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ANTALYA SU VE ATIKSU İDARESİ
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GREEN AND FUTURE CITIES PROJECT

ASAT5-W2

INTEGRATED SUSTAINABILITY PROJECT FOR ENHANCING ENERGY EFFICIENCY AND WATER REUSE AT HURMA WASTEWATER TREATMENT PLANT

GENERAL DIRECTORATE OF ASAT

STAKEHOLDER ENGAGEMENT PLAN
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ALDAŞ

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LIST OF ABBREVIATIONS

ALDAS	Infrastructure Management and Consulting Services Industry and Trade Inc.
AOI	Area of Influence
ASAT	Antalya Water and Wastewater Administration General Directorate
ATSO	Antalya Chamber of Commerce and Industry
CIMER	Presidency Communication Center of the Republic of Türkiye
E&S	Environmental and Social
ESF	Environmental and Social Framework
ESMP	Environmental and Social Management Plan
ESMR	Environmental and Social Monitoring Report
ESMS	Environmental and Social Management System
ESS	Environmental and Social Standards
GFC Project	Green and Future Cities Project
GM	Grievance Mechanism
GRM	Grievance Redress Mechanism
GRS	World Bank Grievance Redress Service
ILBANK	İller Bank
OHS	Occupational Health and Safety
OIP	Other Interested Parties
PID	Project Information Documents
PAP	Project Affected Parties
PIU	Project Implementation Unit
PMU	Project Management Unit
SCM	Stakeholder Consultation Meeting
SEA	Sexual Exploitation and Abuse
SEP	Stakeholder Engagement Plan
SOP	Series of Projects

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SH	Sexual Harassment
WB	World Bank
YIMER	Foreigners Communication Center



Stakeholder Engagement Plan

Should worker accommodation be required, any rented accommodation facilities and/or workers' camps to be established will be reviewed and monitored by the ALDAŞ Project Implementation Unit (PIU). Accommodation arrangements will be planned, managed, and operated in accordance with the World Bank Environmental and Social Standards (particularly ESS2 – Labor and Working Conditions and ESS4 – Community Health and Safety), the requirements of the İLBANK Environmental and Social Management System (ESMS), applicable national legislation, and international good practice. Necessary environmental, social, occupational health and safety, and community health and safety measures will be implemented to ensure appropriate living conditions for workers.

The operation phase of the Project will be carried out under the responsibility of ASAT General Directorate and will be managed by the existing operational staff of the facility.

The prepared SEP aims to ensure that stakeholders are informed in a timely, transparent, and inclusive manner, that their views and feedback are obtained, and that these inputs are appropriately reflected in project decision-making processes. The Plan includes stakeholder analysis, engagement methods, information disclosure and consultation activities, a grievance mechanism, and a communication strategy. The SEP also contains mechanisms for monitoring stakeholder engagement activities and evaluating their effectiveness, as well as sample consultation and grievance forms.

The SEP has been prepared in line with ESS10 – Stakeholder Engagement and Information Disclosure of the World Bank Environmental and Social Framework, the Environmental and Social Management System (ESMS) of İLBANK, and the relevant legislation of Türkiye. The SEP will be updated throughout the implementation of the Subproject and will contribute to the long-term safety, functionality, and sustainability of the Project. Prepared in coordination with the ESMP, the Plan provides a comprehensive reflection of stakeholder-related risks and engagement activities.

1. INTRODUCTION/PROJECT DESCRIPTION

The Green and Future Cities Project (GFC), supported by the World Bank and implemented in Türkiye through ILBANK, is a strategic initiative aimed at fostering climate-resilient and sustainable urban development. As urbanization accelerates, cities face increasing challenges related to greenhouse gas emissions, environmental degradation, and vulnerability to climate-related risks. GFC seeks to address these challenges by providing municipalities with the financial, technical, and institutional support needed to implement green infrastructure and low-carbon solutions. Antalya, one of Türkiye's largest and fastest-growing cities, has been selected under GFC due to its rapid urbanization, high energy consumption, and significant exposure to climate-related challenges, including water scarcity and heat stress. By targeting Antalya, the project aims to demonstrate how comprehensive climate-resilient urban planning and sustainable infrastructure investments can be effectively implemented in a major urban center.

GFC will be financed by World Bank (WB) to support participating municipalities and utilities in Türkiye to plan for and invest in climate resilience and greenhouse gas (GHG) reductions. İller Bankası A.Ş. (ILBANK) will be acting as the Financial Intermediary (FI).

The sub-project aims to increase the energy efficiency of the Hurma Wastewater Treatment Plant, optimize operational costs, and enable the sustainable reuse of treated wastewater. Within the scope of the Subproject, it is planned to enhance energy efficiency, renew existing equipment and treatment units, reduce carbon emissions, and lower operational costs. Through the installation of a Membrane Bioreactor (MBR) system, treated wastewater will be safely reused in agricultural and recreational areas. In this way, the treatment capacity will be supported in response to increasing population and tourism pressures, and the sustainable management of water resources will be strengthened.

1.1. Objectives of the Sub-Project

The main objective of the Integrated Sustainability Project for Enhancing Energy Efficiency and Water Reuse at Hurma Wastewater Treatment Plant is to modernize the existing infrastructure of the facility in order to reduce energy consumption, increase biogas production, and enable the safe reuse of treated wastewater. The Project has been designed in line with the principles of climate change mitigation, resource efficiency, circular economy, and environmental sustainability.

The main objectives targeted under the Subproject are as follows:

1. Energy efficiency and reduction of carbon emissions

- Renewal of existing processes and equipment at Hurma Wastewater Treatment Plant with high-efficiency technologies.

- Optimization of electricity and thermal energy consumption and reduction of operational expenditures.
- Transformation of the facility into a climate-friendly infrastructure through the reduction of carbon emissions.
- 2. Increasing energy recovery capacity**
 - Rehabilitation of sludge digestion and biogas production systems to increase the existing biogas production capacity.
 - Increasing the share of renewable energy generated from wastewater and reducing dependency on fossil fuels.
- 3. Reuse of treated wastewater**
 - Implementation of advanced treatment through the installation of a Membrane Bioreactor (MBR) system for the plant effluent.
 - Improvement of water quality parameters to meet Class A standards for agricultural and recreational irrigation.
 - Reuse of treated wastewater for irrigation of agricultural areas, green spaces, and parks through a purple network transmission pipeline of approximately 2,800 meters in length.
- 4. Sustainable management of resources**
 - Reduction of pressure on natural water resources.
 - Protection of the ecological balance of Sarısu Stream and improvement of the quality of coastal waters in Antalya.
- 5. Institutional capacity and digitalization**
 - Modernization of monitoring, control, and reporting systems of the facility through the enhancement of SCADA and automation infrastructure.
 - Enabling transparent and traceable monitoring of energy management and operational processes through digital platforms.

As a result of these investments, Hurma Wastewater Treatment Plant will evolve into a “Green Facility” characterized by a low-carbon infrastructure, improved energy self-sufficiency, and the promotion of treated water reuse.

The Project will be implemented in accordance with the requirements of the World Bank Environmental and Social Standards, particularly ESS1 – Assessment and Management of Environmental and Social Risks and Impacts, ESS3 – Resource Efficiency and Pollution Prevention and Management, and ESS10 – Stakeholder Engagement and Information Disclosure, as well as the Environmental and Social Management System of İLBANK. Informing stakeholders, obtaining their views, and incorporating their feedback into project implementation processes constitute key components of the Project, with the aim of maximizing both environmental and social benefits.

1.2. Components of the Sub-Project

The Integrated Sustainability Project for Enhancing Energy Efficiency and Water Reuse at Hurma Wastewater Treatment Plant has been structured around two main components:

1. Enhancing Energy Efficiency at Hurma Wastewater Treatment Plant

- Rehabilitation of existing treatment units and equipment using high-efficiency technologies.
- Optimization of electricity and thermal energy consumption, reduction of operational costs, and decrease in fossil fuel use.
- Improvement of energy recovery systems (e.g., cogeneration) and effective utilization of the existing energy potential.
- Strengthening of SCADA and automation systems to enhance the facility's monitoring, control, and digital management capacity.
- This component directly contributes to the facility's objectives of sustainable energy management and the reduction of carbon emissions.

2. Sustainable Water Reuse through the Membrane Bioreactor (MBR) System at Hurma Wastewater Treatment Plant

- Improvement of treated water quality through the installation of an MBR system, enabling compliance with irrigation and recreational water reuse standards.
- Safe reuse of treated wastewater for agricultural irrigation and urban recreational areas.
- Support for the natural aquatic ecosystems surrounding Sarısu Stream and revitalization of partially dried streambeds.
- Reduction of pressure on freshwater resources and strengthening resilience to climate change and drought.
- This component represents an implementation aligned with the Sustainable Energy and Climate Action Plan (SECAP) of Antalya Metropolitan Municipality, contributing to environmental sustainability and strengthening water management resilience.

Together, these two components establish a project structure that is directly aligned with Türkiye's Green Transition and Circular Economy objectives, as well as the Sustainable Development Goals (SDGs), particularly SDG 6 – Clean Water and Sanitation and SDG 13 – Climate Action.

In addition, the Project supports the management of environmental and social risks and the effective implementation of stakeholder engagement processes in accordance with the requirements of the World Bank Environmental and Social Standards, particularly ESS1, ESS3, and ESS10, as well as the Environmental and Social Management System (ESMS) of İller Bankası.

1.3. Sub-Project Location

The Hurma Wastewater Treatment Plant (WWTP) Project is located in Hurma Neighborhood, Konyaaltı District, Antalya Province, near the 16th kilometer of the Antalya–Kemer D400 highway, close to the Tünektepe junction. The project site is registered under Block 12131, Parcel 7 and covers a total area of 174,658 m², of which the existing Hurma WWTP occupies approximately 163,525 m².

The site is situated approximately 15 meters above sea level, on a low-gradient coastal plain. The nearest shoreline is approximately 2,000 meters away in a straight line. Direct access to the project site is provided via the D400 highway, with an existing asphalt service road leading to the facility entrance.

Ownership of the facility belongs to Antalya Metropolitan Municipality and Konyaaltı Municipality, while the right to use and operate the facility has been transferred to the ASAT General Directorate. Planned new units and rehabilitation works will be implemented within the boundaries of the existing facility. The approximately 2,800-meter-long purple network pipeline will be constructed along existing municipal roads and infrastructure corridors to enable the reuse of treated wastewater in agricultural and recreational areas.

As such, the Project does not require any intervention on privately-owned land, and its design minimizes potential social and environmental impacts.



Figure 1: Hurma Wastewater Treatment Plant and Purple Network Transmission Pipeline Route

Stakeholder Engagement Plan

1.4. Area of Influence

Within the scope of the Integrated Sustainability Project for Enhancing Energy Efficiency and Water Reuse at Hurma Wastewater Treatment Plant, the Area of Influence (AoI) has been defined by considering the spatial extent of potential environmental and social impacts resulting from project activities. In this context, the AoI encompasses the plant site where project activities will be implemented, including rehabilitation works within the facility, the installation of the MBR system, energy-efficiency upgrades of equipment, and the route of the approximately 2,800-meter-long purple network transmission pipeline that will enable the reuse of treated wastewater.

When defining the AoI, potential impacts arising during the construction phase—such as noise, equipment and material transportation, temporary traffic movements, and access modifications—were also considered. Existing land uses and nearby settlements were taken into account. Consequently, the AoI has been assessed to include the direct AoI, indirect AoI, social AoI, as well as the spatial scope of cumulative impacts. This assessment was carried out in accordance with the World Bank Environmental and Social Framework (ESF) and the İLBANK Environmental and Social Management System (ESMS).

1. Direct Area of Influence

The direct AoI covers the Hurma WWTP site where project activities will be conducted, including the route of the approximately 2,800-meter purple network transmission pipeline. Energy-efficiency improvements, MBR system installation, and equipment rehabilitation will occur within the existing facility boundaries. The purple network pipeline will be installed along existing municipal roads and infrastructure corridors to enable treated wastewater reuse.

