

Ankara Metropolitan Municipality and EGO
Dikimevi-NATO Road Metro Line Project
Stakeholder Engagement Plan

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Abbreviations

AMM	: Ankara Metropolitan Municipality
CİMER	: Presidency Grievance Mechanism
EBRD	: European Bank for Reconstruction and Development
EGO	: Ankara Electricity, Gas, and Bus Operations Organization
ESDD	: Environmental and Social Due Diligence
GBVH	: Gender-Based Violence and Harassment
MCPR	:AMM Media, Communications and Public Relations Department
NGOs	: Non-governmental Organizations
PAP	: Project Affected Persons
PR	: EBRD Performance Requirements
SEP	: Stakeholder Engagement Plan
SGDD-ASAM	: Association for Solidarity with Asylum Seekers and Migrants
The Project	: Dikimevi-Nato Road Metro Line Extension Project
TMMOB	: Ankara Union of Chambers of Turkish Engineers and Architects

1. INTRODUCTION

Ankara Metropolitan Municipality (AMM) Dikimevi-NATO Road Metro Line Extension Project (The Project) Stakeholder Engagement Plan (SEP) is a management plan that identifies a method of effective and interaction communication with stakeholders. The Project SEP ensure that project-affected people and other interested stakeholders are provided with relevant, timely and accessible information so that they have an opportunity to express their views and concerns about the Project and its impacts. This SEP aims to:

- Identify all stakeholders planned to take role within scope of The Project and define their roles and participation capacities,
- Direct the relations of The Project metro line project team with stakeholders during project implementation, construction and operation periods,
- To ensure that adequate and timely information is provided to stakeholders,
- To provide sufficient opportunity to stakeholders to voice their opinions and concerns,
- To establish a relationship and form of communication between the project related AMM units and Ankara Electricity, Gas, and Bus Operations Organization (EGO), government regulators, affected communities and other parties interested in the project implementations and impacts; and
- To focus on issues that are required to bring AMM operations into compliance with the Project investors' requirements including those of the EBRD.

Based on the project, SEP is prepared to identify the stakeholders, to define their roles and engagement capacities. SEP identifies ways of interactions with stakeholders and draws the route map in order to reach project targets by taking into consideration the options and the constraints of the engagement in order to maintain a transparent, inclusive and demand-responding project in a collaborative manner.

This SEP provides a framework for stakeholder engagement; it has been designed so that AMM and EGO can demonstrate engagement that is effective, meaningful, consistent, comprehensive, coordinated and culturally appropriate, in line with all the relevant legal and regulatory commitments and good international industry practice.

Stakeholder engagement is an ongoing process and as such, this SEP is a 'living document' that will be updated and adjusted as the Project proceeds.

2. PROJECT INFORMATION

In 1993, Ankara became the first city to approve a Transport Master Plan. The Transport Master Plan's drafting began in 1985 and gained approval after eight years. In 1998, with the help of the World Bank, an annex was added to this plan. In 2011, AMM signed a protocol with Gazi University, which was assigned to develop Ankara's Transport Master Plan. Gazi University had a 'Transport Master Plan' office in 2013 and 2014. According to the university's web page, household and outdoor surveys were realized between March and May 2013, with 125,000 inhabitants surveyed in households, 1,276 pedestrian surveys, and 2,500 public transport users surveys. With the obtained data, a transport model was developed. For projection purposes, it was estimated that Ankara will have more than 10 million inhabitants by 2038. However, the

drafted plan did not get AMM’s approval. More recently, in July 2020, AMM requested an update to the ‘Transport Master Plan’ from Gazi University.

The intercity connections in Ankara are realized through airports, train, and bus stations. Ankara’s main airport that serves domestic and international flights is Esenboğa International airport. High-speed trains connect Ankara with Istanbul, Eskişehir, and Konya. Other railway connections include Izmir Mavi Train, Doğu Ekspres, Van Gölü Ekspres, and Guney Kurtalan Ekspres. The central intercity bus station is Ankara Şehirlerarası Terminal İşletmesi (AŞTI), which is the largest in Turkey and among the largest in Europe

Ankara Metro has a total length of 55.83 km, whereas Ankaray has 8.52 km with the components shown in Figure 1 Ankara Public Transport Components

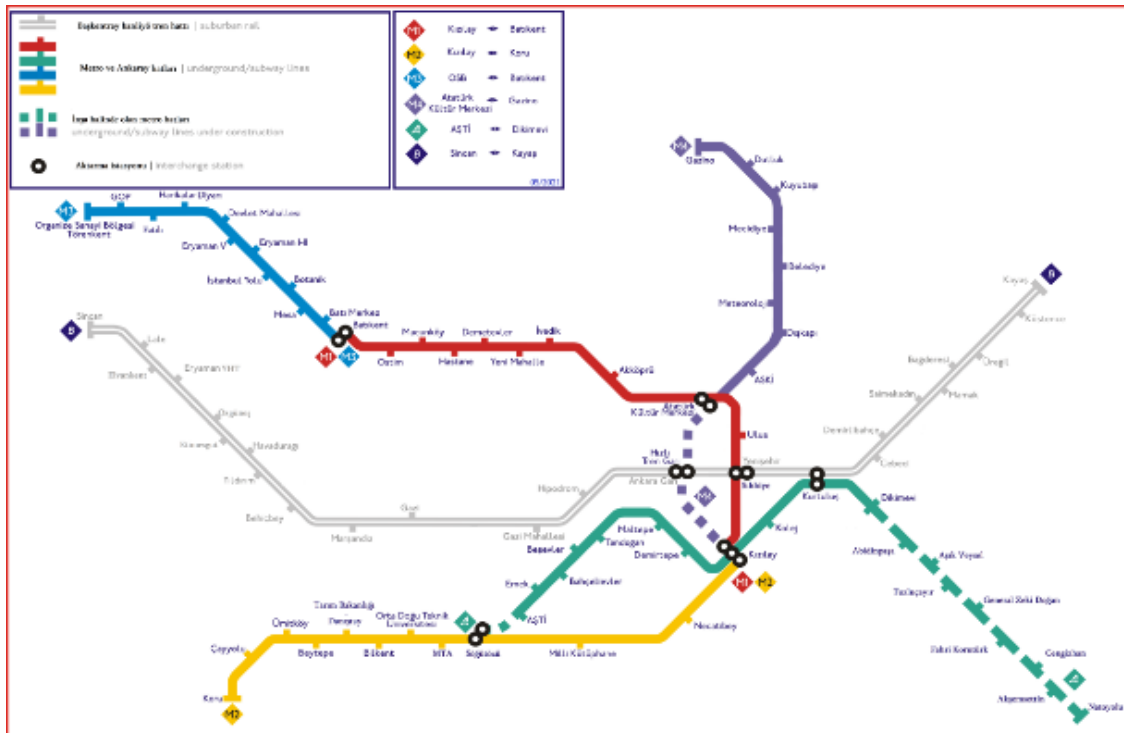






Figure 1 Ankara Public Transport Components

BASKENTRAY		A 37 km long commuter railway line with 24 stations
METRO		A network of two lines (M1-M2-M3, and M4), 43 stations and a total length of 55.83 km
ANKARAY		A 8.52 km long light railway line with 11 stations
TELEFERİK		A 3.26 km long cable car, with 4 stations and 106 cabins
BUS		Operated by: EGO, ÖHO (Özel Halk Otobüsü) and ÖTA (Özel Toplu Taşıma Aracı)

Ankara’s public transport works as an integrated railway, metro, buses, and a cable car network. EGO, is a public institution responsible for Ankara’s public transport planning and operation. It is responsible for procuring goods, services, and infrastructure construction. Ankara's public transport system consists of Başkentray (commuter railway), Ankara Metro, Ankaray (Rapid Transit), Teleferik (urban cable car), and buses. Başkentray is operated by TCDD (Turkish State Railways). Ankara Metro, Ankaray and Teleferik are operated by EGO.

Ankara Metro is a network of two lines M1-M2-M3, and M4. Since 2019, Metro lines M1, M2, and M3 have been connected and work as a single line. Ankaray is a Light Railway Transit line. Teleferik is an urban cable car with a capacity of 2,400 passengers/hour/direction. Bus lines are operated by EGO and two other bus operators: ÖHO, and ÖTA.

