TÜRKİYE CLIMATE AND DISASTER RESILIENT CITIES (CDRC) PROJECT

STAKEHOLDER ENGAGEMENT PLAN (SEP)

Kartal Intersection and Link Roads Construction Project of Kayseri Metropolitan Municipality

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ADNKS	Address-Based Population Registration System [Adresli Nüfus Kayıt Sistemi]
AoI	Area of Influence
ТММОВ	Union of Chambers of Turkish Engineers and Architects [Türk Mühendis ve Mimar Odaları Birliği]
TÜİK	Turkish Statistical Institute [Türkiye İstatistik Kurumu]
CDRC	Türkiye Climate and Disaster Resilient Cities Project
CIMER	Presidency's Communication Center [Cumhurbaşkanlığı İletişim Merkezi]
E&S	Environmental and Social
EIA	Environmental Impact Assessment
ESF	Environmental and Social Framework
ESMP	Environmental and Social Management Plan
ESMR	Environmental and Social Monitoring Reports
ESMS	Environmental and Social Management System
ESS	Environmental and Social Standards
GBV	Gender-Based Violence
GM	Grievance Mechanism
ILBANK	Iller Bankası A.Ş.
Inc.	Incorporated
İŞKUR	Turkish Employment Agency [Türkiye İş Kurumu]
KPI	Key Performance Indicator
LMP	Labor Management Procedure
m	meter
NGO	Non-Governmental Organization
OHS	Occupational Health and Safety
OIP	Other Interested Parties
PAP	Project Affected People
PIU	Project Implementation Unit
PMU	Project Management Unit
POSEIDON	POSEIDON Environmental Social Consulting Engineering Trade Ltd Co
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SEP	Stakeholder Engagement Plan
Sub-borrower	Kayseri Metropolitan Municipality
Subproject TBD	Kartal Intersection and Link Roads Construction Project of Kayseri Metropolitan Municipality To be determined
The Bank	World Bank
The Project WB	Türkiye Climate and Disaster Resilient Cities (CDRC) Project World Bank
YIMER	Foreigners Communication Center [Yabancılar İletişim Merkezi]

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EXECUTIVE SUMMARY

The Climate and Disaster Resilient Cities (CDRC) Project (hereinafter referred to as "the Project") aims to enhance resilience to climate and disaster risks and build capacity to manage those impacts in Türkiye. The Project Development Objectives are to increase access to seismic and climate resilient housing, municipal infrastructure and services in Project provinces in Türkiye, and to respond promptly and effectively in the event of an Eligible Crisis or Emergency.

Kayseri Metropolitan Municipality (hereinafter referred to as "the Sub-borrower") has applied to ILBANK for sub-financing of Kartal Intersection and Link Roads Construction Project (herein after referred to as "the Subproject"), which is located in intersection of Melikgazi Districts of Kayseri Province.

ILBANK is considering financing the Subproject under the CRDC Project. In line with the ESMS, ILBANK has conducted an E&S screening and risk classification for the Subproject. Based on this assessment, the Subproject has been classified as having "moderate" E&S risk.

The Subproject has been evaluated as "Out of Scope" by Provincial Directorate of Environment, Urbanization and Climate Change ,as it is not included in the Environmental Impact Assessment (EIA) Regulation Annex-1 and Annex-2 lists, published in the Official Gazette dated 29.07.2022 and numbered 31907. The letter issued by Provincial Directorate of Environment, Urbanization and Climate Change, dated 02.10.2024 with reference number 10597815 states that the Subproject is out of the scope of the EIA.

The Kartal Intersection and Link Roads Construction Subproject, implemented under the Climate and Disaster Resilient Cities (CDRC) Project, aims to improve traffic capacity, reduce congestion, and enhance road safety and disaster resilience in the Melikgazi District of Kayseri.

The Subproject includes:

Construction of 3 grade-separated junctions (K1, K2, K3) replacing existing signalized intersections 21 new connecting roads, 2 main roads (Main Road-1 and Main Road-2), and 3 vehicle underpasses 2 underpass-type tunnels (Kartal and Erciyes), a stormwater drainage system, tunnel lighting, power supply, and safety barriers Main Road-1 (1.6 km, 7 lanes) and Main Road-2 (1.43 km, 8 lanes) will follow the same alignment and width as existing roads and are therefore classified as reconstruction works.

A temporary three-lane, one-way road (250 meters long, 15.5 meters wide) will be constructed within the Recep Tayyip Erdoğan National Garden to support traffic during construction. An additional temporary route passing through land owned by the Kayseri Provincial Mufti's Office has been requested with an official application dated 20.06.2025.

Construction will last 18 months, with approximately 126 personnel involved. Excavated materials will be sent to the Yılanlı Dump Site, and a quarry for fill material will be determined by the selected contractor.

No associated facilities will be constructed under the Subproject. During the construction period, existing roads will be used for site access, and traffic diversions will be implemented as needed.

The construction period is planned for 18 months including provisional acceptance, and will involve approximately 126 personnel. A construction site will be established within the project corridor, including administrative offices and accommodation facilities for workers. During the operation phase, maintenance and repair works will be carried out by teams affiliated with the Kayseri Water and Sewerage Administration, the Department of Mechanical Supply, the Department of Public Works, the Department of Transportation, and the Department of Parks and Gardens. These works will not be conducted by a fixed team; instead, teams will be formed as needed. It is estimated that an average of 10 personnel will be involved during the operation period.

The land required for the Subproject mainly consists of publicly owned parcels belonging to the State Treasury, Kayseri Metropolitan Municipality, and Melikgazi Municipality. The parcels owned by the State Treasury have been dedicated for road use in accordance with Article 11 of the Zoning Law No. 3194. Parcels owned by Melikgazi Municipality have been dedicated based on Articles 15 and 16 of the Zoning Law No. 3194. Parcels owned by Kayseri Metropolitan Municipality have been dedicated according to Article 999 of the Turkish Civil Code. All these public land dedications for road use were completed prior to construction.

In addition, four privately owned parcels were first partial expropriated by the Municipality under Article 8 of the Expropriation Law No. 2942, and subsequently registered for road use in accordance with Article 999 of the Turkish Civil Code.

Consultations with 28 affected rightsholders confirmed full compensation and the absence of grievances. No commercial units are directly affected; however, small businesses near the corridor may face temporary inconveniences due to dust, and noise during construction. These impacts will be mitigated through timely information sharing, covered material transport, and alternative access routes, as outlined in the ESMP. A temporary worker accommodation camp will be established on unused municipal land zoned as a park, with no objections raised. The subproject is not expected to cause permanent livelihood losses, and local employment will be prioritized during construction. All necessary zoning and land use approvals have been obtained, and there is no indication that permits such as "permission for non-agricultural use" or "change of allocation purpose" are required. The grievance mechanism will remain active throughout construction and operation phases.

No habitat destruction is expected due to the subproject. Environmentally, the Subproject area is located in a densely urbanized zone with no ecologically sensitive areas. Since all construction will be confined to the existing road corridor, no destruction of natural habitat, trees, or green areas is expected. This has been validated through site investigations and spatial assessments conducted by the Consultant. area is located in an area with high human activity.

However, approximately 460 coniferous trees (including species such as spruce and black pine) within the project area will be relocated. This relocation will be conducted using specialized technical equipment to prevent damage to the trees' root systems.

Stakeholder consultations were initiated early in the project preparation phase and included engagements with mukhtars, private landowners, businesses, schools, and other institutions located within the Area of Influence (AoI). Vulnerable and disadvantaged groups—including elderly people, children, persons with disabilities, refugees, and low-income households— were specifically identified, and additional support measures were integrated into the engagement strategy to ensure their inclusion.

Stakeholder feedback gathered during consultations highlighted several key themes: the necessity of the project to reduce traffic congestion, concerns regarding construction-related dust, noise, and requests for clear communication and safety measures. These concerns were addressed through the ESMP and integrated into the subproject's risk mitigation and community health and safety measures.

A grievance mechanism (GM) has been established in compliance with World Bank standards and ILBANK's updated procedures. It provides accessible channels for affected people and institutions to submit concerns and receive timely feedback. The GM is integrated with Kayseri Metropolitan Municipality's White Desk system and will be monitored regularly.

This SEP ensures that all engagement activities are transparent, inclusive, and well-documented. It promotes continuous dialogue with stakeholders, fosters trust and cooperation, and supports the successful implementation of the Subproject while minimizing potential adverse environmental and social impacts.

1. INTRODUCTION/ PROJECT DESCRIPTION

The Climate and Disaster Resilient Cities (CDRC) Project aims to enhance resilience to climate and disaster risks and build capacity to manage those impacts in Turkey. In this framework, the Kartal Intersection and Link Roads Construction Subproject in the Melikgazi District of Kayseri is designed to address the increasing traffic congestion and insufficient capacity of the existing signalized intersections.

The scope of the Subproject mainly comprises the construction of new structures and reconstruction of main roads. Subproject in question includes the following components: a total of three newly designed junctions (K-1, K-2, K-3), comprehensive infrastructural units incorporating tunnels, relevant connecting roads, and grade-separated crossings. The subproject will comprise the construction of 21 new connecting roads, 2 main roads (Main Road-1 and Main Road-2), 2 underpass-type tunnels (Kartal Tunnel and Erciyes Tunnel), 3 intersections/junction , 3 vehicle underpasses (Kartal Underpass), a stormwater drainage system, a tunnel lighting system, a power supply infrastructure, and safety barriers.

Reconstruction of Main Road 1 and Main Road will use the same direction and width of the existing roads however, these roads will subject to new construction works. Main Road-1 corresponds to Şehit Tarık Koçoğlu Boulevard and Mustafa Kemal Paşa Boulevard directions. It has a length of 1.601 kilometers, an average of 7 traffic lanes, and a road corridor width of 50 meters. Main Road-2 covers Talas Boulevard and Seydi Burhaneddin Boulevard direction with a length of 0.82 kilometers, and Mehmet Özhaseki Boulevard direction with a length of 0.61 kilometers, totaling 1.43 kilometers. This route has an average of 8 traffic lanes and a road corridor width of 50 meters. At Main Road-2, Talas Boulevard and Seydi Burhaneddin Boulevard and Seydi Burhaneddin Boulevard and Seydi Burhaneddin Boulevard and Seydi Burhaneddin Boulevard and Seydi Burhaneddin Boulevard and Seydi Burhaneddin Boulevard and Seydi Burhaneddin Boulevard and Seydi Burhaneddin Boulevard and Seydi Burhaneddin Boulevard and Seydi Burhaneddin Boulevard and Seydi Burhaneddin Boulevard and Seydi Burhaneddin Boulevard merge with Mehmet Özhaseki Boulevard outside the project area, forming a single main road. The total road length is approximately 3.031 kilometers. The figure indicating the main roads is given in the content of the report.

As part of the project, a temporary access road will be constructed within the Recep Tayyip Erdoğan National Garden. This temporary road is designed as a one-way, three-lane road with a length of 250 meters and a width of 15.50 meters. These interventions are expected to significantly improve network capacity, operational safety, and resilience of the urban transport system. On the other hand, there is no associated facility to be constructed within the scope of the Subproject.

The Subproject area commonly referred to by the public as the "Kartal Intersection" corresponds to the at-grade road corridor located between the existing K1 and K2 intersections. While K1, K2, and K3 currently exist as signalized at-grade intersections, they will be entirely reconstructed as grade-separated junctions under the Subproject.