Nearby sensitive receptors within the direct AoI include The Beaver Cafe, Badlans Beer Cafe, Alyans Neva Garden Wedding Hall, Story Time Restaurant, Şefik Çingir Mosque, Telikesiz Waste Collection Facility, and a picnic area (approximately 3 meters from the project boundary), as well as Collesium Garden Hotel (approximately 7 meters from the pipeline). During the construction phase, short-term noise and equipment movements may be perceptible in these areas, though impacts are expected to be temporary and limited.

2. Indirect Area of Influence

The indirect AoI includes areas surrounding the project site and along the purple network pipeline route that may be indirectly affected by project activities. The pipeline extends approximately 2,800 meters along existing road corridors and does not affect any other residences, commercial establishments, or social use areas beyond the identified businesses and mosque.

No damage or permanent traffic disruption is expected to occur along the Antalya–Kemer D400 highway connection during pipeline construction. Where necessary, a traffic management plan will be developed and implemented to ensure vehicle and pedestrian safety, maintaining controlled traffic flow. Consequently, indirect impacts are expected to remain short-term, localized, and manageable.

3. Social Area of Influence

The social AoI encompasses commercial establishments, accommodation facilities, and public-use areas near the project site that may be socially affected by project activities. Within this scope, The Beaver Cafe, Badlans Beer Cafe, Collesium Garden Hotel, Alyans Neva Garden Wedding Hall, Story Time Restaurant, Kali Wedding Hall (approximately 58 meters from the pipeline), Şefik Çingir Mosque, and the picnic area are considered part of the social AoI.

During project activities, temporary noise, equipment movement, or short-term access modifications may be experienced in these areas. Under the Stakeholder Engagement Plan (SEP), these businesses and public-use areas will be informed about project activities and provided with a grievance mechanism to submit feedback. Distances from the transmission pipeline and potential types of impacts are presented in **Table 1**, and locations are shown in AoI maps in **Figure 2, Figure 3, Figure 4, Figure 5, Figure 6**

Table 1: Table of Nearby Structures within the Area of Influence (AoI) and Their Distances

No	Location Name	Type	Distance to Project Area (m)	Potential Impact Type
1	The Beaver Cafe	Commercial Establishment	3	Noise, Dust, Access Restriction
2	Badlans Beer Cafe	Commercial Establishment	3	Noise, Dust, Access Restriction
3	Collesium Garden Hotel	Accommodation	7	Noise, Dust, Traffic Management
4	Alyans Neva Garden Wedding Hall	Social / Wedding Venue	3	Noise, Traffic, Access Restriction
5	Story Time Restaurant	Commercial Establishment	3	Noise, Traffic, Access Restriction
6	Kali Wedding Hall	Social / Wedding Venue	14	Noise, dust, customer access limitations
7	Şefik Çingir Mosque	Religious Facility	3	Noise, Traffic, Access Restriction

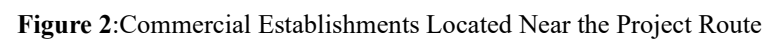
8	Picnic Area	Public Area	3	Noise, Dust, Access Restriction
9	Hazardous Waste Collection Facility	Commercial Establishment	3	Noise, Dust, Access Restriction

4. Cumulative Impacts and Positive Impacts:

The Subproject is an improvement investment aimed at the modernization of the existing Hurma Wastewater Treatment Plant infrastructure and the reuse of treated wastewater. Therefore, Subproject activities are not expected to generate significant adverse cumulative impacts in combination with existing commercial and tourism-related activities in the area. On the contrary, by increasing energy efficiency, improving biogas recovery, and enabling the reuse of treated wastewater, the Subproject is expected to enhance the environmental performance of the facility and contribute to the sustainable management of water resources in the region.

5. Use and Updating of the Area of Influence (AoI):

The defined Area of Influence (AoI) will serve as the primary reference for planning environmental and social monitoring activities and stakeholder engagement processes within the scope of the Subproject. During Subproject implementation, the AoI will be reviewed and updated as necessary, particularly in response to any technical modifications to the alignment of the purple pipeline network or changes in the scope of construction activities. This process will be carried out in accordance with the World Bank Environmental and Social Standards (ESSs) and İLBANK implementation requirements.



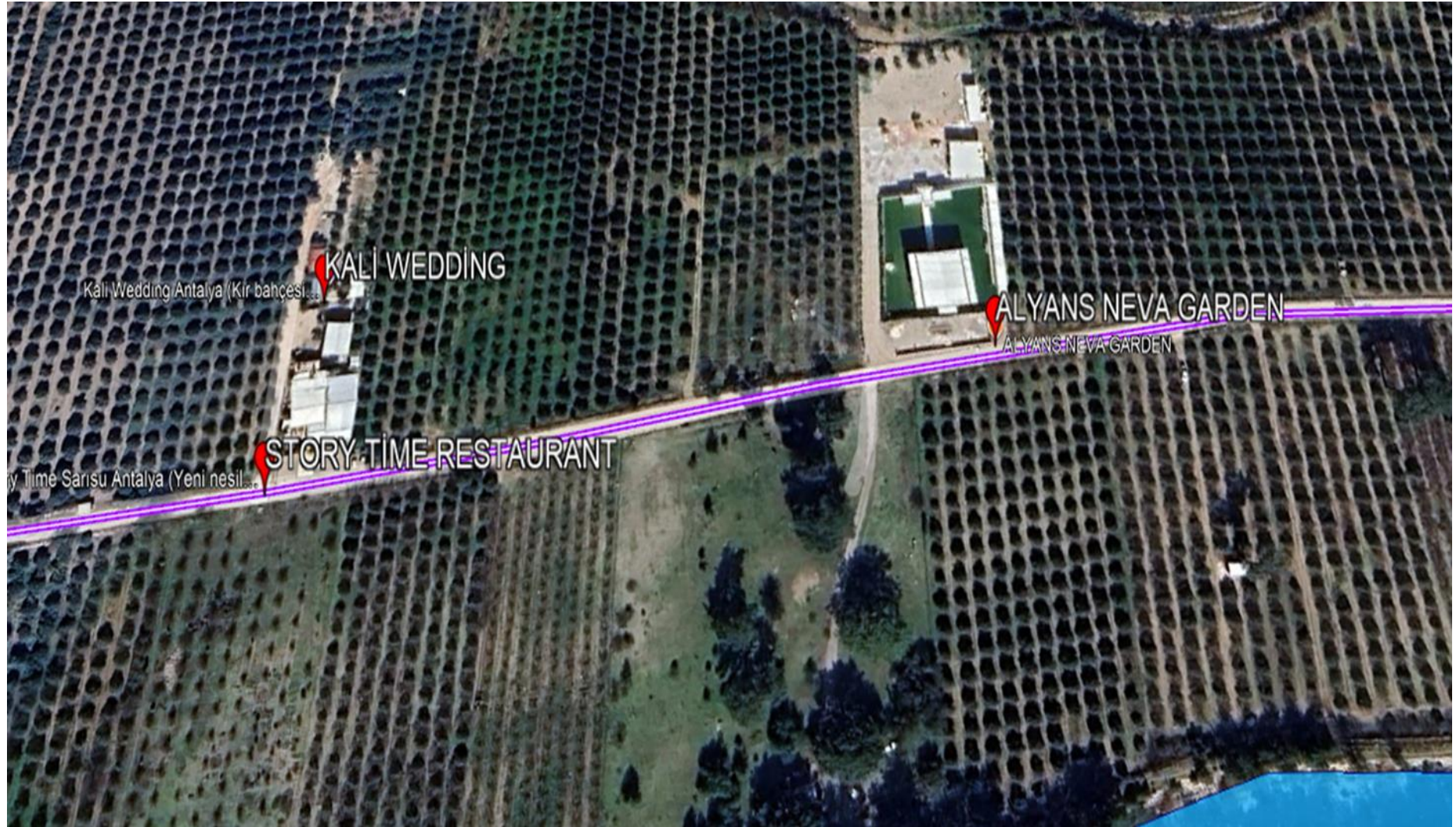


Figure 3: Social Areas and Restaurants Located Near the Project Route



Figure 4:Public Space Located Near the Project Route

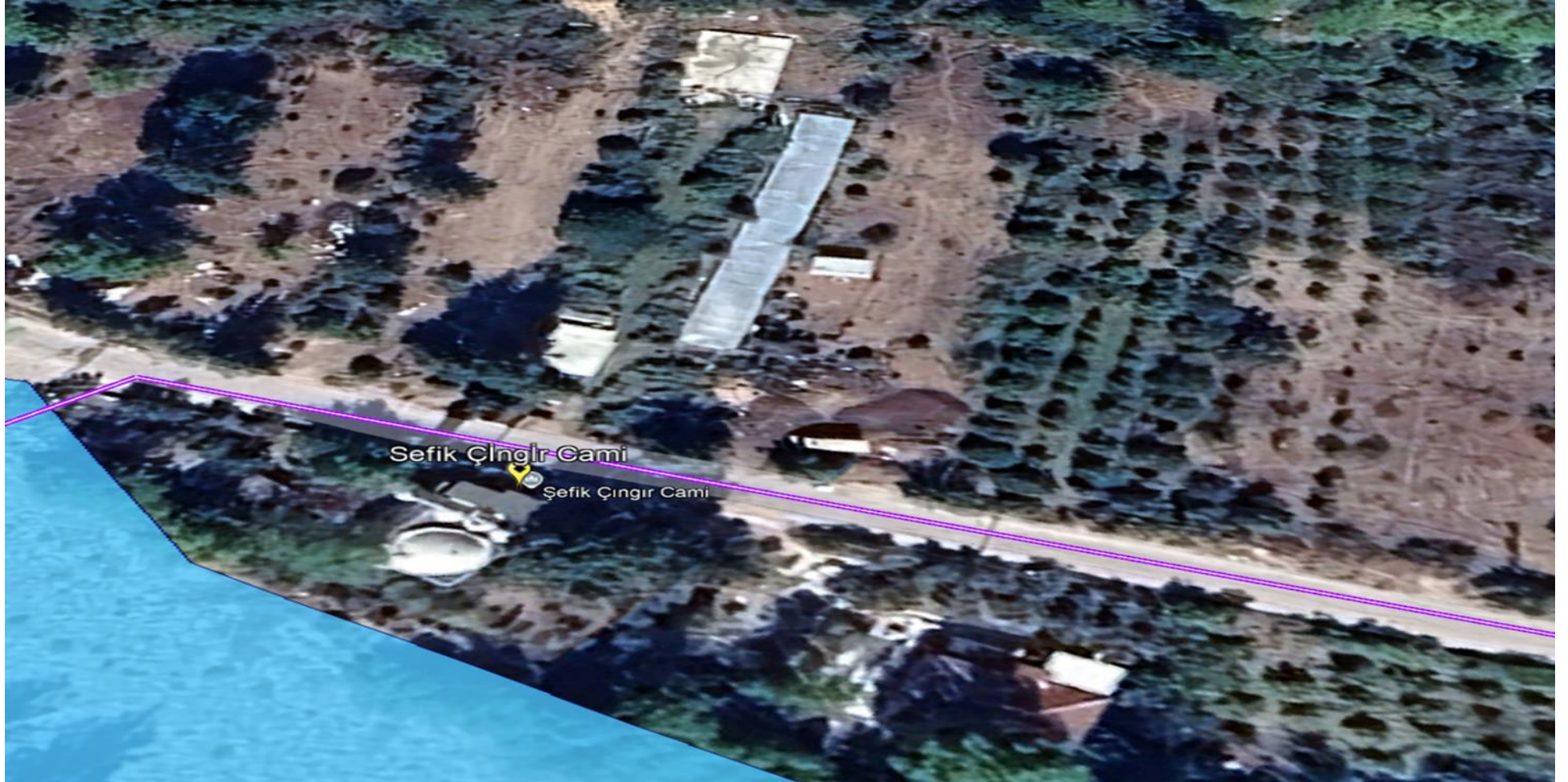


Figure 5: Mosque Located Near the Project Route



Figure 6:Commercial Establishment Located Near the Project Route

2. OBJECTIVE/ DESCRIPTION OF SEP

The Stakeholder Engagement Plan (SEP) has been prepared to ensure that affected people and other stakeholders are provided with appropriate, timely, and accessible information, enabling them to express their views and concerns regarding the project and its impacts.