The new line between Dikimevi station and NATO Road station will extend the Ankaray line between AŞTI – Dikimevi stations hospital complex (Ankara University). The line will start at Dikimevi and there will be eight stations namely Dikimevi (existing metro station), Abidinpaşa, Aşık Veysel, Tuzlu Çayır, General Zeki Doğan, Fahri Korutürk, Cengizhan, Akşemsettin, and NATO Road (**Error! Reference source not found.**). Additionally, it provides a significant increase in the overall connectivity and accessibility:

Connect Mamak district to Başkentray line at Kurtuluş Station,

- M1 Kızılay-Batıkent line at Kızılay Station
- M2 Kızılay-Çayyolu line again at Kızılay Station
- M4 Kızılay-Keçiören line again at Kızılay Station
- M2 Kızılay-Çayyolu line at Söğütözü Station, Intercity Bus Terminal at AŞTI

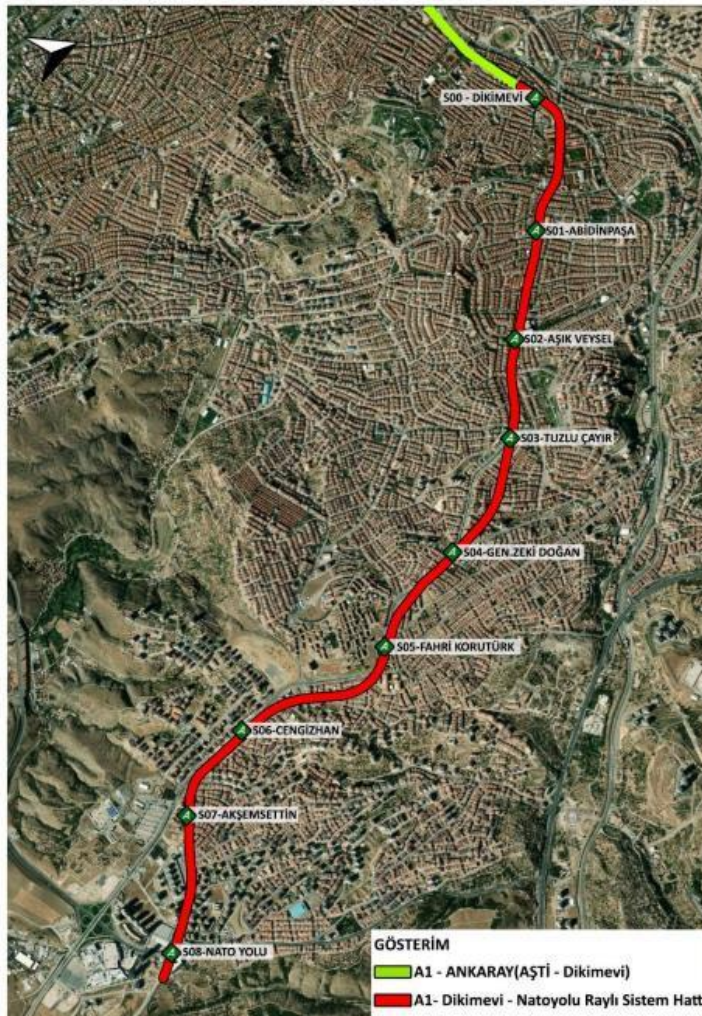


Figure 2 Dikimevi-NATO Road Metro Line

The line is expected to meet the travel demands generated by Mamak district, which is going through an urban transformation. The proposed line will also connect Mamak district to Başkentray line at Kurtuluş Station, M1 Kızılay-Batıkent line at Kızılay Station, M2 Kızılay-Çayyolu line again at Kızılay Station, M4 Kızılay-Keçiören line again at Kızılay Station, M2 Kızılay-Çayyolu line at Söğütözü Station, Intercity Bus Terminal at AŞTİ Station and TCDD High-Speed Train Station via M4 Kızılay-Keçiören line. While AMM will be the Borrower for the Project, Ankara Transportation Company (“EGO” or “Company” – fully owned by AMM) is expected to operate the proposed metro line.

Ankara Electricity, Gas, and Bus Operations Organization (EGO) was founded on December 16th, 1942.¹ Today, EGO has undertaken public transportation services, including the bus and rail systems, and has managed the transportation planning services. EGO General Directorate carries out its services in the service building located on Hipodrom Street and in the Bus Regional Directorates established in five different regions. In addition to 1069 actively used buses, EGO also operates a 55,834 meters-wide Metro network with 43 stations as well as Ankaray rail corridor with a length of 8,527 meters with 11 stations, and 583 personnel, 72 of whom are women (**Error! Reference source not found.**)²

Considering the scope of the Ankara Metropolitan Municipality Dikimevi-NATO Road Metro Line Extension Project, the SEP requires requires a specific focus on the Mamak district. As the fourth most populated district of Ankara, Mamak has a population of 682,420 residing in a 345.7 km² area. The number of women (342,402) is slightly higher than that of men, 682,420 (340,018). The annual population change of Mamak district is 1.7 % which is in line with the general population change rate of Ankara. The percentage of the dependent age group, which indicates the number of people aged between 0-14 and those aged 65 and over, is approximately 48%, while that of working-age groups is 70,9%.

Mamak district has sixty-four neighborhoods. The neighborhoods within the Project side include: Abidinpaşa (12,504), Akşemsettin (16,491), Aşık Veysel (14,541), Cengizhan (26,162), Fahri Korutürk (16,295), General Zeki Doğan (32,406) and Tuzlucaıyır (12,460). The total population of these seven neighborhoods constitutes 19.2% of that of Mamak. However, when the settlements close to the station neighborhoods are included, the population that is likely to benefit from the Metro would correspond to at least 46.6% of the Mamak population.³

The summary table regarding the information mentioned on the Mamak district and the Project neighborhoods is provided below in Table 1.

Table 1 The summary of socio-economic data by neighbourhood

Neighborhood Variables	Mamak	Abidinpaşa	Aşık Veysel	Tuzlucaıyır	General Zeki Doğan	Fahri Korutürk	Cengizhan	Akşemsettin
Total population	682,420	12,504	14,541	12,460	32,406	16,295	26,162	16,491

¹ Ankara Electricity, Gas and Bus Operations Organization, no date (<https://www.ego.gov.tr/en/sayfa/4/ego-hakkinda>)

² Ankara Electricity, Gas and Bus Operations Organization, 2022 (<https://m.ego.gov.tr/dosya/indir/26298.pdf>)

³ Nearby settlements mentioned in the interviews with the muhtars of the station neighborhoods are Balkiraz, Akdere, Saimekadın, Peyami Safa, Kartaltepe, Şahintepe, Kutlu, Mutlu, Ege and Durali Alıç.

Neighborhood Variables	Mamak	Abidinpaşa	Aşık Veysel	Tuzlucaayır	General Zeki Doğan	Fahri Korutürk	Cengizhan	Akşemsettin
Male population	340,018	6132	7074	5953	15,876	8199	12,826	8254
Female population	342,402	6372	7467	6507	16,530	8096	13,336	8237
Average household size	3.21	2.77	3.05	2.91	3.11	3.15	3.07	3.12
Number of residences	295,931	5700	5808	5484	13,122	7374	10,755	7878
Number of workplaces	19,059	567	459	498	688	326	642	1041
Transportation	590 bus stops	7 bus stops	6 bus stops	2 bus stops	17 bus stops	12 bus stops	16 bus stops	18 bus stops
	37 taxi stands	3 taxi stand	1 taxi stand	2 taxi stands	2 taxi stands	1 taxi stand	2 taxi stands	1 taxi stand

3. PROJECT'S EXPECTED POTENTIAL IMPACTS

The Project's potential environmental and social impacts are assessed during Project's Environmental and Social Due Diligence (ESDD) study. The ESDD entailed consultations with internal and external stakeholders to understand the Project's potential risks, impacts and mitigations to reduce identified negative impacts, and to expand positive impacts. During consultations, the Project was voiced as the top priority infrastructure investment, and a highly awaited Project. Nevertheless, the Project may trigger some adverse impacts especially during construction period.

The main benefit that will be experienced by the Project will be the extension of the current metro system in line with the Ankara transport masterplan, enabling the provision of frequent and efficient services to Ankara residents in a way that is fast, reliable, comfortable, and environmentally friendly, providing an alternative to the use of cars. There will be time savings due to decreased travel time compared to using buses and minibuses, as well as a reduction in the vehicle operating costs in public transportation in the city and reduction in the minibus and bus traffic in the route which is expected to result in savings in road maintenance costs.