Although there will be new construction works, Main Road 1 and Main Road 2 will use the same direction and width with the existing roads and so stated as "reconstruction" in this ESMP.Main Road-1 corresponds to Şehit Tarık Koçoğlu Boulevard and Mustafa Kemal Paşa Boulevard directions. It has a length of about 1.6 kilometers, with approximately 7 traffic lanes and a road corridor width of around 50 meters. Main Road-2 covers Talas Boulevard and Seydi Burhaneddin Boulevard direction, approximately 0.8 kilometers long, and Mehmet Özhaseki Boulevard direction, about 0.6 kilometers long, totaling roughly 1.4 kilometers. This route has around 8 traffic lanes and a road corridor width close to 50 meters. At Main Road-2, Talas Boulevard and Seydi Burhaneddin Boulevard merge with Mehmet Özhaseki Boulevard outside the project area, forming a single main road

The Subproject area can be reached from the Mustafa Kemal Paşa Boulevard, Talas Boulevard, Erciyes Boulevard, Seyyid Burhanettin Boulevard, Tacettin Veli Boulevard, Yavuz Street and Kartal Boulevard. During the construction phase of the Kartal Interchange, road closures will be implemented and existing traffic flow will be diverted to pre-determined alternative routes as shown below(Figure 1-1). Only existing roads will be used to access the Subproject area during construction activities. As part of the project, a temporary road will be constructed within the Recep Tayyip Erdoğan National Garden. Apart from this temporary road within the National Garden, there are no other temporary roads. This temporary road is designed as a one-way, three-lane road with a length of 250 meters and a width of 15.50 meters. Within scope of the Subproject, a temporary road route to be used during the construction period was planned to pass through land belonging to the Kayseri Provincial Mufti's Office. In this context, an official application was submitted to the Mufti's Office on 20.06.2025, via correspondence numbered E-26242767-622.03-2025-62/15618.

The construction period is planned for 18 months, involving approximately 126 personnel. Excavated soil and construction debris will be transported to the designated Yılanlı Dump Site, and the quarry for fill material will be selected once the contractor is appointed.

This Subproject contributes to enhancing the climate and disaster resilience of urban infrastructure and aims to reduce traffic congestion, improve road safety, and provide efficient emergency response routes in Kayseri.



Figure 1-1 Alternative Routes

1.1 Area of Influence

The Area of Influence (AoI) of the Subproject has been delineated based on the environmental and social assessment presented in the ESMP. The AoI includes settlements and facilities likely to be affected by construction activities such as noise, dust, traffic congestion, and temporary access restrictions.

A 500-meter primary AoI buffer zone is defined around the intersection construction sites, including the road corridors between the intersections (K-1, K-2, and K-3) within this 500-meter AoI. Additionally, a 250-meter corridor has been defined along the access roads to the dumpsite and quarry for potential secondary impacts.

However, as the contractor has not been selected, the quarry to be used for backfill material has not yet been finalized; it is expected that a quarry site with suitable characteristics and closest to the sub-project area will be selected. See Figure 1-8 for the quarry site and quarry area of influence to be selected.

The settlements located within the AoI are summarized in the table below:

Table 1-1 Neighborhoods Locate	d Within the AoI of the Subproject
--------------------------------	------------------------------------

District	Neighborhoods within the AoI			
Melikgazi Erenköy, Esenyurt, Gültepe, Hunat, Battalgazi,				
	Tacettinveli, Güllük, Aydınlıkevler, Hürriyet, Osman			
	Kavuncu, Yeniköy, Kazımkarabekir, Sakarya, Esentepe,			
	Serçeönü, Fatih, Gökkent, Şirintepe, Mimarsinan Fatih,			
	Mimarsinan Dere, Mimarsinan Kayapul, Tavlusun, Germir,			
	Kılıçaslan, Köşk, Yıldırım Beyazıt, Konaklar, Gesi			
	Kayabağ, Gürpınar Yeşil, Gesi Güzelköy, Büyükbürüngüz			
Talas	Mevlana, Kuruköprü, Reşadiye, Yukarı, Tablakaya			

Kocasinan	Yakut, Argıncık, Yıldızevler, Uğurevler, Erciyesevler,
	Fevzi Çakmak, Yeni, Yenidoğan

For further details and AoI maps, please refer to Section 2.7.3 of the ESMP (see Figure 1-1 through Figure 1-8).



Figure 1-2 AoI of K-1 junction point



Figure 1-3 Map of Key Stakeholders and Institutions Around Intersection Areas-I

.



Figure 1-3 AoI of K-2 junction point



Figure 1-4 AoI of K-3 junction point



Figure 1-5 Subproject Road Corridor and 500 m Aol



Figure 1-6 Map of Key Stakeholders and Institutions Around Intersection Areas-II



Figure 1-7 Aol of Dump Site Route



Figure 1-8 Aol of Quarry Route



Figure 1-9 Subproject Area and Camp Site

2. OBJECTIVE OF THE SEP

This Stakeholder Engagement Plan (SEP) has been prepared in accordance with World Bank Environmental and Social Standard (ESS) 10 on "Stakeholder Engagement and Information Disclosure." It aims to ensure meaningful and inclusive engagement with all stakeholders, particularly with project-affected people, throughout the Subproject lifecycle.

The main objectives of this SEP are to:

- Identify stakeholders and establish a constructive and transparent relationship with them,
- Ensure that stakeholder feedback is considered in the design and implementation of the Subproject,
- Promote inclusive engagement throughout the Subproject lifecycle on issues that may pose environmental or social risks,
- O Disclose information on environmental and social impacts in an accessible and timely manner,
- Provide affected people with accessible and inclusive means to raise grievances and enable timely response and resolution.

This SEP also aims to foster an environment where the views and cultural sensitivities of stakeholders are respected, and where clear, transparent dialogue is established to address concerns.

This document is structured as follows:

- Introduction/Project Description: Summary of the Subproject's objectives, components, and location;
- Objective/Description of SEP: Purpose, scope, and guiding principles of the SEP;
- Stakeholder Identification and Analysis: Identification and categorization of stakeholders including vulnerable groups;
- Stakeholder Engagement Program: Description of engagement methods, past and planned activities, and communication tools;
- Responsibilities and Resources: Responsible parties and allocated resources for implementing stakeholder engagement activities;
- Grievance Mechanism: Outline of the national and Subproject-level grievance mechanisms, including those for workers;
- Monitoring and Reporting: Methods to track stakeholder engagement and grievance resolution throughout the Subproject.

The SEP is aligned with the objectives and requirements of ESS10 and supports the overall Environmental and Social Framework (ESF) of the World Bank.

3. STAKEHOLDER IDENTIFICATION AND ANALYSIS

3.1 Methodology

For the subproject, the following stakeholders were identified and analyzed. These stakeholders include subproject affected parties (PAPs), other interested parties (OIPs) and disadvantaged/vulnerable individuals or groups.

3.2 Affected Parties and Other Interested Parties

The AoI of the Subproject has been defined in two levels, as presented in Section 1.1 and the ESMP:

The primary AoI consists of neighborhoods within a 500-meter buffer zone from the Subproject corridor. These are neighborhoods where direct impacts such as dust, noise, and access disruptions are expected. Affected communities include:

Erenköy, Esenyurt, Gültepe, Hunat, Tacettinveli, and Battalgazi neighborhoods of the Melikgazi District.

The secondary AoI refers to neighborhoods located along the routes used for transportation of materials (e.g., dump site and quarry routes), where indirect but notable impacts (e.g., increased traffic, vibration) may occur. These are listed below:

In Melikgazi District: Gültepe, Erenköy, Hunat, Tacettinveli, Battalgazi, Esenyurt, Güllük, Aydınlıkevler, Hürriyet, Osman Kavuncu, Yeniköy, Kazımkarabekir, Sakarya, Esentepe, Serçeönü, Fatih, Gökkent, Şirintepe, Mimarsinan Fatih, Mimarsinan Dere, Mimarsinan Kayapul, Tavlusun, Germir, Kılıçaslan, Köşk, Yıldırım Beyazıt, Konaklar, Gesi Kayabağ, Gürpınar Yeşil, Gesi Güzelköy, Büyükbürüngüz;

In Talas District: Mevlana, Kuruköprü, Reşadiye, Yukarı, Tablakaya;

In Kocasinan District: Yakut, Argıncık, Yıldızevler, Uğurevler, Erciyesevler, Fevzi Çakmak, Yeni, Yenidoğan.

All residents within these zones are considered affected parties (PAPs).

The subprojects' stakeholders also include parties other than the directly affected communities, including:

- Melikgazi Municipality
- Kayseri Provincial Directorate of Environment, Urbanization and Climate Change
- Kayseri Metropolitan Municipality
- Mukhtar of Battalgazi Neighbourhood.
- O Mukhtar of Hunat Neighbourhood
- Mukhtar of Tacettinveli Neighbourhood
- O Mukhtar of Esenyurt Neighbourhood
- O Mukhtar of Erenköy Neighbourhood
- Mukhtar of Gültepe Neighbourhood
- Businesses under the intersection points
- Educational institutions within the project impact area
- Private landowners involved in the land use process of the project
- In addition, settlements located in the Project's secondary area of influence, which are: Melikgazi District's, Gültepe, Erenköy, Hunat, Tacettinveli, Battalgazi, Esenyurt, Güllük, Aydınlıkevler, Hürriyet, Osman Kavuncu, Yeniköy, Kazımkarabekir, Sakarya, Esentepe, Serçeönü, Fatih, Gökkent, Şirintepe, Mimarsinan Fatih, Mimarsinan Dere, Mimarsinan Kayapul, Tavlusun, Germir, Kılıçaslan, Köşk, Yıldırım Beyazıt, Konaklar, Gesi Kayabağ, Gürpınar Yeşil, Gesi Güzelköy, Büyükbürüngüz Neighborhoods, Talas District's Mevlana, Kuruköprü, Reşadiye, Yukarı, Tablakaya Neighborhoods and Kocasinan District's Yakut, Argıncık, Yıldızevler, Uğurevler, Erciyesevler, Fevzi Çakmak, Yeni, Yenidoğan Neighborhoods.
- The access road from the construction camp to the site will be directed to Talas Boulevard, following the same corridor with sensitive receptors such as Kayseri Provincial Directorate of National Education, Mimar Sinan Vocational and Technical Anatolian High School and Kayseri Melikgazi Guidance and Research Center.

3.3 Vulnerable/Disadvantaged Individuals or Groups

For the purposes of this SEP, the following groups have been identified as vulnerable/disadvantaged based on socioeconomic status, health condition, age, language barriers, or limited access to services. Vulnerability was determined through consultations with mukhtars of neighborhoods located within the primary Area of Influence (Battalgazi, Erenköy, Hunat, Gültepe, Esenyurt and Tacettinveli), and based on site-specific demographic data provided by local administrations.

The key vulnerability categories considered include:

- Children (under 18),
- Elderly (65+),
- Persons with chronic illnesses or in need of special care,
- · Persons with disabilities,
- Refugees/immigrants,
- Unemployed individuals,
- Poor households (as defined by local administrations based on eligibility for social assistance programs).

Table 3-1 Distribution of Disadvantaged/Vulnerable Groups by Neighborhood*

Neighborhood	Children	People Over 65 Years	People with Chronic Illnesses or in Need of Special Care	Refugees /Immigrants House	Disabled	Poor Household	Unemployed
Battalgazi	3000	200	300	100	200	1000	300
Erenköy	5000	1000	25	-	10	15	-
Hunat	150	2500	1000	15	50	150	100
Gültepe	2000	15	15	15	10	125	30
Tacettinveli	2000	250	100	150	300	250	1000
Esenyurt	5000	1500	300	-	200	100	50
Total	17150	5465	1740	280	770	1640	1480

To facilitate the participation of these groups in stakeholder consultations, specific logistical and communication support measures will be adopted:

• Transportation services (e.g., shuttle pick-up/drop-off) will be arranged for residents of the AoI who may face financial or mobility-related barriers, particularly for events held outside their immediate vicinity. The SEP will be disclosed in all affected neighborhoods in primary AoI to inform them of such arrangements.