The objectives of the Stakeholder Engagement Plan can be summarized as follows:

- Identification of stakeholders who are directly or indirectly affected by the project and those who have an interest in the project,
- Planning and organizing stakeholder engagement activities that will start during project preparation and continue throughout project implementation,
- Ensuring that relevant project information regarding environmental and social risks and impacts is shared with stakeholders in a timely, understandable, accessible, and appropriate manner and format,
- Establishing a Grievance Mechanism that provides affected stakeholders with accessible and inclusive channels to raise issues and grievances, allowing timely response and management of such grievances throughout all stages of the project.

Stakeholder engagement plays a critical role in the successful completion of projects with a broad stakeholder base, including local communities, women's groups, refugees, vulnerable groups, multiple municipal organizations, and local and international civil society organizations.

This SEP includes (i) stakeholder identification and analysis, (ii) stakeholder engagement program, (iii) resources and responsibilities for implementing stakeholder engagement activities, (iv) grievance mechanism and (v) monitoring and reporting. The SEP has been developed in line with the requirements of ESS10, İLBANK ESMS and Turkish legislation. SEP is a living document, and it will be regularly monitored, reviewed and updated by the Sub-borrower.

3. STAKEHOLDER IDENTIFICATION AND ANALYSIS

The stakeholder analysis was conducted within the scope of the Sub-Project to identify individuals, institutions and communities that will be affected by project activities. The analysis provides a basis for the effective management of the project's social and environmental impacts and the timely, transparent and inclusive involvement of stakeholders in the project processes. This process was carried out in accordance with the requirements of the World Bank ESS10 and İLBANK ESMS.

3.1. Methodology

To meet international good practice requirements, the stakeholder engagement process for the Project will be implemented in accordance with the following principles:

- **Openness and life-cycle approach:** Stakeholder engagement activities will be carried out throughout the entire Project life cycle in a transparent manner. The engagement process will be conducted openly and will not involve any external manipulation, interference, coercion, or intimidation.
- **Informed participation and feedback:** Relevant information about the Project will be provided to stakeholders in appropriate and accessible formats and disseminated through suitable communication channels. Opportunities will be created for stakeholders to express their views, concerns, and suggestions. Feedback received will be reviewed and considered during Project implementation.
- **Inclusiveness and sensitivity:** Stakeholder identification activities will aim to ensure the participation of all groups that may be directly or indirectly affected by the Project. Equal access to information will be ensured for all stakeholders, and engagement methods will be designed in consideration of stakeholder needs. Particular attention will be given to vulnerable groups such as women, the elderly, persons with disabilities, individuals with chronic illnesses, low-income households, and foreign nationals who may face barriers to participation.
- **Flexibility:** Where face-to-face engagement is limited due to social conditions, cultural context, or governance factors, alternative engagement methods such as online meetings, telephone communication, or other digital platforms will be used to ensure effective stakeholder participation.

For the Integrated Sustainability Project for Increasing Energy Efficiency and Water Reuse at Hurma Wastewater Treatment Plant, stakeholder identification was carried out through a combination of desk-based review and field investigations. As part of the desk-based review, project alignment plans, available planning documents, and data from local authorities were examined in order to conduct a preliminary assessment of the potential area of influence and relevant stakeholders.

The Sub Project's area of influence was defined considering the treatment plant site and the alignment of the purple pipeline (reclaimed water transmission line), covering settlements that may be directly or indirectly affected by construction activities. Within this scope, Sarısu and Gökdere neighborhoods were considered within the Project's area of influence, and stakeholder identification activities were conducted based on these locations.

Field visits were carried out by the ALDAŞ Project Implementation Unit (PIU) to observe the Project route and surrounding neighborhoods. In addition, a stakeholder meeting was held on 13.03.2026 at the Sarısu Neighborhood Headman's Office, with the participation of six

participants. The meeting was attended by the neighborhood headmen (muhtars) of Gökdere, Sarısu, and Hisarçandır. During the meeting, initial observations and information regarding the expectations of the local community, potential social impacts, and vulnerable groups were collected. The meeting minutes and photographs are presented in **Annex 1 Stakeholder Engagement Meeting (March 13, 2026) Minutes and Visuals**

Through this combined methodological approach, individuals, groups, and institutions that may be affected by the Project were identified in a comprehensive manner, forming the basis for the stakeholder engagement process.

3.2. Project Affected Parties and Other Interested Parties

In this section, stakeholders are categorized into two main groups in line with the ESS10: Project Affected Parties (PAPs) and Other Interested Parties (OIPs).

Project Affected Parties refer to individuals or groups who may be directly or indirectly affected by the project and may face actual or potential risks to their physical environment, health and safety, cultural practices, well-being, livelihoods, or living conditions as a result of project activities. These stakeholders may include local communities as well as other individuals or vulnerable groups.

Other Interested Parties refer to individuals, groups, or organizations that may not be directly affected by the project but have an interest in the project due to its location, characteristics, potential environmental and social impacts, or matters of public concern. These may include regulatory institutions, government authorities, private sector representatives, trade unions, civil society organizations, and cultural groups.

Table 2: Project Stakeholders

Stakeholder Category	Stakeholder Group	Relevance to the project	Level of Interest	Level of Influence	Analysis
• PAP	• Workers	Directly engaged in construction activities and therefore exposed to occupational health and safety risks, working condition impacts, workplace accidents, and labor rights issues. They are the primary beneficiaries of the Labor Management Procedures, OHS measures, and the worker grievance mechanism.	High	Medium	They are directly affected by project activities (OHS risks, working conditions). Their ability to stop the project is limited; however, they may exert indirect influence through work stoppages, grievances, or occupational accidents. Continuous training, monitoring, and access to worker grievance mechanisms are required.
• PAP	• Municipalities (Antalya Metropolitan Municipality, Konyaaltı Municipality)	As the local authority, coordinates permitting, licenses, infrastructure connections, traffic arrangements, and municipal services, and ensures the project's compliance with local plans and regulations.	High	High	They have a direct influence on the continuity of project implementation. Delays or failure in obtaining necessary permits may halt the project. Therefore, regular coordination and formal communication are critical.
• PAP	• People Living in the Project Area	May be directly affected during construction and operation phases by environmental and social impacts such as noise, dust, vibration, traffic congestion, restricted access, and temporary service interruptions. Therefore, they constitute the main target group for information disclosure and consultations.	High	Medium	They are directly affected by noise, dust, traffic, and access restrictions. They may indirectly influence project implementation through grievance mechanisms, public reaction, and local pressure.
• VG	• Vulnerable Groups (elderly, disabled, children, women, chronically ill) and Sensitive Receptors (schools, healthcare facilities, places of worship, sports facilities)	Vulnerable individuals and sensitive public facilities within the project area of influence	High	Low	These groups are at risk of being disproportionately affected by project activities; however, their capacity to directly influence decision-making processes is limited. This creates a risk that their needs and priorities may not be adequately reflected in project design and implementation. Therefore, targeted, accessible, and inclusive engagement methods are essential to ensure their effective participation. Failure to do so may increase social risks and lead to indirect impacts on project implementation through grievances.
• PAP	• Tourism Business Owners • Local Businesses	May experience temporary economic impacts due to construction-related disturbances such as access restrictions, traffic congestion, dust, and noise, which may lead to reduced customer numbers, operational disruptions, and income losses. They will be regularly informed and consulted to minimize adverse economic impacts.	High	Medium	They may experience temporary economic losses due to access restrictions, traffic congestion, and environmental disturbances. They may indirectly influence the project through complaints and economic pressure.

• OIP	Other Public Institutions (Mediterranean Electricity Distribution Inc. (AEDAŞ) – CK Mediterranean Electricity (Electricity Retail Services), Enerya Antalya Gas Distribution Inc. Türk Telekom Inc.) – Provincial Directorate of Ministry of Environment, Urbanization and Climate Change - General Directorate of State Hydraulic Works (DSİ)	Responsible for providing legal permits, technical opinions, and regulatory oversight to ensure compliance with national legislation and institutional requirements.	Medium	Medium-High	They may directly influence project implementation through permitting and approval processes. Lack of coordination may lead to delays in project progress.
• OIP	- Special Administrations - Mediterranean Electricity Distribution Inc. (AEDAŞ) – CK Mediterranean Electricity (Electricity Retail Services), Enerya Antalya Gas Distribution Inc. Türk Telekom Inc.	Coordination is required to protect, relocate, or integrate existing utility infrastructure and to prevent service interruptions or damage during construction works.	Medium	Medium	They are involved in technical coordination during construction. Damage to infrastructure may cause delays and affect project implementation.
• OIP	- Professional Chambers - Antalya Chamber of Commerce and Industry (ATSO) - Civil Society Organizations (Chamber of Civil Engineers (İMO), Chamber of Environmental Engineers (ÇMO), Chamber of Electrical Engineers (EMO), Antalya City Council)	Represent professional and community interests; provide technical input, feedback, and support transparency and stakeholder engagement throughout the project.	Low-Medium	Low-Medium	They are not direct decision-makers but may have indirect influence through public opinion and advocacy. They contribute to transparency and accountability by providing feedback during consultation processes.

3.3. Disadvantaged/Vulnerable Individuals or Groups

In line with the World Bank Environmental and Social Standard (ESS10 – Stakeholder Engagement and Information Disclosure) and the requirements of the İLBANK Environmental and Social Management System (ESMS), Disadvantaged/Vulnerable Individuals or Groups have been specifically identified under the Project, and measures have been planned to ensure their effective inclusion in the stakeholder engagement process. This approach aims to identify individuals and groups that may be at risk of being disproportionately affected by Project activities and to ensure their equitable access to information, participation, and feedback mechanisms.

In this context, Disadvantaged/Vulnerable Individuals or Groups within the Project's area of influence include children, elderly persons, persons with disabilities, individuals with chronic illnesses, low-income households, female-headed households, and foreign nationals/refugee populations. During the Project activities to be carried out in Sarısu Neighborhood, Konyaaltı District, Antalya Province, these individuals and groups may be affected to a limited extent by short-term noise, the movement of construction machinery, or temporary access arrangements that may occur within the treatment plant site and along the purple network pipeline alignment.

The presence of Disadvantaged/Vulnerable Individuals or Groups within the Project's area of influence has been assessed through desktop data reviews, consultations with mukhtars, and field observations. In this context, general information regarding the status and approximate size of disadvantaged and vulnerable groups was collected through local stakeholder consultations and field visits conducted in Sarısu and Gökdere Neighborhoods.

The sensitive locations along the purple network pipeline alignment are limited. In particular, during works to be carried out around Şefik Çingir Mosque, the safety of area users and continuity of access will be taken into consideration. Accordingly, necessary information disclosure activities will be carried out, temporary access arrangements will be planned, and appropriate safety measures will be implemented.

Neighborhood-level quantitative information on the number of children, elderly persons, persons with disabilities, households receiving social assistance, and foreign nationals/refugee populations within the Project's area of influence is summarized in Table 3. These data will provide a basis for planning targeted information disclosure activities, accessibility measures, and social risk mitigation measures to be implemented throughout the Project.

Under the Stakeholder Engagement Plan (SEP), Disadvantaged/Vulnerable Individuals or Groups will be informed about the Project in a timely and accessible manner, and appropriate communication channels will be provided to enable them to express their views and provide feedback. This approach aims to strengthen social inclusion and mitigate potential adverse

social impacts during Project implementation. In addition, a Grievance Mechanism has been established for the Project, and its functioning and access channels are described in detail under the “**GRIEVANCE MECHANISM**” section in Chapter 6 of the Stakeholder Engagement Plan.

