, kopyalanması ve üçüncü şahıslara dağıtılması yasaktır.							

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ANKARA İZMİR YÜKSEK HIZLI TREN HATTI YAPIMI				SSB AG		AYGEM Altyapı Yatırımları Genel Müdürlüğü	
İÇ PAYDAŞ ŞİKAYET FORMU							
Doküman No:	ANİYHT-FR-ÇEV-005	Yayın Tarihi:	10.09.2022				
Durum:	Çıktı alındığında kontrolsüzdür.	Rev. No / Tarihi:	01 / 10.01.2023				
		Sayfa:	2 / 2				
Takip İşlemleri	<input type="checkbox"/> İşlem gerekiyor	<input type="checkbox"/> İşlem gerekli değil (lütfen açıklayın)					
	İşlemden Sorumlu Taraf	<input type="checkbox"/> Yüklenici (lütfen departman belirtin) _____ <input type="checkbox"/> Alt yüklenici (lütfen firma ve departman belirtin) _____ <input type="checkbox"/> Diğer taraflar (lütfen belirtin) _____					
	Durum	<input type="checkbox"/> Çözüldü -Tarih: _____ <input type="checkbox"/> Devam ediyor					
Şikâyetin Kapatılması İçin Alınan Aksiyonlar							
Beklemede / Açıklama							
Sonuç	Adı-Soyadı:						
	İmza:						
Tarih:							
Bu kısım Proje Ortaklığı personeli tarafından doldurulacaktır	Şikâyeti/Geri Bildirimi Alan Personelin Adı Soyadı						
	Şikâyeti/Geri Bildirimi Kaydeden Personelin Adı Soyadı						
	Şikâyeti/Geri Bildirimi Proje Veri Tabanına Kaydedilme Tarihi						
6698 sayılı Kişisel Verilerin Korunması Kanunu (KVKK) uyarınca kimliğinizi, belirli veya belirlenebilir kalan her türlü bilginiz ve özel nitelikli kişisel verileriniz dahil kişisel verileriniz, veri sorumlusu olarak tarafımızdan işlenebilecektir.							
Bu dokümanın elektronik ortamda Yönetim Sistemleri dokümanları için tanımlanan bölümdeki hali, güncel ve geçerlidir. Bu dokümanın Ankara-İzmir YHT Yapımı İş Ortaklığı izni olmadan kullanılması, kopyalanması ve üçüncü şahıslara dağıtılması yasaktır.							

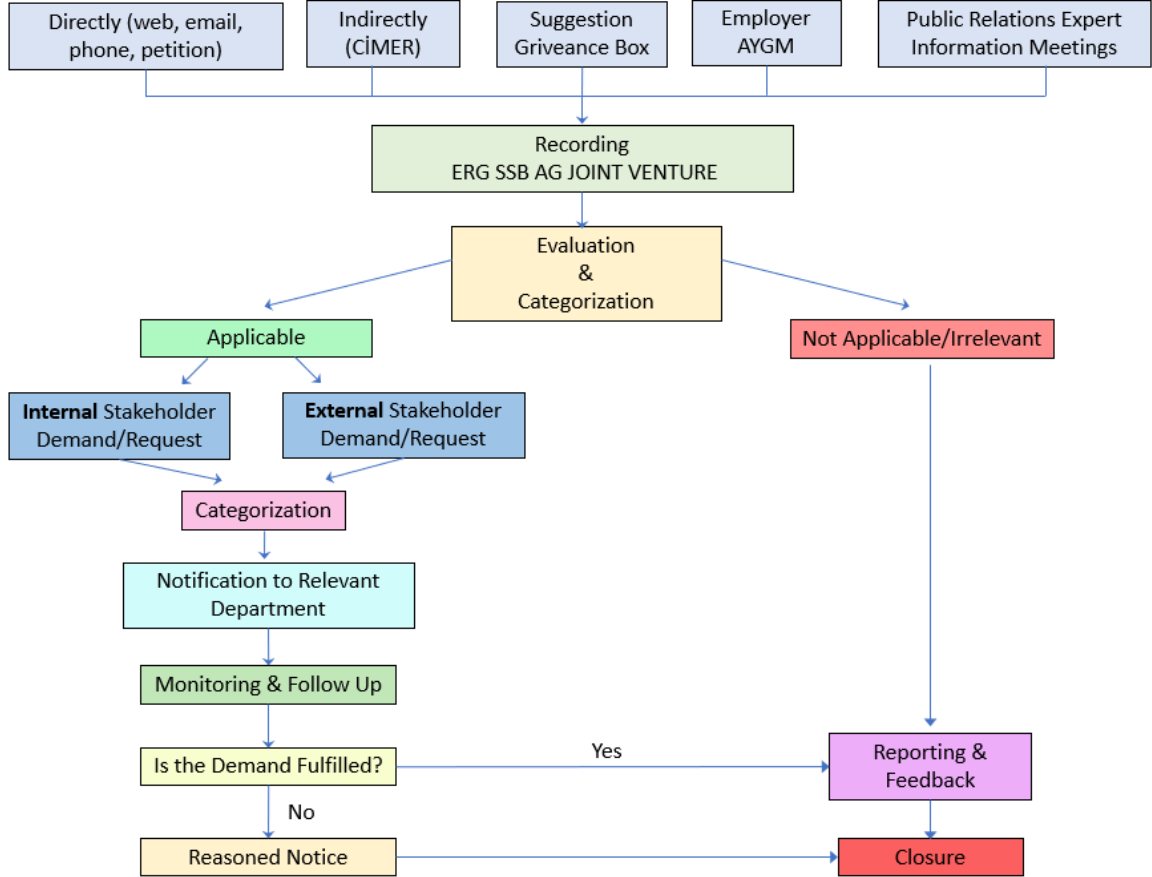
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Appendix G Demand Management Mechanism Steps