• Child-safe spaces, interactive materials and simplified communication tools will be provided for children and their families during engagement events.

• Translation support will be available where needed, particularly for Syrian refugee households.

• Job announcements, if any, will be shared with mukhtars of primary AoI neighborhoods. "Local residents" in this context refers to residents of neighborhoods within the 500 m primary AoI.

These mitigation measures have been integrated under Section 4.1.2.3 "Community Health and Safety" in the ESMP. Sitespecific pedestrian safety measures and noise/dust mitigation will be implemented especially near schools and elderly centers. The locations of these measures are presented in the ESMP Matrix.

4. STAKEHOLDER ENGAGEMENT PROGRAM

4.1 Summary of Stakeholder Engagement Done During Project Preparation

The initial engagement was initiated by the POSEİDON as part of the preparation for the Stakeholder Engagement Plan (SEP) and Environmental and Social Management Plan (ESMP). POSEİDON conducted early-stage consultations with public authorities, mukhtars, and local stakeholders, sharing information regarding the subproject's location, objectives, potential impacts, and land acquisition procedures, are follows:

On 12 February 2025, a field visit was conducted as part of the stakeholder engagement process. During this visit, scheduled meetings were held with the mukhtars of neighborhoods located within the primary impact area of the subproject, which is defined as a 500-meter buffer zone around the subproject corridor (as presented in Section 1.1 of this SEP). Face-to-face meetings were conducted with the mukhtars of Tacettinveli, Gültepe, and Hunat Neighborhoods. Additionally, a phone call was held with the mukhtar of Erenköy Neighborhood on 27 February 2025, with the mukhtar of Battalgazi Neighborhood on 26 March 2025, and with the mukhtar of Esenyurt Neighborhood on 14 May 2025.

On the same day, 12 February 2025, face-to-face meetings were also conducted with various institutional and commercial stakeholders identified as part of the subproject. These included:

- O The Principal of Merkez Vocational and Technical Anatolian High School,
- The management of Recep Tayyip Erdoğan National Garden,
- The Murat Kantarcı Science and Art Center,
- Several local businesses located around the intersection area: Duru Butcher, Şahmar Rent A Car, Şahmar Patisserie in the K-3 point area of influence, Altuntaş Textile, and Mega Market in the K-2 point area of influence (see Figure 1-3 and Figure 1-4).

As a result of the meetings, the Principal of Merkez Vocational and Technical Anatolian High School, the management of the Recep Tayyip Erdoğan National Garden, which is affiliated with KMM, and the representatives of Murat Kantarcı Science and Art Center generally expressed positive views about the project, particularly in terms of reducing traffic congestion and improving infrastructur. However, all three stakeholders raised concerns regarding temporary road closures, noise, dust, and other disruptions that could arise from construction activities. Additionally, they emphasized the need for alternative routes and safe access to be provided, especially if transportation routes around schools and parks are temporarily closed. A phone interview was held on 27 March 2025 with the administration of Anadolu College Primary and Secondary School near the K-3 Junction Point. The school considered the subproject essential due to heavy traffic. It was noted that students often arrive late as classes start at 9:00 AM and traffic delays affect school transportation. Besides existing traffic congestion concerns, the school highlighted the importance of ensuring student safety during the construction phase, acknowledging risks related to increased construction traffic and restricted pedestrian access. It was suggested that necessary safety measures such as dedicated pedestrian paths and clear signage near the school be implemented to minimize these risks. In coordination with the Kayseri Metropolitan Municipality, site-specific mitigation measures—such as temporary pedestrian access arrangements and signage—will be developed and implemented during the construction phase to avoid or minimize disruptions to school access.

Mega Market (located near the K-2 Junction Point) considered the subproject necessary due to traffic congestion. While concerns about dust and noise were raised, no livelihood-related concerns were expressed during the consultation. Site-specific mitigation measures such as signage, alternative pedestrian paths, and temporary access arrangements will be developed in consultation with the municipality to ensure continued accessibility for customers. These measures are reflected under the Community Health and Safety section of the ESMP.

Discussions with local businesses focused primarily on whether there were any concerns regarding potential livelihood impacts due to the subproject. Feedback received indicated that stakeholders generally viewed the subproject as necessary and beneficial in reducing traffic congestion.

On 19 June 2025, Kayseri Metropolitan Municipality conducted face-to-face meetings with local businesses affected by the subproject. Businesses included Öz Auto Tire, Öz Men's Hairdresser Salon, Furkan Trade, Aras Cargo, Son Auto Tire, Sevinçer Steak Tartar A la turca, Aktam Tire, Sofa Curtain, Fat Kaplan, Mega Market, Vizyon Construction, Karatercan/Namizen Construction, Bağdat Pick/Knife, and Büyükşimşitçi Meat. The subproject's environmental and social impacts, planned activities, and potential risks were shared during these meetings. Feedback from stakeholders was recorded and integrated into the subproject's design and management (see Table 4-2 and Annex-H: Consultation Photos).

In consultations with local businesses and small enterprises around the Kartal Junction and its access roads, the need to reduce traffic congestion and address temporary negative impacts such as dust, noise, and limited access during construction were discussed. Stakeholders requested regular information updates and effective mitigation measures from the municipality.

On 02 February 2025, a press conference was held by Kayseri Metropolitan Municipality, and on 18 June 2025, a City Council meeting was also conducted by the Municipality with the same objective of informing and engaging stakeholders. The City Council meeting was attended by 14 representatives of public institutions, 22 mukhtars, 5 university representatives, 17 representatives from chambers affiliated with TMMOB, 16 professional chamber representatives, 63 civil society organizations, and 6 political party representatives (see Annex-I: Press Conference and City Council Newspaper News).

As part of the land acquisition process, face-to-face meetings were held with 13 shareholders of privately owned parcels on 12 February 2025. These parcels included four land plots (664/176, 664/178, 664/179, and 664/181) which were created through a subdivision procedure from an original set of three registered parcels. Between 24 February and 28 March 2025, additional outreach was conducted via telephone. As a result, 15 more shareholders who agreed to participate were interviewed by phone during this period. In total, 83 individual shareholders were identified as legal owners of the affected parcels, and all were compensated in accordance with legal procedures.

During these engagements, a questionnaire was administered to mukhtars to gather general socio-economic data and assess their knowledge of the subproject.

The primary sources of income in the neighborhoods within the area of influence include civil service, employment in the industrial sector, and tradesmanship, with most residents engaged in regular salaried jobs.

Overall, stakeholders expressed that the subproject is necessary and beneficial, particularly in addressing long-standing traffic congestion in the area. However, they also raised several concerns, primarily related to:

- Temporary road closures and disruptions to transportation access,
- The adequacy and clarity of alternative routes for both pedestrians and vehicles,
- Noise, dust, and vibration impacts during construction activities,
- Safety risks for children and elderly individuals due to construction zone proximity.

These concerns have been addressed through targeted mitigation measures in the ESMP. A summary of the consultations held is provided in Table 4-1. For further details, see Annex-B: Details of Interviews.

Table 4-1	Summary	of the	Background	Studies
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Stakeholder	Interviewee	Interview Date and Place	Remarks from the Interviews
Local Institution	Merkez Vocational and Technical Anatolian High School	12.02.2025 School Administration Office	A school near the K-1 Junction Point expressed concerns about restricted access to its entrance due to the subproject and asked whether alternative routes were possible. Information on the subproject and grievance mechanisms was provided.
Local Institution	Management of Recep Tayyip Erdoğan National Garden	12.02.2025 Management Office	Recep Tayyip Erdoğan National Garden of the KMM, located near the K-1 Junction Point, experiences heavy traffic during evening peak hours, weekends, and especially in the summer season. The subproject was considered beneficial for reducing traffic congestion and contributing to the national economy.
Local Institution	Murat Kantarcı Science and Art Center	12.02.2025 Center Administration Office	Center, located near the K-2 Junction Point, reported severe traffic congestion, particularly due to high student density and frequent parent visits. The subproject is considered necessary to improve traffic conditions in the area.
Local Institution	Anadolu College Primary and Secondary School	27.03.2025 Phone Interview	The school near the K-3 Junction Point considered the subproject essential due to heavy traffic. It was noted that students often arrive late as classes start at 9:00 AM and traffic delays affect school transportation. In addition to concerns about existing traffic congestion, the school also noted the importance of ensuring student safety during the construction phase. Potential risks related to increased construction traffic and restricted pedestrian access were acknowledged. It was suggested that necessary safety measures, such as dedicated pedestrian paths and clear signage near the school, be implemented to minimize these risks.
Local Businesses	Mega Market	12.02.2025 Market	Mega Market, located near the K-2 Junction Point, considered the subproject necessary due to traffic congestion. While concerns about dust and noise were raised, no livelihood-related concerns were expressed during the consultation. Site-specific mitigation measures such as signage, alternative pedestrian paths, and temporary access arrangements will be developed in consultation with the municipality to ensure continued accessibility for customers. These measures are reflected under the Community Health and Safety section of the ESMP.
Local Businesses	Şahmar Rent A Car	12.02.2025 Shop	Şahmar Rent A Car, located near the K-3 Junction Point, considered the subproject not entirely necessary except during peak hours. Concerns were raised about construction-related dust and noise, and information on mitigation measures was provided.
Local Businesses	Şahmar Patisseria	12.02.2025 Shop	Şahmar Patisserie, located near the K-3 Junction Point, stated that traffic congestion in the area is very high and that road access is particularly limited for students. The subproject is considered necessary; however, concerns were raised regarding potential dust and noise impacts during the construction phase.
Local Businesses	Duru Butcher	12.02.2025 Shop	Duru Butcher, located near the K-3 Junction Point, noted heavy traffic congestion especially after 5 PM. While there were concerns about dust and noise during construction, these were not seen as long-term issues, and the subproject was viewed positively overall.