Prior to the commencement of works, stakeholder engagement meetings will also be held with mukhtars and local residents. During these meetings, information will be provided on Project activities, potential impacts, traffic arrangements, and the functioning of the Grievance Mechanism, and the views and feedback of stakeholders will be recorded.

At least three days prior to the commencement of construction activities, local residents and businesses will be informed. Traffic management plans, alternative routes, and access arrangements will be displayed at visible locations within the work areas and at their entrances and exits. Contact information for the Grievance Mechanism will also be clearly communicated as part of these information disclosure activities.

Measures for Disadvantaged/Vulnerable Individuals or Groups

- **Persons with disabilities:** For persons with visual impairments, designated personnel will be assigned to provide assistance and guidance at the site, while their participation in the stakeholder engagement process will be facilitated through face-to-face consultations in coordination with the Social Specialist. For persons with hearing impairments, information materials containing visual content will be used and, where appropriate, sign language support or alternative visual communication methods will be provided. In addition, pedestrian crossings, temporary road arrangements, and access routes within construction areas will be arranged to ensure safe and accessible use by persons with disabilities. Where necessary, designated personnel will be assigned to provide guidance and assistance.
- **Elderly persons:** Face-to-face information disclosure, information dissemination through mukhtar’s offices, and small-scale neighborhood meetings will be conducted.
- **Female-headed households and single-parent families:** Meetings will be organized at convenient times, and one-on-one consultation opportunities will be provided where necessary.
- **Children:** Children will not be directly included in the stakeholder engagement process. Information will be provided through their parents, and access to construction areas will be restricted for site safety purposes.
- **Low-income households:** Low-income households will be regularly informed through mukhtar’s offices and site-based information mechanisms. Where necessary, direct guidance will be provided to facilitate their access to the Grievance Mechanism, and access to appropriate communication channels will be supported to enable them to submit their feedback.

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- **Foreign nationals/refugee populations:** Depending on the population composition in the areas where works are carried out, information materials (e.g., brochures) will be prepared in English. Where necessary, interpreter support will also be provided.

Table 3: Distribution of Vulnerable and Disadvantaged Groups by Neighborhood within the Project Area of Influence

Neighborhood	Total Population	Children (0–18)	65+ Elderly	Persons with Disabilities	Receiving Social Assistance	Foreign Nationals / Refugees
SARISU	6.689	1547	596	15	-	100
GÖKDERE	140	10	15	16	20	8

4. STAKEHOLDER ENGAGEMENT PROGRAM

The Stakeholder Engagement Plan aims to define a program for stakeholder engagement, including public information disclosure and consultation throughout the project cycle, in line with the WB ESS10 and İLBANK ESMS. To ensure effective and meaningful participation from different stakeholder groups, the Project will utilize various appropriate communication and information methods during the pre-construction, construction, and operation phases.

4.1. Summary of Stakeholder Engagement Activities Conducted During Project Preparation

During the preparation phase of the Sub-Project, various activities were carried out in accordance with the World Bank Environmental and Social Standard (ESS10) and the İLBANK Environmental and Social Management System (ESMS) to ensure the early, transparent, and meaningful participation of stakeholders. These activities aim to inform local communities about the project, gather their views and suggestions, and integrate them into the project planning process.

As part of these efforts, a stakeholder meeting was held on March 13, 2026, at the Sarisu Neighborhood Mukhtar's Office with a total of 6 participants. The meeting was attended by the mukhtars of Gökdere, Sarisu, and Hisarçandır neighborhoods.

During the meeting:

- The overall scope and planned activities of the Sub-Project were presented,
- Potential temporary impacts on access and the environment related to the construction of the purple network pipeline and the Hurma Wastewater Treatment Plant were discussed,

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- Initial assessments regarding social impacts and vulnerable/disadvantaged groups were shared,
- Communication and grievance mechanisms through which stakeholders can provide feedback throughout the project were explained.

During the meeting, local expectations, potential risks, and observations concerning vulnerable groups were recorded. Recommendations were also collected to establish a continuous communication mechanism with the mukhtars to ensure regular information sharing and feedback during project implementation.

These activities aim to ensure that stakeholders are engaged early, that their views and suggestions are incorporated into the planning process, and that continuous participation is maintained throughout the Sub-Project implementation. The minutes and visuals of the meeting are presented in **Annex 1 Stakeholder Engagement Meeting (March 13, 2026) Minutes and Visuals** while **Table 4** summarizes the main stakeholder engagement activities conducted during the preparation of the ESMP and SEP.

Table 4:Summary of Stakeholder Engagement Activities (Preparation Phase)

Stakeholder Group	Representative	Date	Location	Scope
Mukhtars	The mukhtars of the Sarısu, Gökdere and Hisarçandır neighbourhoods	13.03.2026	Sarısu Neighborhood Mukhtar's Office	Providing information on the scope of the sub-project, sharing details of temporary access and environmental impacts, and gathering data on local expectations and vulnerable groups

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

Within the scope of the Subproject, in order to ensure effective and continuous engagement with stakeholders; to inform stakeholders, receive their views and feedback, and appropriately address their complaints and requests, the stakeholder engagement methods, tools, and techniques listed below will be used during the project preparation and implementation phases:

- Communication (Telephone and email):** Telephone and e-mail communication will be used to inform stakeholders about project requirements, activities, and potential impacts; to receive information and data requests related to project implementation; and

to integrate requests and complaints received from stakeholders into the Grievance Mechanism process.

- b) **Digital Communication Tools:** Digital communication tools will be used for sharing non-technical project information, announcing updates on project progress, notifying the project implementation schedule, and sharing monthly progress reports.
- c) **Brochures/Flyers** Brochures and leaflets will be prepared to share the project implementation schedule and site-specific project information. At least 10 days prior to the commencement of works, leaflets containing the layout of the work site, start and targeted completion dates, and contact information of authorized personnel to be reached in case of emergencies will be printed and distributed to the relevant neighborhood headmen (muhtarlık offices) and vehicle users in the area.
- d) **Grievance Mechanism:** An accessible and transparent Grievance Mechanism will be implemented to receive, assess, and resolve all types of requests, suggestions, complaints, and information requests submitted by project stakeholders.
- e) **Structured Agendas:** Structured agendas and meeting summaries will be used during meetings and events held with relevant stakeholders to ensure that discussions are conducted in a purposeful and efficient manner.
- f) **Focus Group Meetings/Discussions:** Sharing information on a specific topic with a specific group, including vulnerable groups; gathering comments, feedback, opinions, and perceptions about the project from a specific group; collecting grievances and concerns about the project from a specific group; monitoring the environmental and social risks and impacts of project activities on a specific stakeholder group; establishing relationships with specific groups.
- g) **Consultation Meetings:** Consultation meetings will be held with broad stakeholder groups, primarily affected communities, to share information on the Project's scope, timeline, and sub-project activities (particularly non-technical information), to obtain stakeholder comments and feedback, to collect project-related complaints and concerns, and to establish sustainable engagement with affected communities.
- h) **Official Meetings:** Where necessary, official consultation meetings will be organized with relevant public institutions and organizations regarding the project scope and implementation process.
- i) **One-on-One Meetings:** Individual meetings will be conducted to collect information and allow stakeholders to more comfortably express their views and concerns, particularly on sensitive issues.
- j) **Site Visits:** Construction sites and project activities will be regularly visited and monitored by the Project Implementation Unit (PIU). Through these visits, environmental and social impacts will be monitored, risks will be identified, and necessary mitigation measures will be implemented. The first Stakeholder Consultation Meeting (SCM) of the subproject will be held following the approved of ESMP report

in a selected venue in Antalya which will have sufficient capacity and facilities, thus facilitating comfortable and efficient communication. Above mentioned PAPs and OIPs will be invited to the SCM.

Prior to the SCMs, announcements will be published in local and national newspapers, and on ASAT's and ALDAŞ official website. Subproject information brochures will be distributed 15 days prior to the meeting to the participants before the meetings begin and subproject maps will be made available in the brochures and in public places like village tea houses, mukhtars' offices. Not only will announcements be made through official means, but also the involvement of the local people will be encouraged by contacting the mukhtars prior to the meeting. In order to encourage them about the meeting and the project.

In addition to official announcements, local participation will be encouraged by the Social Expert of ASAT through direct engagement with community leaders. To ensure the inclusion of vulnerable groups such as seasonal migrants and Syrian refugees, local leaders will be consulted in the field. Neighborhood visits will be carried out according to the construction activities calendar. Mukhtar(s) and local people will be informed in detail about the project and the grievance mechanism within the subproject through consultation meetings. A reconnaissance tour will be carried out in the area where the construction activities will be carried out step by step with the mukhtar and special visits will be made to the households. Consultation meetings will be held with these households.

Consultation meetings will begin with an introduction and an explanation of the purpose and scope of the meeting, and followed by a final discussion session where questions, concerns and suggestions were taken after the presentations made by ASAT.

The main topics which will be covered in the presentations are as follows:

- The sub-project's purpose and scope,
- The sub-project's lead implementing agency, project beneficiary, implementing organization, and funders,
- The sub-project's expected benefits,
- Environmental and social impacts: The sub-project's anticipated environmental and social impacts, along with proposed measures to mitigate them (participants will be invited to discuss potential additional impacts and provide feedback on the adequacy of the planned measures),
- Grievance mechanism,
- Discussion (Q&A) session.

Consultation meetings will be conducted in a participative manner. The locals will be encouraged to express their own ideas about the project and their opinion in order to minimize the negative social impacts of the project. A leaflet will be prepared covering those topics and will be distributed during the consultation meetings and will be distributed in public places. The

leaflet will include the communication information of the required contact phone numbers and email addresses and during the consultation meetings, the locals will be encouraged to contact Subproject social experts

4.3. Stakeholder Engagement Plan

Stakeholder engagement activities will be identified and planned, starting during the project preparation phase and continuing through the construction and operation phases.

Table 5:Stakeholder Engagement Plan

Project Phase	Purpose of Consultation / Message to be Conveyed	List of Information/Documents to be Disclosed	The method used	Stakeholder Analysis and Participation Approach	Target Stakeholder	Estimated Time	Responsible Party
Pre-construction	- Groups affected by the project should be informed about the scope and necessity of the project. - Information will be provided on measures to mitigate the environmental and social impacts of the project, information on the grievance's mechanism, a non-technical project summary, and presentations. - Within the scope of the project, necessary permits and procedures to be obtained from the relevant administrations and institutions for the implementation of the project. - Informing stakeholders about project progress, environmental impacts and mitigation measures, potential restrictions on access to services, and gathering feedback from stakeholders.	- ESMP and SEP documents - Non-technical project summary - Grievance Mechanism (GRM) description - Traffic and access management plan (summary)	- Public consultation meetings - Stakeholder engagement meetings - Meetings with local mukhtars (neighborhood heads) - Brochure distribution - Posters and site information boards - GRM contact information on boards (phone + QR code) - Website and social media announcements - Face-to-face briefings and home visits when necessary - Interpretation support for non-Turkish speakers - Phone-based information for elderly/disabled persons unable to attend meetings	- Focus group discussions (for vulnerable groups): Separate sessions will be organized for elderly people, women (especially female-headed households), persons with disabilities, low-income households, and refugee/foreign nationals. These discussions will be conducted in small groups with a high level of participant interaction. - Sign language interpreter for persons with hearing impairments (upon request) will be provided. - Audio-based information will be used for persons with visual impairments. - Neighborhood headman (muhtar) meetings: Meetings will be held through headmen to provide general information at neighborhood level and to receive feedback. - Home visits and one-on-one briefings (when necessary): For elderly, disabled, or mobility-impaired individuals who cannot attend meetings, individual briefings will be provided in coordination with the local headman. - Website, SMS, and social media notifications will be used to inform the public about road closures and service interruptions. - Interpreter support (when	- Local communities affected by the project - Disadvantaged / vulnerable groups (elderly people, persons with disabilities, women, refugees, etc.) - Businesses - Headmen (muhtars) - Other relevant stakeholders - Other interested parties	Before the project activities begin	- ASAT General Directorate - ALDAŞ A.Ş - Contractor Company