On the other hand, the Project can potentially result in some negative impacts on the environment and people, if not managed carefully. The ESDD has identified all potential environmental and social impacts associated with the construction and operation phase of the Project and appropriate mitigation measures. AMM and the Construction Contractor will be responsible for the management of construction phase impacts whereas EGO will be implementing measures to prevent, reduce, or mitigate any potential negative impacts of the operation of the metro line.

The Dikimevi-NATO Road line will go through a densely-built predominantly residential area of Mamak district, a university hospital complex (Ankara University), and the last station near a shopping mall. The project follows existing roads to minimize land acquisition. As the fourth most populated district of Ankara, Mamak has a population of 682,420 residing in a 345.7 km² area. Mamak district has sixty-four neighborhoods. The neighborhoods within the Project side include: Abidinpaşa, Akşemsettin,, Aşık Veysel,, Cengizhan, Fahri Korutürk, General Zeki

Doğan and Tuzluçayır. The population likely to benefit from the Metro would correspond to at least 46.6% of the Mamak population.

The Project is in an urban setting. All land is urban, zoned land, and heavily developed. The Project will require land acquisition for entry and exits to the metro and other auxiliary facilities. When expropriation files are analyzed according to title-deed registration, site visit and review revealed that only pavements or a section of gardens of the buildings would be impacted and hence will not induce physical resettlement of Potentially Affected Parties. A number of small shops are prone to economic displacement during construction due to limited customer accessibility (only pedestrian access), road closures, and traffic interruptions. There are several sensitive receptors such as schools and hospitals within the zone of influence of the construction sites at stations, which will need to be carefully considered during the establishment of the construction area and management of the construction process. The zone of influence for the physical environment will be based on the noise propagation, air emissions distribution, impacts on traffic created by construction activities, soil settlement, and vibrations in the soil matrix caused by the tunneling activities, vibration impacts on buildings and structures. Each station vicinity will have its unique set of Area of Influence (AOI); the exact AOI will be established during the preconstruction period and then monitored regularly through air, noise, vibration, waste and traffic measurements and observations during the construction activities. Stakeholders including schools, hospitals, universities, residents, shop owners, passengers, vulnerable people such as women, elderly, disabled and children etc. will be informed and consulted about Project activities, risks and mitigations at each phase of the project. The AoI will include at a minimum the immediate vicinity of the boundaries of the metro station. An effective grievance management system will be developed and implemented for the project. Lenders will monitor effective implementation of the project throughout Project lifetime.

The following outcomes were identified

- Significant improvements of AMM E&S management system and also allocation of sufficient resources to manage the project's EHSS risks in line with the EBRD's requirements are required. Similar findings were obtained in relation to the Company (EGO) responsible for the operation of the proposed metro.
- AMM and the operating company EGO manage their labour and working conditions in accordance with Turkish Labour Law, however improvements are required to meet EBRD PR 2 requirements.
- Construction activities will generate include the generation, transportation and disposal of construction waste; rainwater runoff from the construction site that can potentially impact the surrounding waterway's quality via an increase in suspended solids, oil and grease, and chemical pollutants; increasing flow on the existing rainwater system, and altering the local flood regime, etc.
- Health and safety risks to workers and communities will be present including, but not limited to, traffic, vibration, noise impacts and fire safety risks during operations.
- The residents who use the Aşık Veysel Park for recreational reasons will be affected during the construction phase. However, the adverse impacts will be temporary and construction related. Additional mitigations will be developed and implemented to ensure the safety of children, the elderly and other affected people using the park.
- AMM considered effective measures to avoid significant resettlement impacts though the use of existing roads to minimize land acquisition. Nevertheless, the Project still

requires land acquisition for entry and exits to the metro and other auxiliary facilities. Permanent land acquisition for the Project entails limited expropriation of private parcels and parcels belonging to the Municipality, Military, or some currently used as roads. There are 37 parcels (36 privately owned, 1 municipal parcel) that will be impacted by land acquisition. The total land required for the Project is 6,356 m2. Private land expropriation is 3,818 m2, with an average expropriation size of 127.3 m2. All land will be acquired according to Turkish expropriation law and PR 5 requirements.

- The Project is expected to trigger physical resettlement of two taxi stations (one temporary, one permanent) and two Municipal bread buffets. The Project will also create temporary impacts on local businesses, shops around metro stations during construction due to road closures, dust and noise. The client will develop and implement a Resettlement Plan in consultation with affected people to address all these temporary and permanent impacts in line with PR 5 and national requirements.
- Gender and Gender Based Violence and Harassment (GBVH) risks both to workers and communities are being assessed under a separate gender impact assessment report and various actions included into the ESAP to address gender/GBVH risks.

4. AMM POLICIES, NATIONAL REGULATORY AND INTERNATIONAL REQUIREMENTS

4.1. Related AMM Strategy and Policies

The aim and objective of the Ankara Metropolitan Municipality regarding the Project is provision of sustainable and safe transportation in the city with a solid focus on safe, fast, comfortable, environmentally friendly, compatible with the economic and social development that is open to technological innovations.

EGO's policies regarding the Project⁴:

- Correction and renewal of the public transport infrastructure, taking into account the current conditions and the needs of the citizens.
- Increasing cooperation with specialized institutions and organizations that specialize in public transportation
- Provide fast and timely responses to the requests of all serviced citizens.

National legislation for land acquisition in Turkey is based on the following regulations. Land Registry Law No. 2644 is the main land title regulation which was amended by Law No. 6302, that entered into force on 18 May 2012. Land registration in Turkey is based on the Cadastral Law No. 3402. The Cadastral Law also defines the process for the identification of land owners without registered title deeds or where there is confusion over land ownership. The Expropriation Law (Law No. 2942) sets out the procedures for expropriation of immovable property in possession of natural and private legal entities by the State and public legal entities in circumstances where public interest requires, as well as procedures and methods for calculation of the expropriation price, registration of the immovable property and the right of way in the name of the authority, and settlement of related disputes. The Municipal law 5393

⁴ <https://m.ego.gov.tr/dosya/indir/23822.pdf>

defines the role of the Municipality, and its power and privileges. The Project is undertaken by the Ankara Metropolitan Municipality, which is a bound to Greater City Law Number 5216. Hence national laws bound by the Project for land acquisition can be summarised as:

- Cadastral Law No 3402
- Land Registry Law No 2644
- Law on Expropriation No 2942
- Municipal Law No 5393
- Greater City Law No 5216

4.2. EBRD Performance Requirements

PR 1: Assessment and Management of Environmental and Social Risks and Impacts- this PR recognises the importance of an integrated assessment to identify the environmental and social risks and impacts associated with projects and the client's management of environmental and social performance throughout the life of the project.

PR 2: Labour and Working Conditions - this PR recognises that for clients and their business activities, the workforce is a valuable asset, and that good human resources management and a sound worker-management relationship based on respect for workers' rights, including freedom of association and right to collective bargaining, are key ingredients to the sustainability of business activities.

PR5: Land Acquisition, Restrictions on Land Use and Involuntary Resettlement: This PR addresses impacts of project-related land acquisition, including restrictions on land use and access to assets and natural resources, which may cause physical displacement (relocation, loss of land or shelter), and/or economic displacement (loss of land, assets or restrictions on land use, assets and natural resources leading to loss of income sources or other means of livelihood).

PR10: Information Disclosure and Stakeholder Engagement – This PR recognises the importance of an open and transparent engagement between the client, its workers, worker representatives, local communities and persons affected by the project and, where appropriate, other project stakeholders as an essential element of good international practice and corporate citizenship.

5. STAKEHOLDER IDENTIFICATION

AMM has previously identified a stakeholder list which is included in AMM 2020-2024

Strategic Plan disclosed in AMM's website

(http://www.sp.gov.tr/upload/xSPStratejikPlan/files/mDWWe+2020-2024_Stratejik_Plan_BASKI_son.pdf)

AMM conducts regular surveys to assess employee and customer satisfaction. A total of 1091 people were surveyed in 2019, for the preparation of the AMM 2020-204 Strategy Plan, and their satisfaction with municipal services and units was measured. While 60% of the interviewees found the services successful, 32% found them partially successful. 8% think that they are unsuccessful. The satisfaction rate with EGO services was 57%, the rate of satisfaction with the Department of Science Affairs was 54%, and the rate of satisfaction with the AMM Media, Communications and Public Relations Department (MCPR) was 53%.