Stakeholder	Interviewee	Interview Date and Place	Remarks from the Interviews
Local Businesses	Altuntaș Textile	12.02.2025 Shop	Altuntaş Tekstil, located around the K-2 Junction Point, stated that it had directly observed the traffic congestion in the area and considered the subproject necessary. However, it emphasized the importance of ensuring proper information disclosure regarding the subproject.
Local Community	Private Landowners (Parcels 664/176, 664/178, 664/179, 664/181)	12.02.2025 – 28.03.2025 / Face-to-face and Telephone Interviews	The partial acquisition was carried out in accordance with Article 8 of the Expropriation Law through negotiated settlement and involved only the portions of the parcels located outside the fenced boundaries of the apartment gardens. Accordingly, the areas acquired for the subproject were not under the actual use of the apartment residents but were already being utilized as part of the existing roadway. However, during the preparation of the Stakeholder Engagement Plan, POSEIDON conducted meetings with 28 shareholders. The purpose of these interviews was to confirm compensation status and collect feedback. All consulted shareholders confirmed that they had received full compensation and that no adverse impacts on their livelihoods had occurred. Further details are provided in Section 3.4 of the ESMP.
Local Community	Mukhtar of Gültepe Neighborhood	12.02.2025 Mukhtar's Office	The mukhtar indicated that the neighborhood is experiencing inward migration due to employment opportunities and emphasized that the subproject is necessary given the high population density. No objections were raised.
Local Community	Mukhtar of Hunat Neighborhood	12.02.2025 Mukhtar's Office	The mukhtar stated that the subproject is necessary due to traffic congestion in the area and expressed satisfaction with the communication channels of Kayseri Metropolitan Municipality.
Local Community	Mukhtar of Tacettinveli Neighborhood	12.02.2025 Mukhtar's Office	The mukhtar stated that the subproject is needed in the neighborhood due to severe traffic congestion, especially during evening peak hours. No objections or complaints were raised regarding the subproject
Local Community	Mukhtar of Battalgazi Neighborhood	26.03.2025 Telephone Interview	The mukhtar stated that the subproject is necessary due to high population and traffic density, and recommended prioritizing local residents for employment.
Local Community	Mukhtar of Erenköy Neighborhood	26.03.2025 Telephone Interview	The subproject is considered necessary by the mukhtar. While there were concerns about temporary road closures during implementation, it was stated that these could be mitigated through the use of alternative routes.
Local Community	Mukhtar of Esenyurt Neighborhood	14.05.2025 Telephone Interview	It is stated that the population density in the neighborhood has increased in the last 5 years due to job opportunities. For this reason, traffic density has also increased. The subproject is considered necessary. Negative impacts such as traffic, dust and noise that may occur during the construction phase of the subproject are expected, but it has been emphasized that these impacts are not permanent and the benefits of the subproject are high.

ties Project	ruction Project	Ref. No	Date of Engagement	Place	Subproject Phase	Type of Stakeholder	Information on Stakeholder Engaged With / Consulted	Individual or Group Engagement	Number of People Engaged with / Consulted	Engagement Method	Engagement / Consultation Details	Follow-up Action Required
Associated ILBANK Project: Türkiye Climate and Disaster Resilient Cities Project	Associated ILBANK Subproject: Kartal Intersection and Link Roads Construction Project	1	19.06.2025	Öz Oto Lastik	Pre- Constructio n	Shop Owner	Ali Çetin Karakılıç	Individual	1	Face-to- face meeting	Project details explained. One lane to be left for shops during construction phase.	Follow-up on traffic management plan during construction. Regular updates to shop owners on construction schedule. Implement dust and noise control measures. Coordinate access arrangements with shop owners. Monitor stakeholder concerns and report.

Table 4-2 Stakeholder Information Activities Conducted by Kayseri Metropolitan Municipality

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	2	19.06.2025	Salon Ciz Etnik Kadro	Pre- Constructio n	Shop Owner	Mustafa Tunahan Argın	Individual	1	Face-to- face meeting	Project details explained. One lane to be left for shops during construction phase.	Follow-up on traffic management plan during construction. Regular updates to shop owners on construction schedule. Implement dust and noise control measures. Coordinate access arrangements with shop owners. Monitor stakeholder concerns and report
	3	19.06.2025	Furkan Ticaret	Pre- Constructio n	Shop Owner	Mustafa Nalbantoğlu	Individual	1	Face-to- face meeting	Project details explained. One lane to be left for shops during construction phase.	Follow-up on traffic management plan during construction. Regular updates to shop owners on

										construction schedule. Implement dust and noise control measures. Coordinate access arrangements with shop owners. Monitor stakeholder concerns and
	4	19.06.2025	Aras Cargo	Pre- Constructio n	Shop Owner	Individual	1	Face-to- face meeting	Project details explained. One lane to be left for shops during construction phase.	report Follow-up on traffic management plan during construction. Regular updates to shop owners on construction schedule. Implement dust and noise control measures. Coordinate access arrangements

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											with shop owners. Monitor stakeholder concerns and report
	5	19.06.2025	Son Oto Lastik	Pre- Constructio n	Shop Owner	Seyit Sarısev	Individual	1	Face-to- face meeting	Project details explained. One lane to be left for shops during construction phase.	Follow-up on traffic management plan during construction. Regular updates to shop owners on construction schedule. Implement dust and noise control measures. Coordinate access arrangements with shop owners. Monitor stakeholder concerns and report

	6	19.06.2025	Şirinçe Çiğ Köfte	Pre- Constructio n	Shop Owner	Erkan Mihçi	Individual	1	Face-to- face meeting	Project details explained. One lane to be left for shops during construction phase.	Follow-up on traffic management plan during construction. Regular updates to shop owners on construction schedule. Implement dust and noise control measures. Coordinate access arrangements with shop owners. Monitor stakeholder concerns and report
	7	19.06.2025	Arasoy Lastik	Pre- Constructio n	Shop Owner	Feyzullah Arısoy	Individual	1	Face-to- face meeting	Project details explained. One lane to be left for shops during construction phase.	Follow-up on traffic management plan during construction. Regular updates to shop owners on

										construction schedule. Implement dust and noise control measures. Coordinate access arrangements with shop owners. Monitor stakeholder
										stakenoider concerns and report
8	19.06.2025	Sofa Curtain	Pre- Constructio n	Shop Owner	İrfan Özdemir	Individual	1	Face-to- face meeting	Project details explained. One lane to be left for shops during construction phase.	Follow-up on traffic management plan during construction. Regular updates to shop owners on construction schedule. Implement dust and noise control measures. Coordinate access arrangements

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											with shop owners. Monitor stakeholder concerns and report
	9	19.06.2025	Samsun Kaplan	Pre- Constructio n	Shop Owner	Fatih Kaplan	Individual	1	Face-to- face meeting	Project details explained. One lane to be left for shops during construction phase.	Shop owner stated he will move his shop.
	10	19.06.2025	Mega Market	Pre- Constructio n	Shop Owner	Ahmet Berk	Individual	1	Face-to- face meeting	Project details explained. One lane to be left for shops during construction phase.	Follow-up on traffic management plan during construction. Regular updates to shop owners on construction schedule. Implement dust and noise control measures. Coordinate access arrangements with shop owners.

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											Monitor stakeholder concerns and report
	11	19.06.2025	Vizyon Construction/J umbo	Pre- Constructio n	Shop Owner	Mehmet Altuntaş	Individual	1	Face-to- face meeting	Project details explained. One lane to be left for shops during construction phase.	Follow-up on traffic management plan during construction. Regular updates to shop owners on construction schedule. Implement dust and noise control measures. Coordinate access arrangements with shop owners. Monitor stakeholder concerns and report
	12	19.06.2025	Kazımercan Namıken Taş	Pre- Constructio n	Shop Owner	Mehmet Kazımercan	Individual	1	Face-to- face meeting	Project details explained. One lane to be left for shops during	Follow-up on traffic management plan during construction.

										construction	Regular
										phase.	updates to
											shop owners
											on
											construction
											schedule.
											Implement
											dust and noise
											control
											measures.
											Coordinate
											access
											arrangements
											with shop
											owners.
											Monitor
											stakeholder
											concerns and
											report
											Follow-up on
											traffic
											management
										Project details	plan during
										explained.	construction.
				Pre-					Face-to-	One lane to be	Regular
	13	19.06.2025	Bağdat Pick	Constructio	Shop Owner	Ahmet Bacanak	Individual	1	face	left for shops	updates to
				n					meeting	during	shop owners
										construction	on
										phase.	construction
											schedule.
											Implement
											dust and noise

				control
				measures.
				Coordinate
				access
				arrangements
				with shop
				owners.
				Monitor
				stakeholder
				concerns and
				report

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4.2 Summary of Methods, Tools and Techniques for Stakeholder Engagement

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

Public / Community Meetings

Public consultation meetings will be conducted every 6 months throughout the construction period. In addition to these meetings, individual meetings or site visits with mukhtars and directly affected people/businesses will be conducted on a monthly basis to ensure regular feedback during the construction phase. These meetings aim to inform stakeholders about project progress, E&S impacts and mitigation measures, potential constraints on access to services and feedback from stakeholders. PIU will share subproject details and receive feedback from the participants about the project.

Media Communication

As local media usage rates are high among people of different ages and backgrounds in project-affected communities, media channels will be used as much as possible to disseminate information. These channels may include local newspapers (e.g., Kayseri Anadolu Haber), local television (e.g., TV1 Kayseri), and local radio stations. In addition, project-related updates may be shared through Kayseri Metropolitan Municipality's official social media accounts.

Communication Equipment

Written information will be disclosed to the public through various means of communication and various materials, including brochures, flyers, posters, etc. In particular, road closures and traffic diversions will be announced in advance via local mukhtars, neighborhood WhatsApp groups, municipality's official social media accounts, and loudspeaker announcements in the neighborhoods. Sub-borrower will also regularly update its website on the E&S performance of the Project. This website will also provide information on the grievance mechanism for the subproject (see Section 6). The SEP will be disclosed on the Kayseri Metropolitan Municipality's official website at https://www.kayseri.bel.tr/. All stakeholder engagement processes will be recorded, monitored, evaluated, and reported together with the grievance submission form (Annex-C: Grievance Submission Form) and documentation such as participant sheets, photos, recordings, etc. will be backed up.

Project Tours for Media and Local Representatives

If necessary, site visits will be organized for selected stakeholders from media or local authorities at appropriate points during the construction phase.

The selected methods ensure that stakeholders are engaged through multiple channels tailored to their needs and accessibility, promoting transparency, participation, and effective two-way communication throughout the project lifecycle.

4.3 Stakeholder Engagement Plan

The stakeholder engagement program presented in Table 4-3 outlines the engagement process, methods, sequencing, consultation topics, and target stakeholders. Sub-borrower is responsible for implementing the stakeholder engagement program and ensuring continuous communication with relevant stakeholders throughout the project lifecycle.

All stakeholder engagement activities will be documented, monitored, and evaluated. Consultation forms, participant lists, meeting records, and any other relevant documentation will be maintained to track engagement effectiveness.

Furthermore, the World Bank and ILBANK do not tolerate reprisals or retaliation against stakeholders who express their views regarding the subproject. Any grievances or concerns raised during stakeholder engagement activities will be handled in accordance with the Grievance Mechanism outlined in Section 6.

Table 4-3 Stakeholder Engagement Program

Project Stage	Estimated Date/Time Period	Topic of Consultation/Message	Method Used	Target Stakeholders	Responsibilities
Pre-construction	Before finalization of ESMP and SEP	Project overview, anticipated E&S risks, proposed mitigation measures, grievance mechanism	Stakeholder Engagement Meeting	Directly affected people (PAPs), including vulnerable groups; Local institutions (OIPs)	PIU
Construction	Monthly	Information disclosure on construction activities (including road closures, alternative routes, etc.), mitigation measures, E&S compliance, grievance mechanism	Communication Equipment, Engagement Meeting, Individual Meetings, Community Liaison Support	PAPs (residents, roadside users, businesses, institutions), Vulnerable Groups, OIPs	PIU
Operation	Annually	Grievance mechanism, continued stakeholder communication (if needed)	Communication Equipment, Stakeholder Engagement Meeting	OIPs, if relevant	PIU
4.4 Reporting Back to Stakeholders

A Stakeholder Consultation Meeting will be conducted after the draft ESMP and SEP are disclosed. Following this meeting, the ESMP and SEP will be finalized based on these consultation feedbacks and will be re-disclosed in Turkish on Kayseri Metropolitan Municipality's website (https://www.kayseri.bel.tr/). Project documents will be available at Kayseri Metropolitan Municipality office and Melikgazi Municipality. Information on the grievance mechanism will be provided at mukhtar's offices. The subproject updates (including news on construction activities, key E&S data) will also be published on Kayseri Metropolitan Municipality 's website. In addition, details on the Grievance Mechanism will be published on the website. Subborrower will regularly update and maintain its website.