				necessary): English materials and, where needed, verbal interpretation support will be provided for non-Turkish-speaking groups, particularly refugee and foreign nationals. • Multi-channel communication approach • Ensuring that the same information reaches all stakeholders through different channels (face-to-face meetings + written materials + digital announcements + headman notifications).			
Construction	• Planning and scheduling of road construction activities. • Stakeholders and those affected by the Project should be provided with relevant technical details (e.g., access roads for safe passage, types, number and frequency of vehicles to be used during construction, etc.). • Grievance Mechanism	• ESMP • SEP • Traffic Management Plan • Grievance Mechanism	• Regular or ad hoc face-to-face meetings with mukhtars at their offices or in public spaces • Grievance Mechanism (GM) access channels (phone, e-mail, QR code, notifications via mukhtars), and announcements on ASAT and ALDAŞ A.Ş. websites • Mobile-based technologies such as telephone, SMS, and corporate websites • Project brochures • Presentations • Public announcements • Road closure and traffic notifications will be made at least 3 days in advance • Visible signage containing Grievance Mechanism contact information will be installed at site areas	• A multi-channel information approach will be implemented for local communities and businesses, combining face-to-face meetings, written information materials, and digital communication channels. • Critical traffic arrangements and road closure notifications will be issued at least 3 days in advance. In addition, maps showing alternative routes and pedestrian pathways will be placed at key locations within the construction areas and visibly posted at entry and exit points of the work sites. • Stakeholder engagement will be carried out through face-to-face individual meetings in coordination with the mukhtars. For stakeholders who cannot attend meetings, information brochures containing project details, current status, and grievance mechanisms will be prepared and distributed. Additional face-to-face briefings will be conducted	• Local people • Vulnerable groups • Businesses • Mukhtars	• Every 6 months and as needed (e.g., when a grievance is received, when there are changes in the project design/implementation/timeline, etc.)	• ASAT General Directorate • ALDAŞ A.Ş • Contractor Company

				when necessary. • Inclusive and accessible communication and safety measures will be applied for vulnerable groups (persons with disabilities, citizens over 65 years of age, women, single-parent households, and refugees/foreign nationals). In this context, guide personnel will be provided for visually impaired individuals to ensure site safety, while visually oriented and written information materials will be used for hearing-impaired individuals. All pedestrian crossings and access routes will be made accessible and safe for persons with disabilities. Home visits and face-to-face briefings will be organized for elderly citizens in coordination with mukhtars. Meetings will be scheduled at appropriate times for women and single-parent households, with individual consultations conducted when necessary. For refugees and foreign nationals, English information brochures will be prepared, and interpretation support will be provided when required. Throughout the process, communication, accessibility, and safety measures will be strengthened, adopting a multi-channel and inclusive approach. • The Grievance Mechanism (GM) will be visibly present across all site areas (posters, phone, QR codes, website) and will be actively operated.			
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Green and Future Cities Project
Integrated Sustainability Project for Enhancing Energy Efficiency and Water Reuse at Hurma Wastewater Treatment Plant
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Construction	- Information on managing the environmental and social risks of the project: - Environmental and social monitoring program and its results. - General information about the progress of the project. - Emergency Preparedness and Response Plan (EPRP) at the sub-project level.	- ESMP - SEP - Grievance Mechanism - Emergency Preparedness and Response Plan	- face-to-face meetings - Stakeholder Consultation Meeting - Grievance Mechanism - Announcements on ASAT and ALDAŞ A.Ş.'s website - Mobile technologies such as phone calls, SMS, corporate websites, etc. - Project Brochures - Presentations - Public Announcements	- Transparency and regular feedback will be ensured as a guiding principle. - Information dissemination will be carried out through mukhtars and local representatives. - One-on-one briefings will be provided for vulnerable groups when necessary.	- Local People - Businesses - Vulnerable groups - Mukhtars	Every 6 months and as needed (e.g., when a grievance is received, when there are changes in the project design/implementation/timeline, etc.)	- ASAT General Directorate - ALDAŞ A.Ş. - Contractor Company
Operation	Grievance Mechanisms	GM procedure	- Stakeholder consultation meetings - Digital communication tools/social media - Grievance Mechanism - Announcements on ASAT and ALDAŞ A.Ş.'s official website. - Brochures - Presentations - Public announcements	- A continuously accessible Grievance Mechanism (GM) system will be maintained. - Digital and face-to-face channels will be used in combination. - Accessibility for vulnerable groups will be ensured on an ongoing basis.	- Project Affected Groups and Other Interested Parties - Disadvantaged/vulnerable individuals or groups	After the completion of sub-project activities	ASAT General Directorate

4.4. Disclosure of Information

The subproject documents, including the Environmental and Social Management Plan (ESMP), Stakeholder Engagement Plan (SEP) will be disclosed in both Turkish and English through the existing websites of ASAT and ALDAŞ. Subproject posters and information related to the grievance mechanism will be distributed at local points within the district, including the neighborhood head's office (muhtarlık), schools, mosques, and local tea houses.

Brochures approved by İLBANK will include information about the Subproject, the grievance mechanism, and relevant contact details. In addition, updates regarding the Subproject—such as construction activities and key environmental and social (E&S) information—will be published on the ASAT website.

ASAT will ensure that its website is regularly updated and maintained throughout the implementation of the Subproject.

5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

5.1. Project Implementation Unit (PIU)

Within the framework of the Sub-Project, ALDAŞ A.Ş. has been assigned as the Project Implementation Unit (PIU) on behalf of ASAT General Directorate. Qualified and experienced personnel have been appointed within the PIU to ensure effective management, monitoring, and reporting of environmental and social risks and impacts associated with the Sub-Project.

The PIU organization consists of a Project Manager, Environmental and Social (E&S) Team, Occupational Health and Safety (OHS) Specialists, and site engineers working within the construction and technical offices.

The environmental, social, and OHS experts assigned to the Sub-Project within ALDAŞ PIU are as follows. During the implementation of the project, personnel changes may occur due to administrative or operational requirements; in such cases, personnel with equivalent qualifications and experience will be appointed, and any changes will be reported to İLBANK.

- **Environmental Specialists (Environmental Engineers):** Derya ÜNVER (deryaunver@aldas.com.tr), Melda ÇAKIR YILDIZ (melda@aldas.com.tr)
- **Social Specialist / Grievance Mechanism Focal Point:** Ümmühan Gizem ŞİMŞEK (gizemsimsek@aldas.com.tr)
- **Occupational Health and Safety (OHS) Specialist:** Fatma KESKİN (Class C)

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(keskin@aldas.com.tr); additionally, a Class A OHS Specialist will be provided through external consultancy services.

Environmental Specialists: Environmental Specialists are responsible for the management and monitoring of environmental risks and impacts that may arise from all construction and rehabilitation activities in accordance with the Environmental and Social Management Plan (ESMP), relevant sub-plans, and applicable national legislation. Within this scope, they oversee the implementation of environmental mitigation measures at the site, supervise contractor activities, and conduct monitoring activities related to air quality, noise, dust, waste management, and the protection of water resources. They also ensure that corrective and preventive actions are implemented in response to identified non-compliances and report the monitoring results and findings to İLBANK.

The Social Specialist / Grievance Mechanism Focal Point The Social Specialist, who also serves as the Grievance Mechanism Focal Point, is responsible for the planning, implementation, and monitoring of stakeholder engagement activities defined under the Stakeholder Engagement Plan (SEP). The Social Specialist ensures that stakeholders are informed in a timely manner through appropriate communication channels, coordinates consultation and information meetings, and facilitates the integration of stakeholder feedback into the project implementation process.

In addition, the Social Specialist is responsible for the effective operation of the Grievance Mechanism, including the registration, assessment, monitoring, and resolution of grievances. The Social Specialist also supports the management of social risks related to labor and working conditions and interactions with third parties and reports relevant activities and outcomes to İLBANK.

Occupational Health and Safety (OHS) Occupational Health and Safety (OHS) Specialists are responsible for the identification, monitoring, and control of occupational health and safety risks associated with construction and rehabilitation activities. In this context, they oversee the implementation of required preventive measures at the site in accordance with applicable national legislation, the World Bank Group Environmental, Health, and Safety (EHS) Guidelines, and the provisions of the ESMP.

OHS Specialists conduct regular site inspections, monitor occupational accidents and near-miss incidents, evaluate the effectiveness of emergency preparedness and response procedures, and ensure the regular reporting of OHS performance findings.

5.2. Resources

The Sub-borrower will be responsible for implementing the activities related to the Stakeholder Engagement Plan (SEP). In this context, the sub-borrower will carry out all communication and information activities aimed at providing stakeholders with clear, consistent, timely, and

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understandable information, and will allocate the necessary human resources, technical capacity, and financial resources.

All communication and information materials prepared under the project will be available in Turkish and English. If required, particularly for engagement with vulnerable or sensitive groups, ASAT and ALDAŞ will provide translation services for other languages.

Prior to the commencement of any project activity, ASAT & ALDAŞ will organize Public Participation Meetings and other appropriate consultation activities to ensure that all stakeholders who are or may be affected by the project are informed, understand the process, and have an opportunity to provide feedback. These activities will be conducted in accordance with ESS10 and İLBANK ESMS.

As part of the implementation of the Stakeholder Engagement Plan, all costs related to the following activities will be borne by ASAT & ALDAŞ:

- Organizing stakeholder information and consultation meetings (venue, logistics, announcements, etc.),
- Preparation and distribution of printed and digital information materials,
- Conducting digital communication activities,
- Establishing, operating, and maintaining records of the Grievances Mechanism.
- Providing interpreting and accessibility services when needed.

ALDAŞ A.Ş., in its capacity as Project Implementation Unit (PIU), is responsible for monitoring and supervising the implementation, effectiveness, and compliance of all Stakeholder Engagement (SEP) activities carried out by the contractor. ALDAŞ PIU will monitor the compliance of stakeholder engagement activities with the Environmental and Social Management Plan (ESMP), Stakeholder Engagement Plan (SEP), national legislation, İLBANK environmental and social requirements, and the policies and procedures defined under the World Bank ESS10; and will submit the necessary reports to İLBANK in this regard.

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5.3. Management Functions and Responsibilities

The ASAT General Directorate, as the Sub-borrower, bears the overall responsibility for the implementation of this Stakeholder Engagement Plan (SEP). ALDAŞ Inc., acting on behalf of ASAT as the Project Implementation Unit (PIU), is responsible for ensuring the effective implementation, monitoring, and reporting of environmental and social (E&S) requirements under the Subproject. The Supervision/Consultancy team will oversee the activities of contractors on-site and monitor the implementation of the ESMP, the Stakeholder Engagement Plan (SEP), and other E&S requirements.

Contractors are responsible for implementing the provisions of the ESMP within the scope of their contractual obligations. ALDAŞ Inc. (PIU) will require contractors to appoint, as part of their key personnel, at least one Environmental Specialist, one Social Specialist, and one Class A Occupational Health and Safety (OHS) Specialist. These personnel will be required to work full-time on the project site throughout the construction and rehabilitation phases of the Subproject.

The key personnel assigned by the contractor will be responsible for the effective on-site implementation of the ESMP, SEP, the Grievance Mechanism, and other relevant E&S and OHS requirements, and will perform their duties under the supervision and oversight of the ALDAŞ Inc. Project Implementation Unit (PIU).