According to the Plan some most important external stakeholders are;

- Public institutions
- Governorship
- District governorships
- District municipalities
- Universities
- NGO's
- Media

Stakeholders are defined as individuals or groups who are positively or negatively affected from the project's results and performance or may affect these processes or have a legitimate interest with the project. The authorities granting permissions and the local communities in the project area are also stakeholders of the project. However, although stakeholder identification does not appear to be involved directly in the project development, it aims to include other individuals, groups and organizations (non-governmental organizations (NGOs), associations, etc.) who have knowledge about the existing social and socio-economic dynamics. Evaluation of feedback made by such stakeholders can facilitate the improvement of the quality of the impact assessments and social investment activities to be planned according to the real socio-economic needs.

Stakeholder analysis is the first step of SEP. The aim of this analysis is to determine each stakeholder group, define its tasks and responsibilities in the project and reveal opportunities to interact with these stakeholders. At an early stage of the project, it is important to perform a thorough stakeholder analysis. Stakeholder analysis not only lists the stakeholders, but also evaluates stakeholders and sorts their engagement level according to goals and possible effects of the project. Dynamics between the stakeholders are taken into consideration in this analysis while identifying risks and opportunities in terms of project involvement aspect.

In this way AMM guarantees a transparent and accessible engagement process for everyone through stakeholder engagement strategy, AMM;

- determines all stakeholders of the project; While doing so, it examines all the stakeholders at all levels from the local community, public institutions, to national and international stakeholders.
- plans management of the relationship with stakeholders, the impact of stakeholder engagement on the project, the means of communication and contact frequency to be used for the stakeholders.
- performs an active stakeholder communication at local level in order to mitigate the possible negative effects of the project for the project-affected communities and allow the local communities to benefit from the potential positive impact of the project.
- records complaints and demands of the stakeholders, provides feedback to demanding and complaining stakeholders as soon as possible.
- develops methods for especially sensitive groups to ensure them to access to the project in the stakeholder participation at local.
- tracks culturally an appropriate style and method in all communication.

- creates opportunities for the stakeholder engagement by using different communication channels to ensure the effective participation of stakeholders.
- provides the opportunities for other groups affected by the project, particularly for the non-governmental organizations to express their opinions on the proposed actions during the life cycle of the project.
- identifies detailed action plan by preparing Stakeholder Engagement Plan especially for the Project and ensures monitoring and reporting of procedures since the scope of the project and local needs changes for each specific project.

Stakeholders are divided into two parts; external and internal stakeholders. Thanks to this separation, stakeholders involved in the AMM and other stakeholders can clearly be indicated about how they affect the project or are affected by the project. In the stakeholder analysis, the roles of the internal stakeholders in the project, institutional stakeholder participation and their involvement are described. In the analysis of external stakeholders, the role of stakeholders, method, frequency and subject of the relationships to be established with stakeholders during the project are discussed.

5.1. External Stakeholders

External stakeholders in the AMM’s project represent the stakeholders affected by the project or affecting the project in some way. They include government agencies and households affected by the project. In Figure 3, the external stakeholders in the project are summarized.

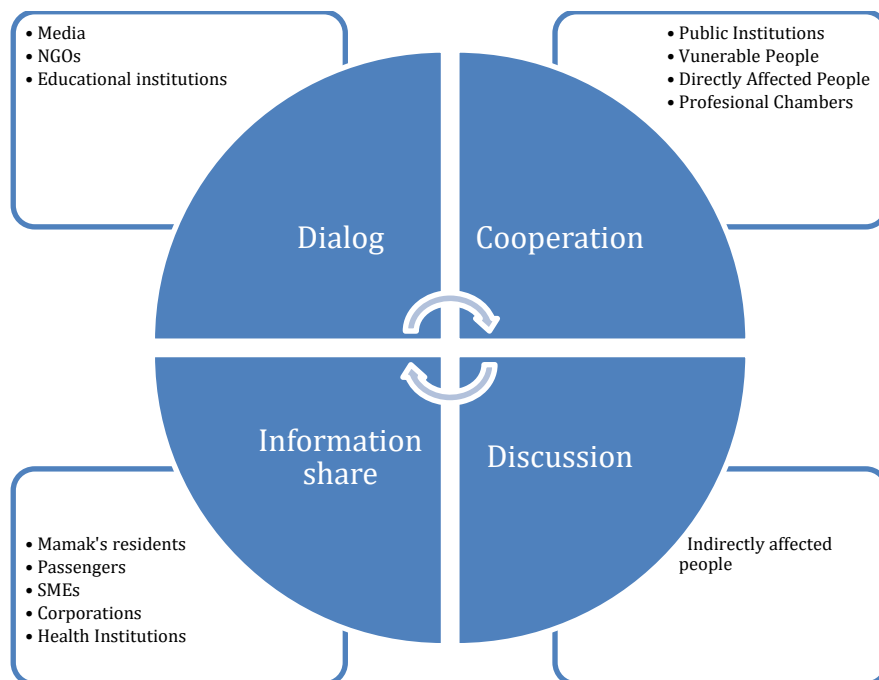


Figure 3 Determination of Stakeholders and Engagement Scheme

These stakeholders are the stakeholders who **are** directly or indirectly affected by the project and are likely to be affected from other activities of the project.

a. Directly Affected Stakeholders

These stakeholders are the stakeholders who are directly affected by the construction activities of the project. They faced loss of personal and/or public land/immovable due to project and were compensated for their tangible asset losses. The types of impacts on these settlements that are close to the project application area due to the project are different. Those people who are affected by the project are grouped according to their settlements, since each settlement is affected in different ways. It is important to be in a regular and detailed communications with these stakeholders in terms of the project adaptation by the stakeholders.

Directly affected stakeholders and their settlements can be determined as following:

- **Mukhtars:** Abidinpaşa, Akşemsettin, Aşık Veysel, Cengizhan, Fahri Korutürk, General Zeki Doğan, Ege and Tuzluçayır.
- **Passengers**
- **SMEs, Residents, Shopkeepers, Taxi Stations (Main roads And Side Streets)**

b. Vulnerable Groups

This group includes the vulnerable people who have limited mobility or may be disproportionately impacted from Project's potential adverse impacts. Vulnerable groups identified are women, children and students, people with disabilities, and the elderly. Vulnerable groups may be impacted from Project's construction phase impacts especially due to community health and safety concerns stemming from traffic diversions to side streets, lack of vehicle access to main streets due to blocked roads, and use of pedestrian access roads. Engagement with vulnerable groups is critical to ensure their safe and uninterrupted access to transportation services. The Project will inform vulnerable groups and ensure their travel services are accessible and uninterrupted during construction phase. Operation phase plans of the Project focuses on accessibility to vulnerable groups and aims to enhance their transportation experience.

c. Government agencies

These stakeholders are the state institutions who have an impact on design, implementation and operating stages of the project. These institutions are vital to the AMM in the context of metro line project, because their approval and acceptance procedures in the realization of the project are highly important. During the project, these stakeholders are worked with effectively at national, regional and local level.

d. Occupational Chambers

The presence of occupational chambers in the AMM Stakeholder engagement plan will facilitate the access to the other stakeholders within the bodies of these organizations identified through them. At the same time, since they are in communication network of professional organizations and in AMM's information and public relations activity chain, the project will be owned positively by these professional organizations. The contact with these occupational chambers will be carried out via various communication channels. Among these channels are regular visits, informational brochures, alternative methods such as monthly bulletins, etc. Their

contributions to the project process by taking into account their expectations will create a positive communication chain in terms of the Project.

e. Educational Institutions (Schools, University departments)

There are educational facilities along the Project route which will be directly impacted by the Project. It is important to inform these educational institutions located along the planned metro line about project activities. Project will inform these institutions regarding Project timeline, alternative roads, traffic plans, and will pay attention to schools' operating hours to minimize any potential dust, noise and vibration impact. Project will inform the schools prior to any blasting or works that may disturb education.

f. Primary Health Care Institutions (Hospitals and Health Centers)

Public health institutions and pharmacies with whom project-affected people have intensive communication is as follows (Table 1). Informing these institutions means particularly indirect informing of the people, who comes to these institutions, about project activities and construction stages and therefore informing health institutions is important to raise public awareness on this issue. At the same time, these institutions can be considered as an alternative to reach the public through communication means (brochures, bulletins, etc.).

g. NGOs

Civil and commercial stakeholders are the ones who are likely to affect the project or to be affected by the project. Establishing balanced relations with these stakeholders throughout the project is very important.

h. Taxi Stations

Involving below mentioned taxi stations situated in the region into the stakeholder engagement plan is important. Taxi stations are within the communication chain of AMM since they keep the pulse of the neighborhood and ensure to reach stakeholders in the region in terms of informing them.

i. Media

"Media" is a quite important means of communication in terms of collective, correct and detail consultation with the stakeholders who are affected from the project. Continuous relations with the media at local and regional level is essential to provide regular information about the project and AMM. In any case, the media constitutes an important part in consultation and creation of public perception.