DEMAND/REQUEST MANAGEMENT CHART



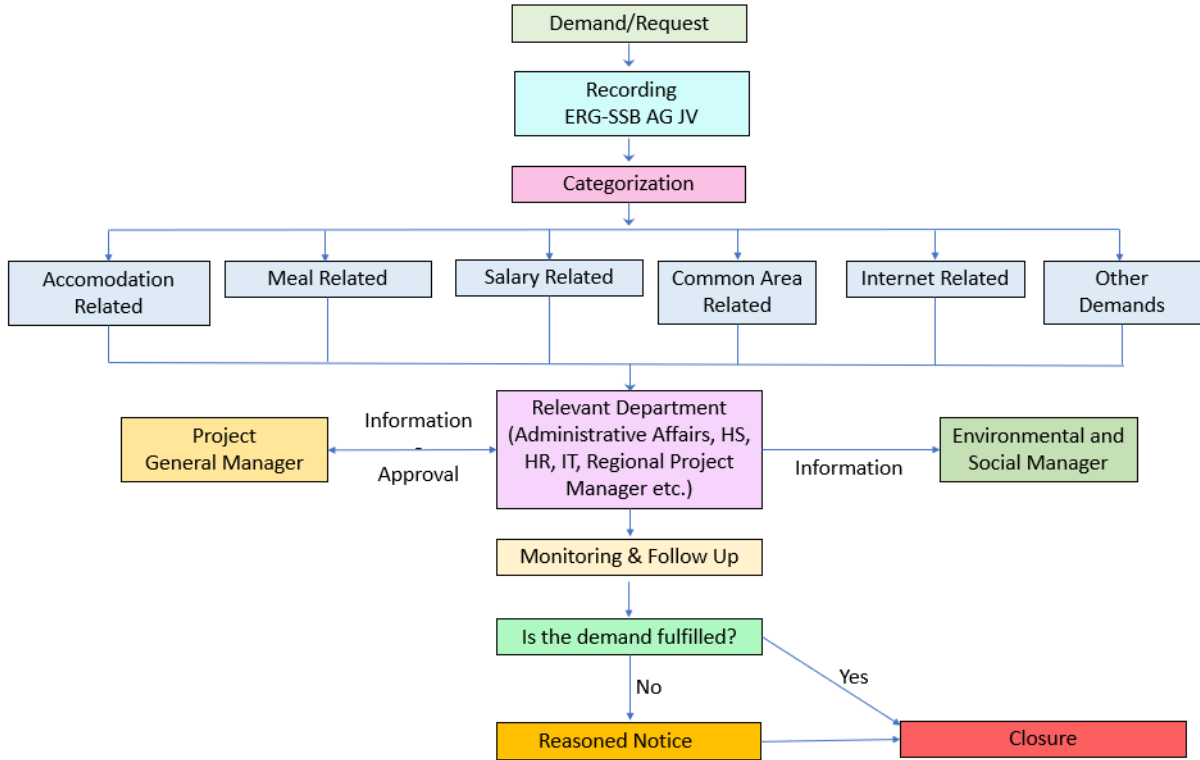
**KONTROLLÜ
KOPYA**

STAKEHOLDER ENGAGEMENT PLAN

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Appendix G1 Internal Stakeholder Demand Management Mechanism Steps