Lack of transportation to events, language differences and disability will cause difficulties to reach the vulnerable/disadvantaged individuals/groups in terms of participating in consultation activities, events. During the project implementation, special mitigation measures will be in place to support the stakeholders to prevent their potential exclusion from the subproject implementation such as providing the transportation of these groups by vehicles. These measures will ensure that all stakeholders, including vulnerable groups, have equal access to the consultation process and project activities.

The following additional support or resources will be made available to stakeholders in the stakeholder engagement activities:

- Providing written materials related to Project information in larger fonts
- Choosing accessible venues for the consultation events
- Organizing small events or meetings for the vulnerable people depending on their sensitivityInstead of roads that will be closed due to construction, alternative access routes that disabled and elderly individuals can use should be determined and clearly marked.
- Temporary ramps and access points should be created so that wheelchair users and individuals with limited mobility can easily access.
- Disabled individuals and their families should be regularly informed about the construction process and provided with support in line with their special needs.

To ensure effective implementation of these measures and to engage all stakeholders, including vulnerable groups, the venue selected for stakeholder engagement activities will be accessible to all and transportation support will be provided by the Subborrower through local coordination with mukhtars, including home pick-up for elderly, disabled and other stakeholders. Translation support for non-Turkish speakers (e.g. Syrian refugees) will be arranged through local volunteers or interpreters. The schedule and agenda of these meetings will be announced at least two weeks in advance through muhtars and the Kayseri Metropolitan Municipality website.

5. RESPONSIBILITIES AND RESOURCES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

5.1 Implementation Unit

The PIU is responsible for managing all phases of the subproject, including planning, procurement, construction oversight, environmental and social risk management, and stakeholder engagement. The PIU team includes the following roles

- O PIU Manager
- Senior Civil Engineer
- Master Architect
- Architect
- O Civil Engineer
- O Public Administrator
- Master of Mechanical Engineer / OHS Specialist
- Environmental Engineer
- O Associate Professor of Environmental Engineering
- O Social Services Specialist
- Contract
- O Agriculturel Engineer

The Social Services Specialist will lead the implementation of the Stakeholder Engagement Plan (SEP), including coordination of consultation activities, recording meeting outcomes, and monitoring engagement performance. The Environmental Engineer will ensure compliance with environmental requirements, while the OHS Specialist will manage occupational health and safety risks during the project lifecycle.

The PIU will ensure that sufficient budget and resources are allocated for effective stakeholder engagement and that all activities are carried out in line with national regulations and the World Bank's Environmental and Social Standards, particularly ESS10: Stakeholder Engagement and Information Disclosure.

Stakeholder communication will be managed through direct coordination with mukhtars, local institutions, and relevant municipal departments.



Figure 5-1 Project Organizational Capacity

The PIU is responsible for all phases of the subproject, including environmental and social (E&S) management and stakeholder engagement, throughout the pre-construction, construction, and operation phases.

The overall responsibility for implementing the SEP lies with the PIU Manager. The Social Services Specialist will coordinate stakeholder engagement activities, monitor SEP implementation, and lead the documentation process, including meeting minutes using the template provided in Annex-D: Consultation Form. All feedback, comments, and questions raised by stakeholders will be addressed through the subproject's grievance mechanism (see Section 6).

Participation in ILBANK Training

As part of capacity-building efforts under the CDRC Project, several staff members from the Project Implementation Unit (PIU) participated in ILBANK's Environmental and Social Management training program. The positions of participating personnel are as follows:

- Environmental Engineer
- Social Specialist
- OHS Specialist / Master of Mechanical Engineer
- Architect
- Civil Engineer

These staff members are actively involved in the implementation and monitoring of the Subproject and play a key role in ensuring alignment with ESMP, LMP, and other environmental and social instruments. Their participation in the training has further enhanced the institutional capacity of the PIU to meet the requirements of the World Bank Environmental and Social Standards, particularly ESS1, ESS2, ESS4, and ESS10.

While the construction contractor will not be responsible for direct stakeholder engagement, the contractor will be required to inform communities about disturbances caused by construction works (e.g., road closures, noise). For this purpose, a Social Services Specialist will be appointed within the contractor's E&S team and will be responsible for community liaison and grievance mechanism implementation.

5.2 Resources

The PIU will be responsible for stakeholder engagement activities. The budget table is provided in Table 5-1.

Table 5-1 SEP Budget Table

Budget Categories Remarks Costs

Consultations/ Participatory Planning,	-	It is planned to use the Assembly Hall
Decision-Making Meetings		in Kayseri Metropolitan Municipality
Decision-Inaking Meetings		for the public meeting. No budget is
		required for this.
Project launch meetings	_	TBD
Provision of translation services for	-	If language comprehension problems
	-	
stakeholders with language limitations,		arise among the participants,
if applicable.		interpreters will be provided with the
		support of KAYMEK, a company of
Provision of transportation for		Kayseri Metropolitan Municipality.
	-	For stakeholders who may have
stakeholders who may have difficulty		difficulty in accessing stakeholder
accessing stakeholder engagement		engagement activities, it is thought that
activities		transportation can be provided by
		vehicles available within the
		municipality and there is no need to
		allocate a separate budget for this
		purpose.
Communication Campaignes (Posters,	-	Municipality's promotional signs and
flyers/ Invitations to public/community		billboards were used at various
meetings/ Project tours for media and		locations within the site for project promotion,
local representatives)		Since the panels belong to the
		municipality, no budget was paid.
Training on social/environmental	-	TBD
issues for PIU and contractor staff		
Training on Gender-Based Violence	-	It will be provided by the Social Expert
(GBV) for PIU and contractor staff		of the PIU as part of capacity building
		efforts within the scope of PIU
		trainings.
Training of GM committees	-	These trainings are frequently
		delivered to white desk personnel of
		the municipality. However, subproject-
		specific grievance mechanism training
		will also be provided to ensure
		consistency with subproject-specific
		requirements.
Suggestion boxes in neighborhood	-	The grievance mechanism to be
		implemented under this SEP is based
		on the existing system of Kayseri
		Metropolitan Municipality (ALO 153,
		White Desk, etc.), and has been
		adapted to comply with World Bank
		ESS10 standards, including provisions
		for anonymity, documentation, timely
		response, and referral mechanism
GM communication materials	_	In the existing petition and complaint
Sin communication materials		system, a separate subject heading will
		be determined for the subproject and
		many data such as petition and
		complaint statistics will be collected
		under this subject heading.

5.3. Management functions and responsibilities

The SEP will be embedded in the subproject management system, ensuring that stakeholder engagement is systematically managed throughout the project. The PIU, along with the Supervision Consultant and the Contractor, will coordinate the implementation of engagement activities. The process will be documented, tracked, and managed using stakeholder databases and commitment registers, among other tools.

Table 5-2 Responsibilities	
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Responsible Entity	Responsibilities	Activities	
Supervision Consultant	Oversee the implementation of the SEP and ensure its effectiveness	Monitor stakeholder engagement activities, provide technical support to the PIU, and ensure all stakeholders' concerns are addressed.	
Contractor	Implement the SEP on the ground and address any issues in the project's daily operations	Carry out community consultations, ensure engagement with affected groups, and respond to any project- related issues raised by stakeholders.	
PIU Team			
PIU Manager	Oversee and manage the entire PIU team, ensuring efficient project implementation and coordination of all unit activities.	Responsible for overall project direction, resource allocation, strategic planning, and ensuring that all project objectives are met in compliance with relevant regulations and stakeholder expectations.	
Environmental Engineer	Ensure compliance with environmental regulations	Participate in environmental consultations, engage stakeholders on environmental concerns, and manage environmental risk mitigation efforts.	
OHS Specialist	Oversee occupational health and safety issues	Conduct stakeholder consultations on health and safety concerns, ensure OHS compliance, and provide feedback channels for stakeholders on safety measures.	
Social Services Specialist	Manage social aspects of the SEP (coordinate stakeholder engagement activities, monitor SEP implementation, and lead the documentation process, including meeting minutes as given in Annex-D: Consultation Form of this SEP).	Engage stakeholders on social issues (including vulnerable groups), collect and address concerns, and ensure that the social impacts are understood and mitigated. Serve as the primary point of contact for grievances, ensure complaints are documented and addressed through the grievance mechanism.	
Civil Engineer	Oversee site-specific engagements, handle traffic-related concerns	Ensure that site-specific concerns related to project implementation are communicated effectively with the local community. Consult with stakeholders regarding traffic management, disruptions, and mitigation measures during the construction phase.	

Management Involvement

The management team will ensure the overall coordination and monitoring of stakeholder engagement activities and will be responsible for reviewing reports, addressing any major concerns raised by stakeholders, and ensuring compliance with the World Bank ESS requirements.

Process Documentation, Tracking, and Management

- *Stakeholder Database:* All relevant stakeholder information will be maintained and updated in a comprehensive database, tracking their concerns, engagement history, and any follow-up actions.
- *Commitment Register:* This will document all the commitments made during the stakeholder engagement process and will be used to track their completion.
- *Reporting:* Regular progress reports on stakeholder engagement will be generated, detailing the activities conducted, feedback received, and any adjustments made to the project based on stakeholder input.
- *Grievance Tracking System:* All grievances will be logged, tracked, and addressed in a timely manner, ensuring that stakeholders feel heard and that their concerns are resolved appropriately.

6 GRIEVANCE MECHANISM

6.1 Grievance Mechanism at National Level

Presidency's Communication Center: The Presidency's Communication Centre ("CİMER") has been providing a centralized complaint system for Turkish citizens, legal persons and foreigners. CİMER will be available to Project stakeholders as an alternative and well-known channel for conveying their Project-related grievances and feedback directly to state authorities.

- www.cimer.gov.tr
- Call Centre (hotline): 150
- Phone number: +90 312 525 55 55
- Fax number: +90 0312 473 64 94
- Address for Official Letter/Petition: Republic of Türkiye, Directorate of Communications Kızılırmak Mah. Mevlana Bulvarı No:144 Çankaya/ANKARA
- Mail addressed to Republic of Türkiye, Directorate of Communications
- Individual applications at the community relations desks at governorates, ministries and district governorates.

Foreigners Communication Center: The Foreigners Communication Center ("YİMER") has been providing a centralized complaint system for foreigners. YİMER will be available to Project stakeholders as an alternative and well-known channel for conveying their Project-related grievances and feedback directly to state authorities.

- www.yimer.gov.tr
- Call Centre (hotline): 157
- Phone number: +90 312 5157 11 22
- Fax number: +90 0312 920 06 09
- Address for Official Letter/Petition: Republic of Türkiye General Directorate of Migration Management, Çamlıca Mahallesi 122. Sokak No: 4 Yenimahalle/ANKARA
- Mail addressed to Republic of Türkiye, Directorate of Communications
- O Individual applications at the Republic of Türkiye General Directorate of Migration Management

Subproject-specific grievances received through CİMER and YİMER systems will be redirected to the Subproject Grievance Mechanism through the PIU Social Expert, who will be responsible for reviewing the content, entering the grievance into the Subproject's GM database, and initiating the required follow-up procedures. Coordination between national channels and subproject-level GM will be ensured via official correspondence and tracking through the Grievance Monitoring Table (see Annex-E: Grievance Database Form).

6.2 Subproject Level Grievance Mechanism

Managing, avoiding, minimizing and effective handling of grievances is an integral part of a sound stakeholder engagement strategy. Experience indicates that significant number of grievances arise from misunderstandings and that such grievances can be avoided or reduced through proactive and consistent engagement with communities. Engagement also helps anticipate and review community concerns to prevent them from escalating to grievances. For this reason, the following Grievance Mechanism (GM) as per WB will be implemented by PIU throughout the lifetime of the subproject including pre-construction, construction, and operation phases.