5.2. AMM Internal Stakeholders

Internal stakeholders are employees, directors, representatives and suppliers in the AMM and subcontractor companies tied to AMM. All of these stakeholders are within the framework of the project's impact (Table 1). Communication of internal stakeholders is essential in order to establish relationships with external stakeholders.

Table 1 Summary Stakeholder Identification Table

Stakeholder Groups	Definitive Stakeholders	Summary of Specific Interest/Relevance
<i>External Stakeholders</i>		
National Governmental Organizations	<ul style="list-style-type: none"> - Ministry of Transport and Infrastructure - Ministry of Environment and Urbanization - Ministry of Culture and Tourism - Ministry of Labor and Social Security - Ministry of National Education 	<p>National and regional development Policy formulation Permitting Cumulative impacts</p>
Local Governmental Organizations	<ul style="list-style-type: none"> - Governorship of Ankara - Provincial Directorate of Environment and Urbanization - Provincial Directorate of Culture and Tourism - Ankara Disaster and Emergency Management Directorate - Ankara Provincial Security Directorate - Mamak Governorate - Mamak Municipality - Ankara 112 Emergency and Healthcare Services - Ankara Fire Department 	<p>Social and economic development Environmental protection Management of environmental impacts (e.g. wastes, wastewater)Emergency planning and intervention</p> <p>Environmental and social impacts Permitting</p>
Non-governmental Organizations (NGO's) – international, national and local	<ul style="list-style-type: none"> - Ankara Union of Chambers of Turkish Engineers and Architects (TMMOB) - Ankara Chamber of Environmental Engineers - Ankara Chamber of Civil Engineers - Ankara Bar Association (including Environmental Commission) - Women associations <ul style="list-style-type: none"> • Women's Solidarity Foundation • Ankara Productive Women Association • Disabled Women's Association • Women's Education and Employment Association – General Zeki Doğan • Federation of Turkish Women's Associations Refugee Associations <ul style="list-style-type: none"> - Association for Solidarity with Asylum Seekers and Migrants (Sgdd Asam) – Mamak Branch - Associations for People with Physically Handicapped Life Association Ankara Branch - Independent Movement Association - Mamak - Six Dots Association for the Blind - A Hope for the Disabled Association –Aşık Veysel - Blue Heart Disabled and Non-Disabled Life Club Association – Akşemsettin 	<p>Environmental and social impacts Cumulative impacts Economic development</p> <p>Inclusivity and accessibility</p> <p>Security impacts</p>

Stakeholder Groups	Definitive Stakeholders	Summary of Specific Interest/Relevance
Mukhtars/Local Communities/Residents, Passengers	People residing, working, studying, or travelling to Abidinpaşa, Akşemsettin, Aşık Veysel, Cengizhan, Fahri Korutürk, General Zeki Doğan, Ege and Tuzlucaıyır	Environmental and social impacts especially traffic impacts and community health and safety Economic displacement Employment
Vulnerable persons/groups	The poor/elderly/people with disabilities in the Project affected settlements	Community health and safety impacts
Women PAPs	Women in Mamak district, especially in Project affected settlements of Abidinpaşa, Akşemsettin, Aşık Veysel, Cengizhan, Fahri Korutürk, General Zeki Doğan, Ege and Tuzlucaıyır	Environmental and social impacts Cumulative impacts Land acquisition Employment
Local Businesses	<ul style="list-style-type: none"> - Local Enterprises and small businesses - Private transportation services (taxis, minibuses) 	Traffic impact Economic displacement
Education Institutions	<ul style="list-style-type: none"> - Ankara University 	Environmental and social impacts
Media	<ul style="list-style-type: none"> - Local and national newspapers, - TV channels - Social media, twitter, linked-in, facebook 	Relaying correct Project information to communities Advertisements
Lenders	<ul style="list-style-type: none"> - International finance institutions (including private banks) 	Project finance
Internal Stakeholders		
AMM	<ul style="list-style-type: none"> - Employees - Contractors and Sub-contractors and their Employees 	Growth and development Stable employment and opportunity Occupational health and safety
Istanbul Metro	<ul style="list-style-type: none"> - Project related consultants and experts 	Reputation with regard to technical, Environmental and Social Performance of the Project

6. STAKEHOLDER ENGAGEMENT ACTIVITIES

Stakeholder engagement and information disclosure for the Project will be undertaken by AMM Media, Communications and Public Relations Department (MCPR). In addition to MCPR Department, AMM has Mukhtar's Directorate, in direct communication with mukhtars for information disclosure, Social Media Directorate, that manages social media accounts and, Women and Family Services Directorate that focuses on engagement with women. AMM uses online and offline communication tools to reach all residents and inform them about their projects.

The Project was announced on the EGO website⁵ on February 2022. First Project specific face-to face meeting with Mukhtars was held on March 17th, 2022 at AMM during ESDD consultations.

⁵ <https://www.ego.gov.tr/tr/haber/5825/ankaraya-metro-mujdesi-dikimevinatoyolu-metrosu-icin-proje-tamamlandi>

The preparation consultations with AMM, EGO, interviews with Mukhtars where new metro stations are to be located, focus group meetings with women in Project's impact area, consultations with small business owners in the vicinity of metro entry/exit locations. The Project route and all station locations were visited three times during site visit. 11 internal stakeholders were consulted⁶, 8 Mukhtar interviews, 4 women's focus group meetings were held within the scope of the fieldwork.

All stakeholders emphasized the importance of metro. The Mukhtar's in the Project's impact area stated that the Project is the top priority across all infrastructure and social projects, since transportation is a grave concern in Mamak. All consulted PAPs voiced their strong support to the Project. Even during discussions on possible construction impacts- road routings, blockages, noise, dust- PAPs welcomed the Project, they said it is necessity. For women, metro means safer, accessible and more comfortable travel alternative. Overcrowded bus and minibus service, heavy traffic were main complaint areas for transportation. Main questions posed regarding the Project were:

- the timeline of construction: Start date and the duration
- exact location of the stations

Taxi drivers were also consulted to assess potential impact on their livelihoods. They said even if people living in close proximity may prefer metro as opposed to taxi service, more people will use taxis to access metro stations. They do not expect decrease in their income since there will be further demand to access metro stations.

Additional communication will be conducted with the PAPs once the exact AOI is finalised. Regular consultations and update during pre-construction and especially construction activities will also be conducted

⁶ Please see Stakeholder Consultation section for a full list of stakeholders consulted

Stakeholder Engagement Approach and Future Stakeholder Engagement

Table 3. Stakeholder Engagement Approach and Future Stakeholder Engagement

No	Stakeholders	Activity Level	Effect	Consultation Subjects	Consultation Method	Period	Monitoring Indicators	Engagement Frequency
A	Local Communities							
1	Workplaces, Residents, SMEsi Taxi Stations (Boulevards And Streets) Abidinpaşa, Akşemsettin, Aşık Veysel, Cengizhan, Fahri Korutürk, General Zeki Doğan, Ege and Tuzlucaıyr.	Local	Impacted	Consultation about project stages; informing on possible effects of the project and communication mechanism with stakeholders.	Visit, Brochure, Face-to face Consultation meeting, Web site Social media Posters, Billboards	Construction	Number of visits conducted. Number of consultations held, Number of PAPs reached, Number of requests/grievances received Number of brochures printed, distributed locations Social media analysis Website information Location of billboards	Quarterly visits Monthly social media updates Annual brochure distribution
2	Project Impacted Neighbour Mukhtars Muhtars of Abidinpaşa, Akşemsettin, Aşık Veysel, Cengizhan, Fahri Korutürk, General Zeki Doğan, Ege and Tuzlucaıyr.	Local	Impacted	Consultation about project stages; informing about possible effects of the project and communication mechanisms with stakeholders; informing about grievance and demand mechanism of the municipality	Visit, Brochure, Consultation meeting, Web site Social media/whatsapp Posters	Construction	Number of visits conducted. Number of consultations held with mukhtars, Number of Mukhtar's reached, Number of requests/grievances received from mukhtars Number of whatsapp and other social media messages shared	Quarterly visits Monthly social media updates Annual brochure distribution