INTERNAL STAKEHOLDER DEMAND MANAGEMENT CHART



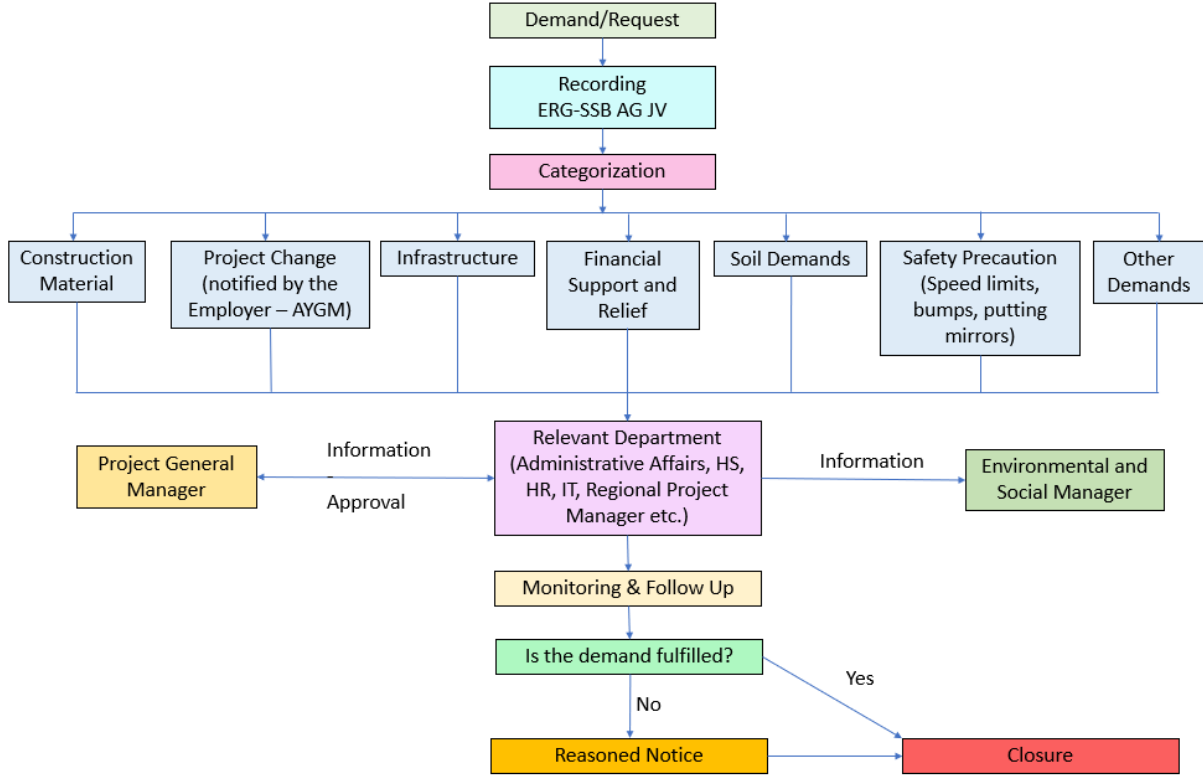
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KOPYA**

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Appendix G2 External Stakeholder Demand Management Mechanism Steps

EXTERNAL STAKEHOLDER DEMAND MANAGEMENT CHART



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Appendix H Grievance and Feedback Log

ERG ANKARA - İZMİR HIZLI TREN PROJESİ ŞİKAYET/ÖNERİ TAKİP TABLOSU																
ANKARA-İZMİR																
ERG HIGH SPEED RAILWAY PROJECT GRIEVANCE/COMPLAINTS REGISTER																
No	Bayuru Tarihi Date of Grievance	Adı Name	Soyadı Surname	Proje Çalışanı mı? An Employee?	Adres Location	İlçe District	İl Province	İletişim Numarası Contact Number	Şikayet Konusu Grievance Subject	Şikayet Açıklaması Grievance Description	Şikayet Nasıl Ulaştı? (Telefon/Sözlü/Posta) How it was received (Mobile/Vocal/Mail)	Konunun Çözümü için Yapılanlar Actions taken to solve	Çözüldü Mü? Solved?	Risk Seviyesi Risk Level	Şikayetin Çözülüp Çözülmediğinden Bağımsız olarak Şikayet Sahibi Şikayetin Sonucu Hakkında Bilgilendirildi mi? Complainant was informed?	Şikayetin Kapanma Tarihi Closing Date