The monthly and quarterly Environmental and Social Monitoring Reports (ESMRs) prepared by the contractor, together with Public and Worker Grievance/Feedback Records, will be regularly monitored, consolidated, and reported by PIU/ALDAŞ. These reports and records will be reviewed in accordance with the environmental and social monitoring and reporting requirements of İLBANK and submitted to İLBANK for the relevant reporting periods.

Table 7: Responsibilities

Responsible Entity	Terms of Reference
Antalya Water and Wastewater Administration (ASAT) General Directorate (Sub-Borrower)	- Throughout the entire term of the Sub-Financing Agreement, the Sub-Borrower assumes ultimate responsibility for the Environmental and Social (E&S) performance of the Sub-Project, including the contractors' performance, to the satisfaction of İLBANK. - It appoints ALDAŞ A.Ş. as the Project Implementation Unit (PIU) on behalf of ASAT and provides the necessary authorizations. - The Stakeholder Engagement Plan (SEP) and other E&S tools requested by İLBANK are prepared, updated, and implemented in accordance with the schedules agreed upon with İLBANK; the necessary financial and human resources are allocated. - Subborrower will provide training to the contractor before the construction works on the implementation of the elements specified in

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Responsible Entity	Terms of Reference
	the ESMP and SEP, and to the personnel, who will work during the operation period before the operation. - It cooperates with İLBANK to include the Environmental and Social Action Plan (ESAP) and other E&S commitments in the sub-financing agreement. - Ensures that İLBANK's Environmental, Health, Safety and Social (EHSS/EHSS) requirements are reflected in the contractor's tender and contract documents. - It exercises the authority to halt activities that pose an urgent and serious risk to health, safety, or the environment. - It allocates the necessary resources for reviewing the Environmental and Social Monitoring Reports (ESMRs) to be submitted by contractor on a monthly basis. - It facilitates monitoring visits and audits to be carried out by İLBANK and its consultants.
ALDAŞ Infrastructure Management and Consulting Services Industry and Trade Inc. (PIU/ (Supervisor/Consultant)	-The Supervision Contract Manager will be responsible for inspecting the contractor to ensure that the recommendations and requirements given in the Project disclosure package are fulfilled. They will be responsible for continuously monitoring processes and actions undertaken by the contractor and for identifying the measures to be taken by the contractor to deal with any areas of non-conformity. At the same time, they check whether the necessary training is given to the personnel who will work during the construction phase. This includes periodic audits, inspections and/or on-site checks of project areas or worksites and/or records and reports compiled by contractor. -The Social/Human Resources Expert will be responsible for supervising the implementation of community health and safety and social measures provided in the Project disclosure package, as well as the implementation of SEP, and for reporting to the Project Owner regularly. Manages the Grievance Mechanism (GM) and regularly monitors the reporting of grievances to the Project Owner. It follows the penalties arising from the contract, checks the suitability of the work done by the Contractor, gives warnings and directions, and notifies Project Owner in a timely manner if necessary. Participates in stakeholder engagement activities. The expert is expected to be a graduate of a university or similar institution in relevant disciplines (a master's degree would be an asset) and to be fluent in English and Turkish (both written and spoken). The expert is responsible for regularly reporting to the Project Owner. -The supervision consultant will also ensure that the Contractor's SEP and GM-related duties are properly implemented, and necessary records (e.g., grievance logs, engagement records) are maintained and reported in line with the ESMP/SEP requirements.

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Responsible Entity	Terms of Reference
Contractors	-The contractor will assign its own E&S team, including at least one Social Expert, to ensure on-site implementation and monitoring of SEP requirements. This team will work in close coordination with the PIU experts and report regularly on stakeholder engagement and grievance management. The contractor will submit monthly Environmental and Social Monitoring Reports (ESMRs) to the Project Owner in accordance with SEP requirements. -In case of any serious stakeholder-related issues, including grievances or incidents related to Gender-Based Violence (GBV), the Contractor will immediately inform the Project Owner. -The Contractor is also responsible for maintaining and submitting records related to stakeholder engagement, such as grievance logs and meeting records, in line with the SEP requirements. .

6. GRIEVANCE MECHANISM

The purpose of this mechanism is to consider, address, evaluate, and resolve all grievances, concerns, expectations, opinions, suggestions, and rights of all stakeholders, primarily the immediate communities and project staff, regarding project activities. The mechanism is designed to ensure that grievances are handled effectively, transparently, and fairly, to expedite resolution processes, and to minimize potential negative impacts.

The basic principles of the grievance mechanism are as follows:

- 1. Transparency:** All stakeholders will be informed about the functioning of the grievance mechanism and the resolution processes; the evaluation process and results of applications will be clearly shared.
- 2. Confidentiality:** Applicants' personal information will be kept confidential and accessible only to authorized personnel. All grievances will be recorded and resolved securely and confidentially.
- 3. Accessibility:** The grievances mechanism will be accessible to all stakeholders through various communication channels (in-person application, telephone, email, online form, etc.).
- 4. Timeliness and Effectiveness:** Grievances will be classified according to their priority and importance, answered within reasonable timeframes, and proposed solutions will be implemented.
- 5. Independence:** The mechanism will operate impartially, with decision-making processes reviewed by independent evaluators and relevant project stakeholders.
- 6. Compliance:** The mechanism will be designed and implemented in accordance with World Bank Environmental and Social Standards (ESS) and İLBANK procedures.

This mechanism will increase trust and participation in project implementation processes, and potential social and environmental risks will be managed more quickly and effectively.

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6.1. Grievance Mechanism at National Level

The national-level grievances mechanism is a centralized structure that enables project stakeholders and citizens to submit grievances, suggestions, and feedback through official channels. This mechanism is designed in accordance with both Turkish legislation and international standards, ensuring that grievances are handled securely, transparently, and effectively. In Türkiye, the two most widely used central platforms for this purpose are the Turkish Presidency Communication Center (CİMER) and the Foreigners Communication Center (YİMER), both offering various communication channels for citizens and foreigners to easily submit their grievances.

➤ TURKISH REPUBLIC PRESIDENCY COMMUNICATION CENTER (CİMER)

Through CİMER, applicants can directly submit their requests to the relevant authorities. Submitted grievances are typically resolved within 30 days. If no response is received within this period, applicants have the option to resubmit their complaint to CİMER or escalate it to the Ombudsman Institution (www.ombudsman.gov.tr).

- Official CİMER Website: <https://www.cimer.gov.tr/>
- Contact Line: ALO150 and 0312 590 20 00
- Address: Directorate of Communications Kızıllırmak neighbourhood Mevlana Bulvarı No:144 Çankaya/ANKARA, Türkiye

➤ Foreigners Communication Center (YİMER)

A centralized grievances system is also provided for foreigners. It offers a centralized complaint system. It will be accessible to Subproject stakeholders as an alternative and widely recognized platform for submitting Subproject-related grievances and feedback directly to state authorities

- YİMER Official Website: <https://yimer.gov.tr/>
- E-Mail: yimer@goc.gov.tr
- Contact Line: 0312 157 11 22
- Address: Çamlıca Neighborhood, 122nd Street No: 4, Yenimahalle/ANKARA, Turkey

6.2. Project-Level Grievance Mechanism

Within the scope of the project, separate and accessible grievance mechanisms will be established at the project level to effectively manage worker grievances and grievances and feedback from the local population (citizens). These mechanisms aim to ensure that grievances are received, evaluated, and resolved in a timely, fair, transparent, and confidential manner.

In order to effectively manage grievances, the project implementation process will address grievances at four key levels:

Stakeholder Engagement Plan

- 1) **Contractor Level:** The Contractor awarded the construction works will be responsible for receiving, recording, and, if possible, resolving any concerns or complaints raised by stakeholders (such as public building management, building users, visitors, host communities or beneficiaries, project workers, etc.) arising from construction works under this Sub-Project. The Contractor will also establish a grievance mechanism for its workforce prior to commencement of works. If the Contractor cannot resolve a grievance, it must forward it to the relevant person/institution. Contractors will provide weekly reports to ALDAŞ A.Ş. containing records of resolved and unresolved concerns and grievances. Sample grievance forms provided in **Annex 2 - Grievance Form** , **Annex 3 -Grievance Closure Form** will be made available to Contractors for recording applications (grievances, requests, suggestions, etc.).
- 2) **Construction Supervision Level:** Concerns and grievances that cannot be resolved at the Contractor level, as well as complaints submitted through ASAT and ALDAŞ existing channels, will be forwarded to the supervision engineers on the construction site. Supervision engineers will share these grievances with the ALDAŞ Social Expert and the Contractor Social Expert to ensure they are recorded and assessed. Supervision engineers and the ALDAŞ Social Expert will review the process in coordination with the Construction Supervision/Project Manager; if necessary, they will issue a situation report reminding the Contractor of environmental and social obligations and ensure corrective actions are taken. If grievances remain unresolved at this stage, the matter will be escalated to ASAT senior management for review.

➤ **ASAT GENERAL DIRECTORATE**

- ASAT General Directorate Official
Website:https://www.asat.gov.tr/tr/e_istek.html
- E-mail:info@asat.gov.tr
- Contact Line: ALO 185 and Whatsapp Reporting Line: 0530 676 67 67
- Address: Fabrikalar Neighborhood, Dumlupınar Blvd.
No:5, ANTALYA, Turkey

➤ **ALDAŞ A.Ş. GENERAL DIRECTORATE**

- ALDAŞ A.Ş. Official Website:<http://www.aldas.com.tr/>
- Contact Line: 0242 259 32 16
- E-mail:info@aldas.om.tr
- Address: Gülveren Neighborhood, 3760 Street No:15/1,
07220 Kepez/ANTALYA, Turkey
- ALDAŞ Inc. Supervisory Organization (Applications submitted via grievance forms through supervisory engineers working at construction sites)

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3) Municipality/Sub-Debtor Level (Antalya Metropolitan Municipality, ASAT General Directorate)

➤ ANTALYA METROPOLITAN MUNICIPALITY

- Official Website of Antalya Metropolitan Municipality: <https://www.antalya.bel.tr/Iletisim>
- E-mail: info@antalya.bel.tr
- Contact Line: 0242 249 50 00
- Address: Yüksekalan Neighborhood, Adnan Menderes Boulevard No:20, 07310 Muratpaşa/ANTALYA

4) Project Management Unit Level (İLBANK and World Bank): Concerns and grievances that cannot be resolved through the grievance redress mechanisms established at the project level and within site implementation processes shall be reviewed by the financing institution, İller Bankası A.Ş. (İLBANK). In addition, project-affected communities and individuals may also submit their grievances directly to İLBANK. İLBANK shall review all grievances received from the site/project level or through direct applications, carry out the necessary assessments, and ensure the implementation of appropriate corrective and preventive measures. Where deemed necessary, grievances reviewed by İLBANK may be forwarded to the World Bank.

Furthermore, project-affected communities and individuals may submit their grievances directly to the World Bank's corporate grievance mechanisms without applying to İLBANK. The World Bank shall assess the grievances submitted to it in accordance with its own policies and procedures.

Grievances may be submitted through the İLBANK and World Bank grievance channels listed below, and these mechanisms do not restrict the applicants' rights to seek judicial remedies or pursue other administrative remedies under national legislation.

➤ İLLER BANKASI A.Ş.