No	Stakeholders	Activity Level	Effect	Consultation Subjects	Consultation Method	Period	Monitoring Indicators	Engagement Frequency
							Number of brochures distributed at muhtar's office	
3	Vulnerable Groups Elderly, people with disabilities, women, children	Local	Impacted	Consultation about project stages; informing about possible effects of the project and communication mechanisms with stakeholders; informing about grievance and demand mechanism of the municipality	Visit, Brochure, Consultation meeting, Web site Social media Posters	Construction and Operation	Number of visits conducted. Number of consultations held, Number of vulnerable PAPs reached, Number of requests/grievances received	Quarterly visits Monthly social media updates Annual brochure distribution
B Public Insitutions								
4	National Level	National	Affecting	Consultation about project stages; informing about grievance and demand mechanism of the municipality	Visit, Correspondence	Construction and Operation	Number of visits conducted Official correspondence recorded	Annual As needed
5	Provincial and District Level	Regional	Affecting	Permissions, consultation about project stages; informing about grievance and demand mechanism of the municipality	Visit, Correspondence	Construction and Operation	Number of visits conducted Official correspondence recorded Requests/grievances received	Annual As needed
6	District Municipalites	Regional	Impacted	Consultation about project, interviewing grievances and	Visit, Correspondence	Construction and Operation	Number of visits conducted	Annual As needed

No	Stakeholders	Activity Level	Effect	Consultation Subjects	Consultation Method	Period	Monitoring Indicators	Engagement Frequency
				demands, receiving opinions and recommendations			Official correspondence recorded Requests/grievances received	
C Educational Institutions								
7	Schools and Universities	Regional	Impacted	Consultation about project stages; informing about possible effects of the project and communication mechanisms with stakeholders; informing about grievance and demand mechanism of the municipality	Visit, Brochure, Consultation meeting, Web site	Construction and Operation	Number of visits conducted Official correspondence recorded Requests/grievances received	Annual As needed
D Primary Health Care Institutions								
8	Hospitals, Health Centers and Pharmacies	Regional	Impacted	Consultation about project stages; informing about possible effects of the project and communication mechanisms with stakeholders; informing about grievance and demand mechanism of the municipality	Visit, Brochure, Consultation meeting, Web site Social media Posters	Construction and Operation	Number of visits conducted Official correspondence recorded Requests/grievances received	Annual As needed
E Occupational Chambers								

No	Stakeholders	Activity Level	Effect	Consultation Subjects	Consultation Method	Period	Monitoring Indicators	Engagement Frequency
9	Occupational Chambers	Regional	Affecting	Consultation about project, interviewing grievances and demands, receiving opinions and recommendations	Visit, Brochure, Consultation meeting, Web site, Social media Posters	Construction and Operation	Number of consultations held, Number of Chambers' reached, Number of requests/grievances received	Annual As needed
10	Chamber of Minibus Drivers Small Businesses Chamber of Drivers Chamber of Taxi Drivers	Provincial	Impacted	Consultation about project, interviewing grievances and demands, receiving opinions and recommendations	Visit, Brochure, Consultation meeting, Web site, Social media Posters	Construction and Operation	Number of consultations held, Number of Chambers' reached, Number of requests/grievances received	Semi-annual
F	NGO's							
10	NGO's	National and Regional	Impacted	Consultation about general stages of the project and construction activities, Consultation about expected positive and negative effects of the project; informing about operation of grievance and demand mechanism	Visit, Brochure, Consultation meeting, Web site, Social media Posters	Construction and Operation	Number of consultations held, Number of Chambers' reached, Number of requests/grievances received	Annual
G	Media							

No	Stakeholders	Activity Level	Effect	Consultation Subjects	Consultation Method	Period	Monitoring Indicators	Engagement Frequency
11	Media Associations and Agencies	National and Regional	Affecting	Sharing information on general stages of the project and construction activities; consultation about operation of grievance and demand mechanism	Press release Visit, Brochure, Consultation meeting, Web site Social media	Construction	Number of press releases Number of public consultation	When needed
H Passengers								
12	Passengers	Regional		Consultation about general stages of the project and construction activities, Consultation about expected positive and negative effects of the project; informing about operation of grievance and demand mechanism	Brochure, Social media Web site Posters, billboards	Construction	Number of Social media posts Posters and billboard locations	During construction phase As needed
H Internal Stakeholders								
13	AMM Units and EGO Contractors and suppliers, construction workers	National and Regional	Affecting	Project updates and changes in operations information on labor rights, contract information, Code of conduct including provisions for GBVH, GRM for	Trainings Face to face meetings, Brochure Visit Correspondence	Construction and Operation	Number of trainings Number of Trainings on GBVH Number of face-to-face meetings Number of visits Number of correspondence Grievances on GBVH	Orientation for new employees Annual trainings Semi-annual information sessions

No	Stakeholders	Activity Level	Effect	Consultation Subjects	Consultation Method	Period	Monitoring Indicators	Engagement Frequency
				workers etc. Internal grievance mechanism			Internal grievance records/open-close status/average closure time	

7. DISCLOSURE AND CONSULTATION

Disclosure stakeholder engagement activities will be undertaken by AMM. AMM is committed to transparency in its relations with stakeholders and disclose all of the public consultation documents in accordance with best practice. In this context, this SEP will be disclosed on AMM's website <https://www.ankara.bel.tr>

For this purpose, AMM will publish the information documents produced within the scope of the Project related reports and documents such as Non-Technical Summary, project information brochure, etc. on the official website, make the necessary announcements via e-mail, SMS, whatsapp messages and social media, AMM's phone lines (153, etc) and record all received feedback from these channels.

All disclosure materials (summary, brochure, etc.) will be printed and shared at the mukhtars' office in the project area and at some regional NGO's. Details of these activities and feedbacks that are collected will be reported by AMM .

8. GRIEVANCE REDRESS MECHANISM

8.1. Overview

AMM has an active grievance mechanism that is effectively used. AMM records and responds to grievances. ALO153 call center and Mavi Masa complaints management center were set up in 2003 in order to receive, assess, dispatch, and follow up on all grievances arriving at these centers. Residents submit their requests, opinions, and complaints through

- ALO153 call center,
- Mobile Application,
- Municipality Web Page,
- mail and email,
- fax,
- SMS,
- Whatsapp number,
- social media platforms including Twitter, Facebook and Instagram,
- E-Government Portal,
- Governorship of Ankara,
- CİMER (presidency grievance mechanism), and
- face-to-face contact points (for some grievance channels see Table 4).

Table 4: Grievance Channels

Channel	Info
Whatsapp	0312 153 0000
E mail	153@ankara.bel.tr
Municipality Web Page	https://mavimasa.ankara.bel.tr/#about-mavimasa

Ankara Büyükşehir Belediyesi Başvuru Formu

Kimlik No *

Ad *

Soyad *

Cep Telefonu *

Email *

Kişi Bilgilerini Gizle

Başvuru Metni *

İlçe

Mahalle

Sokak

Dosya

Bu alana dosya sürükleyip bırakabilirsiniz.

Aydınlatma metnini okudum onaylıyorum.

Figure 4 AMM Online Application Form⁷

When complainants submit their messages, they are also able to upload photos and any documentation, if necessary, to the portal (Figure 4). After conveying their message,

- Complainants are given a follow-up number.
- The grievances received, first and foremost, are assessed by the experts who divide them into categories and dispatch them to the contact points in relevant departments who are responsible for monitoring and coordinating of management of grievances.

⁷ <https://baskent153.ankara.bel.tr/Basvuru/BasvuruYap>

- Then the process is monitored to get a timely and accurate resolution.
- The response, which is approved by both the center and department experts, is sent to the complainant. (For the process, see Figure 4).
- The grievances are usually answered on the same day while, in some cases, it takes a week. However, a grievance is given a resolution within fifteen days at the latest.

Existing grievance mechanism will be used for the Project. AMM will disseminate grievances stemming from the Project to unit in charge of Project management and relevant departments.