**KONTROLLÜ
KOPYA**

STAKEHOLDER ENGAGEMENT PLAN

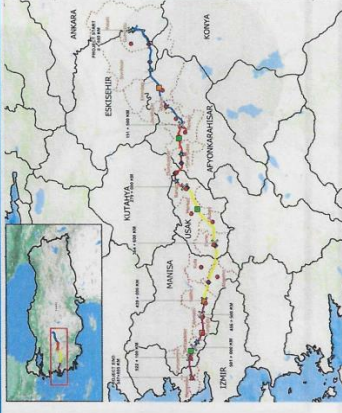
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Appendix I Project Leaflet

KONTROLLÜ KOPYA

ANKARA İZMİR YÜKSEK HIZLI TREN HATTI YAPIMI
SSB AG ANKARA-İZMİR YHT YAPIMI İŞ ORTAKLIĞI

ANKARA-İZMİR Yüksek Hızlı Tren Hattı Projesi (AİYHT), T.C. Ulaştırma ve Altyapı Bakanlığı, Altyapı Yatırımları Genel Müdürlüğü bünyesinde Türkiye'nin Başkenti Ankara'yı nüfus yoğunluğu bakımından Türkiye'nin üçüncü büyük şehri olan İzmir'e bağlayacak önemli bir projedir.



Ana hat 547 kilometre uzunluğunda olan hızlı tren hattı Ankara Eskişehir, Afyonkarahisar, Kütahya, Uşak, Manisa ve İzmir il sınırlarından geçmektedir.

Proje boyunca halkın ve çevrenin en az şekilde zarar görmesi adına çalışmalar ekipler tarafından titizlikle yürütülecektir. Projede yapılan çalışmalarda karşılaştığınız sorunlar, her türlü şikâyet ve önerileriniz için ulaşabileceğiniz farklı kanallar bulunmaktadır.

Proje internet sitesi
ankaraizmiryht.com
iletisim@ankaraizmiryht.com

Telefon
+90 312 499 50 80 / 407

Proje Süresince sizlerle irtibat kuracak Halkla İlişkiler Uzmanları aracılığıyla

Dilek ve Şikâyet Kutuları ve Formları aracılığıyla


ANKARA İZMİR YÜKSEK HIZLI TREN HATTI YAPIMI
SSB AG ANKARA-İZMİR YHT YAPIMI İŞ ORTAKLIĞI

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Projenin barındırdığı risklerin en aza indirilmesi, can ve mal güvenliğini sağlamak adına önlemler ekipler tarafından titizlikle alınacaktır. Sizlerin de bu risklerden korunmanız için birtakım kurallara uyulması konusunda işbirliğiniz gerekmektedir.

- Çalışma alanlarına yakın yerleşim yerlerinde toz ve gürültü ölçümleri yapılarak gerekli önlemler periyodik olarak alınacaktır.
- Araç trafiğinin tehlikelerini en aza indirmek adına hız limitleri uygulanacak ve kontrolleri yapılacaktır.
- Halkı etkileyecek çalışmalarda, halka gerekli bilgilendirmeler yapılacaktır.
- Proje boyunca öneri, istek ve sorunlarınız için Halkla İlişkiler uzmanları halkla irtibat halinde olacaktır.

LÜTFEN!

- Çalışan iş makinalarına yaklaşmayınız.
- İnşaat sahasına kesinlikle girmeyiniz.
- Çalışma boyunca oluşacak trafik için koyulmuş uyarı ve tehlike levhalarına uyunuz.
- İnşaat sahası çevresinde görevlilerin talimat ve yönlendirmelerine dikkat ediniz.



Yüksek Hızlı Tren Hattı
Ana YHT: 503,2 km
Bağlama Hattı: 19,2 km
Sarıyer - Çiğirli: 10,5 km
Çiğirli - Etiler: 10,5 km
Etiler - Çiğirli: 10,5 km
Pilot: 14,5 m
Uç: 14,5 m

İstasyonlar

Garlar

Emirdağ (K04 53) Ayton (K04 169)
Uşak (K04 313)
Turgutlu (K04 479) Manisa (K04 566)

Yüklenici Tarafından İnşa Edilecek Sanat Yapıları

Tüneller (K28) Uzungeçit (K28)
Viyadükler (K31) Algeçitler (K174)
Köprüler (K31) Menfeçler (K429)

Elektrifikasyon Sistemi
Sinyalizasyon ve Telekomünikasyon
Ana Kontrol Merkezi

Proje tamamlanırken
Emirdağ, Aytonkaranhisar, Uşak, Salihi, Turgutlu, Manisa da gar ve istasyonlar yer alacaktır.
Proje kapsamında ayrıca çok sayıda tünel, köprü, menfez, üstgeçit, viyadük inşa edilecektir.