The grievance channels used for applications will be available in Turkish. GM forms and consultation records will be kept in Turkish. In case of need of other languages, translation will be provided.

Complaint Channels: The contact page includes the switchboard number, address, call center number, whatsapp number, fax number, e-mail address and KEP address (see Figure 6-1). In addition, there is a 'White Board' section in the services section (see Figure 6-2). In addition, the Kayseri Metropolitan Municipality homepage provides access to various social media accounts (see Figure 6-3).

Available channels for submitting complaints or requests at project level:

- Website: <u>https://www.kayseri.bel.tr/</u>
- Email: <u>kayseribelediyesi@hs01.kep.tr</u>
- Phone number: 0(352) 222 89 60
- Whatsapp: 0(552) 153 38 38
- Call center: Alo 153

Official Letter/Petition Address: Sahabiye Mahallesi Mustafa Kemal Paşa Bulvarı No: 15 Kocasinan / KAYSERİ



ORVAR-	AD SOTAD	HARICI	DAVIEL	ERGER .	
Santrol	Secol	0 (252) 222 89 90			
Alia 133 Roligios Mechani		113		ale 133g/kayseel.bal.tr	0 (232) 999 32
Cont Kaleen Müdürü	Metroet (2012)		1500-1501	mcavca@kayserLbel.tr	0 (252) 22 20
Genel Sekreter	Hanyin BOYHAN	0 (352) 207 1548 - 1564	1583-1384	IdeyNangkayseribel.tr	0 (252) 22 62
Genel Sekreter Verthmose	Dr. USuk SEXMEN	0(252) 207 15-05	1505	underweigkzyverübel.tr	
Genel Sekreter Yardimoto	Miscahar SOYAK	0 (352) 207 15 96	1506		
Genel Sekreter Yarshescou	AL HADDAL	0-(352) 207 17 89	1200	ahastal@kayserCbel.tr	
Garral Salaretar Vardonicus	Mustafa TÜRKMEN	0 (252) 207 16 16	1676	mturkmengkayseri.bel.tr	0 (332) 964 77
Stell Savarona Varnantiĝi	Minimut KARAKIS	0-0020 222 99 12		mikarakan gikayaari bet te	0(232) 22 11
Beyinz Masa		153		beyazmasagkayseri.bel.tr	
Yazı İşleri ve Kararlar Daire Byli	Brahim ÖZÇDÜÇ	0 (252) 207 15-34	1534		
, Yas ve Karantar Şis.Md.	Marat QETIN	0 (362) 207 11 39	1534-1199	nostrigliaysetibelte	
1.Hukuk Magaviri	Ortun ERDOĞAN	0 (252) 202 10 72	1672	serdspat@kayseribel.v	
Makina lional Balom or Ovaron. Daire Bpk.	Kady DANADOGUS	0 (253) 251 20 71		Interactory States and	0 (252) 222 29
Matthe Spanned St. Md.	Harun KABABAYA	0 (202) 261 29 70	146	Mateloyagiayorthety	0 (1952) 222 29
, Serk ve Koordinanjon pullika	brance problem	0 (202) 664 38 97	1428	kantingkayan belar	0 (352) 222 29
İmsan Kaynaktarı ve fiğitim Daire Epk	Oğushan POSTALLI	0-0020 207 15 25	1525	opertalligkayser.betsr	0 (252) 225 30
, Iman Kaynahlan (b. Md.	Mumata Occolvin	0-0621-207-15-20	1620		
. Igoin State	Fahriye HALKD	0-0502-207 1616	1916		

Figure 6-1 Contact Page



Figure 6-2 Service Section



Figure 6-3 Social Media Accounts

<u>Grievance Flow:</u> Grievances submitted through the above channels will be recorded in the grievance database and managed by the assigned GM contact person (GMCP) who is a representative from the Social Services Department within the Project Implementation Unit (PIU).

Response Time: Grievances will be reviewed by the assigned GM Contact Person (GMCP) within 2 working days. An acknowledgment will be provided to the complainant confirming receipt of the grievance. A detailed response will be issued within 10 working days. If the proposed resolution is accepted, necessary corrective actions will be taken and finalized within 15 working days. If grievances remain unresolved after 30 working days, justifications will be documented and reported. These timeframes are aligned with the ILBANK's Grievance Mechanism.

<u>Feedback Process:</u> All steps of this grievance mechanism, including receipt, classification, response, resolution, and closure, are designed in full alignment with the ILBANK Grievance Mechanism disclosed at <u>https://www.ilbank.gov.tr/userfiles/files/Sikayet_Mekanizmas%C4%B1.pdf</u>. Subproject-specific grievances will be processed in accordance with ILBANK's standards for registration, timeliness, and documentation.

6.3 Grievance Mechanism for Workers

GM for employees (Applicable to both subproject personnel and contractor and subcontractor employees) will be created in line with WB ESS2. Implementation of the GM for employees will be ensured throughout the financing life cycle of the subproject. The PIU asks contractors to develop and implement a grievance mechanism for the workforce, including subcontractors, prior to the start of work. Subcontractors will prepare workforce management procedures that will include a detailed description of the employee grievance mechanism.

Employees are informed about employee rights, basic occupational health and safety, and the complaint mechanism and operation at the time of their employment. An up-to-date list of contact points is provided in employee handbooks and/or bulletin boards. All processes related to the grievance mechanism are communicated in a language that employees can understand. When a dispute arises regarding employee rights, it is essential that the employee and his manager, who have the problem, meet informally and resolve the problem without using a complaint mechanism or legal means.

When employees detect a danger and risk regarding occupational health and safety for which no precautions are taken, they inform the employee representative, occupational safety specialist and/or occupational physician selected by the employees about this danger and risk. The employee representative conveys the details of the danger and risk to the occupational health and safety board, if any, and to the employer/employer's representative if there is none, and requests that it be evaluated. In the event that the problem is not resolved, all legal rights are reserved, by applying to the GM contact persons assigned at the contractor/sub-contractor level, through the complaint boxes located in the workplaces. Requests regarding employee rights and occupational health and safety are collected in complaint boxes placed in areas easily accessible to employees. Grievances and suggestions collected are carried out in accordance with the time limits specified in the basic process of the grievance mechanism.

After the applications are evaluated, in case the imminent, urgent, and vital danger continues, a notification can be made to the Ministry of Labor and Social Security Working Life Communication Center, ALO 170 line or directly to the Provincial Directorates of Labor and İŞKUR operating in the province. With the receipt of the requests, the workflow complaint mechanism is carried out in accordance with the workflow chart.

PIU Team will be available to address grievances related to working conditions. PIU Team will assess grievances and propose solutions for direct and contracted employees using this internal GM that will be easily accessible for all project employees. PIU team will assess grievances and propose solutions for direct and contracted employees using this internal GM, which will be easily accessible for all project employees.

The PIU Team will be informed about the guide prepared by WB on the prevention of sexual exploitation and abuse and sexual harassment (SEA/SH) and Gender Based Violence (GBV) cases in projects financed by WB. Grievances about GBV and SEA/SH can create a culture of silence due to negative reactions by the society. Grievances of Sexual Exploitation and Abuse/Sexual Violence should be separated, and the relevant bodies should be reported. In the grievances of Sexual Exploitation in order to protect the victim and prevent the disclosure of confidential information and creation of a new victimization. In addition, authorities dealing with grievances should deal with such matters with confidentiality and an unbiased approach.

Grievances, requests, suggestions, and opinions of public will be recorded through the GM contact person (GMCP) to be assigned by Sub-borrower. All grievances are reviewed to be classified whether they are genuine and related to Project activities or not. If a complaint is not considered appropriate to investigate due to not being genuine or relevant to the Project activities,

an explanation will be provided to the owner of the complaint on why it could not be pursued. Grievances received within the Sub-borrower are evaluated and forwarded to the relevant units. Eligible grievances are responded according to Project social and environmental requirements which are identified in ESMP and SEP. All grievances received through direct phone calls, e-mails, face-to-face meetings/ communications and Web Site are taken under registration and GMCP will get contact with the complainant within two (2) working days following registration in order to explain the project response process and the resolution to grievance. The development of the resolution may involve consultation with the person(s) involved. The requester will be informed about the methodology followed. Every request must be evaluated with the utmost care, diligence, fairness and impartiality.

The resolution proposals are communicated to the complainant by a second notification. If the proposed resolution is accepted by the complainant, Sub-borrower will address and take corrective actions to resolve the complaint within 15 working days.

The grievances collected regarding the subproject should be recorded on the Grievance Submission Forms provided in Annex-C: Grievance Submission Form and then they should be registered in the Grievance Database (see Annex-E: Grievance Database Form). Grievance registration forms will be sent to the relevant GM Team member (either Social Expert of the PIU Team or E&S Specialist of Contractor) on the same day (if possible, as soon as the complaint is received). Within two (2) working days after the complaint is received, a notification should be sent to the complainant by GMCP stating that the complaint has been received and being evaluated.

The process will be followed through the Grievance Database Form and Grievance Tracking-Monitoring Form (see Annex-E: Grievance Database Form and Annex-F: Grievance Tracking-Monitoring Form). The PIU Team will also have access to the grievance register to be created within the scope of the Project and will be constantly updated by the GMCP or PMU Social Expert. The Grievance Monitoring Table will include complainant/recommender information, date of receipt of complaint/suggestion, date and method of feedback to complainant, current status of complaint (open, under review, closed, rejected) and explanations of that current situation (like this one why it was rejected), closing/rejection and feedback dates. Grievances from contractors and subcontractors will be forwarded to GMCP by E&S Specialist of Contractor(s) and recorded by GMCP using grievance registration forms. On the same day, it will be opened to the access of PMU Team with the making data entry of the Grievance Register and Grievance Database.

Within this period, relevant responsible parties to manage the grievance will be in communication with the complainant at all times and all the communication will be recorded in the GM system through Grievance Submission Forms (see Annex-C: Grievance Submission Form). After the completion of the implementation of the resolution, the grievance is closed. After the complaint is closed or eliminated, the complainant will be notified by third notification, and relevant records will be kept.

Grievances are closed within thirty (30) working days from day of application unless an alternative agreement is made with the Complainant. If grievances are not resolved within thirty (30) working days, mitigating circumstances are documented and reported.

After the complaint is resolved and the result is communicated to the complainant, GMCP to be appointed takes the necessary signatures and closes the complaint by filling out the Grievance Closing Form (see Annex-G: Grievance Closing Form).

If the resolution is not accepted, it will be reconsidered, and a revised resolution may be proposed. Ultimately, PIUs will be responsible for combining, monitoring and reporting the number of received, resolved and pending requests regarding the project. All these data will be compiled by the PIU to be reported at the end of each month.

If the PIU is unable to resolve issues that arise quickly, a long-term corrective action will be determined. The applicant will be informed about the proposed corrective action and the follow-up of this action after the request is accepted. Where the PIU is unable to resolve a specific issue raised through the grievance mechanism, or where the request does not require any action, it will provide a detailed explanation/justification as to why the issue was not addressed. The response will also include an explanation of how the applicant can proceed with the complaint if the outcome is not satisfactory.

6.3.1 Scope

A Worker Grievance Mechanism (GM) has been established in line with the World Bank (WB) Environmental and Social Standards (ESS2) for all workers directly employed in the project, as well as contractor and subcontractor workers.