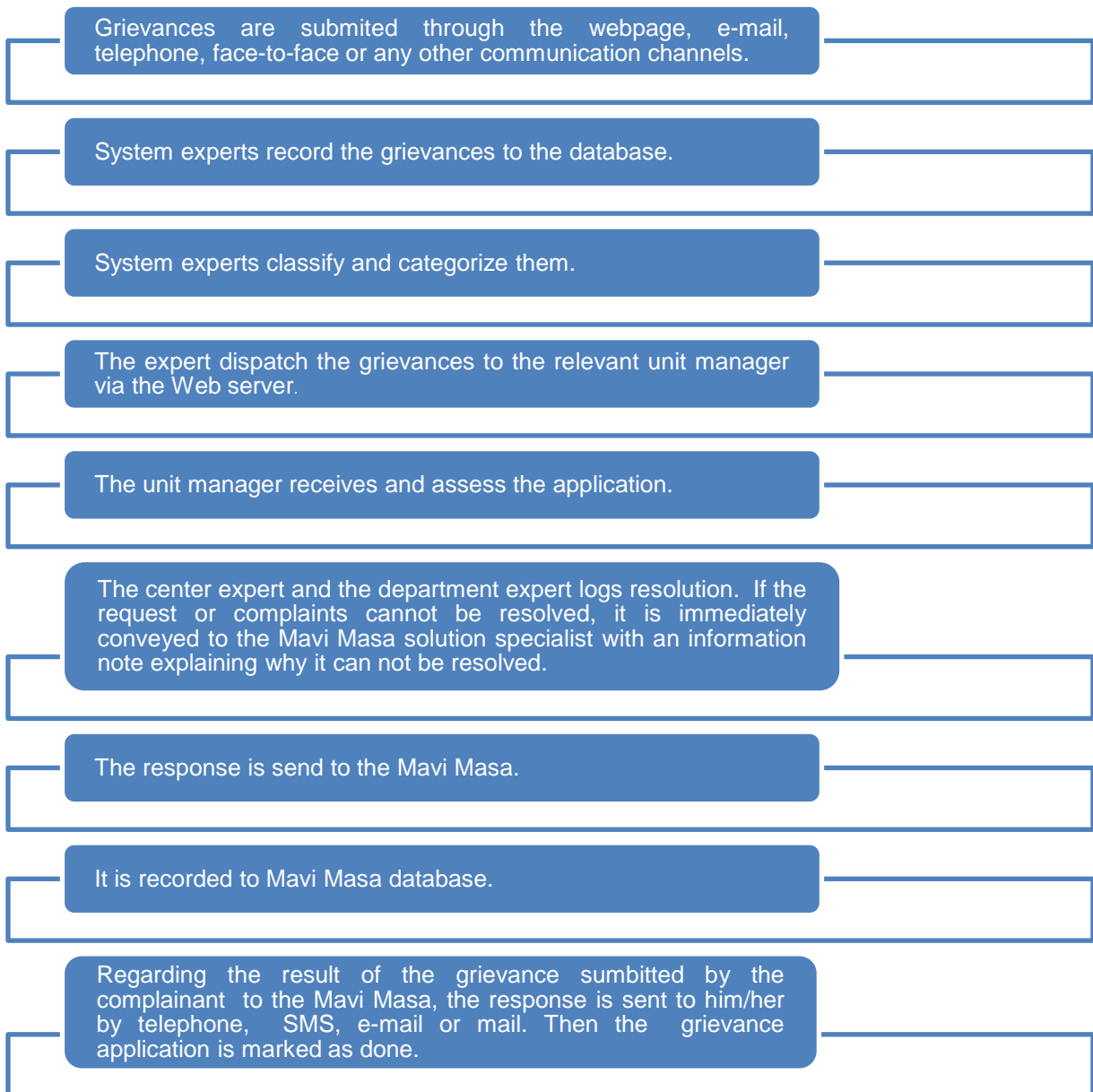


Figure 5. Grievance Mechanism

On an average day, more than 2000 requests and complaints (Table 5) are submitted to the ALO153. There are 2737 grievances received in 2021 for EGO. Once the grievances are received, the grievance is conveyed to the responsible unit. Main topics include metro train scheduling, metro maintenance and repairs, and general maintenance.

Table 5: Grievance analysis according to subjects and departments, 2021

EGO Unites Subjects	EGO Transportation Planning and Rail System Department	EGO Metro Management Branch Directorate	EGO Fixed Facilities Branch Directorate	EGO Rail Systems Administrative Affairs Branch Directorate	EGO Ankaray Management Branch Directorate	EGO Planning and Implementation Branch Directorate	EGO Metro Support Services Branch Directorate	EGO Purchasing Branch Directorate	Total	%
EGO Metro Train Drivers		94							94	3.43%
EGO Ankaray Announcements					8				8	0.29%
EGO Ankaray Train Maintenance and Repair					26				26	0.95%
EGO Ankaray Train Schedules					64				64	2.34%
EGO Ankaray Train Drivers					13				13	0.47%
EGO R&D Study	1	1		1		181			184	6.72%
EGO Book Stations							9		9	0.33%
EGO Metro Announcements		199							199	7.27%
EGO Metro Face Masks Demands		21				1			22	0.80%
EGO Metro Art Station							25		25	0.91%
EGO Metro Train Maintenance Repairs	10	369	1	1					381	13.92%
EGO Metro Train Schedules	13	1146							1159	42.35%
Metro Complaints Regarding Restrooms							19		19	0.69%
EGO Rail System Tender								14	14	0.51%
EGO Rail Systems Elevator - Escalator Maintenance and Repair			22						22	0.80%
EGO Rail Systems General Maintenance - Repair	1	1	385						387	14.14%
EGO Rail Systems Line Maintenance and Repair			61						61	2.23%
Rail System Thank-You Messages From The Passengers	1			49					50	1.83%
Total	26	1831	469	51	111	182	53	14	2737	
%	0.95%	66.90%	17.14%	1.86%	4.06%	6.65%	1.94%	0.51%		

Source AMM, 2022

Majority of the grievances are directed to Stationary facilities branch directorate followed by Planning and Implementation Directorate. The records and analysis of grievances reveal that AMM is keeping an active and functional grievance mechanism.

Table 6. EGO units to which requests and complaints are directed

EGO units to which requests and complaints are directed	Number of requests and complaints
EGO Transportation Planning and Rail System Department	111
EGO Metro Management Branch Directorate	53
EGO Stationary Facilities Branch Directorate	1831
EGO Rail Systems Administrative Affairs Branch Directorate	182
EGO Ankaray Management Branch Directorate	51
EGO Planning and Implementation Branch Directorate	469
EGO Metro Support Services Branch Directorate	14
EGO Purchasing Branch Directorate	26
Total	2737

Source AMM, 2022

8.2. Gender

In addition to complaints directed to the Department of Women and Family Service, the Women's Counseling Units affiliated with this department specifically collect women's complaints and problems for resolution. Women's Counseling Units have been operating in 6 districts since 2017.

These Units provided both face-to-face support in the centers and 7/24 telephone support over the ALO ŞİDDET (ALO Violence) line.⁸ Moreover, support is given to women who report the risky area in terms of GBVH and gender inequality to the Mor Haritam (Purple Map) application which is an interactive tool sensitive to gender that shows the various needs of women such as security, daycare centers, and social assistance, as well as helps to identify the points that need improvement in the city of Ankara.⁹

In 2020, 87 women out of a total of 151 got face-to-face support, while 64 through telephone. The reasons for women to apply to this unit are mainly material support (76 women), as well as cash support (20 women), food and shelter (30 women), employment support (17 women), and legal consultancy (17 women).¹⁰

In order to ensure that women living in Ankara get informed about the activities of Women's Counseling Units, informative cards are distributed in areas where women are heavily used.

⁸ <https://www.ankara.bel.tr/kadin-calismalari/kadin-danisma-merkezleri>

⁹ <https://morharitam.ankara.bel.tr/>

¹⁰ Women's Counseling Center And Women's Shelter Annual Report, 2020



Figure 6 Informative Cards distributed by Women's Counselling Units

9. RESOURCES AND RESPONSIBILITIES

AMM will have an overall responsibility for undertaking and supervising engagement with all stakeholders in relation to the Project and will use available resources to ensure that the relevant activities are conducted effectively and to the appropriate standard. The overall budget of the Project is 309 million euros.