- İLBANK Official Grievances
Website: <https://www.ilbank.gov.tr/form/bilgiedinmeuluslararasi>
- E-mail: bilgiuidb@ilbank.gov.tr
- Contact Line: 0312 508 79 79
- Address: İLBANK Financial Institutions and Investor Relations Department, ŞM Team, Emniyet Mahallesi, Hipodrom Caddesi No:9/21, Yenimahalle/ANKARA

➤ World Bank (WB)

- World Bank Grievances Response Service (GRS) Website:
<https://www.worldbank.org/grs>

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- E-Mail: grievances@worldbank.org
- Independent Inspection Panel Website: <https://www.inspectionpanel.org>

The process for receiving, recording, evaluating, and finalizing all applications submitted through the grievance channels described above is presented below. Hata! Başvuru kaynağı bulunamadı. This was explained in detail in the table

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Table 8:How the Grievance Mechanism Works

Steps in the GM process	DESCRIPTION of Process	RESPONSIBLE PARTY	Time Frame
Receipt of Grievance	The grievance will be received through any communication method described above or by the grievance forms available in the construction site and mukhtars office. The grievances are submitted to ALDAŞ PIU.	- General Directorate of ASAT - ALDAŞ Supervision Consultant	As soon as the grievance is received
Registration of Grievance	- If the complainant raised their request verbally or did not fill a grievance form, the Field engineers, social, environmental and OHS experts of the contractor will fill in Annex 2 - Grievance Form and record the Grievance Form. - Grievances received from other grievance channels will be received and recorded. Also, if the complainant requests the grievance to be handled anonymously, this request will be accepted, and the grievance will be recorded anonymously. - If needed, detailed information regarding the grievance may be requested from the complainant.	- ALDAŞ Supervision Consultant - Contractor	As soon as the grievance is received or within two (2) working days latest.
Reporting of Grievance	The grievance will be forwarded to the relevant persons responsible for resolving the grievance (eg. site manager, PIU experts, specialists at the construction sites, etc.)	- ALDAŞ Supervision Consultant - Contractor	Within three (3) working days latest.
Evaluation of Grievance	Grievances are evaluated as soon as they are received and resolved as soon as possible. However, if the resolution of the grievance requires a longer period of time	- İLBANK INC. - ALDAŞ Supervision Consultant	As soon as the grievance is received or within ten (10) working

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	due its nature and scope, it is evaluated within a maximum of ten (10) working days to determine if it is admissible for the project's GM. is relevant to the Project activities. If the grievance is not valid, the necessary explanation will be made to the complainant and, if possible, the complainant should be advised about the relevant institution to raise their requests.	Contractor	days latest
Response to Grievance	- For valid grievances, the complainant will be contacted to verify whether the resolution actions are sufficient. If the grievance cannot be closed, the complainant will be informed about other available GM channels that he/she can apply to (i.e. İLBANK, CİMER, YİMER, other legal remedies). After notification of this process, the Grievance Closure Form will be filled, and the grievance is closed. - All comments and grievances will be responded to verbally or in writing, according to the communication method preferred by the complainant, if the complainant's contact information is provided. - In cases where a suitable contact source is not specified or there is no opportunity to meet face to face with the complainant, Annex 3 -Grievance Closure Form will be filled out and handed in the mukhtar's offices where the relevant citizens live or work to provide necessary	- İLBANK - ALDAŞ Supervision Consultant - Contractor	As soon as the grievance is received or within fifteen (15) working days latest.

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	information.		
Recording Grievance Result	Grievance Forms will be kept and submitted to İLBANK by the ALDAŞ INC. Supervision Consultant with the Monthly Environmental and Social Monitoring Reports.	- İLBANK - ALDAŞ Supervision Consultant	As soon as the grievance is resolved

6.3. Worker Grievance Mechanism

Within the scope of the ASAT5/W2 Integrated Sustainability Project for Enhancing Energy Efficiency and Water Reuse at Hurma Wastewater Treatment Plant project implemented under the Green and Future Cities Project, an accessible, transparent, and confidentiality-based Workers' Grievance Mechanism (GM) has been established for all workers employed by the contractor and subcontractors. This mechanism has been designed to enable workers to easily submit their grievances and feedback, and QR code-based grievance boxes will be installed at construction sites. Through these boxes, workers will be able to access a digital grievance form and, if they wish, submit grievances anonymously without providing personal identification information.

All workers involved in the project will be informed, both at the time of recruitment and on a periodic basis, about the functioning of the Workers' Grievance Mechanism, application channels, confidentiality principles, and the prohibition of retaliation, and will receive mandatory awareness-raising training in this regard. These trainings will be conducted by social specialists within the contractor's organization, with the aim of ensuring that workers can use the grievance mechanism effectively, safely, and consciously. Information on the mechanism will be made visible on site through notice boards, posters, and QR code directions, ensuring equal, barrier-free, and safe access for all workers.

Within the scope of the Workers' Grievance Mechanism, cases related to sexual exploitation and abuse (SEA), sexual harassment (SH), other forms of gender-based violence (GBV), as well as forced labor, child labor, and human trafficking, shall be considered sensitive grievances due to their nature. Such grievances will be addressed through a differentiated and specialized approach compared to other grievances, taking into account the sensitivity of the issue, the risk of stigmatization, retaliation, or further harm to survivors, and the reluctance often associated with reporting such cases.

Accordingly, special arrangements will be applied to ensure that sensitive grievances are managed in a safe, ethical, survivor-centered, and confidentiality-based manner. In the event of a grievance related to SEA/SH, forced labor, or similar sensitive issues, referrals will be made based on the survivor's explicit consent, needs, and preferences to appropriate support services

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such as health care, psychosocial support, social assistance, and legal counseling. Where deemed necessary and subject to the survivor's consent, linkage with the national legal system will be established.

To determine whether allegations related to SEA/SH, forced labor, or similar sensitive issues are linked to project activities, an internal assessment process will be carried out among İLBANK/PIU, the contractor, and subcontractors. Such grievances will be securely and confidentially recorded only by authorized project personnel who have received appropriate training.

Any form of retaliation against individuals or groups submitting grievances is strictly prohibited. The submission of sensitive grievances through the project grievance mechanisms shall not, in any way, preclude the survivor's right to pursue judicial or administrative remedies. Upon receipt of such a grievance, initial protective and referral actions will be taken within a maximum of 48 hours, in line with the consent of the complainant.

Unless mandatory reporting is required under national legislation, responsible personnel will record only the minimum and necessary information in cases related to SEA/SH, forced labor, and similar sensitive incidents. This information will be shared, for further assessment and referral purposes, with the social specialist or SEA/SH focal point within ALDAŞ/PIU and İLBANK. All information related to sensitive grievances will be handled under strict confidentiality, and a separate procedure will be applied to ensure the safety and privacy of the survivor.

The application, registration, assessment, response, and closure steps of the Workers' Grievance Mechanism, along with the responsible parties and timeframes, are explained in detail in Hata! Başvuru kaynağı bulunamadı. **presented** below.

Table 9: Functioning of the Workers' Grievance Mechanism

GRIEVANCE PERIOD	DESCRIPTION	RESPONSIBLE PARTY	Time Frame
Submission of Grievance	Grievances will be checked regularly from the suggestion/wish boxes at the construction site or workers will be asked to fill in Grievance Form.	- ALDAŞ Supervision Consultant - Contractor	As soon as the grievance is received
Registration of Grievance	Annex 2 - Grievance Form will be filled in by the field control engineers and the social expert of the contractor. - Also, if the complainant requests the grievance to be handled	- ALDAŞ Supervision Consultant - Contractor	As soon as the grievance is received

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	anonymously, this request will be accepted, and the grievance will be recorded anonymously. All grievances will be recorded on the same day, feedback will be given to the complainant, and detailed information regarding the grievance may be requested from the complainant within this period.		
Reporting of Grievance	Grievances are forwarded to the relevant staff (project manager and PIU experts at the construction site) as soon as possible after receipt of the grievance.	- ALDAŞ Supervision Consultant - Contractor	As soon as the grievance is received
Evaluation of Grievance	- Evaluating the grievances and determining whether the grievance is related to the Project, - Making the necessary explanation to the complainant in case the grievance is not valid.	- ALDAŞ Supervision Consultant - Contractor	As soon as the grievance is received or within three (3) working days latest
Response to Grievance	- For valid grievances, the complainant will be contacted to ensure whether the resolution actions are sufficient. - To close the grievance by filling out the Grievance Closing Form. - All comments and grievances will be responded to verbally or in writing, according to the communication method preferred by the complainant, if the complainant's contact	- ALDAŞ Supervision Consultant - Contractor - Workers' representative	As soon as the grievance is received or within fifteen (15) working days latest.

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	information is provided. The social expert will inform the workers at the construction site about the actions taken for the grievances recorded anonymously and the result of the grievances.		
Recording Grievance Result	Grievance Forms will be kept and submitted to İLBANK by the ALDAŞ Supervision Consultant with the quarterly Environmental and Social Monitoring Reports.	- İLBANK INC. - ALDAŞ Supervision Consultant	As soon as the grievance is resolved

6.4. Sensitive Grievances

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

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

A survivor-centered approach will be used, with the goal of putting the safety and well-being of survivors at the forefront. This will be accomplished by referral to providing vital support services such as counselling, medical assistance, and legal assistance. Grievances shall be handled in an impartial manner through the implementation of transparent and fair investigation procedures.

However, in the case of grievances related to gender equality, sexual exploitation and abuse (SEA), or sexual harassment (SH), these will be given priority by the designated social

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specialists. All grievances will be treated as confidential, with additional safeguards applied to ensure the anonymity of complainants, particularly for such sensitive cases. Individuals will be able to submit their complaints confidentially and without pressure. Complaints should be submitted to the responsible grievance officer, who must, within 24 hours and only with the explicit consent of the complainant, forward the grievance directly to the social specialist responsible for the project within the PMU. The PIU Head may be informed only if they are not the initial recipient of the complaint. No other party shall be informed or involved, ensuring maximum protection of the complainant's identity. Regular awareness and training workshops will be held for all team members and stakeholders involved in the project. The social expert of the contractor and the social expert of Subborrower will organize consultation meetings to increase awareness of the subject matter. These sessions will concentrate on SEA/SH issues, preventative techniques, and reporting responsibilities in order to promote understanding and prevention. Lastly, to prevent misconduct and guarantee a secure working environment, there will be clear accountability mechanisms in place, with defined repercussions for those who violate them. These consequences will be in accordance with the local laws and the regulations of the business.

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7. MONITORING AND REPORTING

7.1. Summary of How SEP Implementation Will Be Monitored and Reported

The Sub-borrower will carry out monitoring activities throughout the entire Subproject lifecycle. Additionally, the Stakeholder Engagement Plan (SEP) will be updated in case of significant changes in the Subproject scope. This ensures the effective management of environmental and social impacts.

Monitoring Activities and Reporting

Monitoring activities will be carried out on a regular basis. The Project Implementation Unit (PIU) will conduct monthly monitoring activities and submit environmental and social compliance reports to ILBANK. ILBANK will carry out monitoring activities for audit purposes where necessary and submit six-monthly progress reports to the World Bank. Monitoring reports will assess the Subproject's environmental, social, and occupational health and safety (OHS) risks and impacts. Additionally, grievances and their resolution processes will be included in the reports.

The monthly reports will also include a record of stakeholder engagement activities conducted during the reporting period, along with a summary table of all grievances received and resolved within the specified timeframe. Within this framework, a monitoring and reporting chain has been established among the Sub-Borrower (ASAT General Directorate), the Project Implementation Unit and Supervision/Consultancy Team (PIU – ALDAŞ A.Ş.), and the Contractor during Project implementation. The allocation of roles and responsibilities related to the effective implementation of stakeholder engagement activities, the grievance mechanism, and reporting processes is summarized in Hata! Başvuru kaynağı bulunamadı.