This mechanism will be implemented throughout the project's financial lifecycle. Contractors and subcontractors are also responsible for developing and applying their own GM for their workforce. Additionally, subcontractors must prepare labor management procedures to explain workers' access to the GM in detail.

All workers will be informed about their basic labor rights, occupational health and safety (OHS), and the operation of the GM during recruitment. Updated contact details will be available in worker handbooks and on notice boards. The GM will be communicated in languages that workers can understand.

6.3.2 Worker Rights and Occupational Health and Safety (OHS)

Workers will be informed about their rights and obligations under their employment contracts. Regular training sessions will be held to raise awareness about occupational health and safety measures.

If workers notice a risk or hazard due to missing OHS measures, they should report it to a worker representative, OHS expert, or workplace doctor. Representatives will take the issue to the OHS Committee (if available) or directly to the employer representative for review.

If the issue is not resolved, workers may submit their complaints through GM contact points or workplace complaint boxes. Complaints can also be reported to the Ministry of Labor and Social Security's ALO 170 hotline or İŞKUR Provincial Directorates.

6.3.3 Grievance Categories and Process

The feedbacks and grievances will be classified based on their severity, frequency and more importantly sensitivity. Categories of grievances, descriptions and the responsible parties are presented below (*see* Table 6-1).

Table 6-1. Classification of Complaint

Project Related Complaint			
Category	Description	Responsible Party	
Level 1	When an answer can be provided immediately and/or GMCP and PMU	• GMCP	
Lever	Team are already working on a resolution	• PIU Team	
Level 2	L aval 2 One off grievance that will not affect the project schedule or will not affect		
	the reputation of ILBANK and the World Bank	• PIU Team	
		• GMCP	
		• PIU Team	
Level 3	Repeated, extensive and high-profile grievances that may jeopardize the	• ILBANK PMU	
20,010	Project or the reputation of ILBANK and/or WB	• External Expert (when	
		required) appointed by	
		World Bank	
	Worker Grievances		
Category	Description	Responsible Party	
	When an answer can be provided immediately and/or GMCP and	• GMCP	
Level 1	Contractor Community Engagement Officers are already working on a	• PIU Team	
	resolution		
		• PIU Team	
	Repeated, extensive and high-profile grievances that may jeopardize the Project or the reputation of The Bank	• ILBANK PMU Team	
Level 2		• External Expert (when	
	5 1	required) appointed by	
		World Bank	

* Where possible, a third party and a representative of the complainants can be involved between the responsible parties to increase the likelihood of finding balanced and fair solutions to the satisfaction of all parties.

Each institution within the complaint groups is responsible for recording/following up their requests and their declarations by creating a central complaint database and giving each applicant a separate registration number. Apart from the means of Grievance Mechanism presented by the Sub-borrower as mentioned above, If any internal and external stakeholders and affected groups are not satisfied with the solutions offered by the E&S Team or have requests for a higher-level explanation, grievances / requests / suggestions can be shared at the contact addresses given below.

ILBANK has established a transparent and comprehensive GM in September 2021 in order to receive, evaluate and address grievances pertaining to every international project it finances, and updated the mechanism in October 2023 to further strengthen its accessibility, transparency, and alignment with international standards. The relevant mechanism will be in place during the course of the subproject.

ILBANK includes several uptake channels for its GM.:

- Web site: https://www.ilbank.gov.tr/form/bilgiedinmeuluslararasi
- E-mail: bilgiuidb@ilbank.gov.tr and etikuidb@ilbank.gov.tr
- Phone number: +90 0312 508 79 79
- Address for Official Letter / Petition: ILBANK Department of International Relations, GRM Team (letters must be marked as personal or confidential) – Emniyet Mahallesi Hipodrom Caddesi No:9/22 Merkez Ankara R Blok Kat:26 PK.06330 Yenimahalle / ANKARA.

6.3.4 Mechanism for Addressing Harassment, Violence, and Discrimination

The project will handle complaints related to Gender-Based Violence (GBV), Sexual Exploitation and Abuse (SEA), and Sexual Harassment (SH) with sensitivity.

These cases will be managed confidentially, ensuring the safety of the affected person and following ethical principles. Since social pressures may prevent victims from reporting, the GM is designed to allow safe and secure reporting.

Relevant authorities will be informed of such cases, and an independent process will be followed. The identity of the affected person will be protected, and measures will be taken to prevent secondary victimization.

6.3.5 Complaint Registration and Monitoring

All complaints will be r ecorded through the Grievance Database and Grievance Tracking Forms. The validity and project relevance of complaints will be assessed, and a justified response will be provided to the complainant.

Complaints can be submitted via phone, email, face-to-face communication, the project website, or complaint boxes. GM contact points will inform complainants about the process within 10 working days.

6.3.6 Reporting and Monitoring

All complaints will be regularly reported and monitored by relevant units. The Project Implementation Unit (PIU) will prepare a monthly report on received, resolved, and pending complaints to track progress.

Complaints will be recorded using Grievance Closure Forms and Tracking Tables, and outcomes will be shared with complainants. If a complaint is not resolved within 30 working days, the complainant will be informed about the reasons and alternative solutions.

The PIU will define long-term corrective actions for unresolved complaints and ensure follow-up. If a complaint remains unresolved through the GM, the complainant will receive guidance on how to escalate the issue to external authoritie

7. MONITORING AND REPORTING

7.1 Summary of how SEP Implementation will be Monitored and Reported

The Stakeholder Engagement Plan implementation will be monitored throughout the project to ensure it aligns with national and World Bank standards. The reporting process is essential for tracking activities, addressing grievances, and ensuring stakeholder participation.

A comprehensive reporting structure, as outlined in Table 7-1, will be followed to document project activities, track the grievance mechanism (GM), and assess the effectiveness of stakeholder engagement efforts.

Table 7-1 Reporting Process Requirements and Distribution of Roles

Responsible Party	Roles & Responsibility	
PIU	Ensure SEP integration into all project activities, and coordinate grievance	
	handling and stakeholder consultations.	
Construction Supervision Consultant	Oversee implementation of SEP on-site, monitor GM effectiveness, and report	
	progress to PIU.	
Contractor	Collect grievances and feedback, provide regular updates on their resolution, and	
	ensure compliance with SEP during construction.	

7.2 Grievance Monitoring & Reporting to ILBANK

Stakeholder feedback and grievances will be systematically tracked and reported to ILBANK through the following process:

- Grievance Collection and Tracking:
 - Frequency:Monthly reporting by the Contractor/Sub-contractor, Construction Supervision Consultant, and PIU Team.
 - Key Information:Number of grievances received, resolved grievances, gender distribution, and grievance response times.
 - Methods of Reporting:Grievance Database, Grievance Register, and Monitoring Tables. The feedback will be reviewed and analyzed to identify trends, recurring issues, and satisfaction levels.
- Grievance Monitoring: The Supervision Consultant will monitor and evaluate the grievance mechanism's performance, ensuring it operates according to SEP principles and targets. Monthly summaries of the GM performance will be provided to the PIU and ILBANK.
- Stakeholder Engagement Reporting: A quarterly summary of stakeholder engagement activities will be published on the Sub-borrower website. This will include statistical analysis and qualitative insights, ensuring transparency. Personal information will be anonymized in accordance with data protection laws.
- Performance Indicators:
 - Monitoring:Key performance indicators (KPIs), including the number of grievances, resolution times, and satisfaction levels, will be tracked and reported in Environmental and Social Monitoring Reports (ESMRs).
 - ESMR Reporting:Quarterly reports to the World Bank will include a detailed breakdown of grievances, requests, suggestions, and the effectiveness of the engagement processes.

The Grievance Mechanism will be continuously evaluated and adjusted based on feedback, ensuring it remains responsive to community concerns and subproject challenges.

ANNEXES

Annex-A: Key Informant Interview Form

Key Informant	Interview Form
Paydaşın Adı / Kurum Adı:	
Stakeholder Name / Institution Name:	
İletişim Bilgileri: / Contact Information:	
Proje hakkında bilgi düzeyiniz nedir?	
Level of knowledge about the project:	
Projenin olumlu etkileri nelerdir? / Positive impacts of	
the project:	
Projenin olumsuz etkileri nelerdir? / Negative impacts of	
the project:	
Ana geçim kaynağınız nedir? / What is your primary	
source of livelihood?	
Bu projenin sizin veya kurumunuzun ekonomik	
faaliyetleri üzerinde bir etkisi olacak mı? Olacaksa	
nasıl? / Will this project have any impact on your or your	
institution's economic activities? If so, how?	
Proje nedeniyle gelir veya geçim kaybı yaşanacağını	
düşünüyor musunuz? Eğer evet ise, nasıl bir destek	
veya önlem alınmasını önerirsiniz? / Do you anticipate	
any loss of income or livelihood due to the project? If yes,	
what kind of support or mitigation measures would be	
helpful?	
Bu projenin hayata geçirilmesi size veya kurumunuza	
ne tür avantajlar sağlayabilir? / What kind of benefits	
could this project bring to you or your institution?	
Projenin çevredeki işletmeler, konutlar ve kurumlar	
üzerindeki etkisini nasıl değerlendiriyorsunuz? / How	
do you evaluate the project's impact on surrounding	
businesses, residences, and institutions?	
Projenin uygulama aşamasında veya tamamlandıktan	
sonra yaşanabilecek olası sorunlar nelerdir? / What	
potential issues might arise during the implementation or	
after the completion of the project?	
Bu sorunlara karşı önerileriniz nelerdir? / Do you have	
any recommendations to address these potential	
challenges?	
Geri bildirimlerinizi, şikayetlerinizi iletmek için hangi	
iletişim kanallarını tercih edersiniz? (Telefon, e-posta,	
mobil uygulama, yüz yüze toplantılar vb.) /	
Which communication channels do you prefer for	
submitting feedback or complaints? (Phone, email,	
mobile application, face-to-face meetings, etc.)	
Proje sürecinde düzenli bilgilendirme almak ister	
misiniz? / Would you like to receive regular updates about	
the project?	
Hangi sıklıkla bilgilendirme yapılmasını tercih	
edersiniz? / How frequently would you prefer to receive	
information?	
Proje ile ilgili eklemek istediğiniz başka bir görüş veya	
öneriniz var mı? / Do you have any additional opinions or	
suggestions regarding the project?	