AMM has the authority to:

- Develop and implement the metropolitan transportation master plan, planning and coordinating transport and public transport services; and
- Carry out public transportation services within the metropolitan and for this purpose to establish, build, operate, or to allow operation the necessary facilities

AMM therefore will develop, implement the tendering process for the planning, design, and construction of the proposed metro line. AMM will appoint an Owner's Engineer to monitor the construction process in line with the contract specifications agreed with the main Construction Contractor, which will be selected through a procurement process in line with Lender requirements. The parties of interest for the planning, tendering, construction, and operation of the metro lines are;

Table 0-1: Roles and Responsibilities within AMM and Project Management

Roles			Responsibilities
AMM Department	Science Affairs		<ul style="list-style-type: none"> • Execution and control of the activities during the construction phase. • Monitoring of SEP during construction phase

Rail Systems Department of the EGO General Directorate	<ul style="list-style-type: none"> • Responsible unit for operation period. • SEP internal monitoring during operation phase
Yüksel Mühendislik	<ul style="list-style-type: none"> • Provision of consultancy services to the ABB Science Department regarding the design, feasibility and construction phases of the project
Metro Istanbul,	<ul style="list-style-type: none"> • Responsible for feasibility and design works
AMM Real Estate and Expropriation Department	<ul style="list-style-type: none"> • Responsible for real estate and expropriation transactions • Responsible for Consultations for land acquisition, sharing information on expropriation
AMM Press, Broadcasting and Public Relations Directorate	<ul style="list-style-type: none"> • Coordinate grievance mechanism, responsible for internal monitoring of grievance management • Conduct stakeholder consultations meetings • Hold information sessions at Project impacted settlements • Prepare Project information sharing documents, brochures, posters, billboards, press releases • Disseminate Project information documents
AMM Department of Women and Family Services	<ul style="list-style-type: none"> • Responsible for gender impacts and coordination of complaints and requests regarding women. • Consultation with women
AMM Department of Neighborhood (Mukhtar) Affairs	<ul style="list-style-type: none"> • Responsible for communication and inform the mukhtars related Project activities. • Coordinate mukhtar's information sessions
Construction Contractor	<ul style="list-style-type: none"> • Record, respond and close grievances on construction related activities • Report to AMM monthly grievance management data • Conduct information sharing in Project impacted settlements
Consultants	<ul style="list-style-type: none"> • Preparation of ESMS, including SEP • Monitoring of Environmental and Social Performance of the Project

10.REPORTING

This SEP will be periodically revised, updated annually a during Project implementation .Monthly summaries of grievances raised by internal and external stakeholders, queries and related incidents together with the implementation status of corrective/preventive actions, consultations and the disclosure activities will be referred the AMM in all phases of the Project and to Contractor in the construction period. Also, SEP monitoring and evaluation reports will be submitted to EBRD and all other lenders periodically by AMM. AMM will publicly report on its environmental and social performance on an annual basis including a summary of any grievances raised and how they have been resolved. To inform the external stakeholders Annual Environmental and Social Report (brief summary of the Annual Environmental and Social Monitoring Report (AESMR) will be developed and published on the AMM’s website.

Monitoring Focus	Monitoring Indicator	Time	Monitoring Frequency	Parties Responsible for the Monitoring
SEP Internal monitoring	<ul style="list-style-type: none"> - Number of stakeholder consultations held - Disclosed material on website and other social media tools - Grievance management data - Monthly SEP Progress reports prepared and sent to AMM Management, Science Affairs Department 	Construction and operation	Monthly	AMM Press, Broadcasting and Public Relations Directorate
Public trust and Satisfaction	<ul style="list-style-type: none"> - Annual Residential satisfaction survey conducted and results, actions identified and taken as a result of surveys - Annual report on Environmental and social performance disclosed on website - Project documentation and progress shared on website, and social media - Semi-annual E&S monitoring reports 	Construction and Operation	Annual Semi-annual	AMM Press, Broadcasting and Public Relations Directorate
			Once every 6 months	External consultant
Public consultation process and grievance mechanism	<ul style="list-style-type: none"> -Identified public consultation process - record of the activities with stakeholders, - number of the meetings held, - number of the participants attended the public consultation meetings, - visits paid to public stakeholders, local authorities or other local stakeholders, - frequency of the visits paid to the settlements affected by the Project, - number of meetings held with Mukhtars 	Construction and Operation	Monthly	Press, Broadcasting and Public Relations Directorate AMM Department of Neighborhood and Mukhar’s Affairs

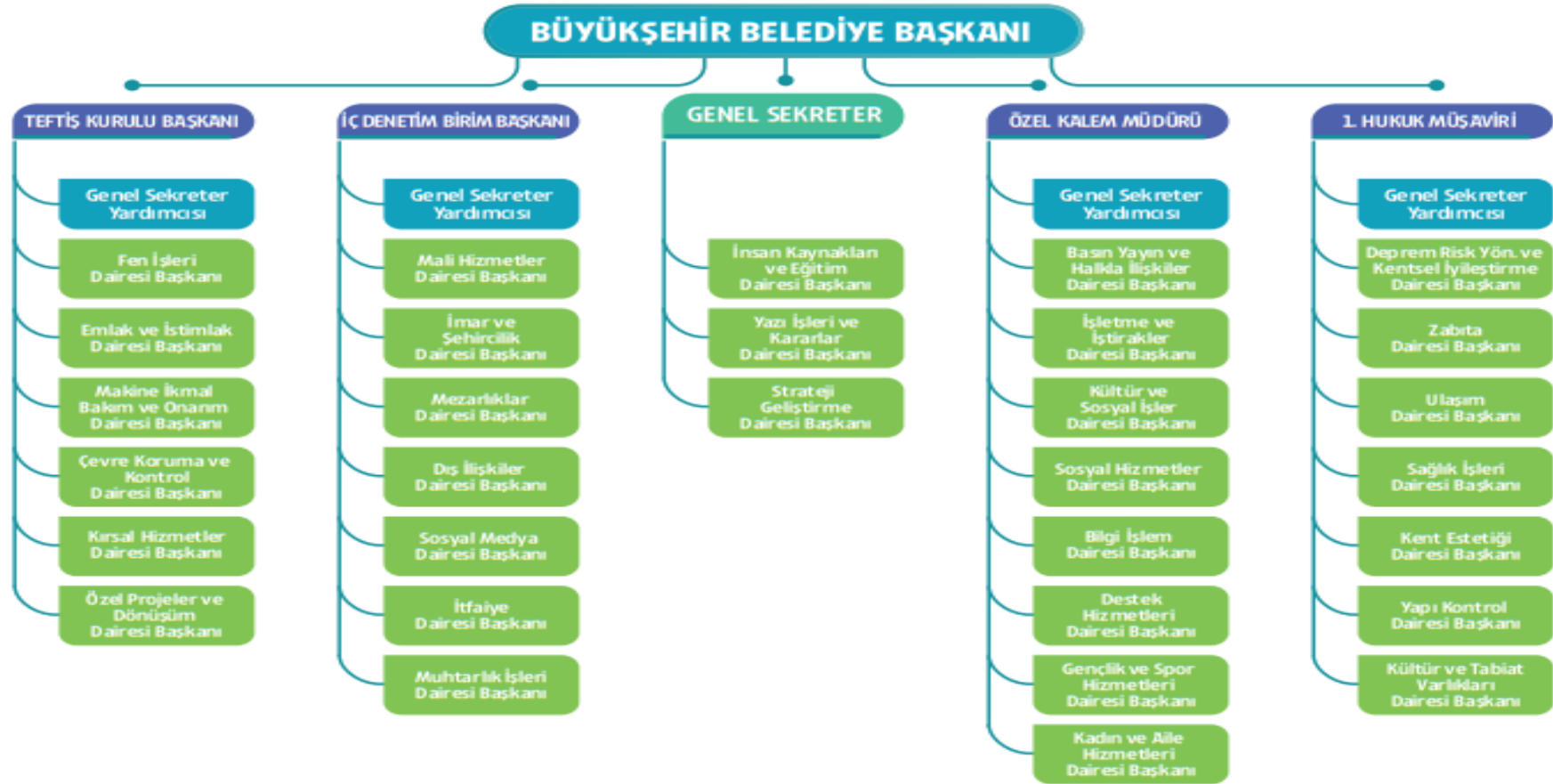
- frequency of project information shared with Mukhtars, number of whatsapp messages, phone calls etc
 - grievances received from Mukhtars
- Grievance management:
- number of grievances raised per settlement
 - number of grievances recorded, responded, by Contractor according to type and subject of grievance
 - types of grievances (complaint/request) and subject of grievance
 - timeline required to solve grievances
 - status of grievances (open/closed)
 - number of grievances that are on hold/ or disagreed
 - incidence of recurring grievances

Once every 6 months

External consultants

ANNEXES

1. AMM Organisation Chart



2. EGO Organisation Chart