Table 10: Reporting Process Requirements and Role Allocation

Responsible Party	Roles and Responsibilities
Antalya Water and Wastewater Administration (ASAT) General Directorate (Sub-Borrower)	- Throughout the duration of the sub-funding agreement, the management of relations with stakeholders assumes ultimate responsibility for the Sub-Project's environmental and social performance. - Appoints ALDAŞ as the Project Implementation Unit (PIU) and provides the necessary authorizations. - Allocates adequate resources for the preparation, updating, and implementation of the Stakeholder Engagement Plan (SEP) and the Environmental and Social Management Plan (ESMP). - Approves the establishment and effective operation of the Grievance Mechanism. - Ensures the provision of required information for reporting to İLBANK and the World Bank.
ALDAŞ Infrastructure Management and Consulting Services Industry and Trade Inc. (PIU/Supervision/Consultant)	- Plans, coordinates, and implements stakeholder engagement activities, including information disclosure, consultation meetings, and public engagement activities. - Ensures the implementation of community and worker grievance mechanisms, maintains grievance records, and prepares related reports. - Consolidates monthly and quarterly Environmental and Social (E&S) Monitoring Reports and grievance/feedback tables submitted by the Contractors. - Supervises compliance with the SEP and Grievance Mechanism and follows up on corrective actions for identified non-compliances. - Notifies ASAT and İLBANK of significant environmental and social incidents (sensitive grievance) or accidents within 24 hours. - Reports stakeholder engagement and grievance-related information to ASAT and İLBANK and facilitates site visits.
Contractor Company	- Complies with the responsibilities defined in the SEP and plans, organizes, and manages stakeholder engagement activities in coordination with the ALDAŞ Social Expert, including public disclosure of grievance and feedback channels and organization of consultation meetings. - Prepares and distributes information boards, posters, and leaflets to inform affected communities and local businesses prior to works and in cases arising from construction activities (e.g., road closures); informs neighborhood headmen (mukhtars) and local residents. - Implements the Grievance Mechanism; records grievances, manages the resolution process, and reports outcomes to the PIU. - Provides necessary resources for corrective actions and coordinates the resolution of identified non-compliances or recurring issues. - Submits monthly and quarterly environmental and social monitoring reports, public and worker grievance records, and stakeholder consultation tables to ALDAŞ PIU, and prepares consultation forms related to SEP implementation.

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7.2. Reporting to Stakeholder Groups

Stakeholders will be kept informed through regular consultation meetings throughout the development of the Project. In this context, reporting will be provided on the Project's environmental and social performance, the implementation of the Stakeholder Engagement Plan (SEP) and the Grievance Mechanism, as well as the overall implementation progress of the Project.

The SEP will be periodically reviewed and updated, as necessary, on a quarterly basis during Project implementation. Information regarding grievances, requests, and related issues raised by the public, together with the status of corrective and/or preventive actions taken, will be monitored by the Project Implementation Unit (PIU) in coordination with the Contractor's project management.

In this context, all grievances and requests are recorded and regularly updated by the Contractor through completion of the Grievance Registration Form provided in **Annex 4-Grievance Log**

Form The completed grievance registration forms are submitted to the Project Implementation Unit, Aldaş Inc., on a monthly and quarterly basis. The PIU reviews and consolidates the grievance tables and submits them to İLBANK on a quarterly basis.

This reporting and data-sharing process constitutes a systematic monitoring mechanism to ensure the tracking of grievances, follow-up of corrective actions, and verification of closure processes. Information regarding stakeholder engagement activities and grievance management performance carried out under the Project will be shared with stakeholders through consultation meetings.

Annexes

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1. Annex 1 Stakeholder Engagement Meeting (March 13, 2026) Minutes and Visuals

 	İSTİŞARE FORMU (CONSULTATION FORM)						
Formu Dolduran Kişi: (Person filling in the form)	H. Gizem Simsek (Aldas Sosyal Uzman)						
Tarih ve Yer: (Date/Place)	13.03.2026 / Sarısu Muhtarlık Ofisi						
Toplantı Gündemi: (Agenda of the Meeting)	Proje kapsamında yürütülecek faaliyetlere ilişkin muhtarlara bilgilendirme yapılması ve görüşlerinin alınması						
1. İLETİŞİM TÜRÜ (GRIEVANCE RECEIVED BY)							
İletişim Türü (Grievance Received By)	Yüz Yüze Toplantılar (Face to face Meeting)	☒					
	Telefon (Telephone)	☒					
	Çevrimiçi Toplantılar (Online Meeting)	☐					
	Web İletişim Sayfaları (Contact Web Pages)	☐					
	E-Posta (e-mail)	☐					
	Diğer (Açıklama) (Other (Description))	☐					
2. PAYDAŞ TÜRÜ (STAKEHOLDER TYPE)							
Kamu Kurumları (Public Inst.)	☐	Vatandaşlar (Citizen)	☐	Sivil Toplum Kuruluşları (Non-Governmental Organisation)	☐	Meslek Odaları (Trade Association)	☐
Muhtarlıklar (Mukhtars)	☒	İlgi Grupları (Interest Groups)	☐	Sanayi Birlikleri (Industrial Unions)	☐	Medya (Media)	☐
Akademik Kurumlar (Academic Institutions)	☐	İşçi Sendikaları (Workers Union)	☐	Özel Teşebbüs (Private Enterprise)	☐	Diğer (Other)	☐
3. SUNUM/KONU ÖZETİ (SUMMARY/SUBJECT OF PRESENTATIONS)							

Figure 7: Minutes of the Meeting Held on March 13, 2026, Page- 1

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Sunumu Yapan Kişi(ler): (Person(s) made the Presentation)		L. Gizem Simsek (Aldas Sosyal Uzman)		
Sunum/Konu Özeti: (Summary/Subject of Presentations)		Projenin amacı, kapsamı, sahada uygulamaları ve olası etkiler hakkında yerel halka ve vatandaşlarla görüşülerek geri bildirimlere ilişkin defterler düzenlenmiştir.		
4. DAVETLİLERİN LİSTESİ (MEVCUT İŞE)(LIST OF INVITEES) (IF AVAILABLE)				
No	Paydaş Bilgisi (Stakeholder Information) (Mukhtars, Municipalities, NGO's, Public Institutions, etc.)			
1	Sarımsı mahalle muhtarı			
2	Hurma " "			
3	Gökdere " "			
4	Hırcandır " "			
5. KATILIMCILARIN LİSTESİ (LIST OF PARTICIPANTS)				
No	Ad-Soyad (Name-Surname)	Paydaş Bilgisi (Stakeholder Information)	İletişim Bilgileri (Contact Information)	İmza (Signature)
1	Zeki Cingir	Gökdere		
2	Osman Çeliker	Hırcandır		
3	Zeki Engin	Genişli		
4	L. Gizem Simsek	Aldas Sosyal Uzman	53	
5	Simay Coşkun	Aldas A.Ş. - İH. Müh.	53	
6	Abdülhamit Arslan	ALDAŞ A.Ş.	90	
7				
8				
9				
10				

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Figure 8: Minutes of the Meeting Held on March 13, 2026, Page- 2

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6. İSTİŞARE NOTLARI

Toplantı kapsamında proje hakkında bilgilendirme yapılmış, istişare mekanizması muhtarlar ile açıklanmıştır.

Sahada bulunan hassas alan "Şefik Çiğir Cami" gibi yer biletirleri yapılmış olup, proje uygulamalarında dikkate alınması gereken kısımlar ve noktalar muhtarlarla birlikte belirlenmiştir.

Formu Dolduran Kişinin Adı/Soyadı
(Person Filled in the Form Name/Surname) : L. Egehan Şimşek (Aldas Sosyal Akademi)

İmzası
(Signature) :

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Figure 9: Minutes of the Meeting Held on March 13, 2026, Page- 3

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Figure 10:Image from the Meeting Held on March 13, 2026

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2. Annex 2 - Grievance Form

 		ANTALYA METROPOLITAN MUNICIPALITY / ASAT GENERAL DIRECTORATE (GFC) GREEN AND FUTURE CITIES PROJECT		
GRIEVANCE FORM				
Person filling out the form:			Date and Time:	
Subject:			Reference:	
1. INFORMATION ABOUT COMPLAINANT				
Name-Surname:			Grievance Received By:	
Identity Number:			Telephone ☐	
Phone:			Face to face Meeting ☐	
Adress:			Web / E-mail ☐	
E-mail:			Other (Describe) ☐	
Stakeholder				
Public Inst. ☐	PEB ☐	Private Enterprise ☐	Trade Association ☐	NGO ☐
Interest Groups ☐	Industrial Commerce ☐	Workers Union ☐	Media ☐	University ☐
2. DETAILED INFORMATION ABOUT GRIEVANCE				
Description of Grievance:				
Solution requested by the complainant:				

Figure 11: Grievance Form

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3. Annex 3 -Grievance Closure Form

 		ANTALYA METROPOLITAN MUNICIPALITY / ASAT GENERAL DIRECTORATE (GFC) GREEN AND FUTURE CITIES PROJECT	
		GRIEVANCE CLOSING FORM	
Reference:			
DETERMINATION OF CORRECTIVE ACTION			
1			
2			
3			
4			
5			
Responsible Departments			
RESOLUTION OF GRIEVANCE			
<i>This section will be filled and signed by the complainant in case the grievance specified in the "Grievance Form" is resolved</i>			
Grievance Closing Date: /...../.....		Person Closing Grievance Name/Signature:	Complainant's Name/Signature:

Figure 12:Grievance Closure Form

4. Annex 4-Grievance Log Form

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

Stakeholder Engagement Plan

5. Annex 5- Consultation Form

 		İSTİŞARE FORMU (CONSULTATION FORM)					
Formu Dolduran Kişi: (Person filling in the form)							
Tarih ve Yer: (Date/Place)							
Toplantı Gündemi: (Agenda of the Meeting)							
1. İLETİŞİM TÜRÜ (GRIEVANCE RECEIVED BY)							
İletişim Türü (Grievance Received By)		Yüz Yüze Toplantılar (Face to face Meeting)		☐			
		Telefon (Telephone)		☐			
		Çevrimiçi Toplantılar (Online Meeting)		☐			
		Web İletişim Sayfaları (Contact Web Pages)		☐			
		E-Posta (e-mail)		☐			
		Diğer (Açıklama) (Other (Description))		☐			
2. PAYDAŞ TÜRÜ (STAKEHOLDER TYPE)							
Kamu Kurumları (Public Inst.)	☐	Vatandaşlar (Citizen)	☐	Sivil Toplum Kuruluşları (Non-Governmental Organisation)	☐	Meslek Odaları (Trade Association)	☐
Muhtarlıklar (Mukhtars)	☐	İlgi Grupları (Interest Groups)	☐	Sanayi Birlikleri (Industrial Unions)	☐	Medya (Media)	☐
Akademik Kurumlar (Academic Institutions)	☐	İşçi Sendikaları (Workers Union)	☐	Özel Teşebbüs (Private Enterprise)	☐	Diğer (Other)	☐
3. SUNUM/KONU ÖZETİ (SUMMARY/SUBJECT OF PRESENTATIONS)							

Figure 13: Consultation Form Page-1

Stakeholder Engagement Plan

3. SUNUM/KONU ÖZETİ (SUMMARY/SUBJECT OF PRESENTATIONS)				
Sunumu Yapan Kişi(ler): (Person(s) made the Presentation)				
Sunum/Konu Özeti: (Summary/Subject of Presentations)				
4. DAVETLİLERİN LİSTESİ (MEVCUT İSE)(LIST OF INVITEES) (IF AVAILABLE)				
No	Paydaş Bilgisi (Stakeholder Information) (Mukhtars, Municipalities, NGO's, Public Institutions, etc.)			
1				
2				
3				
...				
5. KATILIMCILARIN LİSTESİ (LIST OF PARTICIPANTS)				
No	Ad-Soyad (Name-Surname)	Paydaş Bilgisi (Stakeholder Information)	İletişim Bilgileri (Contact Information)	İmza (Signature)
1				
2				
3				
...				
6. SORULAR VE CEVAPLAR (QUESTIONS and ANSWERS)				
1	Soru (Question):			
	Cevap (Answer):			
2	Soru (Question):			

Figure 14 Consultation Form Page-2

Stakeholder Engagement Plan

	Cevap (Answer):	
3	Soru (Question):	
	Cevap (Answer):	
...	Soru (Question):	
	Cevap (Answer):	

7. TOPLANTI TUTANAĞI (MINUTES OF MEETING)

Formu Dolduran Kişinin Adı/Soyadı :
(Person Filled in the Form Name/Surname)

İmzası :
(Signature)

Figure 15: Consultation Form Page-3