Annex-B: Details of Interviews

Stakeholder / Date /	Remarks from the interviews
Place	The neighborhood has a population of approximately 5,900. According to the mukhtar, the population has increased over the past five years due to the rise in
Mukhtar of	employment opportunities. The main source of livelihood in the neighborhood is blue-collar employment in regular wage-earning jobs.
Tacettinveli	The mukhtar also identified several vulnerable groups within the neighborhood:
Neighborhood /	• 100 individuals with chronic illnesses,
12.02.2025 / Muhktar's	• 300 persons with disabilities,
Office	• 250 elderly individuals over the age of 65,
	• 2,000 children,
	• 150 Syrian migrant households,
	• 250 households dependent on state or private assistance,
	• and 1,000 unemployed individuals.
	The mukhtar emphasized that the subproject is particularly needed in the neighborhood due to traffic congestion, especially during peak hours when workers return
	home. No complaints or objections have been raised regarding the subproject.
	The neighborhood has a population of approximately 10,000. The main sources of livelihood are small-scale trades (local shopkeepers) and employment in the
Mukhtar of Gültepe	industrial sector.
Neighborhood /	According to the mukhtar, the area has become a destination for in-migration due to increasing job opportunities, resulting in a growing population and higher
12.02.2025 / Muhktar's	density. The mukhtar emphasized that the subproject is necessary to address the challenges posed by this population growth.
Office	Identified vulnerable groups in the neighborhood include:
	• 15 individuals with chronic illnesses, persons with disabilities,
	• 15 elderly individuals over the age of 65,
	• 2,000 children,
	• 15 migrant households,
	• 125 low-income households,
	• and 30 unemployed individuals.
	No objections or concerns regarding the subproject were reported during the consultation.
Mukhtar of Hunat	The neighborhood has a population of approximately 3,800. The main sources of livelihood are retirement pensions and wage labor. According to the mukhtar, the
Neighborhood /	population has declined over the past five years, mainly due to poor housing conditions, particularly outdated infrastructure in residential buildings. Identified vulnerable groups in the neighborhood include:
12.02.2025 / Muhktar's	 1,000 individuals with chronic illnesses,
Office	 50 persons with disabilities,
	• 50 persons will disaonities,

 Identified vulnerable groups include: 25 individuals with chronic illnesses, 700 elderly individuals over the age of 65,
Identified vulnerable groups include:
The neighborhood has a population of approximately 12,000. The main sources of livelihood are small-scale trade and public sector employment.
opportunities created by the subproject prioritize local residents.
The mukhtar emphasized that the subproject is necessary due to both high population and traffic density in the area. It was also recommended that employment
 and 300 unemployed individuals.
 1,000 low-income households,
 100 migrant residents,
 200 persons with disabilities, 200 elderly individuals over the age of 65,3,000 children,
 200 persons with disabilities,
• 300 individuals with chronic illnesses,
Identified vulnerable groups include:
but these impacts are not permanent and the benefits of the sub-project are high. The neighborhood has a population of approximately 21,000. The main sources of livelihood are employment in the organized industrial zone and small-scale trade.
During the consultation, it was emphasized that the sub-project is expected to have negative impacts such as traffic, dust and noise during the construction phase,
• and 50 unemployed individuals.
• 100 low-income households,
• migrant households,
• 5,000 children,
• 1500 elderly people over 65 years of age,
• 200 people with disabilities,
• 300 individuals with chronic diseases,
The vulnerable groups identified in the neighborhood are as follows:
The Mukhtar emphasized that the subproject is necessary to address the challenges posed by this population growth.
According to the Muhtar, the area has become a migrant destination due to increased job opportunities, which has led to an increase in population and higher density.
The neighborhood has a population of approximately 30,000 people. The main source of livelihood is employment in the industrial sector.
Municipality's communication channels.
The mukhtar stated that the subproject is necessary due to existing traffic congestion in the area and also expressed satisfaction with Kayseri Metropolitan
 and 100 unemployed individuals.
 150 low-income households,
 15 migrant residents,
 2,500 elderly individuals over the age of 65, 150 children,

27.03.2025 / Telephone	• 3,000 children,
Interview	• 10 persons with disabilities,
	• and 15 low-income households.
	The subproject is considered necessary for the neighborhood. Although there were concerns about temporary road restrictions, it was noted that these issues could
	be resolved through the use of alternative routes.
	Altuntaş Tekstil, located around the K-2 Junction Point, stated that it had directly observed the traffic congestion in the area and considered the subproject necessary.
Altuntaș Textile /	However, it emphasized the importance of ensuring proper information disclosure regarding the subproject.
12.02.2025 / Shop	
	Mega Market is a local business located within the impact area of Junction Point K-2 (see Figure 1-3). It was noted that traffic congestion is particularly intense
Mega Market /	during evening peak hours, and the subproject is therefore considered necessary.
12.02.2025 / Market	During the consultation, special attention was given to whether there were any concerns regarding potential loss of livelihood during the construction phase. While
	concerns were raised about dust, noise, and other construction-related disturbances, no specific concerns about livelihood loss were expressed.
Sahmar Dont & Car /	Şahmar Rent A Car, located near the K-3 Junction Point, stated that the project may not be entirely necessary, as traffic congestion primarily occurs during evening peak hours. The business expressed concerns about potential dust and noise disturbances during the construction phase. Information was provided regarding the
Şahmar Rent A Car / 12.02.2025 / Shop	mitigation measures that will be implemented to minimize such impacts.
12.02.2025 / 810p	Sahmar Patisserie, located near the K-3 Junction Point, stated that traffic congestion in the area is very high and that road access is particularly limited for students.
Şahmar Patisseria/	The subproject is considered necessary; however, concerns were raised regarding potential dust and noise impacts during the construction phase.
3annar 1 ausseria/ 12.02.2025 / Shop	The subproject is considered necessary, nowever, concerns were faised regarding potential dust and noise impacts during the construction phase.
12.02.20237 510p	Duru Butcher, located near the K-3 Junction Point, noted heavy traffic congestion especially after 5 PM. While there were concerns about dust and noise during
Duru Butcher /	construction, these were not seen as long-term issues, and the subproject was viewed positively overall.
12.02.2025 / Shop	
1	Center, located near the K-2 Junction Point, reported severe traffic congestion, particularly due to high student density and frequent parent visits. The subproject is
Murat Kantarcı	considered necessary to improve traffic conditions in the area.
Science and Art Center	
/ 12.02.2025 / Center	
Administration Office	
	National Garden, located near the K-1 Junction Point, experiences heavy traffic during evening peak hours, weekends, and especially in the summer season. The
Recep Tayyip Erdoğan	subproject was considered beneficial for reducing traffic congestion and contributing to the national economy.
National Garden/	
12.02.2025 /	
Management Office	
	The school located near the K-1 Junction Point expressed concerns that the subproject roads may restrict access to the school entrance. Project-related information
Principal of Merkez	and grievance mechanisms were shared, and the school inquired whether alternative routing options were possible due to existing traffic congestion in the area.
Vocational and	
Technical Anatolian	

High School /	
12.02.2025 / School	
Administration Office	
	The school located near the K-3 Junction Point stated that the subproject is absolutely necessary due to severe traffic congestion in the area. It was emphasized that
Anadolu College	classes start at 9:00 AM, but many students arrive late because of traffic delays affecting school buses and individual transportation. The school expressed support
Primary and	for the subproject as a solution to this ongoing issue.
Secondary School /	
27.03.2025 / Telephone	
Interview	
	A total of 28 private landowners were consulted as part of the land acquisition process — 13 through face-to-face meetings and 15 via telephone. All consulted
Private Landowners	owners confirmed that they had received their compensation payments in full. No cases of economic displacement or loss of livelihood were reported during or
(Parcels 664/176,	following the consultations.
664/178, 664/179,	The land acquisition was carried out through partial expropriation. For further details, please refer to the Land Acquisition Status section of the Environmental and
664/181) / 12.02.2025 -	Social Management Plan (ESMP).
28.03.2025 / Face-to-	
face and Telephone	
Interviews	

Annex-C: Grievance Submission Form

GRIEVANCE SUBMISSION FORM						
Filled by:	Date:					
Subject of the Meeting:	Reference No:					
1. MEETING INFORMATION						
Name Surname:	Form of Communication					
ID Number	Telephone					
Phone:	Face to Face					
Address:	Website/ E-mail					
E-mail:	Other					
Stakeholder Group						
	Vulnerable/Disadvantaged					
2. MEETING DETAILS						
Questions about the project:						
Project concerns/feedback:						
Responses to the views expressed above:						

Annex-D: Consultation Form

Public Consultation Form	Stakeholder (Name-Surname) (Institution/Position)	Date	Place	Opinions and Suggestions	Signature
1	Mukhtar - Tacettinveli	12.02.2025	Muhktar's Office	Concerns on road closures, suggested alternative access routes.	
1.	Neighborhood	12.02.2025	Muhktar's Office		
2.	Mukhtar - Gültepe Neighborhood	12.02.2025	Munktar's Office	Wants early warning on construction impacts; expects employment opportunities.	
3.	Mukhtar - Hunat Neighborhood	12.02.2025	Muhktar's Office	Shared that intersection is critical; no major concerns raised.	
4.	Mukhtar - Erenköy Neighborhood	27.02.2025	Phone Call	Noted general support; emphasized traffic as major issue.	
5.	Mukhtar - Battalgazi Neighborhood	26.03.2025	Phone Call	Requested updates through mukhtar office for elderly residents.	
6.	Principal - Merkez Vocational and Technical High School	12.02.2025	School Administration Office	Requested access to be maintained during school hours.	
7.	Director - Murat Kantarcı Science and Art Center	12.02.2025	Center Administration Office	Emphasized need for safety near school facilities.	
8.	Administration – Recep Tayyip Erdoğan National Garden	12.02.2025	Management Office	Requested clear communication on dust and noise mitigation.	
9.	Principal - Anadolu College	27.03.2025	Phone Interview	Concern on morning traffic; requested better bus timing.	
10.	Owner - Mega Market	12.02.2025	Market	Concern on dust/noise, but no livelihood concern.	
11.	Owner - Şahmar Rent A Car	12.02.2025	Shop	Requested continuous access to the shop.	
12.	Owner - Şahmar Patisserie	12.02.2025	Shop	No concerns, wants timely info on construction.	
13.	Owner - Duru Butcher	12.02.2025	Shop	Suggested signage during material transport periods.	
14.	Owner - Altuntaş Textile	12.02.2025	Shop	Expected local hiring for minor works.	
15.					

Annex-E: Grievance Database Form

Date of Grievan ce	Name of the Complainant (Optional)	Stakeholde r Type (PAPs / OIPs / Vulnerable)	Communic ation Channel (Phone / Email / In- person / Other)	Subject of Grievance	Corrective Action Proposed	Status of Grievance (Open / Under Review / Closed / Rejected)	Date of Closure	Remarks / Follow-up Action

Annex-F: Grievance Tracking-Monitoring Form

	tration Number Acthod (Complaint nity Meeting, none) t Source ational Level, Site, nent)		stration Number	Aethod (Complaint nity Meeting, 10ne)	ione) it Source ational Level, Site, nent) . Was Received		ione) t Source ational Level, Site, nent)	rt Was Received	of Recipient	f Related to Land)			Complainant Information			Project Component Related to Complaint	Complaint Category (Land acquisition/asset damage, employment, social impact, etc.)	of Complaint	(e.g., closed, open, ling)		Action Taken			ents for Complaint e letter, signature complaint closure ocol)
No	Complaint Regi	Complaint Receipt Method (Compla Form, Community Meeting, Telephone)	Complaint Source (Municipality/Operational Le Document)	Date Complaint Was	Place Complaint Was Receiv	Name of 1	Parcel Number (If	AName & Surname	ID Number	Phone / Email	Village – District	Gender	Project Compo Com	Complaint Ca acquisition/asset da social im	Summary o	Complaint Status (e.g., closed, op pending)	Responsible Person/Unit	Planned Action	Final Date Complaint Was Handled	Date of Action Taken	Supporting Docume Closure (response from complainant, c			
1																								

Annex-G: Grievance Closing Form

GRIEVANCE CLOSING FORM						
Complaint Closing Number:						
Identification of immediate action to be taken:						
Long-term action (if necessary):						
Is compensation necessary?	[] Yes	[] No				
SOLUTION PROCESS AND CONTROL OF T	HE DECISION					
Stages of the Resolution Process	End Date and Responsible Institution					
1.						
2.						
3.						
4.						
5.						

COMPENSATION AND FINAL STAGES: This part will be filled in and signed by the complainant after she/he receives the compensation fee and her/his complaint is resolved.

Notes:

[Name-Surname and Signature]

Date: ___ / ___ / ____

The complainant:

Representative of the Responsible Institution/Company

[Title-Name-Surname and Signature

Annex-H: Consultation Photos









Annex-I: Press Conference and City Council Newspaper News









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