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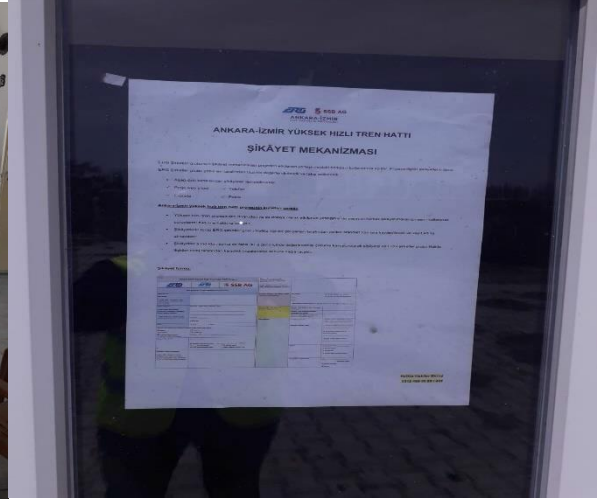
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Appendix J Photographs of Information Meetings and Grievance Mechanism Poster

22.04.2022 Kurtşeyh Mahallesi - Sivrihisar / Eskişehir



08.04.2022 Akcin Mahallesi - Merkez / Afyon



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Appendix K Photographs and Text of Information Announcement of CLO's Contact Information - Grievance Process Information Poster

Photo/Figure	Explanation
<p>Text of Information Announcement the 1st Region CLO's Contact Information - Grievance Process Information Poster</p> 	<p>Text of Information Announcement</p> 
<p>Text of Information Announcement the 2nd Region CLO's Contact Information - Grievance Process Information Poster</p> 	<p>Text of Information Announcement</p> 

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Text of Information Announcement the 3rd Region CLO's
Contact Information - Grievance Process Information Poster



Text of Information Announcement

ANKARA İZMİR
YÜKSEK HIZLI TREN HATTI YAPIMI

ÖNERİ İSTEK VE ŞİKAYETLERİNİZ İÇİN BİZE ULAŞIN

ŞİKAYET SÜRECİ

01 NASIL ŞİKAYETÇİ OLURUM ?
Sözlü, Yazılı, Telefon, Posta,
Proje internet sitesi yolu ile

02 ŞİKAYETİMİN KAYIT SÜRECİ
48 Saat içinde sisteme
kayıtlı edilir

03 ŞİKAYETİMİN İLGİLİ BİRİME İLETİLMESİ

04 ŞİKAYETİMİN CEVAP SÜRECİ
10 gün içerisinde düzeltici
faaliyet konusundaki bilgi verilir

05 DÜZELTİCİ FAALİYETİN UYGULANMASI

06 ŞİKAYETİMİN KAPATILMASI
30 is günü içerisinde
şikayetiniz kapatılır

3. Bölge Halkla İlişkiler Sorumlusu
İlknur Tokşen
ilknur.toksen@aniyht.com
0530 589 10 36
www.ankarazimiryht.com
Şikayet Formu:
www.ankarazimiryht.com/iletisimani.html

ANKARA-İZMİR
YHT YAPIMI İŞ ORTAKLIĞI

AYGEM
Altyapı Yatırımları Genel Müdürlüğü

Text of Information Announcement the 5thRegion CLO's
Contact Information - Grievance Process Information Poster



Text of Information Announcement

ANKARA İZMİR
YÜKSEK HIZLI TREN HATTI YAPIMI

ÖNERİ İSTEK VE ŞİKAYETLERİNİZ İÇİN BİZE ULAŞIN

ŞİKAYET SÜRECİ

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30 is günü içerisinde
şikayetiniz kapatılır

5. Bölge Halkla İlişkiler Sorumlusu
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alptug.alper@aniyht.com
0530 589 10 36
www.ankarazimiryht.com
Şikayet Formu:
www.ankarazimiryht.com/iletisimani.html

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